



Transportation Collaboration Wednesday, January 10, 2018

Attending: Teal Wilson and Kalen Petersen, Central Iowa RSVP; Shala Harsh, Heartland Senior Services; Brooke Ramsey, HIRTA; Kris Eastman, Mainstream Living; Miguel Biott, Primary Health Care; Deb Schildroth, Story County; Lauris Olson, Story County Board of Supervisors; Kathy Johnson, Story County Community Services; Shannon Bardole-Foley, United Way of Story County

Review October 11 Meeting Notes

Updates from HIRTA

- Demand Response Service Action Plan Progress Report
 - #5 Ordered 1 new bus. Receiving first time funding from CIRPTA – thought the funding would provide 1 bus, but will be 3 vans instead. Don't yet know which communities they vans will be in.
 - #7 Grant applications have been submitted to multiple sources for the customer portal and RM Pay. NAMI will be the fiscal agent for those grants that require a 501(c)(3). CyRide has committed funds. Hoping for the system to be live before next fiscal year.
 - #23 Trips to Iowa City have increased from once/month to once/week, but it wasn't used more than once in December. Not much ridership to Des Moines. Increased frequency Ames to Boone. Recently increased frequency between Ames and Nevada (\$4/one-way). One driver is dedicated to doing this service. It runs approximately every hour. The fare for Nevada in-town trips is \$2. Working with Legal Aid on rides from Ames to Nevada for their clients. May pilot a voucher system at some point, but currently waiving the fare.
- Community conversations: The Nevada meeting was very well attended. Themes heard from attendees include transit services in town, adjusted in-town fare, and more frequency between Ames and Nevada.
- MCO Changes: A few big changes that impact transportation
 - AmeriHealth Caritas left the system effective 12/1/17. Trying to make sure no clients are missing rides.
 - Supported Community Living is a service under a waiver paid by Medicaid in which staff goes into a client's home for an approved number of hours/week. Reimbursement rates have gone down, but now include transportation for clients.

Updates

- Updates needed for Story County Resource Guide
 - Remove Access2Care, provide our MCO chart. AmeriHealth Caritas will need to be removed from the Transportation brochure.
 - Add Iowa Ride Share
 - RSVP is listed twice – Kalen will let Shannon know what description to include
 - Fitz's Taxi is closed
 - HIRTA no longer has a trip on Thursday to Broadlawns
 - DMV should be listed instead as Story County Treasurer's Office (motor vehicles). Deb will check to see if the county provides disabilities placards.

- Updates needed for At-A-Glance
 - Joy Ride: serve all areas, open to anyone, door to door, accessible, senior/disability discounts, 24 hour notice, 7 days/week
 - DAV: all are correct
 - Road to Recovery: availability is M-F only
- Updated Story County communication plan for agencies: all changes proposed are accepted

Updates from Transportation Collaboration Members

- HIRTA: Decat has funding to help families in need with transportation to mental health therapy or substance abuse evaluation. A copy of the appointment card must be submitted. Qualifying families will have children under the age of 18 in their home. Funds will be available through June 30. More information is available from Jenny Felt at jfelt@dhs.state.ia.us.
- If someone needs a ride home after anesthesia, RSVP cannot provide that ride, but HIRTA can. Does this fit with hospital policy?
- Story County: Drew Kamp & Brenda Dryer from the Ames Chamber are meeting with Story County businesses to try to find solutions for bringing people who live out of the county into their job. Having discussions with DART for RideShare, which could be operating within 60-90 days.
- Wheels for Work: The 25th car is scheduled to be given away later this week. The committee has developed a new component to the application that will look more closely at the applicant's budget to determine if they are able to afford a vehicle. Follow-up evaluations are conducted at 6- and 12-months after the vehicle is given to the family.
- The grant obtained by Progress Industries ended in December. They were reviewing rural transportation for employment. Moving forward, they would like to poll employers and may ask for our assistance in developing questions and a list of employers to survey.
- RSVP
 - Will have new transportation coordinator next month. Teal will be leaving to care for her new baby.
 - Had 17 new riders in Nevada in last year, but not a proportionate number of new volunteer drivers. Des Moines trips began last spring and provide approximately 7 trips per month. Serving their first homeless client for trips to VA. Working with HIRTA to help get riders from the county to Ames for HIRTA shuttle on Monday, Wednesday, and Friday. Working to get an MOU confirmed to bypass the RSVP application process.

