

## **Region 4 RTCC – Phase 4 Task Narrative Overview**

### **Enter Name of RTCC Organization: Region 4 Regional Transportation Coordination Council (R4 RTCC)**

The mission of the Region 4 RTCC is to coordinate and expand the provision of transportation services to benefit those residents of West Central Minnesota facing transportation barriers. The Phase four workplan focuses on activities to continue to the next level of TMCC development. Each task directs the R4 RTCC to strengthen current services, identify gaps, and engage in solutions to increase access. Phase four, Region 4 RTCC work expands upon the work accomplished in previous phases is divided into different task areas:

**Task 1- Transportation Guidance / Consultation:** To ensure our region’s residents are informed about existing services, have access to information on transportation, related providers, and resources. The R4RTCC will inform residents of existing transportation services available to help meet their needs. Introductory work for this activity includes various marketing efforts. The continued marketing and maintenance of our transportation provider directory which is essential as that was what got R4RTCC to be an existing Level-1 Transportation Management Coordination Center (TMCC). It provides information on transportation providers, transportation resources (e.g., those who might assist with ride payment) and other transportation-adjacent services. This guide is currently available in the English language and can be accessed electronically via the R4RTCC webpage. This transportation provider directory will also be distributed, both directly to riders during outreach presentations, using social media, and via other rider-serving professionals (e.g., human services case managers), in both electronic and paper formats. A Spanish version will be coming.

Due to our region’s aging population, Travel Training will be implemented via in person, video/zoom and by phone to use transportation services that are available in region four. Participants will be surveyed pre-training, post-training (immediately after) and another survey three month out to be able to address any inaccuracies and adjust program training style if needed, as well as show the growth of number of community members trained.

R4RTCC completion of Identifying the remaining transit services that could effectively utilize GIS mapping/ GTFS services. Reach out to them, relay information to MnDOT staff. Identify regional overlaps of service providers. RTCC coordinates planning to address gaps identified through GIS. Upon completion, the public will be able to access current Transportation Provider service area / route information on-line. RTCC’s have addressed identified gaps in service and an increased access to transportation throughout the region.

Vital to the success of the R4RTCC will be the engagement of our local transportation providers, including public transit, non-emergency medical transportation providers, and other transportation providers. The R4RTCC will convene meetings and hold conversations with these providers to ensure that they are aware of R4RTCC activities, can influence R4RTCC activities, and know R4RTCC staff are available for consultation or presentation to/participation on their own boards, etc. Similarly, the R4RTCC staff will convene monthly meetings with our Advisory Council and will also conduct outreach and invite public input through larger public stakeholder meetings.

**Task 2 - Vehicle Sharing:** The R4RTCC will work to maximize the utility of vehicles by encouraging vehicle sharing among organizations that require transportation for their consumers. This will be accomplished by starting an inventory of existing agencies that have vehicles to share in our region. The R4RTCC will also connect potential collaborators (i.e., those who might be willing and able to share their own or

another organization's vehicle) and engage these organizations in conversations surrounding vehicle sharing. This may include discussions on sharing platforms for providers and the 5310-grant opportunity.

**Task 3 - Private Nonprofit and For-Profit Provider Engagement:** The R4RTCC will conduct Public, Private, non-profit Providers not currently active / involved with the R4 RTCC. Give background information about RTCC and task activities where Provider input and engagement is beneficial. We will seek opportunities to collaborate with these agencies to better address their clients' transportation needs. Regular program updates, provider directories will be shared, via email, to keep the R4RTCC top-of-mind. The more (New) Providers in Region four may start attending and engaging in monthly RTCC Board and Transportation Provider meetings. Centralized bus stops/Mini mobility hubs will be researched, identified to have increased options to access within the region.

**Task 4 - Volunteer Driver Programs:** To increase public awareness of the volunteer driver program, the need and opportunity throughout the region. R4RTCC will create marketing campaigns about R4 Volunteer Driver Programs and the need for volunteer driver recruitment for each of the specific programs, create a mass media (newspapers - articles and press releases, social media, radio stations) general campaign to market to the public, create timeline for information dissemination. R4RTCC will continue to hold 6 – 9 volunteer driver program coordinators meetings per year. Additionally, the R4RTCC will participate in the MN Volunteer Driver Coalition, and MABC meetings sharing information on increased awareness, among the public and among key influencers and leaders, of the financial barriers to volunteer driving so these barriers may be reduced.

**Task 5 - Staff Training:** To ensure R4RTCC staff are knowledgeable on transportation and related issues (e.g., mobility management) and have an effective professional network, staff will participate in conferences, seminars, and workshops related to transportation and transportation-adjacent topics. Staff will also engage in conversation with transportation providers and third-party payers to gain a better understanding of that process.

**Task 6 – Local Coordination Plan:** To Connect Local Coordination Planning-involved staff in other Agencies with RTCC Staff, update the Region 4 Local Coordination Plan, public engagement events and activities to ensure the transportation needs of our regions. The R4RTCC staff will support the completion of the Local Human Services – Public Transit Coordination Plan. This will be achieved by connecting the RTCC Staff, Human Services Staff, Transportation Provider Agency Staff, the public, other appropriate Agency Staff.

**Task 7 – Emergency Preparedness Facilitation:** To ensure Emergency Preparedness Plans incorporate adequate transportation resources, the R4RTCC will engage with local and county emergency management staff to learn about existing plans, Transportation Providers (Public, Private, Non-Profit), Human Services Staff, Public Health Staff, may also include non-profit entities such as The Red Cross, United Way, faith communities. We will also identify any gaps in existing plans and or whether there are additional available resources that are not yet incorporated.