

## **September 14, 2020 Meeting Minutes for the Rhode Island Human Services Transportation Coordinating Council**

The Coordinating Council meeting was held via Webex, a video conferencing platform, and was called to order at 2:03 PM. An attendance sheet is attached to these minutes.

Seena Franklin motioned to approve the minutes of the July 13, 2020 Coordinating Council meeting. Maureen Mairret seconded the motion, and all were in favor.

Joelle Kanter, RIPTA, provided background information on the One-Call/One-Click study to examine the feasibility of developing a statewide trip planning resource. Project manager Bill Schwartz, Nelson\Nygaard, described the project tasks and deliverables which include community engagement and best practice research in the initial phase, followed by development of a business plan, a template for partner agreements, and preliminary content and branding for a website. The study will begin with a project overview meeting for key partners in early October and will continue with consumer focus groups to help identify gaps in existing resources and priority focus areas.

Participants offered the following feedback on the project:

- One-Call/One-Click communication should be clear and easy to digest.
- A One-Call/One-Click system must consider the needs of people who have limited access to technology. We should learn about how other systems overcome similar barriers, i.e. limited internet access, a lack of digital devices, limited skills and/or a reluctance to engage with technology.
- The project should include outreach to caregivers who plan trips on behalf of older adults and individuals with disabilities to educate them about offerings.
- RIDOT can coordinate with the RIPTA team to provide multimodal trip planning information.
- The project team should talk to people who use public transit for childcare before getting to work. They should also consider the needs of unbanked residents.
- The RI Dept. of Human Services can share results of a survey on use of its customer portal to provide insight about how comfortable people are with using new resources.
- People currently don't know where to go to find out about the transportation options available to them, particularly since programs have been curtailed due to COVID. The phone part of a One-Call/One-Click system must be robust.

- It will be important to include translation services to make the system accessible to a diverse population.
- It would be helpful to provide information about subsidies for trips based on criteria.
- The system should include up-to-date options for trip transfers, noting that the best options might not always be the least expensive. Private providers such as taxis and TNCs should be listed as options.

In response to the consulting team's request for other stakeholders to contact, people recommended the RI Organizing Project, Senior Agenda, Economic Progress Institute, community health workers, and social workers.

As a next step, the consultants will send a survey to a few One-Call/One-Click systems, looking at different levels of functionality for trip booking and payment. A general project update will follow at the next Coordinating Council meeting in November.

Following the One-Call/One-Click presentation, RIPTA staff encouraged Coordinating Council members to join a working group on the annual report.

Members also shared the following updates:

- Catherine Taylor announced that Age-Friendly RI and AAA Northeast are hosting a transportation equity forum at 3 PM on October 8<sup>th</sup>.
- Meg Underwood mentioned that transportation is on hold at most senior centers around the state. She noted that East Greenwich has continued to provide members with limited transportation to and from doctor's appointments. Senior center staff are working virtually, and many are focused on meal distribution. In Warwick, the center delivers 2 meals/day to about 100 people.
- Darlene Reza Rossi invited people to register for AARP's Livable Communities Transportation workshops on September 15<sup>th</sup> and 16<sup>th</sup>, featuring national speakers.
- RIPTA launched its Wave smart fare technology system on September 1<sup>st</sup>. People can use the Wave mobile app to purchase fare products or they contact RIPTA to request Wave cards by mail. Cards will soon be available at retail locations as well.

The meeting adjourned at 3:07 PM.



**Human Services Transportation Coordinating Council  
September 14, 2020 Attendance List**

<b>Council Members</b>	<b>Organization</b>	<b>Present?</b>
Maria Cimini	RI Department of Human Services	By phone
Michael Cronan	RI Executive Office of Health & Human Services	By phone
Brady Dunklee	Integra	By phone
Craig Dwyer	Office of the Lieutenant Governor	By phone
Seena Franklin	CCAP	By phone
Matthew Golderese	RI Office of Veterans Services	By phone
Sarah Ingle	Rhode Island Public Transit Authority	By phone
Joelle Kanter	Rhode Island Public Transit Authority	By phone
Maureen Maigret	Long Term Care Coordinating Council	By phone
Greg Nordin	RIPTA	By phone
Julie Oakley	RIDOT	By phone
Cristy Raposo Perry	RIPTA	By phone
Darlene Reza Rossi	AARP	By phone
Heidi Ross	Community member	By phone
Catherine Taylor	Age-Friendly RI	By phone
Meg Underwood	City of Warwick	By phone

<b>Consulting Team</b>	<b>Organization</b>	<b>Present?</b>
Anne Galbraith	ASG Planning	By phone
Patti Monahan	Monahan Mobility	By phone
Eryn Rosenblum	Nelson\Nygaard	By phone
Bill Schwartz	Nelson\Nygaard	By phone