

Transportation Coordinating Committee Meeting



Friday, October 11, 2013

8:30 AM

Health Care Center Classroom #136

3530 County Road F

Janesville, WI 53545

Minutes

Members Present: Bob Soltau, Jennifer Anselmi, John Hanewall, Joyce Lubben, Justin Svingen, Karl Schulte, Lynn Jones, Patty Hansberry, Rob Wilkinson, Ryan Schomber, Steve Skelly, Supervisor Terry Thomas

Members Excused: Terry Nolan, Dave Mumma

Members Absent: Michelle Gavin

Others in attendance: Joseph Scharenbroch, Supervisor Steve Howland (alternate for Supervisor Terry Thomas)

Call to order:

Chair Svingen called to order the meeting of the Rock County Transportation Coordinating Committee at 8:30 AM on Friday October 11, 2013 in room #136 of the Rock County Health Care Center.

Approval of Agenda

Member Wilkinson moved to approve; second by Member Hanewall; motion carries

Approval of Minutes – 9/13/2013

Member Skelly moved to approve; second by Member Wilkinson; motion carries

Introduction of Members

Committee members introduced themselves

Introduction of Visitors

Visitors introduced themselves

Citizen Participation, communication, and announcements

Old Business

Update on Coordinated Plan strategies and actions

Chair Svingen gave an overview of the DRAFT 2013 Coordinated Plan Strategies and Actions (see attached).

Discussion:

Member Soltau stated the importance of using neutral language in the development of strategies and goals.

Member Schomber stated that his program has monies available that could possibly be used for collaboration, outreach, and/or education for job related transportation.

Member Schulte mentioned the possibility of partnering with area schools for car maintenance program.

Members discussed the complications involved in competing for 5307 funds amongst area providers. A coordinated approach was deemed appropriate.

Member Skelly stated that Rock County Transit has four weekly runs from Evansville to Janesville that has open seats for possible coordination of trips.

Member Lubben stated the importance of ensuring that the strategies and goals are directly related to language in 85.21 and 5310 grant programs.

Member Lubben stated the importance of adding an educational component in regard to statewide Non-Emergency Medical Transportation program.

Member Jones moved to adopt the DRAFT strategies and goals including discussed alterations; second by Member Lubben; motion carries.

New Business

Expiring TCC terms and officer election information

The following members' terms will expire December 31, 2013:

Member Schulte
Member Hansberry
Member Anselmi
Member Lubben
Member Wilkinson

Chair Svingen asked those with expiring terms to state their interest in continuing to serve on the Committee via email before the next scheduled meeting (November 8, 2013)

Chair Svingen informed the Committee that elections for Chair and Vice Chair will be held at the next scheduled meeting (November 8, 2013).

Update on NEMT brokerage program

Chair Svingen provided an update on the statewide NEMT brokerage program. Chair Svingen provided a handout that explains the complaint process (see attached).

Member Reports

Member Soltau announced his intentions to retire in the coming months

Member Hansberry stated RSVP is working through its waiting list.

Member Schulte gave an update on the CTAA corridor 26 study.

Member Lubben stated that there will be a public hearing for the Council on Agings 85.21 grant application at the next scheduled meeting (November 8, 2013).

Member Jones provided an update on the age demographics for Community Actions Needs Assessment. Member Jones stated that developing funding partners for the Work'n Wheels program will be necessary for its long term sustainability.

Member Skelly stated that the Shopping Shuttle routes will be run through the end of the year and then be reevaluated.

Supervisor Thomas stated that he will look into when it is best to present Coordinated Plan to the County Board

Chair Svingen gave an update on the Travel Training video and the 2013 Wednesday Walks program

Chair Svingen informed the Committee of a November 20 and 21 training on "Design Thinking for Mobility Solutions" in Madison.

Future Meeting Dates

November 8, 2013

December 13, 2013

January 10, 2013

Adjournment

Meeting adjourned at 9:35 AM

Minutes respectfully submitted by

Justin Svingen,

Mobility Manager

Council on Aging

**Minutes not official until adopted by the Rock County Transportation
Coordinating Committee**

DRAFT GOALS AND STRATEGIES

1. IMPROVE ACCESS TO AND QUALITY OF TRANSPORTATION INFORMATION FOR TRANSPORTATION DISADVANTAGED POPULATIONS

1.1 Increase access to transit information by improving the quality of transit literature and targeting consumers and potential consumers.

