OPEN MEETING NOTICE
Mobility Advisory Committee

Sara Davis, Co-chair. Alternate Co-Chair (Pending)
Wednesday, December 13, 2023 at 9:30AM
via Zoom virtual meeting platform. See meeting invite for login info.

AGENDA (Total Time: 90 minutes)

Procedural Business

1. **Welcome and Introductions (3 minutes)** (Sara Davis, OATS)
   Please sign in by typing your name and organizations into the chat box.

2. **Approval of September 13, 2023 meeting summary (2 minutes)**

Main Business

3. **Informational Report: Smartsteps Decision Assistance Platform (20 minutes)** (Cindy Fisher, Smart Steps LLC)
   Cindy will provide an overview of the Smartsteps decision assistance platform, which is a web-based platform and demo mobile app that may help people with disabilities make transit-related decisions.

4. **Informational Report: Equitable Mobility Fund (10 minutes)** (Michael Kelley, BikeWalkKC)
   Michael will provide an overview of the Equitable Mobility Fund grant that BikeWalkKC received and how social service agencies and transportation providers can be engaged in the process.

5. **2023-2024 Section 5310 Call for Projects (15 minutes)** (Jonathan Feverston, MARC)
   Jonathan will provide an overview of the 2023-2024 call for project tentative schedule, application portal progress, and next steps as we prepare for the call to open.

6. **2024 Mobility Advisory Committee Workplan (20 minutes)** (Jonathan Feverston, MARC)
   Jonathan will provide a report on the 2023 workplan, provide an overview of the drafted 2024 workplan, and facilitate a discussion of the 2024 workplan.

Additional Business

7. **Update about 2021-2022 Section 5310 Funding (5 minutes)** (Sariah Pinick, KCATA)
   Sariah will provide a brief update about 5310 funding from the 2021-2022 funding cycle.

8. **Mobility Advisory Committee MARC Co-Chair Position (5 minutes)** (Jonathan Feverston, MARC)
   Jonathan will provide an update on the vacant MARC appointed co-chair position.

9. **Member updates (10 minutes)**

10. 2024 Meeting Dates (all from 9:30-11)

- March 13
- June 12
- August 14 (Tentative)
- September 11
- December 11

Special Accommodations: Please notify the Mid-America Regional Council at (816) 474-4240 at least 48 hours in advance if you require special accommodations to attend this meeting (i.e., qualified interpreter, large print, reader, hearing assistance). We will make every effort to meet reasonable requests.

MARCZoom02

Address: https://marc-kc.zoom.us/j/8926479795?pwd=SlREQTZNOUN6Y1FGbjdnRTNORVVNdz09

• You may need to run the Zoom opener to join the meeting.

• This link also works with the Zoom smartphone app.

Meeting ID: 892-647-9795

Passcode: 392920

Audio:

• We encourage the use of computer audio especially if you are viewing a webcam or sharing your webcam.

• Dial Toll-Free

o 877 853 5247 US Toll-free

o 888 788 0099 US Toll-free

• One tap mobile

o +18778535247,,8926479795#

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Meeting Summary

Mobility Advisory Committee

Sara Davis, Co-Chair

September 13, 2023

Meeting Summary

Procedural Business

1. **Welcome and Introductions**
   Jonathan Feverston explained that Sara Davis would not be able to attend due to a water main break at the OATS offices. Mr. Feverston stated that he would facilitate the meeting and asked participants to sign in using the chat box with their name and organization. Mr. Feverston introduced Sariah Pinick as KCATA's new grants specialist for the Section 5310 program, replacing Margaret Brown. Mr. Feverston then proceeded with introductions by asking attendees to say their name and provide what organization they represent. Mr. Feverston then provided an overview of the meeting agenda.

2. **Approval of June 14, 2023 meeting summary**
   Mr. Feverston reminded committee members that the meeting summary from the June 14, 2023 meeting was sent out to members in advance; and the meeting summary can be found on the committee webpage at MARC.org. A motion to approve the June 14th meeting summary was provided by Roger Montero (EITAS) and seconded by Jim Huffman (Life Unlimited). Motion passed unanimously without abstention.

