

Iowa Transportation Coordination Council

January 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 October 26, 2011, Meeting Notes (Page 2)**
- III. Iowa Workforce Development Virtual Access Point Demonstration – Keast/Judkins (Page 6)**
- IV. Reduction of Iowa Area Agencies on Aging – Haar/Olson (Page 6)**
- V. Volunteer Transportation Survey of Cities Update – Haar (Page 7)**
- VI. Compilation of State-wide Passenger Transportation Needs – Turcotte/O’Brien (Page 7)**
- VII. Iowa Institute for Transportation Coordination Follow-up – Team Shadows (Page 8)**
- VIII. Committee Report – NEMT (Page 8)**
- IX. IMMN Update (Page 8)**
- X. Statewide Mobility Manager Update (Page 9)**
- XI. Member Roundtable - All (Page 9)**
- XII. Other Items of Interest**
- XIII. Adjournment/Next Meeting Date and Location:
March 14, 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

October 26, 2011, Meeting

10:00 a.m. – 2:00 p.m.

Polk County River Place, Room 2

2309 Euclid Avenue

Des Moines, IA 50310

MEETING NOTES

I. Call to Order

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

Those in attendance included:

Erin Mullenix, Iowa League of Cities

Shanell Wagler, Iowa Community Empowerment, Iowa Department of Management

Margi Ness, United We Ride Ambassador, Vice-Chair

Heather Byron, American Cancer Society

Doug Keast, Iowa Workforce Development

Lisa Sieren, United Ways of Iowa

Scott Anderson, TMS Management

Doreen Chamberlin, Iowa Department of Public Health

Jeff Harris, Region 6 Peoplesrides

Angie O'Brien, State-wide Mobility Manager

Bridget Bartlett, East Central Intergovernmental Association

Anne Turcotte, Iowa Department of Transportation

Kristin Haar, Iowa Department of Transportation, Chair

II. Review July 13, 2011, Meeting Notes

III. Senate File 205: Transportation Coordination Report to Iowa General Assembly

Kristin asked for input on the format, topics, and general recommendations for a biennial report to be submitted to by December 15 of even numbered years to the Iowa General Assembly and the Governor on increasing transportation coordination and improving efficiency of federal, state, and local government programs used to finance public transit services and other topics as appropriate.

Members agreed that the report should be to the point, easy to read, include data and quantify the benefits of coordination. It was suggested that a separate executive summary might be beneficial to include for those legislators not having the time to read an entire report and suggested scheduling a meeting with the committee(s) responsible for funding transportation coordination activities.

Scott stated that the report will basically be a marketing piece, selling the benefits of coordination. Shanell added that for reports due annually to the General Assembly and

Governor, no paper copies are now accepted; the reports must be electronic. She was unsure if the new electronic report rule applied to reports due on a biennial basis.

Kristin agreed that the report should be presented to the ITCC no later than November 2012 for input and editing suggestions before submitting it to the General Assembly and Governor.

IV. Volunteer Transportation Survey of Cities Results

Erin and Kristin distributed the draft survey to be sent to Iowa cities for input on volunteer transportation programs in their communities. Lisa suggested contacting the Iowa Commission on Volunteer Services first to determine if their group has a database of volunteer transportation programs in Iowa first, then surveying cities to determine what volunteer services they are aware of and ask those agencies specific transportation related questions. Lisa and Heather also suggested sending the survey to United Ways in Iowa, the American Cancer Society's contacts, and the Retired and Senior Volunteer Programs around the state.

V. Iowa Institute for Transportation Coordination Follow-up

Team shadows from the Iowa Institute for Transportation Coordination were asked to report on their teams' progress since the Institute ended in May. Bridget reported that Sioux City is working on getting people across state lines and working with the Dakota Dunes mobility manager. Margi was to visit Sioux City during the week of October 31 to assist the MPO in their coordination efforts.

Dylan stated that Central Iowa's team has been working with DART and other transportation providers to provide a seamless system for the rider. DART and HIRTA also are applying to the Iowa DOT for mobility management positions.

Margi was Region 2's shadow and reported that they have hired a Travel Navigator.

VI. Compilation of State-wide Passenger Transportation Needs

Anne and Angie worked to compile a list of recurring state-wide passenger transportation needs from the Passenger Transportation Plans (PTP). Anne reported that Regions 1, 4/Sioux City, 5, 7/Waterloo, 14, Iowa City, 13, and 16 had all expressed interest in hiring mobility managers. Other themes of interest to the ITCC from the PTPs were access to jobs, daycare, and the transition from rural to urban service, travel training in rural areas, marketing of employer transit incentives, evening and weekend hours, and schedule sharing/central dispatch.

