

January 14, 2019 Meeting Minutes for the Rhode Island Human Services Transportation Coordinating Council

The meeting was held at RIPTA, 705 Elmwood Avenue, and called to order at 2:03 PM. An attendance sheet is attached to these minutes.

Amy Pettine of RIPTA made introductory remarks, thanking group members for their involvement, particularly on issues related to Bus Pass Program funding. She looks forward to expanding the Council's priorities to focus on advocacy and coordination in 2019.

Maureen Maigret made a motion to approve the minutes of the December 20, 2018 Coordinating Council meeting. Rui Cabral seconded the motion. The minutes were unanimously approved.

Amy Pettine summarized the Council's accomplishments over the past year following the release of the Rhode Island Human Services Transportation Plan in January 2018. The plan includes several recommendations for implementation, listing priorities such as information sharing/communication, expansion of appointment based services, travel training, customer service training, creation of local coordinating councils, and development of a one-call one-click system, among others.

Amy reported that in addition to the Coordinating Council, two working groups met throughout the year, focusing on a) funding for the Bus Pass Program and b) communications. In December 2018, the Council submitted a report to Governor Raimondo, members of the General Assembly, and House and Senate fiscal staff, incorporating recommendations.

Amy introduced Rachel Fichtenbaum, Massachusetts EOHHS Mobility Manager, who presented on Mass Mobility. This program launched in 2011 as a partnership between the Massachusetts departments of Transportation and Health & Human Services to improve the quality and efficiency of human services transportation around the state. In her role, Rachel shares best practices with regional councils, planners, advocates, agencies, service providers, and consumers using a variety of tools such as a website, monthly newsletter, and annual statewide conference.

MassMobility staff also conducts research, prepares reports on key issues, and brings practitioners together to offer technical assistance to local communities. Rachel highlighted a few examples of successful regional collaborations including the SCM Elderbus, the Needham Community Council, and Crosstown Connect.

Viewing MassMobility as a model, the Council launched into a discussion about a 2019 draft program of work. Suggestions from the group included:

- Research:
 - Analyze data to better understand the needs of seniors, people who have disabilities, and low income populations.
 - Outline programs and transportation options available to serve them.
 - Recognize gaps and opportunities for improvement.
- Communication:
 - Continue the work of the Communications Working Group to share information with targeted groups and the general public.
 - Pursue recommendations outlined in the Coordinated Plan.
- Pilot projects:
 - Select 3-4 projects to implement and measure.
 - Share best practices.
- Partnerships: foster interagency conversations and formalize relationships.
 - Develop and strengthen partnerships at the state, regional, and municipal levels.
 - Strengthen human services transportation coordination between RIPTA and EOHHS.
 - Collaborate with social service organizations that focus on the needs of the targeted populations.
 - Expand participation in the statewide council to include representatives of the healthcare sector.
- Long Range Planning:
 - Get involved in RIPTA and RIDOT's Transit Forward RI 2040 planning effort to enhance Rhode Island's transit network over the next 20 years.
 - Engage paratransit users in the master planning process.

RIPTA staff agreed to draft a work plan for the Council's consideration prior to its next meeting.

The meeting adjourned at 3:40 PM.

**Human Services Transportation Coordinating Council
January 14, 2019 Attendance List**

Council Members/Designees	Organization	Present?
Amy Pettine	Rhode Island Public Transit Authority	Yes
Don Rhodes	RIPTA Riders Alliance	Randall Rose, designee
Kasim Yarn	Office of Veterans Affairs	Michael Jolin, designee
Maureen Maigret	Long Term Care Coordinating Council	Yes
Rebecca Boss	BHDDH	Thomas Martin, designee*
Rui Cabral	RIPTA Accessible Transportation Advisory Committee	Yes
Other Invitees	Organization	Present?
Barbara Polichetti	Rhode Island Public Transit Authority	Yes
Bob Marshall	RI Developmental Disabilities Council	Yes*
Bernice Morris	Crossroads RI	Yes
Blair Lynch	RI Department of Human Services	Yes
Catherine Tonsberg	Economic Progress Institute	
Diana Imondi	AAA	Yes
Jodi Shue	Age Friendly RI	Yes
Joelle Kanter	Rhode Island Public Transit Authority	Yes
Laurie Brayton	Rhode Island Public Transit Authority	Yes
Linda Katz	Economic Progress Institute	Yes
Mary Maguire	AAA Northeast	Yes
Rachel Fichtenbaum	MassMobility	Yes
Sarah Ingle	Rhode Island Public Transit Authority	Yes
Shanna Vecchio-Schubert	Senate Fiscal Office	Yes

* By phone