

Arrowhead Regional Transportation Coordinating Council



**Beverly Sidlo-Tolliver, Principal Planner, ARDC
Planning; RTCC Coordinator**

**Gavin Bukovich, Associate Planner, ARDC
Planning; RTCC Coordinator**

Presentation Overview

- MnDOT and MCOTA
- Regional Transportation Coordinating Councils and Transit Assistance Coordination Projects
- Local Human Services Transportation Plans
- Arrowhead Region Priorities
- Projects throughout the State

MnDOT and Statewide Transportation

MnDOT's Mission for Mobility in the State
Connect and serve all people through a safe, equitable and sustainable transportation system.

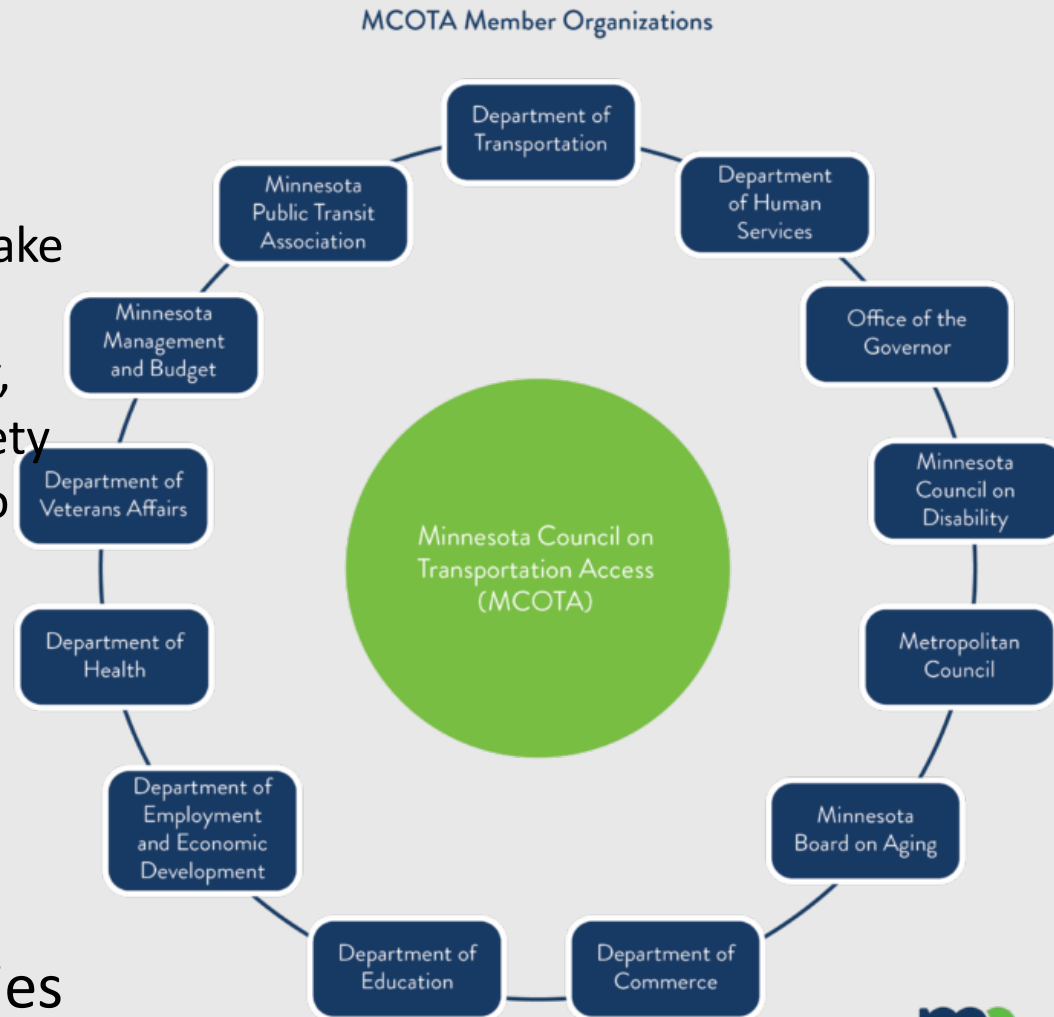
- Oversight of transit systems providing work, medical, quality of life connections.
- Encouraging all modes including bikes, walking, vans, and buses.
- Developing partnerships to for efficient use of dollars and resources.

Minnesota Council on Transportation Access (MCOTA)

- Established by Legislature in 2010

“study, evaluate, oversee, and make recommendations to improve the coordination, availability, accessibility, efficiency, cost-effectiveness, and safety of transportation services provided to the transit public.”

