

Iowa Transportation Coordination Council

**July 13, 2011, Meeting
10:00 a.m. – 2:00 p.m.
Polk County River Place, Room 2
2309 Euclid Avenue
Des Moines, IA 50310**

TENTATIVE AGENDA

- I. Call to Order**
- II. Review March 9, 2011, Meeting Notes (Page 2)**
- III. State-wide Mobility Manager Introduction (Page 7)**
- IV. Iowa CTAA Institute for Transportation Coordination (Page 7)**
- V. Volunteer Transportation – Margi Ness (Page 7)**
- VI. American Cancer Society Transportation Vouchers – Heather Byron (Page 7)**
- VII. ITCC Subcommittee Report-out (Page 8)**
 - a. NEMT**
 - b. Volunteer Transportation**
- VIII. Member Roundtable - All (Page 8)**
- IX. Other Items of Interest**
- X. Adjournment/Next Meeting Date and Location:**
 - September 14, 2011**
 - 10:00 a.m. – 2:00 p.m.**
 - Polk County River Place, Room 2**
 - 2309 Euclid Avenue**
 - Des Moines, IA 50310**

Iowa Transportation Coordination Council

March 9, 2011, 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 10:10 a.m.

II. Introductions – All

Chair Kristin Haar welcomed everyone to the Iowa Transportation Coordination Council (ITCC) New Member Meeting. Kristin explained that the ITCC membership was invited based upon populations and groups the ITCC hopes to include in coordination activities.

Those in attendance included:

Margi Ness, United We Ride Ambassador, Vice-Chair

Michelle Hansen, American Cancer Society

Heather Byron, American Cancer Society

Doug Keast, Iowa Workforce Development

Connie Eastman, AARP

Lisa Sieren, United Ways of Iowa

Kimberly Murphy, Iowa Department on Aging

Scott Anderson, TMS Management

Tim Weltzin, Iowa Medicaid Enterprise

Katie Jerkins, Iowa Department of Public Health

Jeff Harris, Region 6 Peoplerides

Alan Kemp, Iowa League of Cities

Anne Turcotte, Iowa Department of Transportation

Kristin Haar, Iowa Department of Transportation, Chair

III. Review January 12, 2011, Meeting Notes

IV. ITCC Overview

Kristin presented a PowerPoint overview of the ITCC. Members received a binder containing ITCC background information.

V. ITCC Action Plan

ITCC Action Plan Recommendations:

1. Rolling plan development
2. Includes short-term and long-term goals
3. Keeps in mind vision and mission
 - a. Vision: Access to Transportation for All Iowans

- b. Mission: Provide statewide leadership on transportation coordination to improve the mobility of Iowans
- 4. Not worry about the format right now

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

Discussion from meeting:

- *Margi Ness noted that the Cedar Rapids area is looking to start a volunteer program*
- *Michelle Hansen recommended researching work done by the Beverly Foundation for information on volunteer programs. Also, the American Cancer Society does utilize volunteer drivers to take patients to treatment.*
- *Jeff Harris stated that the Hawkeye Valley Area Agency on Aging (AAA) uses volunteers for their meals on wheels program. His local Transit Advisory Group is wondering where the volunteers are. One concern about those volunteering is that they are an aging population serving persons of similar age with older, possibly unsafe, vehicles.*
- *Kimberly Murphy added that other AAAs also use volunteers.*
- *Connie Eastman suggested contacting the Iowa Department of Economic Development's Office of Volunteerism, working with cities that may have volunteer programs established, and looking at volunteer match sites.*
- *Lisa Sieren recommended looking at 211 for volunteer transportation.*
- *Alan Kemp added that the Iowa League of Cities may be able to help with a survey of cities to determine if they have volunteer programs in place.*
- *Ms. Hansen also noted that the American Cancer Society has an interfaith network of volunteer drivers.*
- *The group agreed that a timeline of all goals was needed with separate subgroups to work on each goal.*
- *The Volunteer Transportation Subcommittee includes Kim, Michelle, Connie, Lisa, and Jeff.*

