



## **May 9, 2022 Meeting Minutes for the Rhode Island Human Services Transportation Coordinating Council**

The Rhode Island Human Services Transportation Coordinating Council (Coordinating Council) meeting was held on Zoom and called to order at 10:02 AM. An attendance sheet is attached to these minutes.

Maureen Maigret motioned to approve the minutes of the March 14, 2022 Coordinating Council meeting. Nicole Arias seconded the motion, and Christopher Ausura abstained. All others were in favor.

Joelle Kanter, RIPTA, introduced Anne Galbraith, a member of the consulting team led by Nelson\Nygaard, who shared a status update on the Rhode Island Public Transit-Human Services Transportation Coordinated Plan. This is a year-long planning project that will influence transportation spending for older adults and individuals with disabilities in Rhode Island over the next five years. Key tasks include developing an inventory of current transportation services, assessing needs, researching best practices and recommending strategies to address the gaps in service. In late April and early May, the team hosted 4 public listening sessions online with participation from a variety of organizations representing older adults and people with disabilities.

Anne repeated the primary recommendations that appear in the current Coordinated Plan, which was adopted in 2018. She then grouped the suggestions shared during the public meetings into themes:

- Travel training for new riders
- Customer service training for drivers
- Expanded rural service
- Interstate transportation
- Information/communication
- RIPTA's Wave fare payment system
- Other technology
- Mobility on Demand
- Transfers between services/mobility hubs
- Vehicle sharing
- Ridesharing/volunteer drivers
- Reduced fare bus pass program
- Affordability of service
- Ride/ADA service improvements
- Flex service improvements
- NEMT service feedback



Over the next two months, the consulting team will focus on the needs analysis, inventory of transportation services, and best practice research to support the identified strategies. Working sessions will be scheduled in July, and the draft plan should be available for review in September.

Following Anne's presentation, Joelle welcomed Judy Shanley, Easterseals Director, National Center for Mobility Management (NCMM). In her role with NCMM, Judy serves as the regional liaison for Federal Transit Administration (FTA) Region 1. She said that at the federal level, the Coordinating Council on Access and Mobility (CCAM) brings together 11 agencies for strategic planning around transportation investments and policies. She recommends reviewing two documents produced by CCAM—a fund braiding guide and program inventory— to find federal programs and their state counterparts that support transportation.

She also described the drafting of the Coordinated Plan as the beginning of a process that results in implementation of a mobility management strategy, and stressed the importance of making coordination actionable. She encouraged the group to set clear objectives for outcomes, outline performance measures, establish a communication/governance structure, and align the human services transportation plan with other local plans. She suggested pursuing new partnerships with economic development organizations, business councils, and other groups, and she reiterated the importance of having people with lived experience with disabilities at the table.

Project updates followed Judy's presentation. Joelle reminded the group that at the last meeting, Anne LeClerc, BHDDH, shared a draft transportation survey and requested feedback. In April, the survey launched online through a platform hosted by Advocates in Action, and to date, 86 responses have been received. The survey is available with voice over technology, but suggestions were made to provide other accessible formats, such as a phone option or PDF/printable copies to mail in. Several agencies offered to help with promotion.

Next, Joelle announced that RIPTA continues developing municipal transportation pages for its website, [ripta.com](http://ripta.com), as recommended by the One-Call/One-Click study. She has been collecting information from each city and town in Rhode Island, and with help from Julia Evelyn, a new RIPTA planner, the information has been organized into a standard format that will appear in one centralized place. Julia presented a sample page showing transportation services in Smithfield and requested feedback from



the group. The next step is to share the complete content with RIPTA's marketing department for layout on the website.

Participants then shared the following updates:

- Kyle Penrod announced that Age-Friendly Rhode Island and RIPTA are partnering on a planning project, funded by the National Aging and Disability Transportation Center (NADTC), to increase access to transportation in areas where public transit may not meet the full scope of needs. The team is looking at opportunities for vehicle sharing in Northwest and Southwest Rhode Island, and in the next phase, they will meet with stakeholders, examine unmet transportation demand, and design a pilot program.
- Nicole Arias shared that Maria Cimini began her role as the new director of the RI Office of Healthy Aging on Wednesday. She also reminded the group that May is Older Americans Month.
- Catherine Taylor said that a recording of AARP's Housing webinar is available online for viewing. The next webinar will focus on Green and Complete Streets.
- Heidi Showstead is assisting an independent living consumer with a new print magazine called Never Alone.

During the discussion, Laurie Diorio asked about RIPTA's vanpool program as an option for people who need transportation to jobs in underserved areas, such as Tiverton. RIPTA's Long Range Planning Director Sarah Ingle shared that the Commuter Resource team can provide more information and assist organizations with finding partners.

The meeting adjourned at 11:29 AM.



## Rhode Island Human Services Transportation Coordinating Council

### May 9, 2022 Attendance List

Council Members	Organization
Nicole Arias	RI Office of Healthy Aging
Christopher Ausura	RI Department of Health
Benny Bergantino	RI Division of Statewide Planning
Jean Bousquet	RI Office of Rehabilitation Services
Laurie Diorio	RI Office of Rehabilitation Services
Sarah Ingle	Rhode Island Public Transit Authority
Joelle Kanter	Rhode Island Public Transit Authority
Anne LeClerc	RI Department of Behavioral Health, Developmental Disabilities, and Hospitals
Jason Lyon	RI Executive Office of Health & Human Services
Greg Nordin	Rhode Island Public Transit Authority
Jennifer Marquis-Caruso	RI Office of Veterans Services

#### Others Present

Name	Organization
Julia Evelyn	Rhode Island Public Transit Authority
Anne Galbraith	ASG Consulting, Coordinated Plan consulting team
Maureen Maignet	Long Term Care Coordinating Council, Senior Agenda Coalition
Tina Pedersen	RAMP
Kyle Penrod	Age-Friendly Rhode Island
Darlene Reza Rossi	AARP Rhode Island
Judy Shanley	Easterseals, National Center for Mobility Management
Heidi Showstead	Disability advocate, ATAC
Catherine Taylor	AARP Rhode Island