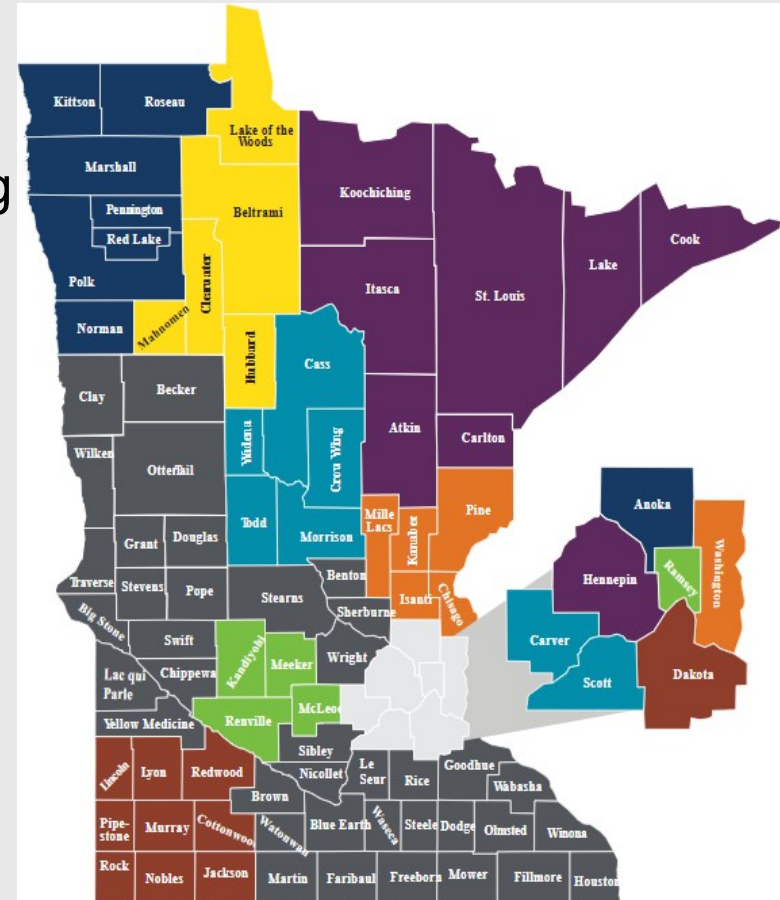
- Bringing together partners
- Development of RTCCs and TCAPs to coordinate transportation in communities



Regional Transportation Coordinating Councils (RTCCs)

RTCCs in Greater Minnesota:

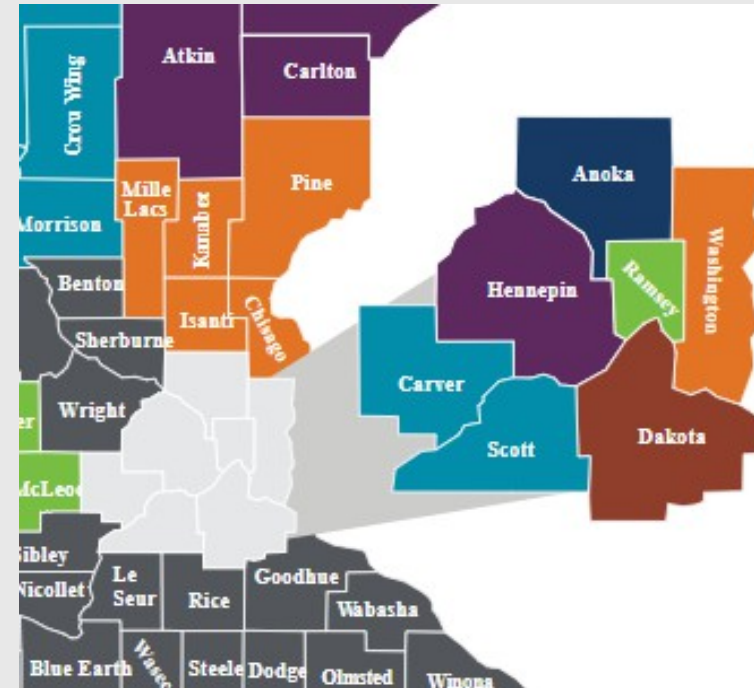
- 7 active RTCCs consist of stakeholders and public members interested in improving mobility for those who have limited transportation options such as older adults, people with disabilities, individuals with low income, and veterans.
- Mobility Managers within regions. Housed in Regional Development Organizations or Community Action Programs.
- Formalized coordination plan to engage and work with providers and service agencies implementing an efficient transportation access.