The ITCC members recommended presenting these findings to the Iowa Public Transit Association and the Iowa Transportation Commission. This item will be included on the January 2012 ITCC agenda for further discussion and analysis.

VII. Charter Rules Q&A

Kristin presented a compiled list of questions and answers from Iowa's transit systems to the Federal Transit Administration on the Charter Rule. The Charter Rule is perceived to limit

coordination and provision of transportation service and Iowa's transit agencies aim to follow the rules while still providing needed transportation in their communities.

VIII. Committee Report – NEMT

Bridget reported on the Non-Emergency Medical Transportation (NEMT) Committee's discussion from their recent meeting. TMS provided 21,350 trips in the October – December 2010 quarter and 30,425 trips between July and September 2011. TMS also has begun working with DART in Des Moines to offer monthly fixed route bus passes to their clients to use to get to their medical appointments. Those clients would also be able to use the bus pass for any other trip purpose. Bridget also suggested the formation of a TMS consumer group, with the suggestion that Angie work with TMS to form such a group.

ITCC members also discussed the possibility of having a state-wide Medicaid pass and an American Cancer Society voucher able to be used on transit systems state-wide.

IX. IMMN Update

Bridget reported that Gina Johnson had resigned as chair of the Iowa Mobility Manager's Network until Cedar Rapids finds a local match source for her position.

X. Statewide Mobility Manager Update

Kristin reported that a group, including Angie, Kristin, Margi, and Bridget, had met the previous day to create an action plan for Angie.

XI. Member Roundtable

Dylan reported that the Des Moines Area MPO and CIRTPA are working to engage other non-public transit transportation providers in the PTP process.

Shanell explained that her agency has an interest in transportation because they coordinate early childhood activities and some Headstart programs.

Heather reported that her region of the American Cancer Society had used volunteers for 3,768 rides from September 1, 2010 – August 31, 2011. They also have been working with hotels to provide free lodging to cancer patients traveling for treatment.

Lisa stated that Angie will be presenting on the topic of mobility management to the United Ways of Iowa. Iowa Workforce Development also will be presenting on the new service delivery models. Lisa also noted that the United Ways were concerned about the CPCs being regionalized rather than having one per county. The Area Agencies on Aging also are being consolidated across the state.

Doreen informed the group that the Iowa Department of Public Health had recently completed a statewide assessment for those receiving public health assistance and transportation was a big

interest area, showing the need for greater awareness of the services available. She suggested connecting the local mobility managers with the health field consultants. Doreen also mentioned the I-Smile program's need to access oral health clinics. The Healthy Iowans 2020 plan is currently being developed.

Anne noted that the Iowa DOT's long-range transportation plan is currently being created and it will likely be adopted by the Transportation Commission in April 2012.

Margi stated that the Partnership for Mobility Management, including CTAA, APTA, and ESPA, already has 300 members. Easter Seals Project Action (ESPA) has hired a staff member to work with mobility managers establishing performance measures. For FTA, 'back to work' may be their next initiative to focus grant dollars. Margi also reported that the federal Coordinating Council on Access and Mobility is currently working on a strategic plan.

XII. Other Items of Interest

XIII. Adjournment/Next Meeting Date and Location:

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10:00 a.m. – 2:00 p.m.
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III. Iowa Workforce Development Virtual Access Point Demonstration – Keast/Judkins

Doug Keast and Kristi Judkins from Iowa Workforce Development will be in attendance to demonstrate IWD's new Virtual Access Points, housed in community locations across Iowa, such as libraries.

IV. Reduction of Iowa Area Agencies on Aging – Haar/Olson

By July 1, 2012, the number of Area Agencies on Aging (AAA) in Iowa will be reduced from 13 to five. This reduction and modernization of the AAA network was necessitated by HF45 coming out of the 2011 legislative session. Section 20 of HF 45 stated:

“Department on Aging – Plan for reduction in number of area agencies on aging. The department on aging shall develop a plan for reducing the number of area agencies on aging in the state, to be effective beginning July 1, 2012. The department shall submit the plan to the standing committees on human resources of the senate and house of representatives and the joint appropriations subcommittee on health and human services on or before December 15, 2011.”

The plan presented to the legislature explained the public comment process and themes of comments received. From the plan, page 3, “The primary concern voiced from consumers, service providers, AAAs, and elected officials were “access to services” should be maintained through any reorganization.” Also from the plan, page 3, community forums brought forth three priority areas, one of which was: “(3) Increase the focus on lack of affordable, adequate and appropriate transportation services to allow better access to health and support services, particularly in rural areas.”

