

Iowa Transportation Coordination Council

September 12, 2012, Meeting

10:00 a.m. – 12:00 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 10:03 a.m.

Those in attendance included:

Connie Eastman, AARP

David Mitchell, Iowa Vocational Rehabilitation Services

Heather Byron, American Cancer Society

Anne Turcotte, Iowa Department of Transportation

Lisa Cushatt, United Ways of Iowa

Scott Anderson, TMS

Margi Ness, United We Ride – via telephone

Angie O'Brien, Statewide Mobility Manager

Jeremy Johnson Miller, Heart of Iowa Regional Transit Agency

Loren Bawn, Iowa Bureau of Refugee Services

Sue Olson, Iowa Department on Aging

Kristin Haar, Iowa Department of Transportation, Chair

II. Review July 11, 2012, Meeting Notes

III. Mobility Manager Performance Measures

The ITCC members had the opportunity to review the quarterly progress report currently used by Iowa's mobility managers.

When presenting to groups, Lisa Cushatt suggested the mobility managers do a survey after each presentation asking if the groups' members' knowledge increased because of the presentation. Ms. Cushatt also asked what the Iowa DOT is looking for – numbers or job performance? Do we want outcomes or outputs? Currently the Iowa DOT is asking for outputs. The Iowa DOT could survey the Transit Advisory Groups (TAG) to determine if the mobility manager is improving access/services/fulfilling the desired role in the community for outcomes. Ms. Cushatt also asked if there are components of the TAG Action Plans that mobility managers can work on.

Angie O'Brien suggested adding a section for success stories.

Margi Ness asked if the regional TAGs were active and what the mobility manager's role was in the TAG. Ms. Ness suggested tailoring the progress report region by region in line with the TAG Action Plans and whether or not the mobility managers were keeping up with it.

David Mitchell suggested that three focus areas of outreach, individual direct service, and administrative oversight might sum up the progress report. In each area perhaps the goal of improving by 10-percent over the previous year would be appropriate. Mobility managers also could identify strategies to improve transportation access in general, allowing local flexibility in showing progress.

Loren Bawn added that ITCC and Iowa DOT may need to look at progress reports over time to see what mobility managers have worked on, then set the minimums.

Ms. Ness pointed out it is hard to quantify if a mobility manager gets a person a ride on a fixed route bus system, as they cannot be tracked.

Scott Anderson stated that what is needed are both quantifiable and subjective parts of the performance measures.

Mr. Bawn suggested that in urban areas, one measure is 'converting' people to fixed route service from paratransit.

Jeremy Johnson Miller stated that hard numbers are hard to come by; getting people to self-sufficiency is the goal after the first ride.

Sue Olson stated that outputs support the ultimate program goal, that is the performance measure.

Heather Byron suggested using the four items from the mobility management website as the goals.

Mr. Johnson Miller added that the biggest part of his job is education and awareness.

IV. Draft Coordination Report to Iowa General Assembly and Governor Branstad

Kristin Haar explained that in accordance with the Code of Iowa, Section 324A.4, the Iowa DOT was to biennially prepare a report for the Iowa General Assembly and Governor on transportation coordination. The report is due December 15, 2012. A draft of the report was included with the agenda's supplemental materials.

Ms. Haar asked for input and feedback on the report.

Ms. Olson suggested adding the monetary value of the good things highlighted in the report. Mr. Bawn, expanded on that by suggesting the comparison of TransitCares to Medicaid transportation and to ask the questions: What are we buying? and; What are some areas we should focus our money?

Ms. Haar noted that further suggestions could be offered until early November. A final draft of the report would be included with the November ITCC agenda.

V. Health Care and Public Transit Brochure

Ms. Haar presented the updated Health Care and Public Transit brochure. Created in cooperation with the Iowa Department of Public Health, this brochure is aimed at health professionals to explain Iowa's public transit system and how patients can utilize public transit and how medical professionals can support their local public transit systems.

VI. TransitCares Update

Ms. Haar explained that TransitCares, a low-fare transportation service for IowaCare clients, had to come to an end in its original design. The funding set aside for the program in April 2012 was quickly spent on the high mileage, mostly one-on-one trips. Therefore, the availability of the \$1 per ride trips statewide would need to end September 30, 2012.

However, the Office of Public Transit did have State Transit Assistance Special Project funding transit agencies could apply for to continue the program in their regions. These funds require a 20-percent local match, so fares for the IowaCare clients likely will be higher than \$1.

To possibly investigate local match sources, Ms. Cushatt asked to see the origins and destinations of the trips so she could discuss the matter with local United Ways. The group also suggested setting up meetings with Broadlawns and the University of Iowa Hospitals and Clinics to get their understanding of the service and possibility of funding opportunities.

VII. Committee Report – NEMT

No report.

VIII. Committee Report – Volunteer

No report.

IX. IMMN Update

Mr. Johnson Miller reported that attendance by Iowa's mobility managers is an issue at Iowa Mobility Manager's Network meetings, so they are discussing having a different mobility manager host each meeting to move them around and using conference calls instead. The group discussed performance measures at their September 11 meeting. Ms. Ness is also working on a Federal Transit Administration Region 7 conference with a mini-conference for mobility managers in August or September 2013.

X. Statewide Mobility Manager Update

Ms. O'Brien learned through the JobLinks meetings sponsored by the Iowa Association of Regional Councils that employers have difficulty in getting people to the jobs that are available. She also stated that a new mobility coordinator has started in Cedar Rapids and the mobility coordinator in Polk County has resigned.

Ms. O'Brien in the past two months presented to the American Cancer Society patient navigators. She also met with Lisa Cushatt at United Ways of Iowa. Ms. O'Brien is organizing a training day for mobility coordinators, utilizing the Easter Seals Project Action travel training.

XI. Member Roundtable

Mr. Bawn mentioned the next central Iowa TAG meeting at the Des Moines Area MPO on September 13. That TAG is working toward better coordination between transportation providers.

Mr. Mitchell stated he makes sure to pass along a synopsis of the ITCC discussions to his staff out in the field to keep them informed.

Connie Eastman explained that AARP continues their age friendly community work and the results of a survey should be out soon.

Ms. Cushatt stated that even though United Ways may not be working specifically on transportation, they can help connect the right groups and resources.

Ms. Olson explained that in IDA's strategic plan, they are wanting to hold a transportation summit by June 2014 for a day, bringing together transportation providers.

Ms. Byron mentioned that the American Cancer Society is working with the University of Iowa Hospitals and Clinics to talk about transportation issues.

XII. Other Items of Interest

No items offered.

XIII. Adjournment/Next Meeting Date and Location:

**November 14, 2012
10:00 a.m. – 2:00 p.m.
Polk County River Place, Room 3A
2309 Euclid Avenue
Des Moines, IA 50310**