Transit Coordination Assistance Projects (TCAP)

TCAP's in Minnesota Urban Area:

- 6 active TCAP's Improving mobility for the “transportation disadvantaged” including older adults, individuals with disabilities, individuals with low incomes and/or military veterans.
- Provide transit vehicles to community.
- Mobility Managers within counties.



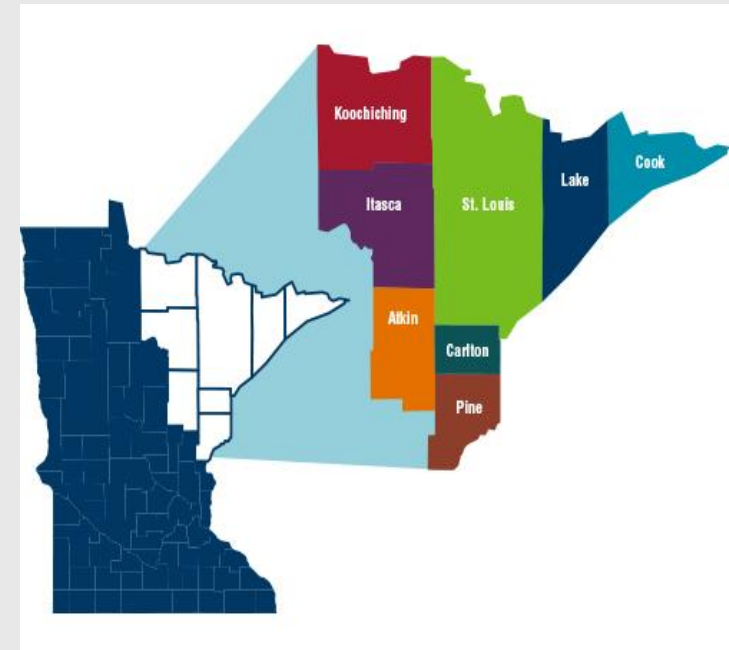
Local Human Services Transportation Plan

Federal transit law, as amended the FAST Act, requires that projects selected for funding under the Enhanced Mobility of Seniors and Individuals with Disabilities – Section 5310 Program – be **“included in a locally developed, coordinated public transit-human services transportation plan”** and that the plan be **“developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public.”**

These requirements are aimed at improving transportation services for persons with disabilities and older adults, ensuring that communities are coordinating resources provided through multiple federal programs.

Arrowhead RTCC Summary and Mission Statement

- The purpose of the Arrowhead Regional Transportation Coordinating Council is to improve **access, availability, and options** for transportation services in Northeast Minnesota through increased **communication, coordination, and collaboration**.
- Developed as the entity to implement the priorities in the Local Human Services Transportation Plans
- Planning and implementation of mobility improvement projects
- Twenty agencies/organizations on the council
 - **Transit**
 - **Volunteer Drivers**
 - **Tribal Reservations**
 - **Health and Human Services**
 - **Aging Agencies**
 - **Veteran Services**
 - **Employment Services**
 - **Health Care**



Priorities from LCP in the Arrowhead

Intersection of Transportation and Health Care: Increase communication and collaboration between health care facilities and hospitals with private transportation providers.

Regional Transportation Planning: Engage communities and the public to further identify gaps in service, accessibility needs in the existing transit system, and strategies to improve transportation in Northeast Minnesota.

Transportation Infrastructure Improvements: Improve safety, accessibility, and weather mitigation at transit stop locations. Increase capacity of transportation services and resources.

Arrowhead Region Transportation Health Care Access Subcommittee

- Extension of the work done at the September 2023 National Center for Mobility Management (now CCAM) facilitated workshop.
- Identify scope of problem when NEMT provider(s) limit or discontinue services in an area.
- University of Minnesota, Empowering Small Communities program
 - Review and analyze 'missed appointment due to transportation' data
 - Identify the socio-economic costs to people, health care facilities, and the community and the state.
- Collaborating with Minnesota Rural Health Association
- Meeting with State representatives

Subcommittee Members

Social Services

- Arrowhead Area Agency on Aging
- St. Louis County Public Health and Human Services
- Cook County Health and Human Services

Health Care

- Fresenius Dialysis clinics
- Cloquet Wound Clinic
- St. Lukes Emergency Room
- Essentia Health
- Fairview Range

Assisted Living Facilities

- Ecumen
- Benedictine Living Community
- Bayshore Residents
- Monarch Health Care
- Hilltop Nursing

Transportation Broker

- Medical Transportation Management (MTM)

Talking points for possible policy solutions

- Overall increase in the mileage reimbursement rate for transportation providers.
- Increased mileage reimbursement rates for patients who drive themselves or have a friend or family member bring them.
- Reimbursement to transportation providers for unloaded miles.
- Increased Medicaid payments for transportation providers.
- Requiring Medicaid managed care plans to have a wider network of transportation providers.
- Simplify driver training and certifications.
- Establish a policy for providers discontinuing services in an area – we had very little notice last year when STS provider discontinued services and people were scrambling to find transportation.
- Nursing homes use vans for social outings and not medical appointments – provide Medicaid reimbursement to nursing homes for transportation they provide to medical appointments.

