

Welcome!



East Central
Regional Development
Commission

East Central Regional Transportation Coordinating Council Planning Meeting

Thursday, January 10th, 2019

Meeting #4

Karen
Amundson

COMMUNITY DEVELOPMENT PLANNER

EAST CENTRAL REGIONAL TRANSPORTATION
COORDINATING COUNCIL DIRECTOR

Improving Mobility for *“Transportation Disadvantaged”*

Who are:
older adults,
individuals with disabilities,
individuals with low incomes,
and/or military veterans.

Time Line:

Completed:

- ~ ECRTCC structure organized, defined & approved
- ~ ECRTCC Advisory Board designated & approved by ECRTCC
- ~ Geographic region defined
- ~ Project described continuing efforts from local Human Services Transit Coordination Plan
- ~ By Laws created & approved
- ~ Mission Statement created & approved
- ~ 4 Public Meetings scheduled

Time Line *(continued)*:

Draft to be completed by February 3rd

...continue preparing the **Operational Implementation Plan**

By July 4th

...we must involve our Stakeholders within our strategies as we move forward into implementation –

Public Meetings will be the drive to garner interest with our stakeholders.

UPDATES:

1. Spoke at the Isanti County TRIAD meeting on 12/18,
2. Continued involvement with TRY - Volunteer Driver Organization with meetings in Onamia,
3. Participated in a Volunteer Driver webinar,
4. Was present and participated in the Arrowhead Transportation Advisory Council meeting,
5. Provided a ECRTCC update to the MCOTA (*MN Council on Transportation Access*) board during their meeting with Sue Siemers via conference call in St. Cloud,

UPDATES:

6. Updated information on the ECRDC's website sharing the ECRTCC's progress,
7. The ECRTCC Board officially signed letters sent to Governor Dayton, Congressman Rick Nolan, Senator Klobuchar, Congressman Peterson, Congressman Stauber and Governor Walz. These letters were written with regards to raising the Charitable Reimbursement Rate to be in line with the Business Reimbursement Rate. All members of the Advisory Board were urged to send letters as well,
8. The ECRDC/ECRTCC voted favorably to accept the Advisory Board bylaws, to accept the list of Advisory Board primary members along with their roles, and approved the Mission Statement as written,
9. Created, distributed, and gained information from Transportation Service Provider and Advisory Board surveys (will be discussed),
10. Arranged for 4 public meetings and promotions (will be discussed).

MEETINGS:

Mora Economic Development Authority (EDA)

East Central Senior Network (ECSN)

Mille Lacs County Board Meeting (ECRDC Update including ECRTCC information)

ECHO (East Central Housing Organization)

ECRDC (East Central Regional Development Commission)

Advisory Board (*recap*):

- Area Agency on Aging
- Transportation Providers
- Private Transportation Providers
 - TRY, LYFT, Taxi Services
- City Administration
- County Commissioners
- Human Services Agencies
- Veteran Service Organizations
- Health Care Systems
- Centers for Independent Living
- Political Representation
- Senior Service Administrators
- Workforce Development
- Home Health Aids
- Habilitation Services
- Tribal Government

Coordination Plans vs. Implementation Plans

Coordination plan:

To identify the needs and strategies, goals, objectives, and actions.

They identify stakeholders and develop elements to deliver required actions for the implementation phase.

Always considering the 2017 Conclusions:

~ Volunteer Driver Program/Rural Drivers

~ Connectivity to other modalities

~ Simplified centralized dispatch (minding the fact that many in the region are internet disadvantaged or unable to utilize technology)

Implementation plan:

Specifically outlines steps required to implement the projects and incorporate the elements identified in the coordination plans

Continued focus on Region's past studies, our unique rural issues, low income, population demographics, connectivity, continuity, simplicity.

Each agency may have different angles to complete the goals and objectives which we must discover and thoroughly incorporate into plans.