2018 Meeting Dates (2nd Wednesday of the month from 1:00-2:30 pm): April 11, July 11, October 10

Story County At-A-Glance Transportation Provider Services for medical appointments (as of January 2018)

Provider	HIRTA	Dial-a-Ride	CyRide	Medicaid	RSVP	Taxi	DAV	Joy Ride	Uber / Lyft	Road to Recovery
Service Focus	Story County Public Transit	Bus Transit for Individuals with Disabilities	Ames Public Transit	Non-Emergency & HCBS Transportation contracted provider for Medicaid Clients	Volunteer drivers, priority of medical trips	Taxicab Services	Veteran transit to VA Hospital	Transportation for elderly and disabled	On-demand ride service	Trips to cancer treatments or follow-up appointments
Service Area										
Ames Only		x	x							
All of Story County (including Ames)	x			x	x	x			x	x
Des Moines				x	x	x	x		x	x
Iowa City (Medical)	x			x						
Other Outside County Trips	x			x	x	x		x	x	x
Client Criteria										
Open to the General Public	x		x			x		x	x	
Story County Resident					x					
Must be Ambulatory (able to board without assistance)					x	x	x		x	
Application/pre-approval required		x		x	x					
Medicaid Clients Only				x						
ADA Eligibility Required		x								
Veterans Only							x			
Elderly and Disabled										
Cancer patients only										x
Extent of Services										
Door-to-Door	x	x		x	x			x		x
Curb-to-Curb	x			x	x	x			x	
Wheelchair Accessible	x	x	x	x				x		
Fixed Routes/Designated Stops			x				x			
Senior/Disability Discounts	x		x					x		
Notice to Schedule										
Need 24 hours notice	Day before by 3pm	Day before by 4:30pm						x		
Need 48 hours notice					x		x			
Need 72 hours notice				x						
Need several business days notice										x
No Notice Needed			x			x			x	
Availability										
M-F Only (Daytime Hours)					x		M-Th			x
7 Days a Week (Hours Vary)	x	x	x			x		x		
Some Holiday Limitations*	x	x	x		x					
24 hours/day; 7 days week				x		x			x	

*HIRTA, CyRide, and Dial-a-Ride's holidays are New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, and Christmas

There is a wide range in trip costs depending on the provider and available discounts. Hours of operation also vary greatly. Please call the appropriate provider to access this and additional transportation information. (www.cyride.com/sct)

HIRTA PUBLIC TRANSIT

Story County agencies are encouraged to communicate any transportation concerns regarding HIRTA directly with HIRTA's Customer Service Supervisor! The staff member is Story County agencies' first point of contact to voice a concern. If your agency is helping clients reserve/schedule rides on HIRTA, cancel rides or file a concern/complaint, please continue to call HIRTA's Trip Info line at 1-877-686-0029 for these individual concerns. An updated HIRTA RIDERS GUIDE – Service Policies is also attached.

HIRTA Central Office (Urbandale) Hours: Weekdays 7:00am – 4:30pm

HIRTA Service Hours: Weekdays (Story County): 6:00 am – 5:30 pm

Weekdays (Ames Only): 6:00 am – 8:00 pm Saturday (Ames Only): 7:30 am – 6:00 pm Sunday (Ames Only): 8:30 am – 6:00 pm

Trip Info (reservations, where is the bus, cancel ride, passenger concerns/complaints, etc.): 1-877-686-0029
OR erides@ridehirta.com

DIRECT CONTACTS (FOR AGENCIES ONLY!)

1. Agency Concerns, Complaints, Special Requests, Reasonable Modification

Requests Customer Service Supervisor: Amber Falls 515-309-9285 afalls@ridehirta.com

2. Additional Contacts:

Operations Manager: David Hansen 515-344-8929 dhansen@ridehirta.com

Business Development Manager: Brooke Ramsey 515-309-9282 bramsey@ridehirta.com

Executive Director: Julia Castillo 515-309-9281 jcastillo@ridehirta.com

FARES:

\$2.00 in town / one way trip

\$4.00 in county / one way trip

\$10 to Iowa City (Every Tuesday of Month) roundtrip

These are general public fares. It is always best to call about fares because a rider may qualify for other funded programs and receive service at a lower cost.

Location(s) to purchase tickets in Story County: HIRTA Office located at 721 E. Lincoln Way or CyRide office located at 601 N. University Blvd, Ames, IA. Tickets can also be purchased by mailing a check to HIRTA's Central Office located at 2824 104th St, Urbandale, IA 50322

Transportation Collaboration (TC) Quarterly Meetings for 2018:

The Transportation Collaboration requests that agencies concerned with transportation, establish a transportation liaison to attend quarterly meetings, obtain transportation updates and then communicate these to their organization. TC will meet quarterly at United Way of Story County Office (315 Clark Ave., Ames, IA 50010) on the second Wednesday of the month at 1:00pm. Liaisons are welcome discuss transportation issues they have and learn of transportation updates from HIRTA, RSVP, and CyRide.

January 10

April 11

July 11

October 10

If your organization/agency would like to receive updates regarding transportation and establish a transportation liaison(s) to attend TC meetings, please contact United Way of Story County at unitedway@uwstory.org or (515)268-5142.

IMPORTANT REMINDER: Changes at your agency may affect Transit and HIRTA's ability to provide efficient, timely service. Even minor changes can affect service, so please notify HIRTA by contacting Julia Castillo or Brooke Ramsey about current or expected changes such as:
Agency remodeling/construction (changing entrances, overhangs, parking lots, etc.)
Change in program and/or service hours
Additional programs or locations

This document will be updated and distributed by HIRTA annually.
The information contained in this document does not apply to Dial-A-Ride service.