Regional Transportation Planning

Travel Training Materials

Updated DTA 'How to Ride a Bus Guide'

The guide was result of feedback from a focus group held with members of The Arc Northland's People First.

Community Transportation Navigators

Community members and organizational staff that provide support and education to others on transportation resources and solutions.



Website and Transportation Directory

Increased the knowledge of over 10,000 Minnesotans on transportation resources in the Arrowhead Region

Arrowhead RTCC website was launched including transportation provider directory, transportation resources, information on volunteer drivers, park and ride locations, and active transportation resources.
www.arrowheadrtcc.org

Web Transportation Provider Find Tool

Transportation Infrastructure Improvements and Increased Capacity

Assisted in the successfully obtaining of over 9 million grant dollars

Federal Grants

- RAISE Grant- Bois Forte/Big Woods Transit-Transit Facility (9.5M)
- Lo-No Flow Emissions- Bois Forte/Big Woods Transit-Propane buses (\$740,000)
- Home and Community-Based Services Providers Capacity Grant- Aitkins County Care, procurement of ADA vehicle for volunteer driver/NEMT services

Transportation Alternatives

- City of Duluth-East Downtown gateway mobility hub

Mobility, Access, Transportation Insecurity Grant (MATI)

- Exploratory of solutions for transportation and health care access in Koochiching County (applied)

Moving Greater Minnesota Forward

- Boreal Partners Transit demand response service for adults 65 years old and older in Cook County
- Public shared e-bike service expansion to historically underserved communities in Duluth
- Mobile Workforce Unit-Arrowhead RTCC & True North Goodwill Industries (2025)

Wii-doo-kaa-ge (Helping Others) NEMT Bois Forte/Big Woods Transit

RTCC and Building new Programs

Wii-doo-kaa-ge (Helping Others) NEMT Bois Forte/Big Woods Transit

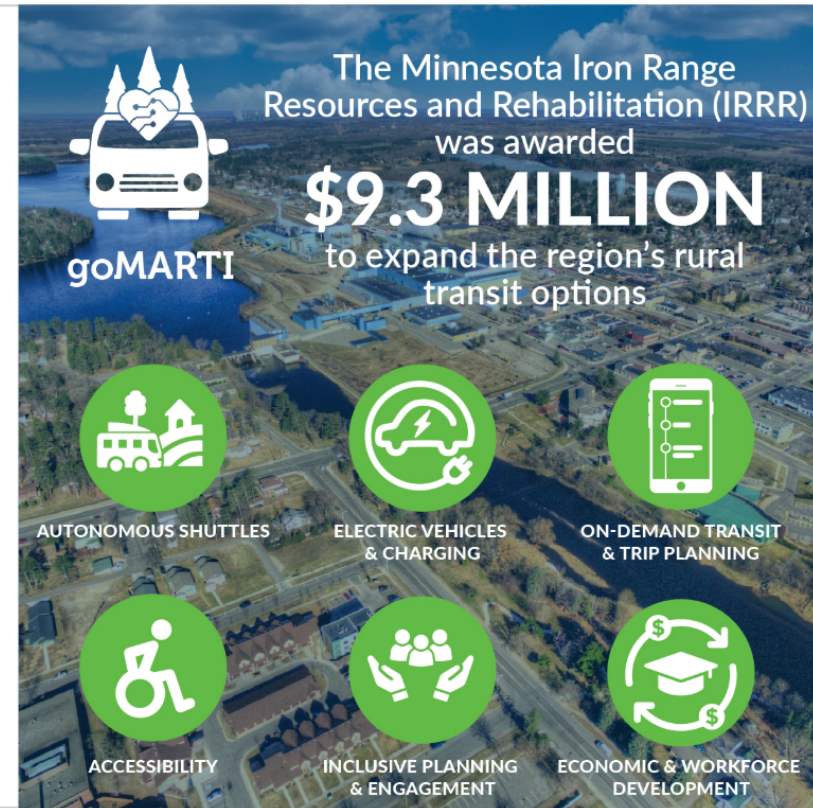
- The idea started watching families struggle to transport family members to the only dialysis clinic which is located 65 miles away, 130 mile round trip.
- Non-Emergency Medical Transportation (NEMT) Rides not being fulfilled
- Vehicle Sharing Program- 4 mini vans each with one wheelchair position
- Volunteer Driver Program- Partnerships cultivated through RTCC
- Received 3-\$5,000 grants from Arrowhead Agency on Aging



