



## **Transportation Collaboration Wednesday, August 8, 2018**

**Attending:** Kalen Petersen, Central Iowa RSVP; Shala Harsh, Heartland Senior Services; Roger Kluesner, McFarland Clinic; Amber Schaefer, Mainstream Living; Kathy Johnson, Story Co Community Services; Julia Castillo and Brooke Ramsey, HIRTA (by telephone); Tony Filippini, City of Ames and AAMPO; Rosemary Bruce-White, City of Ames and AAMPO; Lori Allen, Good Neighbor; Sara Zejnic, United Way of Story County; Deb Schildroth, Story County; and Shari Atwood, CyRide/AAMPO

### **Review April 11, 2018 Meeting Minutes**

#### **Updates from HIRTA**

- Demand Response Service Action Plan Progress Report
  - #13 The Customer Portal and Route Match (RM) Pay app was rolled out about a week ago. Marketing efforts are underway via HIRTA's website and radio spots. A step-by-step procedure on how to access and utilize the app will be placed on HIRTA's website. Shari Atwood stated that she wants to push this through the CyRide website to reach students and additional riders.
- Brooke explained that HIRTA has made budget cuts for FY 2019. A reduction in ridership has been realized as a result of Medicaid Managed Care and this has affected revenue. The Mobility Coordinator position has been cut, so questions and/or concerns can be directed to Brooke.

#### **Updates from CyRide**

- Shari Atwood discussed the following CyRide 2.0 changes
  - More frequent rides available (every 3-5 mins) in West Ames to accommodate demand, though riders are encouraged to take earlier rides
  - Transfers on ISU campus (on Union Drive) will not be available due to street design changes
  - Fares have been reduced to just \$1.00
  - "Runner" policy – buses will no longer wait for passengers running to catch the bus. The emphasis has been placed on the riders already on the bus and getting them to their destinations on time.
- Please direct questions and comments about CyRide 2.0 to [cyride@cyride.com](mailto:cyride@cyride.com) or call 515-292-100 so that they can be shared with the Transit Board in October. Figures and comments do make a difference.

#### **Updates from Transportation Collaboration Members**

- Lori Allen introduced herself as the new Executive Director of Good Neighbor.
- Amber Schaefer shared information about Ambassador Transportation available in Story County. They are a non-emergency medical transportation service.
- Kathy Johnson commented on the MCO caveat to transportation services. When a client lives in a 24 hour supervised setting, transportation is considered as part of the daily reimbursement rate. Therefore, separate payment for transportation is not allowed and it's up to the residential provider to either provide the transportation themselves or use another transportation agency and pay that agency. The reimbursement rate received by the residential provider doesn't include adequate funds to pay another agency to provide the transportation.

- Kalen Peterson reported on RSVP's transportation program. They have 45 volunteer drivers and 125 clients using the service. In-county medical appointments are a high priority but they will transport to Des Moines for specialty medical appointments.

**Next Meeting:** October 10, 2018 at 1:00pm at United Way of Story County

**2019 Meeting Dates** (2<sup>nd</sup> Wednesday of the month from 1:00-2:30pm): January 9<sup>th</sup>, April 10<sup>th</sup>, July 10<sup>th</sup>, and October 9<sup>th</sup>