Mission Statement:

To Coordinate the Provision of Multimodal Transportation Services to Assure that Transportation is Convenient and Affordable and will Benefit those Residents facing Transportation Barriers throughout the East Central Minnesota Region 7E.

Work Plan

Mission

Goals

Objectives

Goals:

Specific result-oriented achievements that
support the
mission statement

Our Goals:

Mobility enhancement –

Volunteer driver program, rural drivers, private transit, delivering affordable, efficient, uncomplicated service.

Operation and Administration –

Establish an effective and continuing organizational structure that will ensure financial self-sufficiency and ongoing operation.

Conductivity throughout region which reaches out to adjacent regions.

Our last meeting prompted the necessity for a needs assessment survey...

2 Different Survey Results Summaries:

Taken by our:

Advisory Board Members

&

Transportation Providers

Advisory Board Survey Results:

Advisory Board Survey

(11 respondents)

What locations do you service?

County	Number of Respondents
Kanabec County	8
Isanti County	7
Chisago County	7
Mille Lacs County	5
Pine County	6
Other	3

What agency are you affiliated with?

Agency	Number of Respondents
Area Agency on Aging	1
Transportation Provider	1
Human Services	4
County Commissioner	1
City Administration	2
In Home Care Specialist	1
Housing & Redevelopment	1

Are you non-profit or for-profit?

	Number of Respondents
Non-profit	1
For-profit	10

What population(s) does your agency serve?

Agency	Number of Respondents
Senior Citizens	7
Veterans	7
Physically Challenged	7
Low-income	7
Mentally Challenged	7
Anyone	6
Family with children, chemical health, refugees	1
Too many services to mention	1

Provision for distance rides from remote areas?

Family, friends, social worker
Company pays for it
Gas cards, public transit, waiver programs if qualified, workers may transport
Medical assistance plans, family, friends, churches
Gas cards, public transit, waiver programs if qualified, workers may transport
Situation dictates
Agency provides transportation

What percent of your clients need ADA accessible transportation?

Percentage	Number of Respondents
75 – 99%	2
50 – 74%	3
25 – 49%	1
10 – 24%	1
N/A	4

Which Dial-A-Ride services do you utilize?

Service	Number of Respondents
Heartland Express	4
Timber Trails	3
Arrowhead	1

Which Fixed Routes service do you utilize?

Route	Number of Respondents
Arrowhead (not a fixed route service)	4
TriCAP	1

Which volunteer driver services do you utilize?

Service	Number of Respondents
Family Pathways	3
RSVP	1
TRY	1
Church	3
Friends, family, faith based, County Vet Svc Officer	1
Agency provides	1

Which private pay transportation do you utilize?

Service provider	Number of Respondents
Attaboy	1
Cambridge Transportation	3
Uber and Lyft	0
Staff Paid	1
SchuTran \$\$\$ Medical only, Errands for the elderly, Home Health Agencies	1

Do you utilize a broker?

Yes	No
2	7

Which Non-Emergency Medical Transport is utilized?

Service provider	Number of Respondents
Eagle Transportation	2
Care Cab	2
Lakes Medi-Van	1
Transit Plus	2
Schu-Tran	1
Veteran Svc.	2
MedKab	1
Volunteer Driver Program	1
MTM Contract	1

What other forms of transportation do you utilize?

Form of transportation	Number of Respondents
Family	5
Friends	5
Staff from Home Care	1
Churches	1
Volunteers	1

Transportation destination in order of need.

1	Medical
2	Groceries
3	Work
4	Visiting family & friends
5	Church
6	Entertainment
7	Other (banking, non-medical)

Rating in Service Used (in order – best to worst)

1	Helpfulness
2	Cleanliness
3	Reliability
4	Friendliness
5	Accommodating
6	Professionalism
7	Availability

Public Awareness Processes of Services

Service Type	Number of Respondents
Newspaper	5
Radio	3
Fliers	5
Posters	4
Public Events/Relationship bldg., Health Fairs, Outreach Sr. Centers, Community Ed. Presentations	6
Social Media	5
Website	8
Relationship Building	

Funding Sources

Funding type	Number of Respondents
Medicaid	6
Other: Older American Act Title III-B Grant	5
Private Insurance	5
Medicare	3
Rider	3
Grants	3
Client Costs Share	1
Membership in Program	0

How Transportation services are funding.