goMarti-Grand Rapids

HIGHLIGHTS

- First launch of a rural, winter weather public autonomous and electric microtransit shuttle project.
- 2.0 is an expansion of the current goMARTI service in Grand Rapids.
- The service will run from fall 2025 through at least 2028.
- Rides will continue to be free through 2028.
- 5-6 Automated Vehicles (AV) in the fleet serving the Grand Rapids zone (GRZ), with 3-4 wheelchair accessible.
- 2-3 hybrid or electric shuttles (EV), with 1 wheelchair accessible serving the expanded HWY 2 zone (H2Z)
- The service will cover an approximately 20 square mile area (GRZ + H2Z).



Headwaters RTCC-Conifer Transit

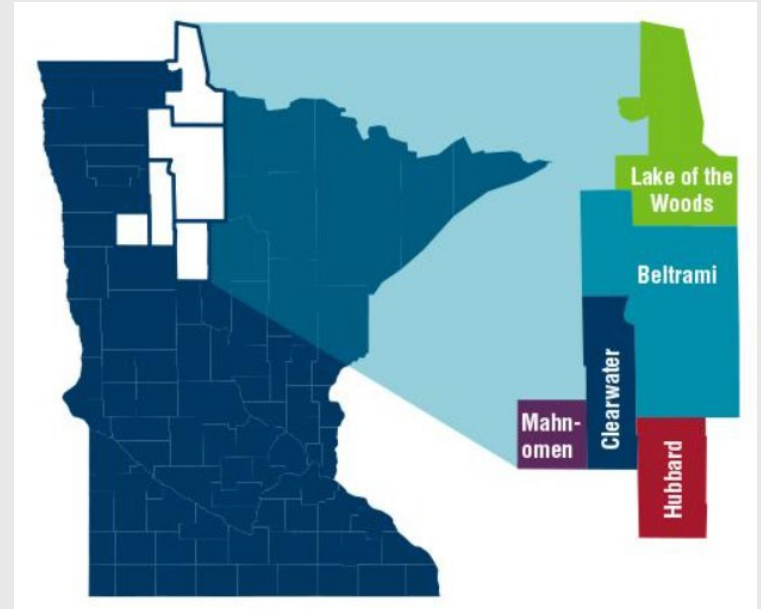
PROBLEM:

Transit to those living in Conifer Estates, Conifer Villas and East Conifer

Community Served: Bemidji

SOLUTION:

Provide on demand transit option for individuals living at Conifer Villas, Conifer Estates, East Conifer, an affordable housing community consisting of 76 single and family units. Collaborating with Oshkiimaajitahdah's Temporary Assistance for Needy Families (TANF) workforce employment and Commute with Enterprise.



Headwaters RTCC-Conifer Transit

Budget: \$20,000 / year for vehicle lease with Enterprise

- NW MN Foundation Grant
- NADO Tribal Transportation Grant

Started: October 1, 2024

1,465 rides were provided with for over 2,000 individuals in first 75 days of service

Vehicles: 1 currently working to scale to 2 vehicles and incorporate Ridgeway apartments consisting of 96 single and family affordable housing units as well as the battered women's shelter.



Mid-Minnesota Rideshare Solution

PROBLEM: Lack of evening and weekend transportation outside of Wilmar, Kandiyohi County's largest community

SOLUTION:

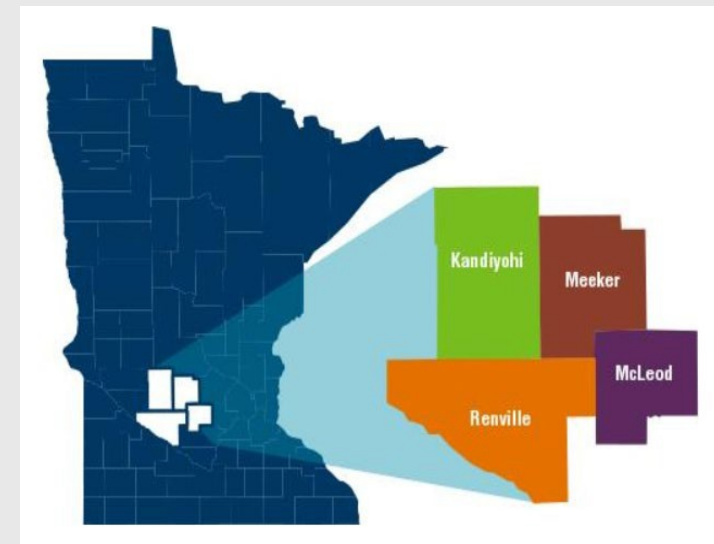
Willmar Area Community Foundation

\$20,000 Grant—Two rideshare drivers (Uber, Lyft, or similar) identified.