Main Business

3. **Updated MAC Membership**
   Jonathan Feverston provided an update on the ongoing membership roster updates. Mr. Feverston reminded attendees that the committee is to be made up of a minimum of 11 members and a maximum of 20 members. A member is the organization itself, not the staff that represent the organization. Mr. Feverston reminded attendees that attendance is required at 3 of the 4 meetings per year and a quorum is 50% of the current membership.

   Mr. Feverston informed the attendees that requests for new membership close by noon on September 13th, and MARC or the KCATA can be notified with interest to become a member of the committee. Mr. Feverston reminded attendees that co-chairs may assign new organizations a spot on the committee and request committee approval; the assignment of new representatives can be filled immediately and does not require committee approval. Mr. Feverston reminded attendees that memberships are for two years and members can serve as many terms as they want.

   Mr. Feverston informed the committee members that there are two co-chairs assigned to the committee. One appointed by the KCATA and one appointed by MARC. Mr. Feverston informed the committee that the MARC co-chair position is vacant and there is a call to committee members for

interest in being a co-chair. Mr. Feverston provided information about the role of a co-chair, which includes overseeing meetings, and working with staff to organize meetings and work groups. Mr. Feverston also included that co-chairs may be asked to participate in meetings with MARC and KCATA staff to help develop proposals, funding recommendations, and other duties.

Mr. Feverston provided a listing of the current members and a list of the potential new members that have expressed interest in the committee. Interested organizations include the City of Sugar Creek, the City of Liberty, and the Swope Health Foundation. Mr. Feverston indicated that interested organizations will provide a brief presentation about their work and why they want to join the committee at the March 2024 meeting.

Jim Huffman (Life Unlimited) asked if the current members on the list are still members and wanted to confirm that MARC and the KCATA are only looking for new members. Mr. Feverston confirmed that all the members listed are current and that this is only for new members. Mr. Feverston stated that there was confusion about the email sent to the committee and interested parties, and that it was directed as a call for new members and for current members to share with other potentially interested organizations.

4. **2023-2024 Section 5310 Application Questions Review**
    Jonathan Feverston (MARC) provided an overview of the 2023 and 2024 draft scored application questions, which are the questions MARC staff review and score, then share with the committee during programming discussions. Mr. Feverston provided an overview of the question about providing data to describe the project need, and the scoring of 1, 3, and 5 that determines how much and the overall usefulness of the data provided.

    Mr. Feverston then moved to the second question which involves describing the engagement activities and feedback about the project. Mr. Feverston provided an explanation of the scoring with 1 point being assigned for no engagement, 3 points for a formal, but unrelated to the project engagement strategy, and 5 points for direct and pertinent engagement to the project.

    Mr. Feverston provided information about the third scored question about describing the project outcome, and scoring of 1, 3, and 5; with one point assigned for insufficient information about the cost effectiveness, 3 points for some data or information, and 5 points for clearly defined data and outcome information as a result from the project.

    Mr. Feverston then described the importance of communicating services effectively via new or expanded services provided. This question is scored with a 1, 3, or 5 with 1 point assigned for not identifying a communication strategy/how outcomes of the project will be communicated, 3 points for the application describing how services are communicated to existing clients only, and 5 points for how the project and services are advertised to the clients and the public.

    Mr. Feverston then provided information about the scored question regarding project partners. This question is scored on a scale of 1, 3, and 5 with one point assigned if the application does not identify partnerships or include letters of support from outside agencies, 3 points if a project has endorsement from outside agencies without direct project roles, and 5 points if the project involves direct partnerships with monetary and/or operational support by the partners.