Through Agency
Friends / Family / Word of Mouth

Transit Provider Service Survey Results:

Transit Provider

Transit Provider Survey (4 respondents)				
	Pine County Veteran Services:	TriCAP:	Timber Trails Transit:	Arrowhead Transit
Type of Vehicle:	Van	Full Size Bus	Mini Bus/Van	Full Size Bus/Mini Bus
Numbers of Vehicle:	1 to 5	20+	6 - 10/1 - 5	20+/20+
Passenger seats:	6 to 10	11 to 20	20+/0 - 5	20+/11 - 20
ADA Compliant Seats:	0 to 5	11 to 20	6 to 10/0	0 to 5/ 0 to 5
Provided Services:	Designated Pick up points to VA Medical Appts. Only	Curb to Curb	Curb to Curb	Curb to Curb & Door to Door, Door to door is limited for ADA
Areas of Service:	Pine Co. to MPLS, St. Cloud, Twin Ports VA facilities and return	Stearns, Benton, Sherburne, Mille Lacs, and Morrison Counties. Cities: Little Falls, Melrose, Cold Spring, St. Jo's, Sartel, St. Stephen, Elk River, Big Lake, Paynesville, outside of any MetroBus Service Areas.	Public Transit Bus - Mora, Ogilvie area; common carrier - Volunteer driver - Kanabec County	Pine, Carlton, Aikin, Itasca, Kooch, St. Louis, Cook and Lake Counties and the city of Hermantown and Rice Lake
How to accommodate those outside of service area:	Schedule pick up at existing pick up location	Referral to another transit provider	We offer them information about other providers who may be able to assist them.	It depends on what other modes of transportation are available in that area and if they can service them, it is all about referring the rider to the closest possible provider available
Connection with other service providers?	No, limited curb to curb if reside close to I-35.	No	Feeder service in the past to other regional public transit service. Currently no other providers to feed to.	Yes, DTA, Jefferson Lines, Heartland, Timber Trils, Hibbing and many others
Who contacts you for rides?	Directly by rider	Directly by rider, Contracted Agency, County Human Services	Directly by rider, Hospital/Clinic administration, Contracted agency	Directly by rider, hospital/clinic administration, contracted agency
How contacted for rides?	Phone	Phone, Fax	Phone, website, internet	Phone
Centralized Dispatch	Yes	Yes	Our dispatchers take calls for public transit, volunteer drivers and for veteran's transportation	Yes
Marketing Tools:	Newspaper, Website, Veterans Groups	Newspaper, Flyers, Website, Social Media, Health Fairs	Newspapers, flyers, posters, web site, social media	Newspaper, Radio, Flyers, Website, posters, Social Media
Payment types:	Cash	Tokens, Cash, Bill through insurance	Cash, Bill through insurance, ticket packages - buy 10 get 11th one free	Cash, Bill through insurance, Voucher, tickets, monthly passes for transit/insurance and voucher for our Volunteer Driver program
Destinations:	Medical	Medical, Groceries, Entertainment, Work, School, Visits to family/friends, socialization	Very Likely-Medical, Groceries Likely - Entertainment, Work, Visits to family/friends, socialization, personal needs - beauty shop, day care-preschool, library Not likely - Church, School	Very Likely - Medical, Groceries, Church, Work, School, Visits to family/friends, Socialization Likely - Entertainment
Days of week provided:	Mon - Fri	Monday - Saturday	Monday - Saturday	7 days a week
Time typically started:	Before 6am	Varies from 6am - 7am	6am	most areas by 6am - others by 8am
Time typically ended:	When all VA appts. Are completed	Varies from 4:30pm - 6pm	6pm	most areas by 8pm - others 4pm-6pm