Operate at least 30 hours per week, after 2 p.m. on weekdays or anytime on weekends and holidays

Drivers receive a tapered “start-up subsidy” for their first 26 weeks.

All subsidy revenue would be provided on top of revenue the driver earns through their selected rideshare platform(s).



Minnesota Mobility-as-a-Service Platform

- Created regional trip planning, booking and payment platform with 13 transit agencies + private providers
- 1st time rural providers on major trip planning app with payment/booking integration
- Received 2 FTA innovation grants and Mn Technology Modernization Fund award



Questions?

**Beverly Sidlo-Tolliver, Principal Planner, ARDC Planning; RTCC Coordinator
bsidlotolliver@ardc.org**

**Gavin Bukovich, Associate Planner, ARDC Planning; RTCC Coordinator
gbukovich@ardc.org**

The Arrowhead RTCC funded with dollars from the Federal Transportation Administration, Minnesota Department of Transportation, and local match, and facilitated by the Arrowhead Regional Development Commission (ARDC). This is a 5310 program.

The Arrowhead RTCC is not a Transportation Provider

PROMOTING MOBILITY MANAGEMENT THROUGH PARTNERSHIPS IN MASSACHUSETTS

CTAA EXPO

June 3, 2025



Who is Rachel?

EOHHS 2011-2022

- Community transportation
 - Learn
 - Help
 - Share



MassDOT 2022-present

- 5310 program
- State-funded grants
- Mobility management initiatives

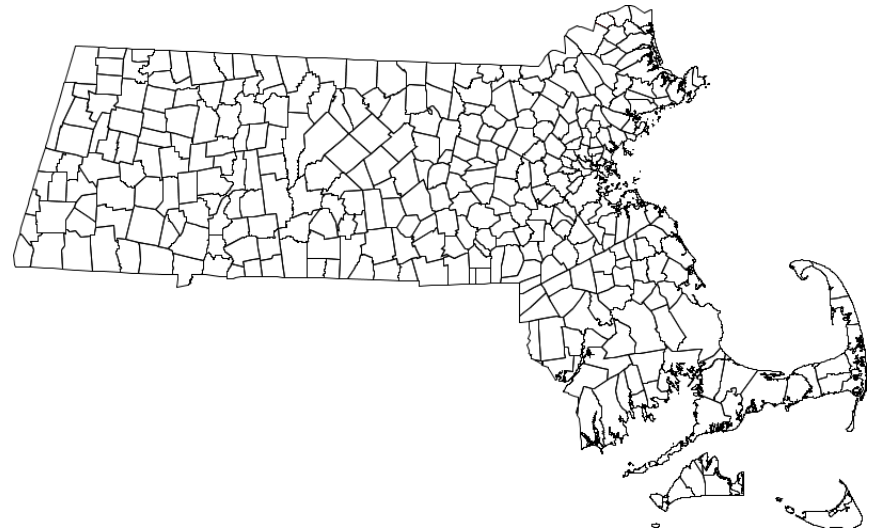
Community Transit Grant Program

An annual competitive grant program to meet the mobility needs of older adults and individuals with disabilities. Provides funds for the purchase of vehicles, mobility management activities, and operating costs.