- 1.1.1** Ensure referral agencies such as 2-1-1 and the Rock County ADRC have up-to-date, accurate, and comprehensive understanding of the transit systems in Rock County.
- 1.1.2** Expand the community presence of the Rock County Transportation Coordinating Committee
 - 1.1.2.1** Develop a “directory of community events” to enable the TCC to have a consistent presence at local events.
 - 1.1.2.2** Develop, prepare, and fund an outreach/marketing budget for TCC
 - 1.1.2.3** Develop a directory of area newsletters and mailings and submit promotional materials of area transit agencies/TCC on a consistent basis.
- 1.1.3** Increase web presence of transit providers in Rock County
 - 1.1.3.1** Ensure all transit websites have links to other providers when appropriate
 - 1.1.3.2** Ensure that all provider websites are up-to-date and consistently maintained.
 - 1.1.3.3** Support efforts underway by BTS and JTS to create Google Trip planner, once launched-spread the word/educate.
 - 1.1.3.4** Explore ways to use social media as a marketing and outreach tool
- 1.1.4** Develop “transportation literature maintenance” teams to ensure that transit information disseminated throughout the county is up-to-date and accurate.
- 1.1.5** Continue Travel Training services
- 1.1.6** Ensure transit information is accessible
 - 1.1.6.1** Provide information in multiple languages
 - 1.1.6.2** Ensure web based materials can be accessed by non-English speakers
 - 1.1.6.3** Ensure web based materials are screen reader friendly

1.1.7 Update transportation resource directory and disseminate widely

1.2 Increase access to transportation information by providing “gate keepers” (social service agencies, clinics, social workers) with current and comprehensive information on transportation resources in Rock County

1.2.1 Tap into existing social service networks to effectively disseminate transportation information

1.2.2 Hold a series of “transit talks” with social service agencies

1.2.3 Continue to promote the Rock County Mobility Manager as a transportation resource and as an advocate for transportation disadvantaged populations

1.3 Increase access to transportation information by ensuring that all transportation providers are aware of transit resources in Rock County and when appropriate, make referrals to alternative providers.

1.3.1 Disseminate “Transportation Resource Directory” to all providers.

1.3.2 Cross advertise among providers when appropriate

1.3.3 Ensure all transit websites have links to other providers when appropriate

1.3.4 Provide marketing/outreach assistance to smaller

2. DEVELOP SERVICE PARAMETERS THAT BEST MEET THE NEEDS OF TRANSPORTATION DISADVANTAGED POPULATIONS

2.1 Research strategies to ease transportation eligibility requirements where appropriate

2.1.1 Explore ways to “de-silo” funding streams

2.1.2 Fill existing capacity of specialized transportation, non-profit, and volunteer driver programs with general population trips when possible

2.2 Increase access to transportation services in the evenings and on weekends

2.2.1 Explore feasibility of using Edgerton’s shared ride taxi service as a template for implementing a similar model in other municipalities.

2.2.1.1 Support current research being conducted by the CTAA about expanding shared ride taxi services along the Highway 26 corridor.

2.2.2 Provide technical and advisory support for local taxi services

2.2.2.1 When appropriate assist with marketing/outreach and customer service training

2.3 Develop services to improve transportation access for evening and weekend employment options.

2.3.1 Provide technical assistance for employment based carpooling

2.3.2 Explore feasibility of a “guaranteed ride home” program for those carpooling

2.3.3 Explore employer/transit provider funding agreements

2.4 Promote coordination of existing human services vehicles

2.4.1 Work with the state to develop a template for vehicle sharing across agencies as a means to promote cross agency coordination.

2.4.2 Provide technical and advisory support for human service agencies looking to cut costs by sharing resources.

2.5 Political advocacy

2.5.1 Maintain consistent dialogue with local/county/state/federal leaders on the importance of access to transportation services for residents of Rock County

2.5.2 Educate and inform local, state and federal leaders on necessary funding levels to meet the needs of transportation disadvantaged population in Rock County