Mr. Feverston then provided a list of the non-scoring questions in the application and some examples listed such as the SAM.gov question or the type of vehicle being requested. Mr. Feverston then asked the committee if there are questions or evaluation criteria that should be added. Martin Rivarola (MARC) commented that these questions are the same from the last funding round, with the scoring criteria significantly revised in the 2019-2020 funding round. Mr. Rivarola did mention the potential to ask deeper questions about emissions and project readiness in the upcoming application and asked the committee if there were any changes they would like to see.

Carla Norcott-Mahany mentioned some technical glitches encountered in the financial section and volunteered to help test the portal. Items did not total or stay in the financial section boxes. Mr. Rivarola responded that we ask committee members to test the portal before it goes live. Jim Huffman responded that they were having the same issues with the totaling and financial information.

Shaun Duffy (Johnson County Mental Health) raised his hand for a question but had audio issues and was requested to place the comment in the chat. Shaun asked via email when the next round of applications will open. Mr. Feverston responded that they will open at the end of the second quarter-beginning of the third quarter of 2024 and will close in the third quarter of 2024. Jonathan Feverston confirmed that MARC will work to get tentative dates identified.

5. **Update about 2021-2022 Section 5310 Funding**
   Sariah Pinick (KCATA) stated that all the 5310 agreements have been received and the grants team is meeting with the procurement department at the KCATA to determine the best methods of procuring the vehicles. Ms. Pinick indicated that there is a possibility of purchasing vehicles off of various state vehicle contracts. Ms. Pinick will notify 5310 recipients about the types of vehicles that will be available once a decision on procurement is made.

6. **MTM MO Healthnet Non-Emergency Medical Transportation Program**
   Melissa Workman (MTM) provided an overview of the MTM MoHealth Net NEMT program. MTM has managed NET since 1995 and is headquartered in Lake Saint Louis, Missouri. Ms. Workman provided an overview of the culture at MTM that requires respect to individuals, collaboration to innovate, the importance of delivering value to those served, ensuring that the services align with the client's needs, and MTM's desire to act with integrity. Ms. Workman emphasized the need for safety when providing transportation to clients.

   Ms. Workman provided an overview of the support teams at MTM which includes logistics, care management, the training team, ambulance and stretcher, and quality and compliance teams. Ms. Workman stated that MTM provides services for MO Healthnet Medicaid fee for service, however a small population of MO Healthnet does not receive services from MTM. MTM also provides services for Home State, Missouri Care, United Healthcare, and Essence. Ms. Workman stated that MTM determines if someone is eligible for a ride via files from insurance providers.

   Ms. Workman stated that they provide transportation services for children, pregnant women and newborns, uninsured women, families, people with disabilities, seniors, people who are blind or visually impaired, and women with breast or cervical cancer.

   Ms. Workman outlined the gas mileage reimbursement for members depending on the contract. Members must call in the trip prior to the appointment and obtain a trip number to add to trip logs.

Members can log their trips via the MTM mobile app and are required to submit trip logs within 60 days of the appointment. Ms. Workman described the level of need process, which determines the most appropriate mode of transport. This assessment is best provided by the client's medical professional.

Ms. Workman outlined transportation for routine appointments. These are appointments that do not require immediate care and reservations are scheduled within the health plan's days of notice prior to the appointment. Ms. Workman also outlined transportation for urgent appointments that do not require 911. These do not require sufficient days' notice, and these include chemo/radiation, dialysis, hospital discharge, and surgery follow up. Ms. Workman outlined transportation from hospital discharges, which have a 3-hour timeframe to pick up the member. The discharge planner may contact MTM in advance to possibly reduce the 3-hour timeframe. Recurring trips can be scheduled by the member or facility staff for trips such as dialysis.

Ms. Workman outlined the process to register and provide transportation to clients. The first step is the member calls MTM, then the CSR enters the member information and verifies eligibility and special needs, then the mode of transportation is determined based on special needs, pick-up and drop-off locations, and appointment type. The trip is then dispatched to the transportation provider and the trip is completed. The transportation provider then submits the claim information online to MTM.

Ms. Workman outlined the expectations of the driver and members. Ms. Workman outlined the quality assurance procedures, which provide HIPAA training and auditing, complaints, incidents, and accidents, and fraud, waste, and abuse program tracking and auditing.

