

**March 8, 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 2:02 PM. An attendance sheet is attached to these minutes.

Catherine Taylor motioned to approve the minutes of the January 11, 2021 Coordinating Council meeting. Maureen Maigret seconded the motion, and all were in favor.

Patti Monahan, a consultant on the Nelson\Nygaard team that is conducting the One-Call/One-Click study for RIPTA, shared an overview of the recently completed report on best practices. Her presentation highlighted the functionality levels of several One-Call/One-Click systems that provide customized trip planning information for multiple transportation providers in a given geographic area through websites and related phone numbers. These resources are available to the general public, but they accommodate older adults and individuals with disabilities in particular. Functionality ranges from Level 1: Central Directory to Level 2: Trip Matching Assistance, Level 3: Trip Planning Assistance, Level 4: Trip Booking Assistance, and Level 5: Direct Trip Booking.

The team conducted an online survey of several systems with a minimum of Level 2 functionality and followed by interviewing representatives of 4 systems: Mass Ride Match, Find My Ride PA, Way 2 Go in Tompkins County (NY), and Transportal (Jacksonville, FL). Patti reported on key lessons learned: that transit agencies make good lead agencies for these projects, early involvement from partner organizations is critical, phone service remains important for users without computer access, and that systems are likely to evolve over time. Next steps for the project involve the development of strategies for consideration and implementation.

Anne Galbraith, ASG Planning, followed with an update on RIPTA's Wave human services fare technology integration study. Since RIPTA's Wave account-based fare system launched to the public last fall, she has been working with staff to set up institutional accounts for pilot

organizations that enable them to link to clients' cards and add fare products or value. RIPTA is preparing to bring more organizations on board within the next few weeks.

Members also shared the following updates:

- Darlene Reza Rossi announced AARP's Community Challenge grant program that funds quick action projects. The application deadline is April 14th, and projects must be completed by November.
- Catherine Taylor reported that Age-Friendly RI is partnering with Family Service of RI and the Rhode Island Food Bank on Be Kind RI, a volunteer match platform for neighbors who request services. It is a 1-year pilot program.
- Paul Hynes said that MTM recently launched a new member website as a first step towards launching a new platform.
- Maureen Maigret reminded the group about volunteer gas mileage reimbursement to and from medical appointments.
- Arthur Johnson and Eric Carroll said that United Way/2-1-1 hopes to have its RV back on the road again soon, visiting non-profit organizations. During the pandemic, they have provided some grocery deliveries to Higher Ground clients.
- Heidi Ross referenced a recent United Way forum on economic stability which highlighted some of the challenges immigrants face in Rhode Island.
- Cristy Perry encouraged people to use the trip planner on RIPTA's website for transportation to vaccine appointments. Eric Carroll added that through 2-1-1, people can access grant-funded Uber and Lyft trips to their appointments as well.

The meeting adjourned at 3:22 PM.



**Rhode Island Human Services Transportation Coordinating Council
March 8, 2021 Attendance List**

Council Members	Organization	Present?
Benny Bergantino	RI Division of Statewide Planning	By phone
Eric Carroll	2-1-1/United Way of RI	By phone
Maria Cimini	RI Department of Human Services	By phone
Kristina Contreras Fox	RI Coalition for the Homeless	By phone
Laurie Dilorio	RI Office of Rehab Services	By phone
Diana Gugliotta	AAA Northeast	By phone
Paul Hynes	MTM	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
Jessica Mowry	RI Housing	By phone
Mario Olivieri	RI Executive Office of Health & Human Services	By phone
Azade Perin Monterroso	RI Office of Healthy Aging	By phone
Cristy Perry	Rhode Island Public Transit Authority	By phone
Darlene Reza Rossi	AARP Rhode Island	By phone
Heidi Ross	Community member	By phone
Heidi Showstead	Disability advocate	By phone
Catherine Taylor	Age-Friendly RI	By phone
Meg Underwood	Warwick Senior Services	By phone

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