12/19/19 ECRTCC Meeting - Minutes
ECRDC Conference Room ~ 10am – noon
Mora, MN

In Attendance:

Tim Schmutzer, Chairman (PHASE)	Ashley Eckdahl (ECRTCC)
Amy Christensen (TriCAP)	Mark Schermerhorn (Anoka Co. Transportation)
Bob Benes (Lakes & Pines)	Tina Neary (MnDOT)
Bob Voss (ECRDC)	Jeannette Kester (ECRDC)
Kevin Stenson (Chisago Co./ECRDC)	Genny Reynolds (Mille Lacs Co./ECRDC)
Kathy Burski (Kanabec Co. Public Health)	Ben Byker (CMCOA)
Mike Moilanen (Mille Lacs Tribe)	Helen Pieper (Timber Trails Transit)
Jen Peterson (Welia Health)	Tom Gottfried

10:06am

Motion by Genny to add the reviewal of agenda and October's minutes to the agenda.
Second by Amy. All in Favor.

It was asked that the sentence on pg. 4 of October's minutes be changed to:
Amy feels that the volunteer driver program at TriCAP is challenging.
Motion by Penny to approve October's minutes with the modification, Second by Kevin. All in Favor.

Opening by Tim Schmutzer, Chair –
        Set intention for the meeting:
                Make tasks manageable. May need to hone in and do one or two things well rather than many things under par. Subcommittees should choose manageable bits from each task.
                Do not overpromise and underdeliver.

Introductions:

Updates from staff:
        Presentations of introduction of RTCC to County Boards throughout the region. Who we are, what are our goals. Stress the importance of the Policy Action letter regarding Charitable Reimbursement Rate adjustment and the fact that it needs to be brought to the attention of Nancy Pelosi. Discussion with Washington D.C. Legislative Director Jeff Bishop lead to the conclusion of the need for STORIES. Narrative of real life-situations will bring personalness to the issue. All Advisory Board members are asked to please consider this request and send detailed narratives to Karen.

Discussions:
TMCC:
        Discussion of need for GIS. Could we share with another entity who owns a license? Ashley has been in contact with Bryan of Headwaters RDC/RTCC and they own the license but do not have staff that is well versed in using it. For us to cost share it with them, it would be $3000./year. We have no budget for this – currently. Could MCOTA assist with the GIS issue? Mike Moilanen is experienced in ESRI ARC GIS which is the standard (only) system. Mapping with this program would work well throughout the region/state/nation. Karen and

We need to know who in our RTCCs has it. Why do we need it? To map the service areas/types of riders/schedules/visual of information. Counties have GIS – Penny noted that Isanti has a new technician in IT that may be able to assist us – she will ask him. She said that they utilize GIS in mapping Day Care providers. The fact of what we would be asking this person to do is a huge task – but it's a start. Compatible service across counties, all counties have GIS though some do not have technician (Kanabec), Pine does, Mille Lacs does (Mike). Toom pointed out that MnDOT has a baseline GIS for roads and bridges (infrastructure). Are there any alternatives to GIS? What is the consensus?

> What will it do?
> What can it be used for?

State must have a congruous system.

Penny will invite the Isanti technician to the next TMCC meeting in January (date TBD).

> Tom shared that we must:
> Decide what we want before going into GIS technology,
> Know how to explain why do we need this technology? *DHS wants no "EPIC failures"*
> Start small, in each county
> Be specific about that data we are pulling together (Days/Times/etc.)
> What is the value of illustration?
> What are the systems for dispatch?
> > **Allen Herman** at the MOBILITY MANAGEMENT conference presented TRIP SPARK
> > (Carver/Scott Counties)

Mike Moilanen has agreed to join the TMCC Subcommittee – and will do his best to be available via conference call if not available for in person meetings. He is a Level 3 ESRI GIS technician. He alerted us to the fact that there may be dispatch issues/communication, as providers have different systems.

More Discussion:

All computer aided software is able to be augmented to accommodate what is needed for seamless transportation processes. No need to reinvent.

State's goal is: seamless transportation processes.
All RTCCs must be in support of the technology,
RTCCs must be strong and lead MCOTA,
RTCCs must have the information needed as ammunition,
RTCCs are so very important and CAN MAKE CHANGES HAPPEN!

Share information with Tom.
There is a GREAT NEED for Public Transportation to be a part of RTCCs. BUT they are not everything. We need all modalities.
Arrowhead Public Transit – engaged with the ECRTCC,
Timber Trails, TriCAP – engaged with the ECRTCC,
Chisago/Isanti Heartland engagement - Penny is on the Heartland board and will reach out to Paul for his overall involvement and ask him to participate on the TMCC subcommittee. Tim has worked with Alyssa Denn at Heartland.

Discussion of **personal stories**, many can be provided by Human Service Directors and staff. Tom suggested that we look over the survey previously sent out – done in May of 2019.

> Quantification:
> > How many trips?

How much $$ for staff time?

Who are they driving?

Where are they going?

Facts and data are needed. Capacity/Facts are being collected by the current public systems. For GIS we need to collect certain data with the plan to expand it. MnDOT has funded simple information gathering – but NON-PUBLIC is not simple.

1. From whom and how do we collect and what data is needed? How do we integrate information upfront before handing it off to an IT system to build something for us?

2. Technology expertise is needed to help guide us.

3. Currently there is no capital funding – we must build specific plan and purchase software in next grant opportunity. BLUEPRINT.

Sharing a program, connectivity - …maybe Augmentation of Trip Spark - possible presentation on this at a TMCC meeting – share with **all RTCC's** TMCCs – we hold this or another RTCC can and we join in. Figure out how to build a relationship of all transit systems.

