

MCOTA Work Teams: Removing Barriers

MCOTA Work Teams

- **Removing Barriers: Work Plan –**
Dylan Galos, Department of Health
Action: Information

Activities

1. Assure that people with behavioral and accessibility challenges have meaningful access through ongoing engagement, accurate rates, and to build in a financial add-on to providers who 1) are equipped to serve a population requiring additional support (e.g., lift vehicles, specially trained drivers, rider support, etc.) and 2) actually serve individuals requiring pre-defined additional supports.
2. Reduce barriers to sharing vehicles identified in 2013 Vehicle Sharing study, including providing incentives to these providers to both share their vehicles with others and provide more individualized transportation services in their region to non-client populations.
3. Set accurate market rates for reimbursements (in negotiating with counties/funders); need to account for increased costs (include a fuel escalator in contract as well as different mode rates); one blended rate creates incentive for providing rides to ambulatory customers and disincentive for those with additional mobility needs
4. De-mystify current confusion and lack of consistent information regarding waived services reimbursement; lack of communication between DHS and providers (e.g., could be missing out on federal funding); difference between state and county DHS waiver dollars and how they can be spent
5. Identify ways of improving cost effectiveness of rural transportation, as well as researching different types of modeling to create sustainable efficiencies are important to improving and reforming in how rural transportation is delivered.

MCOTA Work Teams: Accessibility

MCOTA Work Team: Accessibility

- Work Plan – David Fenley, MN Council on Disability
Action: Information

Activities

1. Develop a single phone number and website for individuals who need a wheelchair accessible vehicle (WAV) can call to find one (taxis, TNCs, buses, managed care/insurance providers). Chicago has done this.
2. Integrate transportation planning into all state-supported [or all] housing plans – universal and walkability planning
3. Incorporate transportation planning for the future through the Olmstead Plan by creating a goal of at least bi-annually investigating the usage of non-regular route transportation for people with disabilities and addressing new growth opportunities to build regular route service.
4. Many people who are eligible for NEMT aren't aware of it. MCOTA should conduct outreach to inform individuals who are eligible for NEMT, either directly or by working with counties to increase their outreach.

MCOTA Work Teams: Volunteer Driver

- **Volunteer Driver Work Plan - Tiffany Collins, MN Public Transit Association and Beverly Sidlo-Tolliver, Arrowhead RTCC**
Action: Information

Activities	Date
1. Volunteer Driver Mileage Reimbursement Fact Sheet	May 2022
2. Volunteer Driver Brochure	September 2022
3. 1st Volunteer Driver Forum <ul style="list-style-type: none"> • Guidance on recent legislative changes • Marketing 101 to expand volunteer driver pool • Proposed Federal legislation 	October 5, 2022
4. 2nd Volunteer Driver Forum <ul style="list-style-type: none"> • Tools to build and sustain your volunteer driver services • Innovative programs 	February 2023
5. Update 2017 volunteer driver program research, including: <ul style="list-style-type: none"> • Alternatives & solutions for future, especially since COVID-19 • Cost-benefit analysis for volunteers • Benefits and barriers for volunteers • Driver training for volunteers – related to insurance, rider needs, reimbursements, Medicaid 	Potentially Sept 2022 – December 2023

MCOTA Work Teams: Communications

Communications Work Team –

Jodi Yanda, Department of Employment and Economic Development and
Michelle Lichtig, MnDOT

- Work Plan - Jodi Yanda
Action: Information

Activities	Date
1. Annual legislative report	May-December 2022 May-December 2023
2. Quarterly newsletter	March, June, September, December each year
3. Website maintenance	Ongoing
4. MCOTA member guide/manual – annual review and update	May-June 2022 May-June 2023
5. Resource Library for RTCCs and TCAPs	June 2022 and ongoing
6. Communications & Outreach support for other Work Teams	TBD: July 2022 and ongoing

MCOTA Work Teams: Communications

Annual Legislative Report – Michelle Lichtig, MnDOT

- July 1, 2021 – June 30, 2022
- Highlights/themes/key messages

RTCC/TCAP workplan focus areas:

1. Transportation Guidance/Consultation
2. Vehicle Sharing
3. Private non-profit and for-profit providers-engagement
4. Volunteer Drivers Programs

Additional highlights

- Volunteer driver legislation
- COVID: Ongoing impact

MCOTA Work Teams - Update

MCOTA Work Teams: Communications

RTCC/TCAP Resource library – Michelle Lichtig

Process to collect RTCC/TCAP media/marketing/PR materials

A Google submission form for TCAPs/RTCCs has been created to include:

- Name, RTCC/TCAP, title of each resource, date created, description, link, if available, place to upload if needed, file format
- Process for future collection and maintenance – In discussion
- Collection of materials will start in fall and will be ongoing as new materials are developed.

MCOTA Work Teams: Communications

Member guide – Arlene Mathison, University of Minnesota CTS

Action: Review recent updates

Newsletter – Arlene Mathison

Topics planned for September issue:

- Q&A with Newtrax about resolving barriers related to insurance for automated shuttle
- Mid-Minnesota Rural Transportation Coordinating Council (MMRTCC) Volunteer Recruitment During Mature Driver Classes