The *Plan to Reduce Number of Area Agencies on Aging* submitted to the Senate Standing Committee on Human Resources, the House of Representatives Standing Committee on Human Resources, and the Joint Appropriations Subcommittee on Health and Human Services can be found at http://www.aging.iowa.gov/Documents/HF45/HF45_PlanToReduceNumberofAreaAgenciesonAging.pdf or as supplemental material to this agenda.

New ITCC representative, Sue Olson, Iowa Department on Aging, will be in attendance at the January 11 ITCC meeting to help the group understand the type of services available at AAAs that older Iowans may be accessing and to give more background on the consolidation of the AAAs.

V. Volunteer Transportation Survey of Cities Update – Haar

At the suggestion of the ITCC at the October 26, 2011, meeting, Kristin Haar contacted the Iowa Commission on Volunteer Service (ICVS) about any databases or information they may have on community volunteer programs and if those programs included transportation. This contact resulted in Kristin participating in Iowa's Call to Service Brainstorming Session on November 16, 2011. Other participants included representatives from HyVee, Farm Bureau, Principal, Iowa DNR, City of Davenport, IPTV, Graceland University, Pioneer, Board of Regents, Lions Clubs, Rockwell Collins, Iowa Community Foundations, and United Way of East Central Iowa.

Governor Branstad and Lt. Governor Reynolds have challenged the state to become the leader in service and volunteerism. At the Iowa's Call to Service Brainstorming Session, Iowa and national data regarding volunteerism, ideas to increase volunteering in Iowa, and strategy ideas were all discussed. Kristin offered that transit could assist in two ways with the volunteerism effort – use of volunteer drivers to provide more services and transporting volunteers to their volunteer opportunities. To overcome barriers to volunteers being used in those capacities, the state of Iowa could help with insurance issues and explain IRS rules on payment for volunteer services.

Following that brainstorming session, the ICVS and the Governor's Office were to put together a plan to increase tourism by the end of January/early February 2012.

Kristin also will be meeting with a staff member of the ICVS in the near future to discuss the ITCC's original interest of a community survey and resources available through the ICVS.

VI. Compilation of State-wide Passenger Transportation Needs – Turcotte/O'Brien

To give the ITCC members an idea of the needs being identified by the local planning, transit, and human service agencies in their respective Passenger Transportation Plans (PTPs), Anne Turcotte and Angie O'Brien presented a quick list to the ITCC at the October 26, 2011, meeting. To give more specific information, Anne tabulated and compiled the results, as follows.

Some recurring passenger transportation needs (identified in 2012 PTPs by regional TAGs/public input)

Accessibility:

- Need to provide **better transportation connections** between home, childcare and work (multipurpose trips)
- Need to improve transportation to **low-income workers, the elderly, and the disabled**
- Unemployed/dislocated workers needs – transportation to networking clubs, training sessions, interviews, job fairs, etc
- Improve accessibility to bus stops/shelters

Affordability:

- Affordability of specialized trips
- Affordability **regardless of purpose**
- Affordable medical-related services to Des Moines and Iowa City

Coordination:

- Forming a **centralized dispatching service** to provide service information for multiple transit operators in the region
- **Schedule sharing** among providers

- Need for a mobility manager to provide greater access to funding, fill service gaps within geographic area, serve additional individuals within existing budgets (particularly low-income, disabled, elderly), and provide **centralized professional management of existing resources**
- Even where service is provided in the outlying rural areas, often it does not connect with the urban fixed-route or paratransit services, and **riders wishing to travel between urban and rural parts of the region have very few transit options**

Education/marketing:

- **Awareness of available programs** regarding transportation
- Need to **reduce intimidation and misconceptions** to riding public transit
- Need more outreach, education and **travel training** in rural counties
- Market for employer incentives
- Low ridership is an issue in some places

Service:

- Need to maintain current service
- **Lack of public transit service during late night and early morning hours, Saturdays, Sundays, and holidays.** These gaps in service limit job opportunities in businesses that operate 24/7 or off-peak.
- **Past efforts to expand service have not been cost-effective over the long term**
- Public transit may be very inconvenient for some due to time consuming rides on public transit

A workbook with more specifics is included with this agenda packet's supplemental materials.

VII. Iowa Institute for Transportation Coordination Follow-up – Team Shadows

After the Iowa Institute for Transportation Coordination in May 2011, the Community Transportation Association of America (CTAA) staff set up a website accessible to the teams for placing their 90-day and 12-month timelines, technical assistance plans, and victory page so all from the institute could see the plans and ideas in the works.

This item gives the team shadows an opportunity to share the issues being discussed around the state and the progress being made toward accomplishing the timeline goals.

VIII. Committee Report – NEMT

Non-emergency Medical Transportation Subcommittee are asked to share any updates on their group's work.

IX. IMMN Update

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

X. State-wide Mobility Manager Update

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

XI. 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.