3. INCREASE ACCESS TO AFFORDABLE AUTOMOBILE AND AUTOMOBILE REPAIR SERVICES

3.1 Increase access to affordable automobile and automobile services for individuals

3.1.1 Research feasibility of developing small auto repair loans for those who participate in carpools

3.1.2 Research car-sharing programs around the country and see how they translate to Rock County.

3.1.3 Research funding streams to continue Community Action’s Work’n Wheels program

3.2 Increase access to affordable automobile and automobile services for smaller providers

3.2.1 Provide technical and financial support to smaller transit agencies (i.e. senior centers) for vehicle maintenance

3.2.1.1 Explore shared maintenance agreements

3.2.2 Research best practices for vehicle transfers (i.e. Rock County Transit vehicles being transferred to senior centers)

3.3 Educate and inform all levels of government on the importance of funding to provide access to affordable automobile and automobile repair services

4. INCREASE INDEPENDENCE OF TRANSPORTATION DISADVANTAGED POPULATIONS THROUGH IMPROVED VOLUNTEER DRIVER PROGRAM

4.1 Explore feasibility of using a Time Bank model to increase access to volunteer driver programs

4.1.1 Build upon current efforts underway in the Evansville Time Bank

4.1.2 Partner with surrounding counties to expand Time Bank model

4.1.3 Research best practices for platform/delivery

4.2 Create a "volunteer driver committee"

4.2.1 Bring volunteer driver managers together to strategize delivery methods, resource sharing, and avoid duplication of services

4.2.2 Explore volunteer ride sharing and centralized dispatch across volunteer driver programs to increase efficiency

4.3 Educate and inform all levels of government on the importance of funding volunteer driver programs.

5. INCREASE ACCESS TO GOODS AND SERVICES FOR TRANSPORTATION DISADVANTAGED POPULATIONS.

5.1 Increase access to goods and services through virtual mobility

5.1.1 Promote computer educational classes to increase virtual mobility

5.1.1.1 Identify lead agencies to plan, develop, and execute trainings

5.2 Increase access to goods and services within a community

5.2.1 Promote County agencies to use satellite offices to provide services

5.2.1.1 Identify potential satellite office hosts

5.2.2 Encourage government events to be held at locations throughout the County

5.2.3 Explore ways to “de-silo” funding streams to ease eligibility requirements for certain services where appropriate

5.3 Increase access to goods and services in other communities

5.3.1 Explore rural deviated fixed route potential

5.3.2 Identify funding streams to support transportation between communities

6. MAINTAIN EXISTING SERVICES

6.1 Continue current funding sources and current levels of funding

6.2 Explore grants/other funding sources

6.3 Approve transit grant applications when appropriate

6.3.1 5310

6.3.2 85.21

6.4 Educate and inform all levels of government on the importance of adequate funding for transportation programs

How to file a complaint with MTM, Inc.

The following is the MTM policy regarding complaints:

Members shall have the right to file a grievance about any matter related to their services, without concern of reprisal from MTM, its employees, or providers. All Members will be provided written notice of the grievance procedures upon denial of services, member request for appeal or grievance, or at the member's request.

ONLINE: <http://www.mtm-inc.net/wisconsin-website/wisconsin-home/>

PHONE: WeCare" line at 866-436-0457

If you call in your complaint, make sure that you are transferred to the Quality Assurance Department. Take down the name of the representative as well as the time and date of your call. It is recommended that you or your advocate retain notes about phoned-in complaints.

MAIL: MTM, Inc.
Attn: Quality Management
5117 W. Terrace, Suite 400
Madison, WI 53718

MTM Response: The response to the complaint is mailed to the member, unless a family member, case worker or other party fills out a form to receive a copy of the response. This form is available from the MTM Quality Assurance Department (call the "We Care" line at 866-436-0457 and ask for the QA Dept).

If you are unsatisfied with the response of MTM to your complaint: You may escalate your complaint by contacting the MTM Ombudsman, Ms. Sunja Bennett at 608-227-4061 or sbennett@mtm-inc.net. Her contact information should be included on every Denial of Service letter. Save records of your contact with the Ombudsman.

If you are still unsatisfied, you may contact the WI Department of Health Services, Division of Health Care Access and Accountability. Address correspondence to Ms. Shawn Thomas shawn.thomas@wisconsin.gov or 608-266-9815.

The Rock County Mobility Manager is collecting complaints and concerns and forwarding them along to a statewide collection site for advocacy purposes. The Rock County Mobility Manager can be reached at (608) 757-5408 or via email at svingen@co.rock.wi.us

Contact your state representative and senator about your concerns. You can find your elected officials and get contact information here: <http://legis.wisconsin.gov/pages/waml.aspx>