

RTCC

Regional Transportation
Coordinating Council
Region 5 MN

PHASE 2: TRANSPORTATION MANAGEMENT COORDINATION CENTER REPORT



REGION FIVE
Development Commission

www.regionfive.org/rtcc

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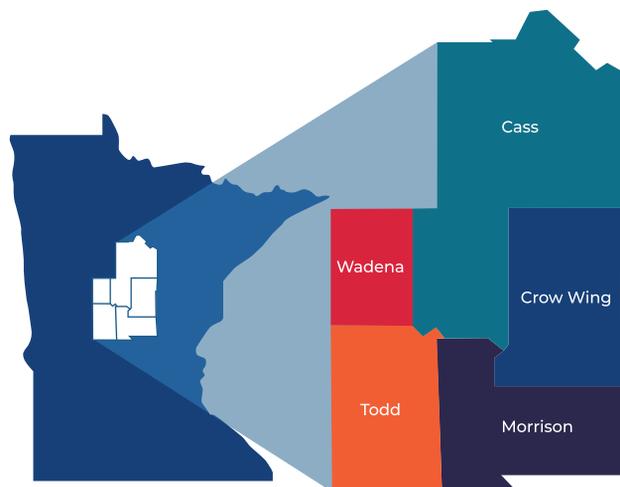
About Region Five Development Commission

The Region Five Development Commission (R5DC) is comprised of an area that covers five counties in North Central Minnesota. These counties include Cass, Crow Wing, Morrison, Todd and Wadena. Our region is a rural and small-town area with a population of 162,000 in 69,194 households spread over an area of 3,996,051 acres. The five-county area is blessed with an abundance of business, industry, cultural and natural resources.

Region Five Development Commission (R5DC) is a five-county Regional Development Commission (RDC) established in 1973 under the Minnesota Regional Development Act of 1969 (MS Sections 462.381 to 462.398). The Act defines the boundaries, membership, operating principals and the specific duties and powers of an RDC. The purpose of the Region Five Development Commission is to insure the orderly and harmonious coordination of state, federal, and local comprehensive planning and development programs for the solution of economic, social, physical and governmental problems of the state and its citizens.

About the R5RTCC (Region 5 Regional Transportation Coordination Council)

The goal of the Regional Transportation Coordinating Council (RTCC) for Region 5 MN is to fill transportation gaps, streamline access to transportation and provide individuals more options for travel throughout the region. R5DC has established a group of regional stakeholders to develop the framework for a Regional Transportation Coordinating Council (RTCC) to improve the coordination of transportation services through a network of existing public, private, and non-profit transportation providers. The Minnesota Department of Transportation (MnDot) and the MN Department of Human Services, in collaboration with other state agencies through the MN Council on Transportation Access (MCOTA) are working with regional governments, such as Region Five Development Commission to create Regional Transportation Coordinating Councils (RTCCs)



What is a One Call / One Click?

At their simplest, one-call or one-click services enable customers to make one phone call or search one website to receive information about all transportation services available in the community. As one-call or one-click services become more advanced, they allow customers to schedule, receive confirmation of, and pay for rides. Transportation providers can interact with the database supporting a one-call or one-click service to schedule customer trips, communicate with customers, and even receive payment for trips.

Transportation Management Coordination Center (TMCC) Goal Summary

The Region Five RTCC will seek to develop a one-click service for transportation providing customers with a single point of contact to learn about available transportation resources. This customer-friendly tool can empower travelers by providing information about, assistance with and access to available services.

The Region Five RTCC will develop this one-click service website in order to coordinate all transit/transportation activity on a regional basis working with both public and private providers and regional stakeholders. The vision of the Region Five RTCC one-click service website would be for a user to be able to easily access the site, enter in their location, desired destination, and provide eligibility qualifications for various services, in order for the website/app to provide an optimized travel itinerary for the customer based on program eligibility, distance, cost, and service availability.

Furthermore, the website would provide contact information for each provider identified in the travelers optimized route suggestion along with any pertinent information specific to each provider, such as run times, and/or program parameters.

As the designated implementation agency, for the Region Five RTCC, the Region Five Development Commission would own the rights to the website domain/URL, would be responsible for ensuring the maintenance and functionality of the website.

The purpose of the one-click service website is to empower travelers with an easy to use tool that will not only increase awareness of available transportation options, but also streamline the efficiency of users travel plans throughout the region.

Lastly, this website could also aid in further developing an interconnected regionwide transit/transportation system by identifying gaps by tracking most frequently searched routes that are not currently provided. It would also identify logical connections between existing programs that could be mutually beneficial by providing efficiencies for not only the providers but also the travelers.

