

**January 11, 2021 Meeting Minutes for the Rhode Island  
Human Services Transportation Coordinating Council**

The Coordinating Council meeting was held online through Zoom and called to order at 2:03 PM. An attendance sheet is attached to these minutes.

Paul Salera motioned to approve the minutes of the November 9, 2020 Coordinating Council meeting. Seena Franklin seconded the motion, and all were in favor.

Zoe Miller, Greater Portland Council of Governments, was invited to present on advancing mobility through the Moving Maine Network, a peer organization. She described the expansion from a regional stakeholder effort into a multi-sector statewide mobility management network in 2019, which dovetailed with the receipt of a Federal Transit Administration Access and Mobility grant. Zoe also provided information about the network's Inclusive Transportation Planning Toolkit, which is available online, and a webinar series organized in partnership with Mass Mobility.

Updates on several RIPTA projects followed.

- Wave human services fare technology integration study: Consultant Anne Galbraith, ASG Planning, gave an update on RIPTA's plans to transition organizations to the Wave fare system. While RIPTA continues to test its Wave institutional portal, she has interviewed local organizations that currently purchase RIPTA fare products for their clients and started developing informational materials. She announced that RIPTA plans to stop selling paper fare products later this year but will continue accepting them for several months.
- One-Call/One-Click planning study: Bill Schwartz, Nelson\Nygaard, reported on the study's progress, which has focused on 3 main areas to date: convening focus groups for transportation advocates, agencies, and providers; learning about best practices; and developing a statewide transportation provider database. The next step is to boil down the information gathered into a preliminary recommendation for a user-friendly One-Call/One-Click system. Meeting participants were encouraged to submit information

about existing transportation programs to Joelle Kanter, RIPTA, to add them to the database.

The group reviewed the 2021 Coordinating Council work plan, highlighting those two priority projects along with ongoing core activities such as engaging local communities, expanding non-profit and private partnerships, and improving communication through the website, newsletter, and travel training opportunities.

Members also shared the following updates:

- Mario Olivieri noted that NEMT services continue to operate at a reduced volume.
- Bob Robillard, Coventry, is preparing to purchase a new van and hire another part-time driver.
- Arthur Johnson and Eric Carroll, United Way, said that since the 2-1-1 RV has not been on the road, they have been helping people by phone, through the website, and on Zoom events.
- Maria Cimini, RI Department of Human Services, requested a Wave briefing for the TANF team. She will also distribute Wave information to the RI Works program advisory committee.
- Diana Gugliotta described AAA Northeast's Key Timing toolkit on driving retirement which will roll out to the public soon.
- Catherine Taylor, Age-Friendly RI, said that her organization is focusing on new ways for older adults to access services through deliveries and telehealth appointments.

The meeting adjourned at 3:30 PM.



## Rhode Island Human Services Transportation Coordinating Council

### January 11, 2021 Attendance List

Council Members	Organization	Present?
Eric Carroll	2-1-1/United Way of RI	By phone
Maria Cimini	RI Department of Human Services	By phone
Meghan Connelly	RI Office of Healthy Aging	By phone
Brady Dunklee	Integra	By phone
Craig Dwyer	Office of the Lieutenant Governor	By phone
Kristina Contreras Fox	RI Coalition for the Homeless	By phone
Seena Franklin	CCAP	By phone
Diana Gugliotta	AAA Northeast	By phone
Sarah Ingle	Rhode Island Public Transit Authority	By phone
Arthur Johnson	2-1-1/United Way of RI	By phone
Joelle Kanter	Rhode Island Public Transit Authority	By phone
Bill Legare	Valley Transportation	By phone
Jason Lyon	RI Executive Office of Health & Human Services	By phone
Maureen Maigret	Long Term Care Coordinating Council	By phone
Mario Olivieri	RI Executive Office of Health & Human Services	By phone
Darlene Reza Rossi	AARP Rhode Island	By phone
Bob Robillard	Coventry, RI Senior Center Directors Assoc.	By phone
Paul Salera	Westbay Community Action	By phone
Catherine Taylor	Age-Friendly RI	By phone
Meg Underwood	Warwick Senior Services	By phone
Kasim Yarn	RI Office of Veterans Services	By phone

Consulting Team	Organization	Present?
Anne Galbraith	ASG Planning	By phone
Bill Schwartz	Nelson\Nygaard	By phone