

Iowa Transportation Coordination Council

**July 11, 2012, Meeting
10:00 a.m. – 2:00 p.m.
Polk County River Place, Room 3A
2309 Euclid Avenue
Des Moines, IA 50310**

TENTATIVE AGENDA

- I. Call to Order**
- II. Review May 9, 2012, Meeting Notes (Page 2)**
- III. Iowa Mental Health System Redesign – Shults/Armstrong [Invited] (Page 6)**
- IV. Iowa Institute for Transportation Coordination Team Reports (Page 6)**
- V. ITCC Action Plan – Haar (Page 6)**
 - a. Goal Setting: Mobility Managers in Iowa (Page 7)**
- VI. Mobility Manager Performance Measures – Haar/O'Brien/Johnson-Miller (Page 8)**
- VII. AARP Coordination of Transportation in Rural America – Eastman/Haar (Page 8)**
- VIII. Statewide Transit Pass Discussions – Byron/Ness/Haar (Page 8)**
- IX. Committee Report – NEMT (Page 9)**
- X. Committee Report – Volunteer (Page 9)**
- XI. IMMN Update (Page 9)**
- XII. Statewide Mobility Manager Update (Page 9)**
- XIII. Member Roundtable - All (Page 9)**
- XIV. Other Items of Interest**
- XV. Adjournment/Next Meeting Date and Location:
September 12, 2012
10:00 a.m. – 2:00 p.m.
Polk County River Place, Room 1A
2309 Euclid Avenue
Des Moines, IA 50310**

Iowa Transportation Coordination Council

May 9, 2012, Meeting

10:00 a.m. – 2:00 p.m.

Polk County River Place, Room 3A

2309 Euclid Avenue

Des Moines, IA 50310

MEETING NOTES

I. Call to Order

The meeting was called to order at 10:06 a.m.

Those in attendance included:

Connie Eastman, AARP

David Mitchell, Iowa Vocational Rehabilitation Services

Heather Byron, American Cancer Society

Anne Turcotte, Iowa Department of Transportation

Lisa Sieren, United Ways of Iowa

Heidi Wicks, Iowa Workforce Development

Tim Weltzin, Iowa Department of Human Services – Iowa Medicaid Enterprise

Scott Anderson, TMS

Jeff Harris, Region 6 Planning Commission/PeopleRides

Doreen Chamberlin, Iowa Department of Public Health

Kristin Haar, Iowa Department of Transportation, Chair

II. Review March 14, 2012, Meeting Notes

III. Iowa Mental Health System Redesign

The invited speakers were unable to attend the May ITCC meeting and are scheduled to appear at the July meeting.

IV. AARP/WHO Age Friendly Communities

Connie Eastman discussed the AARP/World Health Organization (WHO) Age Friendly Communities Initiative. According to the WHO, "An Age-friendly city is an inclusive and accessible urban environment that promotes active aging." Connie explained that Des Moines is the third community in the United States to be named an age friendly community, after Portland, Oregon, and New York City. The Age Friendly Communities Initiative looks at open spaces and buildings, transportation, housing, social participation, respect and social inclusion, civic participation and employment, communication and information, and community and health services and their impacts on the population as it ages. There are four stages to becoming an age friendly community: planning, implementation, progress evaluation, and continual improvement.

AARP Iowa hopes to expand the Initiative to other Iowa communities in the future. Teams have already formed in Cedar Rapids and Johnson County.

V. ITCC Action Plan

a. Goal Setting: Mobility Managers in Iowa

Kristin Haar first went through a presentation on mobility management in Iowa she and Angie O'Brien gave to the Iowa Transportation Commission on May 8, 2012.

Discussion continued from the March 2012 ITCC meeting on the goal number of mobility managers in Iowa and the timeframe in which to accomplish this goal.

The goal number of 16, one per transit region, by July 2014 was offered but a consensus was delayed allowing input by the statewide mobility manager and by the Iowa Mobility Manager Network representative, both of whom were attending a national conference at the time of this meeting.

The conversation then turned to performance measures for the mobility managers. Heidi Wicks suggested having Angie determine the state mobility manager's outcomes so far, ask the mobility managers what they see as their performance measures, and what gaps exist or services are lacking. Lisa Sieren proposed setting minimums with the performance measures which would allow for flexibility in the positions. Jeff Harris stated that the core functions of a mobility manager should be outreach to local, regional, and state groups, self sustainability of the position, one-on-one interaction with individuals needing assistance, and having a work plan unique to the region addressing specific gaps identified.

Discussion on this item will continue at the July 2012 ITCC meeting when several mobility managers are present.