Transit Provider Survey				
(4 respondents)				
	Pine County Veteran Services:	TriCAP:	Timber Trails Transit:	Arrowhead Transit
Travel outside of region?	Yes	Yes	Yes	Yes
Cross county lines?	Yes, pick up within Pine Co. and deliver to VA facilities outside of Pine County	Yes, TriCAP serves multiple counties so it would make more sense to refer to which counties we DO serve	No, but volunteer drivers go wherever they are needed to go; the buses need to stay within our service design	Yes
% provided services to:	Veterans 91%, Senior Citizens 71 - 80%, Low Income 41 - 50%, Physically Challenged 21 - 30%, Mentally Challenged 0 - 10%	11 - 20 % to each: Senior Citizens, Veterans, Physically Challenged, Low-income, Mentally Challenged, Anyone		Physically Challenged, Low Income 81 - 90%, Sr. Citizens, Mentally Challenged 71- 80%, Anyone 51 - 60%, Veterans 11 - 20%
Advanced notice needed:	48 Hours	Less than 24 hours	Less than 24 hours	Less than 24 hours
Cancellation Policy:	Call to cancel at least 12 hours prior to pick up	Requested notifications asap of cancellation	Yes, public transit must cancel at least one hour before scheduled pick-up or be charged with a "no show"; volunteer driver trips have the same window.	Yes, if pre scheduled must cancel within the hour
Travel Training?	No	No	No	Yes
Assistance from ECRTCC		Coordination, education, marketing		

Survey Points:

Who is providing service to those who need to go outside of the region?

How can connections be made so that public transit is a continuing line of movement?

Volunteer drivers are needed to simplify the process of crossing county lines

Intermodal Transportation (Transit) Center Hub (ITCH) locations at Regional Libraries in East Central Region and surrounding communities...

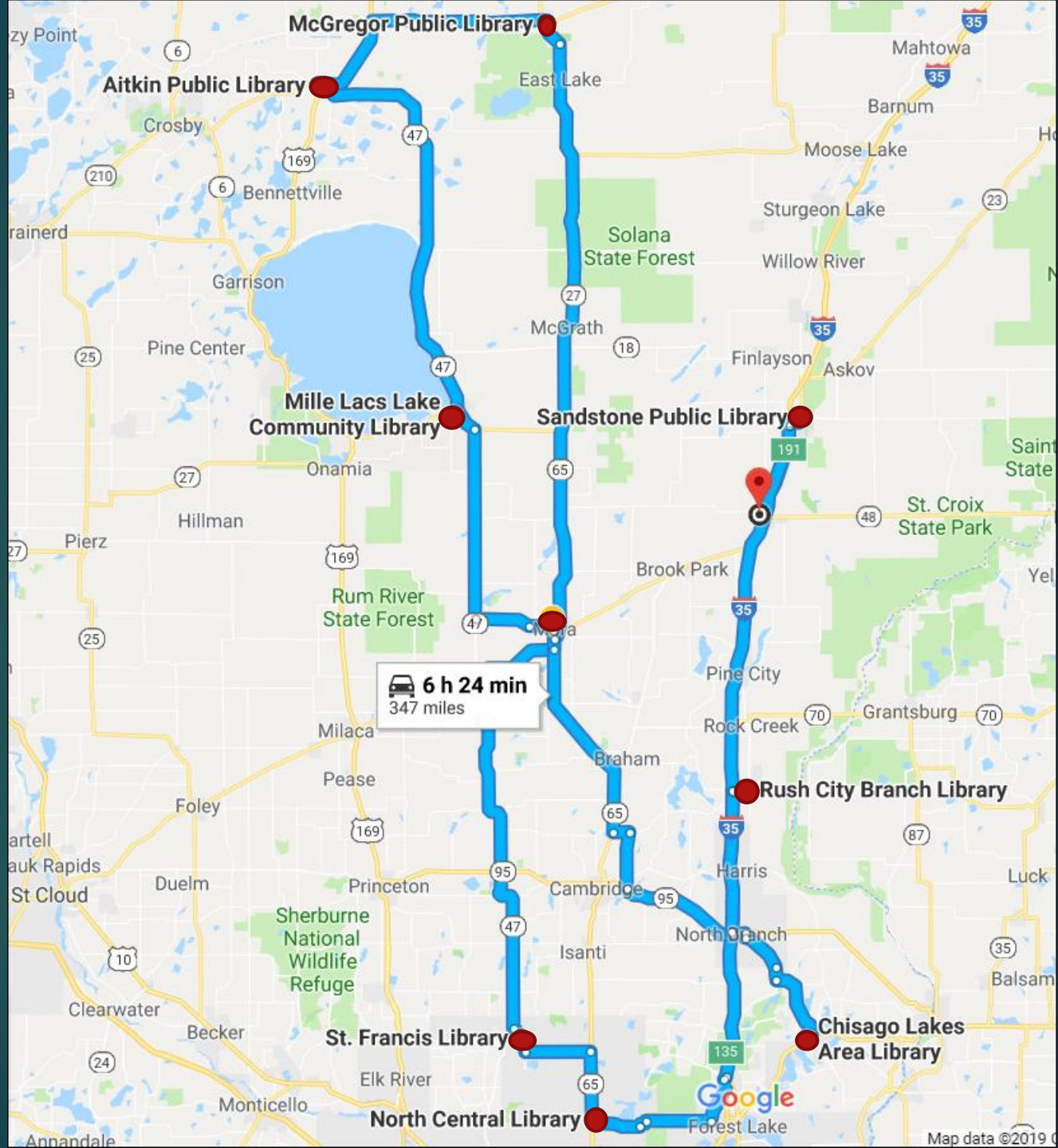
Objectives:

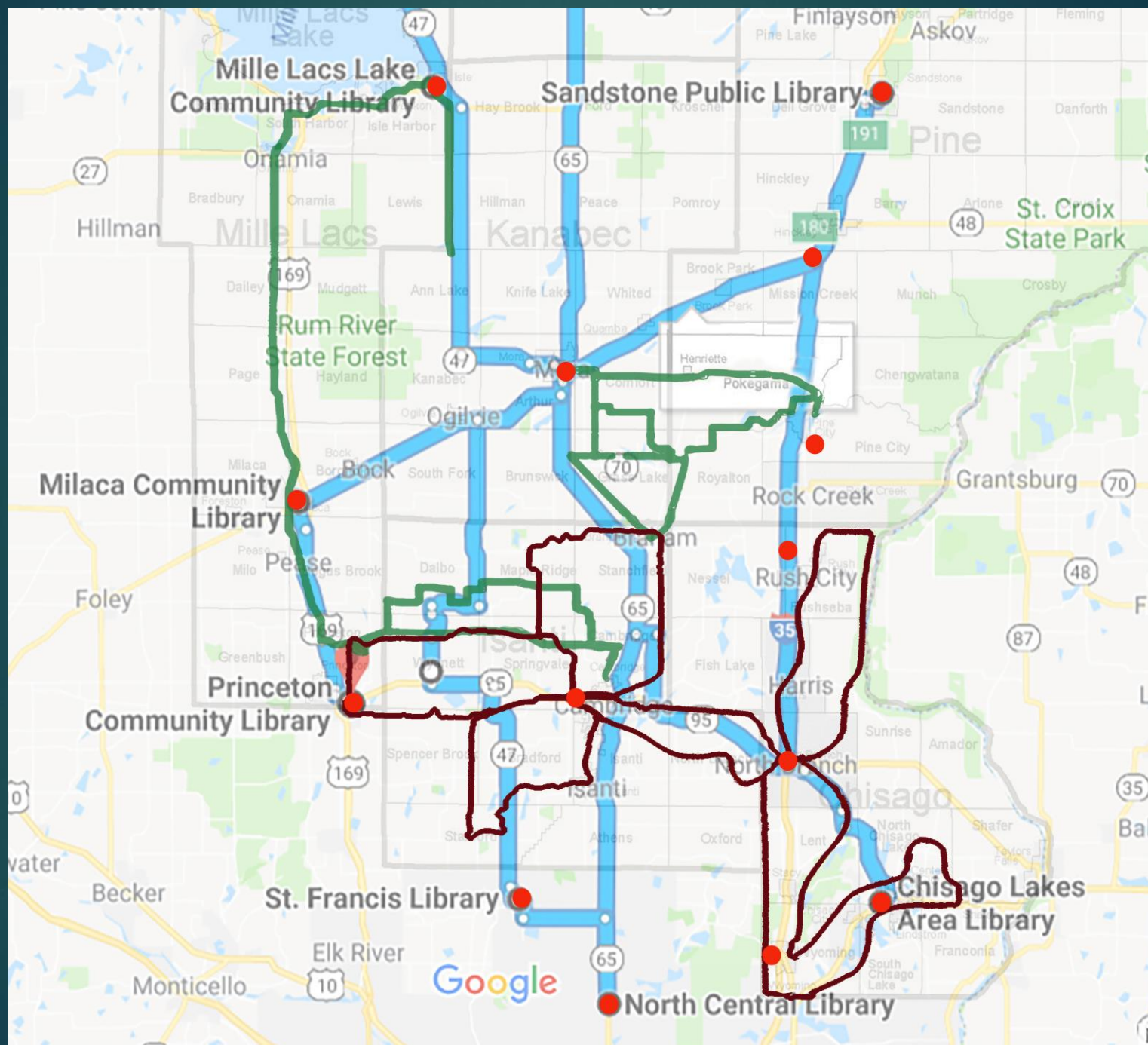
Specific means to accomplish goals,
measurable and realistic.

