

# R4RTCC Meeting Minutes

December 16, 2019

Introductions / In attendance: See Sign in sheet

## In attendance by phone:

TSI staff – Alisa Smith, Special Projects Coordinator / Integrators - Marci Smith

Updates:

### Tasks updated timelines – see handouts

Pope, Stevens, Traverse meetings - Completed

Douglas & Grant –Completed

Clay, Wilkin, Otter Tail meetings – In Process

### Volunteer Driver Committee – All counties have representation

Please let Alissa Smith know if know someone who would be interested in volunteering for this committee.

First Volunteer Driver Committee Meeting – January 14th, 1-3PM at Mahube-Otwa, Fergus Falls

**Current Committee Members** – See handout 13 members – need Wilkin Co.

### Meetings with Social Services Supervisors: discussion

Morning & Afternoon sessions with SS. What are some of the needs of each county – see handout  
Possibility of having another meeting with them in the Spring.

DHS is also gathering data. How much effort goes into getting transportation at the county level. Asked 4 questions. How much time do spend arranging for rides for a month? How much time do you provide? How many trips didn't happen. What was the consequences of your time or clients missing appointments? What is the impact to the client if they miss an appointment? How can RTCC improve these situations.

Meeting with County Commissioners. Letters went out to large corporations in our region. Donation already came in from Stevens County. RFP is due in April other RTCC's levy the county for funding we are unable to do this for this RFP. Will need ideas of how to come up with the match.

### Jan Roers – Peoples Express

Was started in 1992 with 2 vehicles now up to 42 vehicles. The drivers keep the vehicles at their homes. Reimbursement is based on loaded mileage. They put out there schedule a week at a time. Have talked with legislators about reimbursement. Challenges are no-shows and unloaded miles. There is no wait time reimbursement. Drivers need to have health cards. Expenses are very high. They provide Non-

emergency medical transportation modes 3 & 4 . Need to go through the county for payment. Workforce is semi-retired or retired. They have a dispatch office to make the schedule.

They use Aimsoft for software it is specifically for medical transportation - CTS , Route Match, TripSmart are other software that is being used by local providers.

MCOTA – they are finalizing their strategic plan. Legislative guidance was very directive, so they are wanting to have a 5yr strategic plan. Funding for the RTCC's. Regulations have gotten more difficult for providers. Priority looking at Mobility Transit Software System. Take our info to MCOTA and they can take this to legislation. 14 State Agencies have a seat on MCOTA.

Directory for Region 4 should be completed in January. Volunteer Driver committee will meet as well.

Need to have specific topics to discuss prior to the monthly meetings. What is our priority list?

Meeting Adjourned 2:25 PM

Next meeting January 27<sup>th</sup> Otter Tail County Government, Fergus Falls, 1:00PM – 3:00PM