VI. JobLinks Grant Awards

Kristin Haar announced the two winners of the Community Transportation Association of America's JobLinks grants: East Central Intergovernmental Association and Iowa Association of Regional Councils. Each grantee will be working on projects between now and August 31 to address employment-related transportation issues.

VII. IowaCare Transportation Update

Jeff Harris stated that PeopleRides is working with their local IowaCare provider clinic to schedule bi-monthly trips with the clinic knowing to schedule appointments those days for those dependant on public transit to get to the clinic. Kristin Haar thanked Jeff for that coordination effort.

Heather Byron noted that the American Cancer Society would like to know the transit agencies schedules so the ACS can assist in coordinating appointments and transportation.

Kristin promised to bring ridership numbers as soon as they are available.

VIII. Veterans Transportation and Community Living Initiative Grant Update

Kristin Haar explained that the Iowa DOT Office of Public Transit had applied for a Veterans Transportation and Community Living Initiative Grant through the Federal Transit Administration. The project will determine the veterans transportation programs/providers in the state, create a one-call/one-click resource for finding available transportation for veterans, seniors, the disabled, and the general public, and the purchase of ridematching software to link veterans and the general public with those wanting to carpool to employment or other activities. Grant announcements are expected in July 2012.

IX. Committee Report – NEMT

No report.

X. IMMN Update

No report.

XI. Statewide Mobility Manager Update

No report.

XII. Member Roundtable

Doreen Chamberlain informed the group of available community transformation grants.

Heidi Wicks expressed concern about the difficulty for Promise Jobs participants to get to their required workshops at Iowa Workforce Development's one-stop offices. Promise Jobs participants do have a transportation allotment – a single mom would receive \$361 a month as an example.

Lisa Sieren noted the Region 2 transit shuttles to Iowa City and Fort Dodge for medical trips.

Sue Olson stated with the area agencies on aging reorganization, as of July 1, 2013, there will be six planning and service areas. Requests for Application will be released in August, letters of intent will be required due October 1, DAS will review the applications and winners announced in December. New area agencies on aging will form between January and June, with the new agencies to have a plan on aging for the region by April 2013.

Heather Byron stated the American Cancer Society is recruiting volunteers for their road to recovery program in Des Moines, Iowa City, and other Iowa communities. Heather added that the ACS remains interested in a statewide bus pass.

Anne Turcotte explained that the Iowa Transportation Commission had approved the long-range transportation plan at their last meeting and that all final passenger transportation plans had been submitted.

XIII. Other Items of Interest

No items offered.

XIV. Adjournment/Next Meeting Date and Location:

May 9, 2012

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III. Iowa Mental Health System Redesign

Because of its potential impact on coordinated transportation, staff from Iowa DHS Division of Mental Health and Disability Services have been invited to speak on the proposed Iowa mental health services system redesign approved during the 2012 Iowa legislative session.

IV. Iowa Institute for Transportation Coordination Team Reports

In May 2011, the Iowa DOT and ITCC hosted the Iowa Institute for Transportation Coordination. Five teams from regions around the state participated in the three-and-a-half day conference, working on 90-day and one-year action plans. A year has passed since the Institute, therefore team representatives from the regions around Mason City, Sioux City, Atlantic/Council Bluffs, Des Moines, and Cedar Rapids have been invited to attend the July 11 ITCC meeting to discuss their progress and issues they might need ITCC assistance in moving forward.

V. ITCC Action Plan

As follow-up to decisions made at the March 2012 ITCC meeting, the ITCC Action Plan now is as follows:

ITCC Goal Areas:

- Volunteer Transportation (Long-Term Goal, January 2015)
 - Best practices/barriers
 - How public transit systems can count rides and miles on FTA/STA statistics
 - Three to four model projects to begin over next four years
- TMS Medicaid Brokerage (Long-Term Goal, January 2016)
 - Are rides being provided?
 - How can ITCC help in success?
 - Do Medicaid members know of the benefits?
 - Coordination of appointment times with medical provider/TMS/transportation provider
 - Trip refusals by public transit systems?
 - What can transit agencies learn from TMS?
 - How is TMS being evaluated?
 - Education: how can the ITCC assist with getting the word out about TMS? Assist through entire contract, June 30, 2013
- Mobility Management (Short-Term Goal, July 2013) – Increase the number of Mobility Managers in Iowa
 - “Housing” of Mobility Managers
 - Relationship of Mobility Managers and ITCC
 - Who provides Mobility Managers with supervision and leadership?
 - How many Mobility Managers are needed?
 - Job description and performance measures – core functions (use May 2010 example job description)

