OPEN MEETING NOTICE

Mobility Advisory Committee
Sara Davis, Co-chair and Jake Jacobs, Co-chair

There will be a meeting of the Mobility Advisory Committee, Wednesday, July 10, 2019 at 9:30AM in the Board Room of the Mid-America Regional Council Offices, 600 Broadway, Kansas City, MO 64105

AGENDA (Total Time: 90 minutes)

Procedural Business
1. Welcome and Introductions (5 mins)

2. Approval of Meeting Minutes (2 minutes)

Main Business
3. Link for Care update (30 minutes) (Jim Courtney and Linda Redford, Link for Care website team)
   a. Website demo
   b. How would website be useful to transportation providers and others?
   c. Gather feedback on transportation data needed/desired
   d. Next steps

4. KCATA updates (20 mins) (Lisa Womack, KCATA and Laura Machala, MARC)
   a. System Redesign Overview
   b. Microtransit pilot
   c. Freedom On-Demand Update

5. Driver Recruitment/training (15 minutes) (Jake Jacobs, EITAS and Sheila Styron, The Whole Person)
   a. Training sponsored by MPTA in Jefferson City on 10/29
   b. Trainings available locally specific to drivers who serve special needs populations

6. Software discussion (10 minutes) (Sara Davis)
   a. Members discuss types of software they use to track trips

7. 2018 FTA Section 5310 Update (1 minute) (Laura Machala, MARC)

Additional Business
8. Member updates (5 mins)

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.
MEETING SUMMARY

Mobility Advisory Committee

Sara Davis, co-chair
Jake Jacobs, co-chair

April 10, 2019

Meeting Summary

Procedural Business
1. Welcome and Introductions
   a. Neither co-chair was able to attend this meeting, so Laura Machala, MARC staff, officiated, and began the meeting with a round of introductions.

2. Approval of Meeting Minutes
   a. Meeting minutes from the December 12, 2018 meeting were approved.

3. MAC Administrative Updates and Discussion (Laura Machala, MARC)
   a. Meeting Frequency / Time: Ms. Machala discussed the results that pertained to meeting frequency and time from the survey that was distributed to MAC members and interested parties. Given the results, MAC will go from a bi-monthly to a quarterly meeting schedule and remain at the same time (9:30AM). It was mentioned that given that 2019 is not a programming year for 5310 funding, this schedule makes sense, but as the Committee gears up for another round of programming in 2020, the meeting schedule can shift back to a more frequent schedule.
   b. Co-Chair: Ms. Machala announced that Jake Jacobs of EITAS agreed to serve with Sara Davis as co-chair of the committee.

Main Business
4. MAC Purpose (Jim Courtney)
   a. 5310 Funding:
   b. Voice for persons with disabilities, older adults and low-income people:

   Jim Courtney, former MAC chair and current member discussed the historical purpose (representing older adults, persons with disabilities, and low-income people) and mission (to improve accessibility to goods, services, jobs, and places for the underserved) of MAC. Mr. Courtney also described the “tangibles” that the Committee has typically taken on:
   - Coordination of services
   - Identification of mobility needs
   - Identification of those who might be able to meet mobility needs
   - Identification of areas underserved and populations underserved
   - Be an advocate
   - Competitive selection process for 5310 funding
5. **MAC Survey Results** (Sara Davis, OATS Laura Machala, MARC)
   a. **Topics to focus on:** Ms. Machala discussed the results from the survey asking participants to rank topics of interest for the 2019 MAC work plan. From highest to lowest, topics were ranked as follows:
      - 5310 grant preparation
      - Improving awareness of available services
      - Additional funding sources/strategies
      - Inter-agency coordination strategies
      - Methods of increasing level of service
      - Discretionary grant support
      - Driver training/retention issues
   b. **Issues of interest:** Ms. Machala also went through the survey results asking respondents to rank issues of interest. From highest to lowest, topics were ranked as follows:
      - Understanding service gaps
      - Understanding provider needs
      - Education re: Coordinated Plan
      - Hearing about innovative/best practices
      - Education re: Federal 5310 requirements
      - Education re: MARC 5310 application
      - Hearing about grantee progress
   c. **How meeting time should be spent:** Ms. Machala discussed the results from the survey question asking how meeting time should be spent. Interestingly, respondents indicated they want 46 percent of meeting time spent on MARC/Expert Education, 34 percent on Grantee/MAC-Member Discussions, and 19 percent on Grantee Progress Reporting.

   Ms. Machala presented these survey results with the idea that they would inform the 2019 Workplan Discussion (item #6).

6. **2019 Workplan Discussion** (Laura Machala, MARC)
   a. **Based on Purpose and Survey Results discussions, what should be included in the 2019 Workplan?**

   At this point in the meeting, Linda Redford described the Link for Care website update and that she would like help from Committee members and attendees to first provide feedback on the types of data that would be useful to collect and then also providing that data about their organizations. Mr. Courtney emphasized that this revamped website will be innovative and at the cutting edge, nationally. Mr. Courtney mentioned that they would be following up with MAC to get input at the July 2019 meeting.

   Corey Stoltz said that she would be interested in driver trainings given that they have difficulties finding drivers who know the needs of the populations they serve. Lisa Womack mentioned that there are organizations in Kansas City that would do this type of training for free and that maybe we could get someone to present to MAC. Sara Shirk responded that emergency managers would be
interested in this training as well since they need to know which vehicles are needed or different individuals.

Jiff Huffman brought up the idea of having different groups talk about the types of software they use to collect data on trips. He mentioned that they use a software called Limo Wiz.

