

August 8<sup>th</sup>, 2019

**Transportation Management Coordination Center Development (TMCC) Sub Committee Meeting**

ECRDC Conference Room

*Present:*

*Bob Bollenbeck*

*Ben Byker*

*Ashley Eckdahl*

*Karen Onan*

*Absent:*

*Genny Reynolds*

*Jen Peterson*

-Review of prior meeting notes and refresher of what the TMCC subcommittee is working towards. We hope this will be an all-encompassing service in 3-5 years and this group will establish what that will look like. We at this time don't know the end goal looks like and we get the privilege of having a hand in shaping it. This will bridge into a statewide mobility management center with other RTCC's information. We will need to include both public and private options- uber, lyft, volunteer drivers, churches, taxis, busses, etc. Mapping will need to be done in GIS to make the information visual. We will essentially inventory the options available.

-One of the first foreseeable steps is to truly evaluate most of what's out there. That means a lot of personal interaction and feet on the ground. It means church meetings, (ministerial associations Tuesday 10/8- might be the best option for this). Others: Human Service providers, Veterans, Hospitals, Prepaid health plans, Medicaid (Medical Assistance), Medica, Health Partners, UCare, South Country Health Alliance, Blue Cross, MTM) Who – What – When - Where - How. Resource Guide – online and in booklet form.

-We will provide MCOTA (Minnesota Council on Transportation Access) information that will be added to a one stop website for riders. The website will be fully integrated with links, maps, schedules, and routes. The ultimate purpose is statewide connectivity.

-Senior linkage line also has a hand in transportation. Ben will look into what their role is as it's in his office.

-The 211 option was mentioned by Bob V and he suggested finding out what information they have available.

-The end goal is one call/one click. We hope this does not mean a staffed individual that sits in a call center. The ideal solution would be app or web based.

-Our uber/lyft drivers need a double whammy essentially where there's another transportation venture for them locally as well... perhaps uber eats? Food delivery for local restaurants, food shelves, Kwik Trip delivery, ... It must be effective for a person to start up their vehicle, to make \$\$ by assisting with another project that we have not thought of, YET. Meet with Dakota County – Their Lyft successes/issues. Friday 9/13

Go Go Grandparent

-Beyond data collection are we going for a regional website? State? How do we make this information visual so it's more accessible?

-It is our responsibility to evaluate and fill voids in transportation. Whether that mean hours of service, provider routes that don't meet, weekend services, primary customers, Best Practices..., etc.

-A published resource guide (Online and Physical) might be a nice option to distribute this information.

-We might need to categorize if the transportation providers do medical based needs only, or if they do day to day activities.

- Categorizing our customers and the types of their needs would be a good jumping off point.
- Perhaps a survey with health care centers to find out how many appointments are being missed due to lack of transportation? Something that other RTCC's would utilize in the same way.
- This isn't just a one-time effort, but will require constant updating as providers change services.
- There seems to be a lot of overlap in efforts such as the 5-year plan transportation providers are having to create. We should all be on the same page.
- We need to push for Uber and Lyft to come here. There is an ADA compliance issue, but they can still serve a number of our underserved residents. Contact Dakota County Transportation. The fact there is only a credit card option for payment may be an issue.
- Perhaps webex meeting space instead of email threads?