- Training for Mobility Managers – core functions from May 2010 example job description
- Eight Mobility Managers by July 2013
- CTAA Coordination Institute (Short-Term Goal, May 2012)
 - Application criteria: planning to hire a mobility manager required
 - Coordination Institute held May 9-12, 2011
 - One year to complete planning process
 - Invite team representatives to July 2012 ITCC meeting for report-out on progress
- Veterans Transportation (Ongoing)
 - Extend invitation to veterans groups to participate on the ITCC
 - Work to increase transportation coordination with veterans groups around Iowa
- Three Es: Engage, Educate, Energize (Ongoing)
 - Distribute information on mobility management and non-emergency medical transportation
 - Meet with medical clinics to educate on transit scheduling and why it is important to schedule appointments when transit is operating
 - Use contacts to disseminate information at the local level
 - Focus groups on participating in passenger transportation planning process
 - Target regions
 - ITCC member education
 - MPO/RPA and Transit Agency information distribution
 - ITCC education about Passenger Transportation Plan process
 - Projects, top priorities

a. Goal Setting: Mobility Managers in Iowa

Iowa is close to the goal number of eight mobility coordinators by July 2013:

Angie O'Brien	Statewide Mobility Manager
Cindy Johnson	Regional Travel Navigator (Region 2)
Bridget Bartlett	Mobility Coordinator (Region 8)
Jeremy Johnson-Miller	Rural Central Iowa Mobility Coordinator (Region 11)
Michelle Huseman	Mobility Coordinator (Dubuque Urban)
Lee Myers	Mobility Coordinator (Omaha/Council Bluffs)
Craig Hanner	Polk County Mobility Coordinator

Applications have been approved for new mobility managers in Region 1 (Decorah), Cedar Rapids, and Region 4 (Sioux City).

Would the ITCC like to establish a new goal/timeline for mobility manager coverage in Iowa? At both the March and May 2012 ITCC meetings, the number 16 by July 2014 was been offered. Is the goal of 16 the consensus of the group?

VI. Mobility Manager Performance Measures

The Iowa DOT would like to establish performance measures for mobility managers in the state, for positions funded with state or federal monies. For Federal Fiscal Year 2013, Iowa DOT will use the quarterly report format included as supplemental material to this agenda packet. Input is requested, however, for improving the report requirements and creating meaningful performance measures.

US DOT mobility management goals include: focus on the individual, improve coordination, promote accessibility and livability, ensure diversity in products and services, foster education and awareness, promote financial sustainability, and ensure safety and security.

VII. AARP Coordination of Transportation in Rural America

Kristin Haar and Connie Eastman will attend a meeting in Sioux Falls, South Dakota on July 10. The meeting description is as follows:

AARP's National Policy Council's Consumer & Livable Communities Committee, as a part of its charge from AARP's Board of Directors on Strengthening the Coordination of Transportation, will be coming to South Dakota the week of July 9-13th to study the current coordination of transportation in rural America. This site visit will focus on the transportation needs of older persons living in small towns and rural communities. The committee will be giving special attention to current service coordination issues in the state, the connection between health and wellness and access to transportation and the transportation challenges faced by Native American elders. In addition to engaging with public and tribal officials, transportation and health care providers as well as affected consumers, the Committee will be meeting with representatives from surrounding states in the region to get their perspectives on key issues and challenges related to transportation issues facing the upper Midwest.

As a partner in improving transportation across rural America we invite you to attend one of our scheduled discussions with the committee while they are in South Dakota. We will be bringing together a comprehensive group of impacted partners across the region to identify ways to improve access and coordination of transportation services, identify best practices in a variety of community settings (rural, metro, American Indian and veterans) and identify policies and practices that are of particular value in improving services to vulnerable older populations.

Kristin and Connie will discuss the meeting outcomes and impressions.

VIII. Statewide Transit Pass Discussions

The American Cancer Society is very interested in working with the transit agencies in Iowa to create a statewide transit pass, usable on any transit system in the state. Heather Byron, Margi Ness, and Kristin Haar have had several discussions on the topic and will take this time to update the group on the idea.

IX. Committee Report – NEMT

Non-Emergency Medical Transportation Subcommittee members are asked to share any updates on their group’s work.

X. Committee Report - Volunteer

Volunteer Subcommittee members are asked to share any updates on their group’s work.

XI. IMMN Update

Iowa Mobility Manager’s Network members are encouraged to update the ITCC on their committee’s discussions.

XII. Statewide Mobility Manager Update

Angie O’Brien, State-wide Mobility Manager, is asked to update the ITCC on her work in Iowa.

XIII. Member Roundtable

ITCC members are asked to give updates on how activities at their respective organizations affect or are affected by transportation in their communities.