Mr. Feverston provided time between the first and second parts of the presentation for questions. Anne Miller (Don Bosco) asked if MO Healthnet members can just be referred to MTM to arrange transportation by calling MTM. Ms. Workman confirmed.

Britt Singer (MTM) provided guidance on the MTM Link Driver App. Ms. Singer outlined the role of her team at MTM, ensuring that transportation providers are adequate dispatched, the quality of the service is maintained, and the tracking procedure to ensure that members are ready and show for their rides. Ms. Singer stated that MTM also inspects the vehicles for safety every 6 months.

Ms. Singer provided an overview of the driver's app that includes how to login, management pick up and drops and appointment details, and trip performance characteristics. The MTM app requires drivers to use the GPS system within the app for all trips to be compliant and must provide GPS data to MTM within 4 days for first trips. Failure to provide GPS data can cause the provider to fall out of the MTM network. Ms. Singer indicated that drivers are required to "depot out" to indicate they are logged in and heading to their first pick up. Ms. Singer stated that more trip details can be provided to allow drivers to see additional pick up and drop off details, and navigation details useful in especially rural areas.

Ms. Singer indicated that a member's signature is required during pick up which allows the trip to be reimbursed and audits no show trips. The app then guides the driver during the drop off process and any upcoming trip changes in real-time. Ms. Singer also outlined how drivers can receive critical and non-critical messages from dispatching.

7. **MARC/KCATA KCI Public Transit Services Action Plan**
   Jonathan Feverston (MARC) provided an overview of the KCI Public Transit Services Action Plan. Mr. Feverston outlined why the plan is being completed, which includes the World Cup and regional job growth. Mr. Feverston outlined that the plan is looking at transit for employees at KCI and travelers. Mr. Feverston outlined that KCI employees are looking for frequent service that reflects the working shifts at KCI; and travelers want a well-branded and easy-to-use service. Mr. Feverston discussed the potential local and express route options. Mr. Feverston asked attendees to provide feedback via the online engagement map and online survey to help with the planning process.

8. **Member Updates**
   - Anne Miller (Don Bosco) stated that they continue to struggle with replacing drivers and asked attendees if they have any tips on finding drivers. Don Bosco needs 1-2 drivers. Deasiray Bush (UG Transit) responded that they receive 2 candidates per week and struggle to find drivers with a CDL and to get drivers CDL training. Anne Miller responded that they refer overqualified drivers to agencies that need CDL drivers. Anne Miller asked Sariah Pinick when vehicles from the last round of 5310 may become available. Sariah Pinick (KCATA) responded that vehicles may be available in January.
   - Carla Norcott-Mahany shared that The Whole Person is navigating to a new transportation supervisor and the new supervisor will attend future meetings.

9. **2023 Meeting Dates (all from 9:30-11:00)**
   - December 13
   - 2024 regular meeting dates will be posted soon.

Anne Miller motioned to adjourn, Jim Huffman seconded.

ATTENDANCE

September 13, 2023

Co-Chair: No co-chair present

Other Attendees:

Angel	Rose	City of Liberty, Missouri
Anne	Miller	Don Bosco Center
Amy	Stoll	Down Syndrome Innovations
Roger	Montero	EITAS
Claudette	Price	EITAS
Kim	Greene	Full Employment Council
Shaun	Duffy	Johnson County Mental Health
Mackenzie	Robinson	Johnson County Mental Health
Justus	Welker	Johnson County Transit
Jim	Huffman	Life Unlimited
Melissa	Workman	MTM
Britt	Singer	MTM
Janine	Clampitt	Ray County Transportation
Angela	Smart	Swope Health
Dana	Chatlin	The Farmer's House
Carla	Norcott-Mahany	The Whole Person
Ric	Campos-Flores	Tri-County Mental Health Services
Dan	Ryan	Tri-County Mental Health Services
Irvin	Jackson	Unified Government Transit
Deasiray	Bush	Unified Government Transit
Gus	Sylvester	University Health
Terry	O'Toole	WHC/zTrip