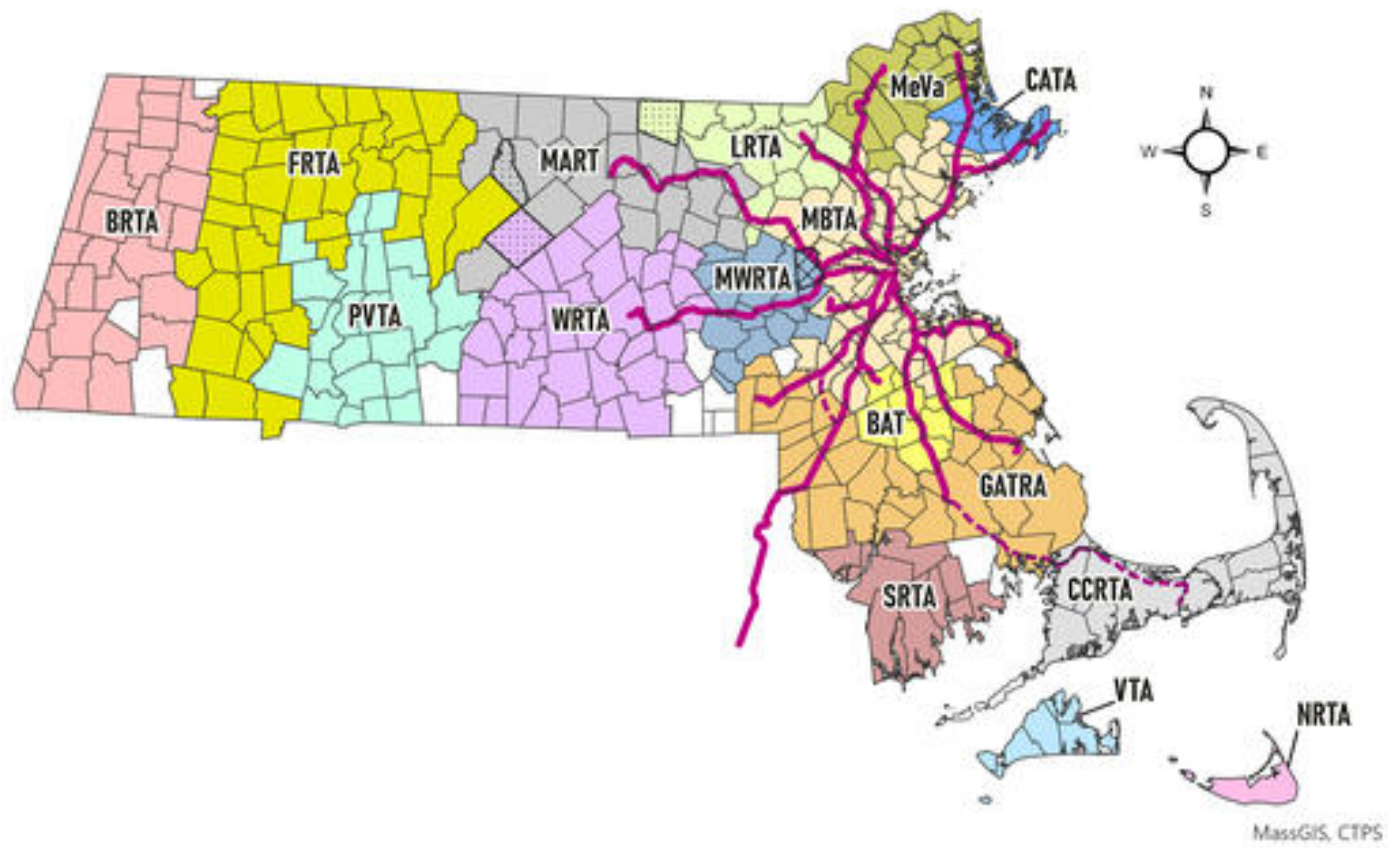


Massachusetts

- 351 cities & towns
- Home rule
- Decentralized
- No system of Regional Mobility Managers



16 transit authorities



Promoting mobility management through partnerships

Part 1: Partnering with GATRA on Ride Match

Ride Match





RIDE MATCH
Massachusetts Transportation Options

A one-stop searchable directory of public, private and accessible transportation options in Massachusetts



Find your ride match

Transportation Providers by City/Town

-- Select your City or Town --

- OR -

Plan a Trip

From:*

To:*

Day:

-Day-

 Time:

-Time-

Purpose:

-Trip Purpose-

Any special needs for this trip? Select all that apply.

- ☐ I'm a senior 60+
- ☐ I'm a student
- ☐ I'm a veteran
- ☐ I'm a person with a disability
- ☐ I need to travel with a wheelchair
- ☐ I need a lift to access the vehicle
- ☐ I need a personal care attendant

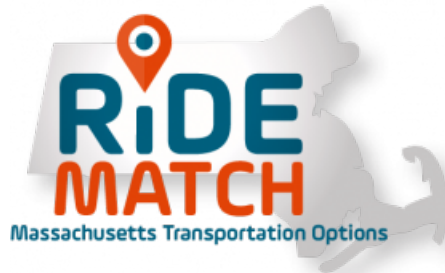
* required

go

www.massridematch.org

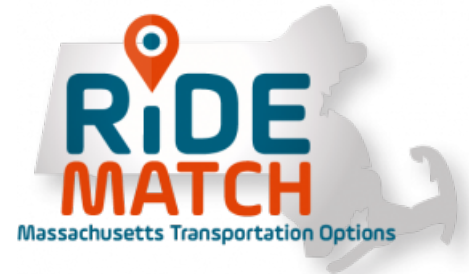
Refreshing Ride Match

- Catching up
 - Review data
 - Add new services
 - Fix technological glitches
- Moving forward
 - MOU
 - Ongoing maintenance contract & plan