Jen Jordan-Spence mentioned to the group that it would be useful for Gardner if there were a non-digital resource that they could use in the city to make people aware of the types of transportation options that are available. Mr. Courtney mentioned that Olathe has used volunteers to get the word out and Ms. Womack mentioned that Justus Welker (with the UG) created a flyer. Amy Wright mentioned that door-knocking is effective as is information placed at libraries.

Sara Shirk, MARC’s Emergency Services Planner, brought up the issue of people with transportation needs having difficulty leaving their homes during a disaster/when a facility needs to be evacuated. She mentioned that she is working with her stakeholders to plan in advance by figuring out the capabilities of transportation providers in the region. Ms. Redford mentioned that the Link for Care website would a great resource for finding this out once it is updated. Roger Montero mentioned that EITAS has thirty-two 16 and 20-passenger vehicles with wheelchair access and can help. Linda Sharpe mentioned that when TMC gets vehicles through 5310, they check the box indicating that they can make the vehicle available for emergencies.

Ms. Womack mentioned that KCATA has developed a communication card for interaction with deaf (transit) riders. In a follow-up project, they are developing a modified card for taxis and paratransit vehicles and will want feedback on what should be on the card. Additionally, when asked she said KCATA would be happy to share the card template.

7. **Coordinated Plan Update** (Laura Machala, MARC): Ms. Machala provided a brief update on the coordinated plan. She mentioned that FTA recommends synching it with the metropolitan transportation plan (MTP). Given that MARC recently updated the coordinated plan in 2018 and is updating our MTP (Regional Transportation Plan 2050) currently, we will do a basic update (mostly data) and re-adopt the coordinated plan in spring/summer 2020 when we adopt RTP 2050. A draft will be presented to MAC at the December meeting.

8. **2018 FTA Section 5310 Update** (Canesha Gravely, KCATA): Canesha Gravely announced that a letter went out last week that agreements were executed. KCATA is getting a letter together for the board members to sign. The only other update is that since Open Options was acquired by Life Unlimited, the vehicle awarded to Open Options was transferred to Life Unlimited.

Ms. Redford asked what the effective date for reimbursements was and Ms. Gravely said December 12, 2018.

In terms of vehicle selection, Ms. Gravely stated that there would be 25 vehicle models to choose from and that next month grantees should hear from KCATA about the choices. A MAC member asked after vehicles are selected, what is the timeframe for actually getting the vehicles? Ms Gravely said she was not sure, but hopefully June/July.

9. **KCATA Updates** (Lisa Womack, KCATA)
a. **System Redesign Overview:** Ms. Womack mentioned that there was not much she could provide in the way of a System Redesign update. Ms. Machala mentioned that there would be more information at the next MAC meeting in July.

b. **Microtransit pilot:** Ms. Womack discussed that the Johnson County microtransit pilot began on January 21st and that the County is paying for it to operate for six (6) months. She said the trip counts were 109 in January, 1,232 in February and 1,639 in March. She mentioned that that idea is that this service could help replace some of the service that the County cut recently. She discussed that the original idea was to have riders walk a block or two to be picked up but that Transloc (the contractor) says it is not working this way—people want to be picked up at their location. They are still trying to group riders; especially given that the cost per trip is $19 or $20 per ride.

c. **Freedom On-Demand Update:** Ms. Womack said that there were 75,000 trips (in KCMO) in 2018 and so far 19,483 in 2019. This compares to 261,284 Share-a-Fare rides (for the whole metro area) in 2018. Ms. Womack mentioned that the Freedom on-demand app does not get used often—most people call.

**Additional Business**

10. **Member updates:** Jim Huffman mentioned that Open Options merged with Life Unlimited. Ms. Womack mentioned that Don Bowlin from KCATA met with contractors to talk about driver retention and recruiting and that they are getting a group together to look at a way to recruit people who want to serve older individuals and people with disabilities. She said that if others are interested in participating in this group to let her know.
## Attendance

**April 10, 2019**

**Chairs:**
Both absent

**Other Attendees:**

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<tr>
<th>Name</th>
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<tr>
<td>Amy Cox</td>
<td>Developing Potential, Inc.</td>
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<td>Amy Wright</td>
<td>Advocate</td>
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<td>Anne Miller</td>
<td>Don Bosco</td>
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<td>Canesha Gravely</td>
<td>KCATA</td>
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<td>Christine Daw (Hardison)</td>
<td>PCBS</td>
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<td>Corey Stoltz</td>
<td>Johnson County Mental Health</td>
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<td>Dan Ryan</td>
<td>Tri-County MHS</td>
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<td>Jen Jordan-Spence</td>
<td>City of Gardner</td>
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<td>Jim Courtney</td>
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<td>Jim Huffman</td>
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<td>Kim Greene</td>
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<td>Laura Machala</td>
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<td>Laurel Lucas</td>
<td>City of Olathe</td>
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<td>Linda Redford</td>
<td>KUMC</td>
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<td>Linda Sharpe</td>
<td>Truman Medical Center</td>
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<td>Martin Rivarola</td>
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<td>Mike Cubon</td>
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<td>Phil Hanson</td>
<td>Truman Heartland Community Foundation</td>
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<td>Robyn Cooper</td>
<td>CCD KC</td>
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<td>Roger Montero</td>
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<td>Sara Shirk</td>
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<td>Dr. Shelley Cooper</td>
<td>Diversity Tele-Health</td>
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<td>Sheryse Navarro</td>
<td>Common Courtesy Kansas</td>
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<td>Sue Hofmann</td>
<td>KUMC</td>
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<td>Twintenia Strother</td>
<td>City of Independence, Mo.</td>
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<td>Ty Nagle</td>
<td>Wilson Co.</td>
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