MARC and KCATA Staff:

Sariah	Pinick	KCATA
Jonathan	Feverston	MARC
Martin	Rivarola	MARC

Mobility Advisory Plan Workplan

Committee Purpose

The MAC shall function as a sub-committee of the Total Transportation Policy Committee and the KCATA Board, and act as the advisory body involving mobility, accessibility and transit for the following populations: older adults, persons with disabilities, persons of low-income, veterans and other groups with special transportation needs. All work plans, tasks and programming will be derived from the committee's purpose statement. The purpose of the committee is as follows:

The MAC is to have specific functions that include but are not limited to the following:

- Advise the TTPC and the KCATA Board on mobility and ADA compliance issues.
- Maintain and expand the amount of appropriate, affordable and convenient service throughout the region.
- Facilitate coordination among funders, service providers and area local governments.
- Help define and implement a mobility management system that is tailored to the Kansas City region.
- Evaluate and prioritize the Federal Transit Administration (FTA) Section 5310 Program Projects and any other available funding sources.

Whereas, mobility management is defined to mean:

- Affordable, convenient service throughout service areas.
- Easily accessible, customer-focused information services about transportation systems;
- Streamlined processes for complementary ADA paratransit eligibility, trip scheduling, service provision and travel training;
- Regional performance metrics and safety standards; and
- Sustainable funding and coordinated process for efficient service operations.

Theme of Work Based on Committee Discussion

- Sharing of knowledge and resources about organizations in the committee
- Sharing of knowledge from local organizations
- Explore expanding tools and technologies relevant to ongoing work
- Provide additional information about retention of talent and changing service needs
- Desire to connect resources between organizations

Mobility Advisory Committee Administrative Goals

- Update Committee Roster
    - o Fill vacancies by 2024
    - o Create sheet to track membership terms

- - Create sheet to track attendance at meetings
- Review by-laws and potentially update membership section of by-laws to allow for rolling acceptance of new members during off cycle years for Section 5310 funding
- Discuss and evaluate the committee meeting setting to determine if the committee should be virtual, hybrid, or in-person only.
- Construct Organization Directory
  - Will include organization name, MAC category, and description of what they do
  - Will require a survey to be sent out to committee members to collect some information
  - (Second Half of 2023)

Potential Agenda Items

- Iris Rideshare Presentation from KCATA (June 2023)
- Section 5310 updates (Quarterly)
- MTM guest speaker (September 2023)
- 2024 Workplan Discussion to Prepare for 2024 Section 5310 funding process (December 2023)
- Spotlight Committee Organization (Quarterly)
- Potential By-law review (Second half of 2023, will require 2-3 meetings)
  - Identify and examine areas of the by-laws that are out of date and discuss updating sections to best serving ongoing and future committee work.

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Mobility Advisory Committee Administrative Goals

- Continuously update and maintain the membership roster to ensure that members maintain good standing as committee members. (Ongoing)
- Presentations and voting in of new members to the Mobility Advisory Committee

- Conduct a by-laws review with the goal of updating the committee by-laws to reflect the current structure and meeting schedule of the committee. (June 2024, to be voted on in December 2024)
- Construct Organization Directory (June 2024)
    - Will include organization name, MAC category, and description of what they do.
    - Will require a survey to be sent out to committee members to collect information about the organization, their representatives, and how MAC and 5310 supports their organization's mission.
- Potential update the Coordinated Public Human Services Plan to reflect data updates from the Connected KC 2050 update (Prepare for adoption with Connected KC 2050 in early 2025)

Potential Agenda Items

- KCATA mobility services update (updates about IRIS, RideKC Freedom and Freedom On-Demand Services) (Quarterly)
- Section 5310 updates (Quarterly)
- Spotlight Committee Organization (Quarterly)
- FFY 2023-2024 Section 5310 Call for Projects and Programming (All meetings in 2024)