Ride Match – future goals

- Maximize the impact
 - Ongoing maintenance
 - Marketing & promotion
- Improve the user experience
 - Technological enhancements
 - Add a phone call option
- Transit planning
 - Integrate with a visual mapping tool



Promoting mobility management through partnerships

Part 2: Partnering with practitioners

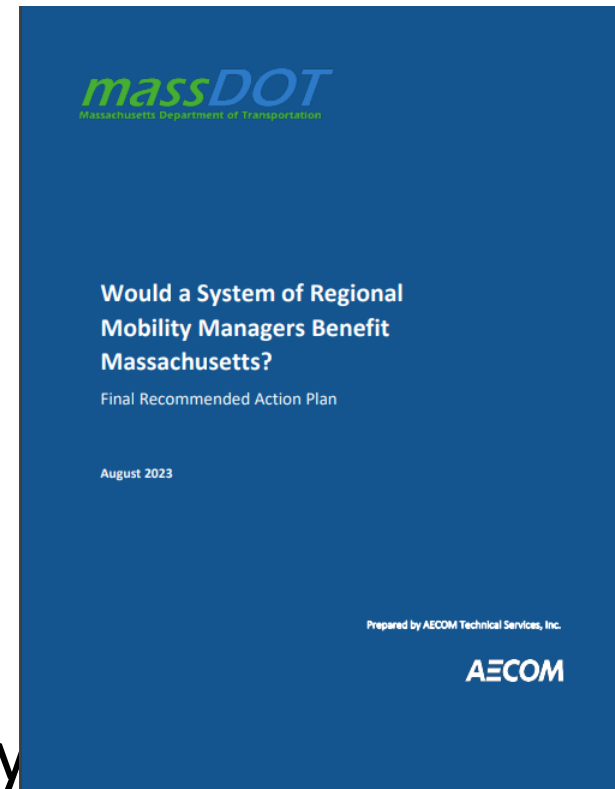
Mobility management in action



www.mass.gov/info-details/mobility-management#mobility-management-in-massachusetts:-a-virtual-forum-held-february-3,-2022-

Regional Mobility Manager Study

- Learning from other states
- Hearing from MA practitioners
 - 60 1:1 interviews
 - 3 focus groups
 - Survey
- Developing an action plan



www.mass.gov/info-details/mobility-management#massachusetts-regional-mobility-management-study---2023-

Study steering committee

- Executive Office of Elder Affairs (now Aging & Independence)
- Massachusetts Rehabilitation Commission (now MassAbility)
 - Staff
 - Disability Inclusion Leader
- Statewide associations
 - Councils on Aging
 - Healthy Aging Collaborative
 - Regional Transit Authorities

Study findings

- Positive support, with conditions
 - Not a standalone solution/cannot take operating funds
 - Avoid duplication
 - Need local buy-in, not a top-down mandate
 - Regions
 - RMMs need to be locally-based
 - Regions can't be too big or too small
 - Active in all parts of MA, not just Eastern MA

Study recommendations

- Pre-launch
 - Hire a Statewide Mobility Manager
 - Identify sustainable funding
 - Define the regions
 - Hire RMMs
 - Maintain & promote Ride Match
- Post-launch
 - Facilitate networking & ongoing professional development among RMMs

Statewide pilot

- Innovative Coordinated Access & Mobility grant
- Statewide mobility management pilot
 - Hire a Statewide Mobility Lead
 - Next steps on a statewide system of Regional Mobility Managers
 - Convene a statewide Access and Mobility Working Group based on the federal Coordinating Council on Access and Mobility
 - Promote mobility management activities generally

Access & Mobility Working Group

- State agencies
 - Executive Office of Aging & Independence
 - MassAbility
 - Department of Public Health – rural
- Statewide associations
 - Councils on Aging
 - Healthy Aging Collaborative
 - Independent Living Centers
- Next steps
 - Regional Transit Authorities
 - Additional stakeholders

Questions & discussion

Thank you!

Subscribe to our newsletter for updates:

www.tinyurl.com/CTGPnews

Rachel Fichtenbaum

Manager of Grant Programs & Mobility Management

MassDOT Rail & Transit

Rachel.L.Fichtenbaum@dot.state.ma.us

(857) 368-8584

