



Transportation Collaboration Minutes Wednesday, January 11, 2017

Attending: Tanya Ferguson, Central Iowa Center for Independent Living; Kathy Johnson, Central Iowa Community Services; Shari Atwood, CyRide and Ames Area MPO; Teal Wilson, Central Iowa RSVP; Sarah Constable and Brooke Ramsey, HIRTA; Shannon Bardole and Jean Kresse, United Way of Story County

Review October 12 Meeting Notes

Update from HIRTA of Demand Response Service Action Plan Progress Report

- #5: HIRTA will be purchasing two additional vehicles in 2017. The Dial-A-Ride bus is being replaced, but didn't come with the camera system it was ordered with. Service is delayed until probably early February when it can be installed.
- #13: In order to change phone provider, a system upgrade was necessary. Working to procure software to integrate with the radio and phone with quality assurance. It will record calls, radio traffic, and the dispatcher's monitor screenshot. There will not be a simple way to pull information on Dial-A-Ride clients.
- #16: There will be a "train the trainer" course in May. Refresher training for all drivers will be held in February.
- Additional comments: Ridership to Heartland Senior Services is way down, specifically to the Adult Day Center. No feedback has been received from HSS recently. Contact has been made to Mary Greeley Medical Center about relabeling their doors for more clear pick-up and drop-off of patients.

HIRTA Strategic Plan

- The Board wanted to make changes after draft was developed. Since then, new members have joined the Board and will want to review before approving. The new Board member from Story County is Supervisor Lauris Olson.

Transportation to Des Moines/Medical Appointments – Jean Kresse

- Deb, Jean, Shannon, Brian, Kalen, and Teal met to discuss RSVP Volunteer Transportation Program, which has been receiving more calls for medical trips to Des Moines. Although there are a few drivers willing to make the trip, it is very time consuming for a driver. Is it time to rethink a Des Moines route? HIRTA says no denial entries are in the system for rides to Des Moines. When there was transit to Des Moines, there was one rider on the bus, which was sometimes a no-show. Iowa City trip still happens monthly. RSVP clients feel most comfortable with that service that is a direct route from their home to their medical appointment and back. These are RSVP riders, not HIRTA riders. RSVP could survey their clients who utilize trips to Des Moines to ask what they would do if RSVP couldn't take them – listing HIRTA as an option. Executive Express travels to airport multiple times a day – could DART transport a client from airport to another location? Sarah is not encountering riders who need regular trips to Des Moines. HIRTA is no longer receiving calls from Primary Health Care in Ames. Medicaid is planning to implement integrated community changes, meaning group home residents would need to use same transportation as everyone else, and the group home would no longer be reimbursed for providing rides.

Transportation Brochure Update

- lowarideshare.org was added to the DART section of the brochure as of October. The brochure is always kept updated online at cyride.com/sct.

Updates from Transportation Collaboration Members

- Wheels for Work: The 15th car was given to a family at the end of 2016. The first car was given away in February 2015. The committee is scheduling a meeting soon to discuss program guidelines and to document some of practices that have recently come up, including that a family is not eligible to apply for a second vehicle.
- CyRide: Halfway through their system redesign process. Options will be presented to the transit board on January 19. A series of meetings in the community to share possible designs will occur between February 28 and March 2. Feedback is welcomed. Ridership numbers were handed out.

2017 Meeting Dates (2nd Wednesday of the month from 1:00-2:30 pm): April 19, July 12, October 11

- Shannon will be out of town April 12. The group decided to move the meeting date to April 19.