- 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

Discussion from meeting:

- *Tim Weltzin gave a history of non-emergency Medicaid transportation in Iowa. A 2007 study by the Iowa Public Policy Center recommended the formation of a brokerage. The Request for Proposals was posted in February 2010. TMS Management Group was selected and started the brokerage October 1, 2010. Medicaid members must get prior authorization for transportation. In town transportation is now covered. The trip must be to the closest adequate provider, with the physician attesting. Nursing homes are responsible for transportation of their residents within 30 miles of their site, with the nursing home being reimbursed at the end of the year for expenses – per diem, not per capita.*
- *Margi stated that the Iowa Mobility Manager's Network will work with the Iowa Public Transit Association on resolving TMS issues the transit agencies may be having.*
- *Scott Anderson is the new TMS Midwest Regional Manager. He explained that he had a business background prior to joining TMS. The Call Center manager in Des Moines is Michelle Treadway. TMS is working through issues with individuals. He urged the group to call him if issues arose.*
- *Katie Jerkins suggested placing an article on TMS in the Public Health newsletter in April.*
- *Tim noted that a flier on the Medicaid brokerage is available if any group or agency would like to post it.*
- *Michelle wondered if ineligible persons contacting TMS could be referred to the local mobility manager.*
- *Tim responded stating that ineligible persons are currently referred back to their respective income maintenance worker.*
- *The TMS Subcommittee includes Bridget Bartlett (Mobility Manager at Region 8), Jeff, Scott, and Tim.*
- 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 to be held May 9-12, 2011
 - One year to complete planning process
- 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

VI. State-wide Mobility Manager

Kristin explained that the interview committee for the State-wide Mobility Manager would include Dylan Mullenix representing the ITCC, Kristin representing the Iowa DOT, the Iowa Association of Regional Councils Executive Director, and the Region 6 Planning Commission Executive Director. Interviews are planned for late March/early April. It is hoped that the State-wide Mobility Manager would be in place by May 9 so they would attend the Iowa Institute for Transportation Coordination.

VII. Iowa CTAA Institute for Transportation Coordination

Kristin noted that one more 'shadow' is needed to cover the five teams attending the Institute.

VIII. Kansas TransReporter Article

Kristin asked the group if Iowa had local workforce investment boards. Or are they known by another name? Those agencies should be involved in the Passenger Transportation Plan process.

Lisa responded that the Promise Jobs programs are the Workforce Investment Boards in Iowa. The United Ways work with Workforce Investment Boards. Iowa Workforce Development may be the best resource for information about the Workforce Investment Boards.

Jeff wondered if software such as Greenride might have an application to help with workforce transportation coordination.

IX. AASHTO Journal Article

X. Member Roundtable

Each member was given the opportunity to share how their respective agencies are affected by transportation in their communities.

American Cancer Society – Using transit to get patients to treatment. However, cannot just provide a statewide voucher to buy transportation across the state because there are so many different agencies with different rates. A payment 'tool' is needed to give the American Cancer Society and human service agencies. Perhaps they could use TMS?

AARP – A member survey showed a preference to live at home as long as possible, meaning transportation options are needed. Some initiatives AARP is working on include Livable Communities, Complete Streets, and volunteerism.

United Way – Education, Community Health, and Income are priorities across the state. 211 is a hotline and website sponsored by United Way persons can use to find information on transportation, housing, food, health care, etc. There are 32 United Ways in Iowa, covering 2/3 of Iowa's counties.

Iowa Department on Aging – Wants to ensure aging and disability populations have access to transportation.

Iowa Medicaid Enterprise – Has an interest in providing transportation for Medicaid customers.

Iowa Department of Public Health – Interest is access to health care, especially in rural areas to hospitals. Katie works with 86 hospitals with 49 beds or less. Public Health also does a bimonthly newsletter.