I.T. solution *ASK* must come from RTCCs. With the ANSWER to WHY DO WE NEED IT?

Procurement issue…

Medical records have been successfully integrated so that they are communicated from Dr. to Dr. through IT. Utilize this path to find a successful system for transportation.

Must purchase a system.

Need a great case for 2020 grant to get I.T. solution. Currently MCOTA's strategic plan does not have technology as a priority. RTCC'S MUST BE ON TOP OF THIS – ACROSS THE BOARD!

We must synthesize data – other than public transit. Look at the low hanging fruit. We have a good variety of people in our Advisory Committee – each of the organizations in the room can be answering the questions. We need to keep in touch with other RTCCs so that we all don't keep reinventing the wheel.

Suggestion that we look at Google Maps.

Ashley will head up the TMCC from now on. She is refining her Provider List (shared example).

Volunteer Driver Program:

Utilization of program that is already functioning.

What are sources of funding?

DHS grants are available: Older Adult Programs>

Need a host to apply for grants – Who are they? Who is doing it? Who would apply?

Grants are usually two years long – not very long to get a program in place. Needs to be self-sustaining – need for recruiter.

RTCCs were not designed to be self-sustaining.

One regional V.D. program? Or many V.D. programs? We believe that there should be an overarching entity but also on a local level – synergy – share resources.

Volunteer Systems: Administration piece, recruiter, training, tracking.

Centralized Training:

Training focusing on all volunteer drivers, quarterly courses on cultural diversity, healthy boundaries, emergency preparedness, etc.

Decision made to combine the subcommittees of Volunteer Driver System Development and Centralized Training because the current focus is primarily on Volunteer Driving Training. Focus our Energy and Synergy. Enhance the programs that we already have.

Who is doing the volunteering?

Who are the entities?

We can find out what volunteer driver (and other programs) programs are out there by advertising the training.

Volunteer Driver Advocacy Coalition:

Survey – 23 responses but not due until Jan. 3rd

Volunteer Driver inventory:

Church Newsletters

County Newsletters

Website/Facebook

Can one person handle all of the calls for a Volunteer Driver dispatch system?

Question of Program vs. Service – Lakes and Pines offers volunteer driver service, yet they are not a program. Are they still able to qualify to take the courses of training? We must be clear when we advertise.

Are training programs a good idea?

Will people do this? What if they are located far away from the training facility?

It needs to be web-based, live feeds, held at many easy locations (Sr. facilities), with trainers available at certain locations to help the training run smoothly, as most volunteer drivers (trainees) are not necessarily IT savvy.

We need to make sure that we convey the idea of how it will benefit the DRIVER.

For Example: Understanding HIPPA.

Necessities in training requirement? ASK? – must have remote access. What do the volunteers want? What are they willing to do?

Medical   \

Anoka County Volunteer Driver Program (TCAP – Transportation Coordination Assistance Project – like our RTCCs)

Veterans /

No contracts with health plans, Anoka County foots the bills, they take donations, pays   drivers .58cents/mile.

Policy Action Task Subcommittee:

Letters (Charitable Reimbursement Rate) have been signed by: Pine, Isanti, & Kanabec   County Commissioners, the ECRDC board of directors, Chisago County has had presentation   and we are awaiting the board's signatures. Mille Lacs still needs the presentation – letter has been shared.

Suggested that we go to each city council meeting and present there. Townships as well.

Bob Benes explained the HF2377 Bill - State Statute = Insurance Resistance.

If you are paid anything over .14cents/mile you are considered a "For Hire" driver and you need Commercial Insurance. The Insurance Rate can not go up to the Commercial level if .58cents/mile if put into effect. This is why Insurance Companies are bucking the Charitable Reimbursement Rate change.

Mn Public Transit Association (MPTA) – Susan Monihan (?) – her language – DHS, MnDOT, Dept of Commerce and Revenue, Motor Carrier, MnDOT (STS & For Hire can be lower than .14cents.

 Board of Aging.

Mary Jo Cobb (?)

 Language= Definition of Volunteer (for insurance)

  Dispel – Charitable Rate

  For-Hire piece (not defined for MN Law).

 Definition in Commerce's language – in order to have traction.

  Synopsis in detail – TALKING POINT

 MN Council of Non-Profits (MCN) – Bob Benes

 Tim's agency – Reinforced talking points

 Synopsis of traction – in language we can understand – legislative action.

Transportation Exploration:

 Tim suggested that we leave this as an ad hoc committee and come back to it when we have more action. We will continue updates on NLX, Ride Hailing, Car Charging Stations, etc.

Tom asked that I attach his name to the DHS survey of 4 – 5 questions – and send out to the entire Advisory Board.

Ashley has been in contact with Discharge Planners in our region's health care facilities in order to develop a list (assemblage) of each provider and transportation service used.

Older adult programs >insurance>transportation opportunity for providers. Who will provide this to the rural areas?

GIS – Patchwork, comprehensive, variable

Welia Health (Jen) – desires to arrange the rides rather than rely on patient to deal with the ride

Data needed > Woman whose husband is in nursing home, how does she get to see him twice a week?

 These Are Issues!

  How to get to Coon Rapids for Chemo?

 NEMT – some things are not covered

See for help with Real Life Stories:

 Helen's Call Log

 AAA Logs (Area Agency on Aging)

Next Meeting – ECRTCC – February 27th, 10 – Noon at ECRDC Conference Room

Adjourn: 12:05pm

New Word: SNOTSICKLES
Meaning: Solid ice drips formed on faces/beards of Cross Country Skiers during cold Vasaloppet Ski Race when they can't stop to wipe their noses.