Must have time frame and performance
measures

Our Objectives:

1. Raise Charitable Reimbursement Rate
2. Coordinate with Transportation Professionals to build a Regional Mobility Management Center
3. Coordinate Regional Libraries as Intermodal Transit Center Hubs (ITCH)
4. Gain access to Regional Libraries south into Metro for use by East Central Regional Public Transportation Services





Actions:

What we do to accomplish the objectives.

Public Meetings

At North Branch City Hall

January 29/4:pm – 5:30pm

HEARTLAND EXPRESS will provide transportation.

Please call 651-213-5790 to set up your free ride to and from the meeting.

At Milaca City Hall

February 12/4:pm – 5:30pm

TriCAP TRANSIT will provide transportation.

Please call 888-765-5597 to set up your free ride to and from the meeting.

At Mora City Hall

February 13/4:pm – 5:30pm

TIMBER TRAILS TRANSIT will provide transportation.

Please call 888-217-5222 to set up your free ride to and from the meeting.

At Sandstone City Hall

February 19/4:pm – 5:30pm

ARROWHEAD TRANSIT will provide transportation.

Please call 800-862-0175 to set up your free ride to and from the meeting.

Public Meetings ~ Preparation

- ▶ Advertising/promotions
- ▶ Set up with Cities and public transit providers
- ▶ Speakers –
 - ~ suggested that all public transit providers used will speak at their appointed meetings
 - ~ RDC Exec. Director to talk of ECRDC
 - ~ Karen to speak of ECRTCC
 - ~ Veteran Service Officer in area
 - ~ Transit users?
- ▶ Advisory Board Members welcome
- ▶ Cookies and Coffee served

Public Meetings ~ Points to Cover

Group Discussion

Region 5's RTCC had 7 – 20" x 30" foam boards that had general transit questions that were made up by their stakeholders.

Impromptu Goals were also on display.

Tasks for furthering development...

*Conducting our program using a philosophy
that incorporates continual improvement
into its development of objectives
will establish a more reasonable tone
to the program
and help maintain participant morale by
recognizing incremental gains.*

Additional thoughts...

Next meeting Thursday, February 21st, 2019



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THANK YOU!



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