Transportation Management Coordination Center Tasks

The tasks listed below were developed through the Phase 1 RTCC Planning grant from 2018 – 2019 with the assistance of regional stakeholders. Please find below each task that was developed as well as details of what work was done towards each assigned task:

Task 1 – Inventory all existing transportation programs in the region:

Work on this task included reaching out to stakeholders from Phase 1 initially and from there move onto the “new” providers to the RTCC via email and/ or calling to collect data such as population served, type of service offered, and current infrastructure. The data collected was then transported into an excel file and from there the data will be turned into a functional brochure/ user friendly rider guide which will be available on Region Five’s website as well as any providers within the region that would like to have the document on their own website.

Task 2 – Develop web content/ narratives/ descriptions for future website:

Most of the work done for task two was preparation for Phase 3, which will begin July 1st, 2020. As R5RTCC continues to plan for a future RTCC website, staff has begun turning the raw data gathered from task 1 into text that would be ready to put directly onto any website format. Along with that much of the text and narratives of the site will be pulled from the board meetings, public meetings, and stakeholder engagement that took place throughout Phase 2.

Task 3 – Coordinate with regional partners to share/ collect information and to be a part of a regional network to assist the site:

The first step in coordinating with regional partners was the creation of the RTCC Board by going through the nomination process. The nomination process had been developed in Phase 1 and was included in the RTCC Operational Guidelines. In an extended effort to share and collect information with stakeholders, the RTCC Board approved the creation of subcommittees. The subcommittees were formed around the existing goals in Phase 2 as well as the addition of a workforce/ medical subcommittee to bring in new stakeholders. The subcommittees are currently made up of RTCC Board members only at this point and once a structure and goals are developed, we will be looking to recruit stakeholders within the region to sit on the subcommittees. Lastly coordination with partners has also been done through data collection as that was the first interaction between many providers and the R5RTCC.

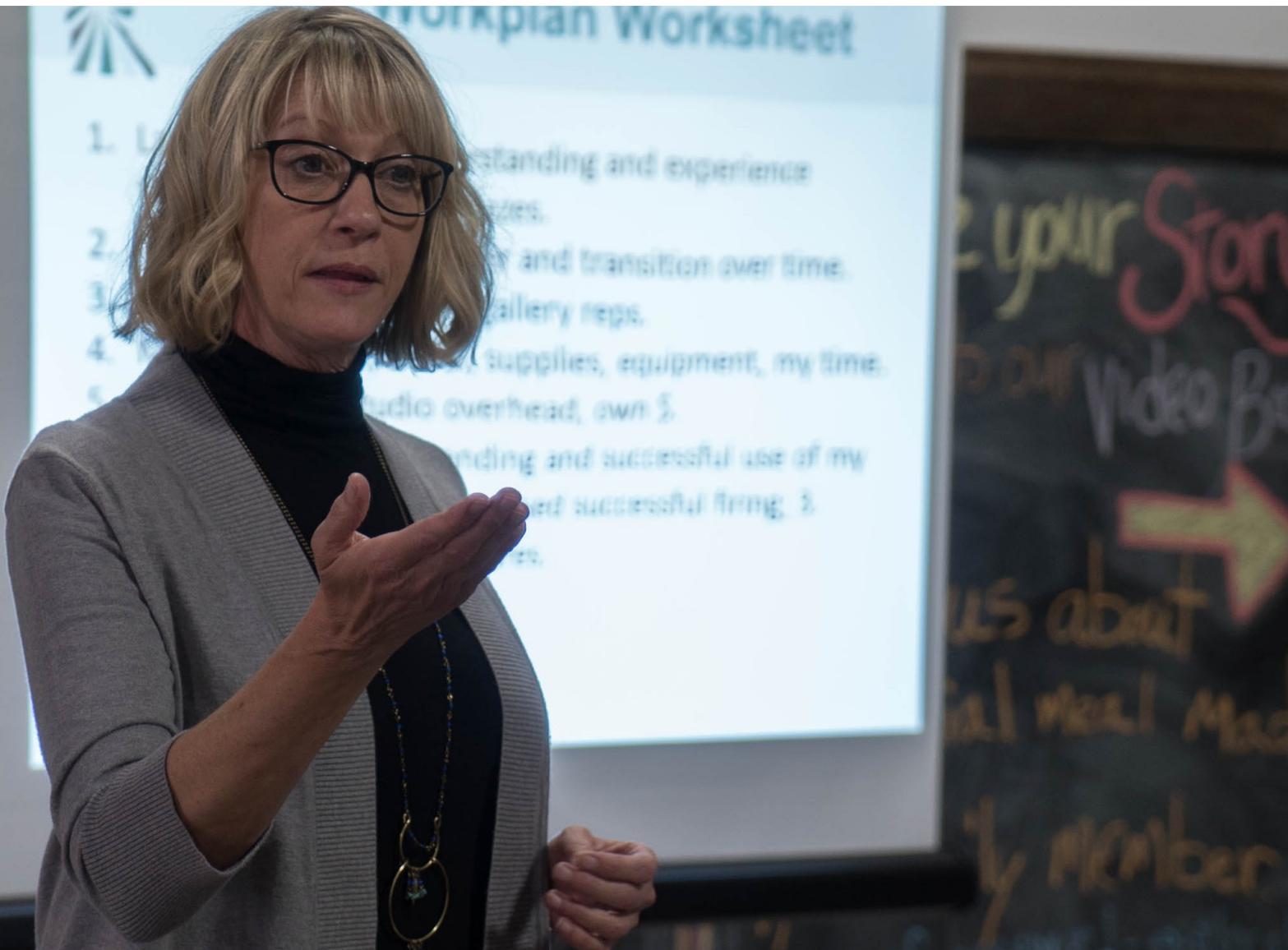
Task 4 – Develop DRAFT report summarizing outcomes of tasks 1,2,3:

This document is the DRAFT report and summarizes what occurred in Phase 2 Implementation in reference to the TMCC workplan.

Training Opportunity

In order to fully understand how a TMCC works the R5RTCC Board along with the TMCC/ Regional Transit Network Subcommittee approved staff to apply for training that would help get a One Call/ One Click service structured within the region. The training is offered by National Center for Mobility Management (NCMM) to provide technical assistance to mobility management professionals and enhance coordination across transportation systems, NCMM is offering a remote training opportunity on how communities can establish and/or expand existing One-Call/One-Click (OC/OC) systems. OC/OC systems “inform the public about all available transportation options for all populations in a given geographic area, enabling users to gain tailored trip information as well as book and pay for trips.”

The application is to be submitted no later than June 30th, 2020 which also happens to be the last day of Phase 2 Implementation. Being able to get this training would be beneficial for the entire work plan surrounding the TMCC and it would also help the R5RTCC make significant progress during Phase 3 Implementation.



Subcommittee Formation

A subcommittee was formed to focus on the TMCC as well as Developing the Groundwork for a Regional Transit Network which is another goal the R5RTCC is focusing on and nearly goes hand in hand with the TMCC. Throughout the Phase 2 Implementation grant period the subcommittee met 2 times which was less than expected and COVID 19 was part of the blame on that.

The subcommittee's focus was centered on 3 main things: Provider Directory, GIS, and a One Call One Click Center. At the last subcommittee meeting in May of 2020 the subcommittee decided the layout of what the provider directory would look like and pending the approval of the subcommittee the R5RTCC Board would then approve the provider directory before it was made public. We are currently on track to have the provider directory ready for the subcommittee to review in late July/ early August 2020. The second main topic the subcommittee discussed was about GIS and how routes of each provider can be incorporated into a map. Another main discussion about GIS was focused on how we would accomplish this task without a GIS specialist currently employed at Region Five Development Commission. To solve this the R5RTCC Board asked their county GIS specialists and we will be contracting with them as the R5RTCC has budgeted \$7,000 into the Phase 3 budget to get a GIS layered map developed. Lastly, the topic of how to we develop a One Call Once Click program for the region? This what a question that was asked several times and because of that we are applying for the training that was alluded to earlier in this report. With the help of that training we hope to gain knowledge and tools into developing an OC/OC within the R5RTCC region.



Transitioning into Phase 3

Applications for the Phase 3 Implementation grant were due on May 15th, 2020. The R5RTCC applied for this grant and on May 29th, 2020 the Region Five Development Commission Regional Transportation Coordinating Council (RTCC) Phase 3 Implementation grant application was approved.

Please see the updated tasks and deliverables below for Phase 3. Also, many of the tasks and deliverables are continued on from Phase 2 and that is based upon direction from MnDOT when they developed the Phase 3 grant application.

TASK	DELIVERABLE(S):
1. Continue to coordinate with existing & new regional partners to share/collect information that would be used	Coordination with partners to share information through a region-wide network
2. Continue to inventory existing transportation programs in the region and maintain a readily available database	A region-wide database
3. Continue to develop web content/narratives/descriptions for the transportation programs identified in the region	Transferring data into graphics and text for a functional website
4. Develop DRAFT report summarizing outcomes of tasks 1, 2, and 3 listed above	A DRAFT report that covers what has been accomplished in D1 during the grant period



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