RTCC Phase 2 Meeting 2
July 29th, 2021
1:00pm

Attendees:
Emily Castaneda Prairie Five CAC
Paul Coyour Prairie Five RIDES
Audrey Fuller Upper Sioux Community
Donna Hermanson Lac qui Parle County Family Services
Gary Johnson P5 Board/RDC Board/Yellow Medicine County Commissioner
Chad Kingstrom UMVRDC
Tim Kolhei Chippewa County VSO
Michelle Lichtig MnDOT
Ted Nelson Prairie Five CAC

1. Introductions
2. Overview of Phase 2 Accomplishments
   a. Prairie Five enrolled in RSVP in May. Enrollment in this program allows volunteer drivers 55+ to receive tax free mileage reimbursement.
   b. Applied for a Live Well at Home grant to provide volunteer drivers with tablets equipped with dispatching software. This would allow volunteer drivers to accept and deny rides as well as see the ride information on their tablet as opposed to taking the information from a dispatcher. It would also prevent driver burn out by taking the pressure off them to accept a ride verbally through dispatch.
   c. Two subcommittees were formed under the RTCC: the Transit Collaboration Work Team and the Volunteer Driver Work Team. These teams have each met once during the last two months and are focusing on the specific emphasis areas.
   d. The Transportation User Guide was created by the Transit Collaboration Work Team as a tool for community services that align transportation for clients as well as the general public. This guide provides information of how to schedule and prepare for a ride as well as a list of transit providers available in our region. These will be professionally printed and handed out to passengers, agencies such as family services, health services, and Prairie Five outreach offices.
   e. The Transportation User Guide is being transformed into an online version that will also allow individuals to navigate a provider directory based on the type of service needed.
   f. The Volunteer Driver Work Team met in July and discussed recruitment strategies to include producing flyers to be put in grocery bags (stores in Benson and Canby have agreed to help) and table tents at area restaurants, such as VFWs, American Legions, etc.
3. Phase 3 grant application opens in September
4. Discussion of Phase 2 Emphasis Areas (Transportation Management Coordination Center and Incentivized/Restructured Volunteer Driver Program). Each of these discussion points will be researched and/or implemented into the Region 6W RTCC action plan.
a. Could a chat box be linked to the new directory page on the website where a liaison can help individuals navigate the directory and find transportation that meets their needs? Could Revasions be used to facilitate communication? This liaison could help the general public as well as direct ride requests from various community services. The liaison could also help to further establish where and why there are specific gaps in transportation.

b. An existing gap that makes coordination between transit providers a challenge is the large number of rides that are funded through insurance. Rides that cannot be accommodated by one provider must be turned back to the insurance company to be reassigned to another provider. Additionally, not all transit providers are contracted to work with the same insurance companies so that reduces the ability for that ride to be reassigned and provided.

c. Travel training was suggested as a way to show individuals or a group how to use transportation to meet their needs. The RTCC and RIDES will be combining on a travel training event in which residents at senior living/assisted living facilities will be encouraged to use the RIDES route bus to arrive at a destination in Montevideo and learn about transportation options as well as how to schedule rides. Staff will go through the process with the residents of setting up the ride so that they receive experience and feel more comfortable scheduling their own rides in the future.

d. VSOs were interested in shared resources. Liability for that? Could vehicles at nursing homes be used as a resource?

e. The availability of evening and weekend transportation is an issue. Can expanding volunteer driver pool/availability or promoting the expansion of Lyft in our region help to fulfill these gaps?

f. Developing routes to coordinate rides – passengers don’t want to wait for their pickup due to route schedule or other passengers’ appointments.

g. Shared vehicles within communities. RTCC cannot buy a vehicle, but could other local entities share a vehicle?

   i. Who maintains a shared vehicle?

h. How to make volunteer driving more appealing?

   i. Have an existing volunteer talk to groups about the rewards of volunteer driving

   j. Do an article on volunteer driving for Sr. Perspective?

k. Marquee in Clarkfield?

l. Paid employers volunteering? Club member rotation?

m. Mileage competition or after so many miles receive a reward, hold banquet

   i. What type of rewards systems can be implemented for volunteers?

The meeting was closed at approximately 2:20pm.