Iowa Public Transit Association – Aim to find ways to consolidate trips, coordination is critical. Insurance boundaries on vehicles and lack of coordination between regions impede coordination.

Office of Systems Planning – Compile passenger transportation issues found through review of Passenger Transportation Plans and present to the ITCC.

XI. Other Business

One member suggested that the National Kidney Association might be another good agency to add to the ITCC.

XII. Adjournment/Next Meeting Date and Location:

May 9-12, 2011 (No May ITCC Meeting)
Iowa Institute for Transportation Coordination
Des Moines Airport Holiday Inn
6111 Fleur Drive
Des Moines, IA 50321

July 13, 2011
10:00 a.m. – 2:00 p.m.
Polk County River Place, Room 2
2309 Euclid Avenue
Des Moines, IA 50310

III. State-wide Mobility Manager Introduction

In an effort to begin working toward the ITCC Action Plan's goal of increasing mobility managers in Iowa, the Iowa DOT approached the Iowa Association of Regional Councils (IARC) with a proposal for their organization to host a State-wide Mobility Manager position. IARC agreed and, in order to qualify for funding through the Iowa DOT, Region 6 Planning Commission agreed to sponsor the applications on IARC's behalf. Interviews were held on March 31 and from those interviewed, Angela O'Brien was selected as Iowa's first State-wide Mobility Manager.

The purpose of a State-wide Mobility Manager is to assist the transit agencies and human service agencies around the state to create their own mobility management positions, research mobility management innovations around the country, provide training for Iowa's mobility managers, attend state-level conferences with passenger transportation links to promote coordination amongst agencies, and offer peer support including networking with other mobility managers.

Angie has worked as a pharmaceutical representative, worked at the Iowa Department of Elder Affairs, worked as an assisted living community director, and as a Hospice volunteer coordinator. She has the ITCC Action Plan goal of eight mobility managers in Iowa by July 2013 in mind as she works with the planning and transit agencies. She will also serve as the Iowa Mobility Manager's Network liaison to the ITCC. Since starting the position on May 9, Angie has attended the Iowa Institute for Transportation Coordination, the first national Community Transportation Association of America Mobility Management Conference, the Iowa Public Transit Association annual conference, and has visited several planning/transit agencies to discuss their mobility management goals and needs.

IV. Iowa CTAA Institute for Transportation Coordination

May 9-12, 2012, the Iowa DOT and ITCC hosted the Iowa CTAA Institute for Transportation Coordination. ITCC members serving as shadows to the participating teams were Margi Ness, Jeff Harris, Kristin Haar, Dylan Mullenix, and Bridget Bartlett.

From the five teams, the overwhelming emphasis areas were mobility management and medical transportation.

The shadows and those attending the final report-out session on May 12 are invited to give their impressions of the Institute and its outcomes.

V. Volunteer Transportation

United We Ride Ambassador Margi Ness will offer insights learned during her quarterly United We Ride webinar, held April 6.

VI. American Cancer Society Transportation Vouchers

American Cancer Society (ACS) representative Heather Byron will discuss ACS' desire for a common payment voucher for use at all Iowa transit systems.

VII. ITCC Subcommittee Report-out

a. NEMT

This item allows the Non-Emergency Medical Transportation Subcommittee (Bridget, Jeff, Scott, and Tim) to report on their first meeting held May 12.

b. Volunteer Transportation

This item allows the Volunteer Transportation Subcommittee (Kim, Michelle, Connie, Lisa, and Jeff) to report on any discussions held since the March 9 ITCC Meeting.

Also, at the March 9 ITCC meeting, a suggestion was made to survey Iowa League of Cities members to determine volunteer programs existing in communities across Iowa. Kristin can work with Erin and the Volunteer Subcommittee to develop such a survey yet this summer.

VIII. 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.