MEETING SUMMARY

Mobility Advisory Committee

Mary Hunt, Co-Chair
Sara Davis, Co-Chair

October 11th, 2017

Procedural Business

1. Welcome and Introductions (5 mins)
   a. Committee Updates
      i. Introducing new MAC Co-Chair: Mary Hunt, City of Independence

2. Approval of June Meeting Minutes (5 mins)
   a. Motion: Lisa Womack, KCATA
   b. Seconded: Jim Courtney

New Business

7. SilverRide Introduction (20 mins)
   a. Rachel Ohlhausen, SilverRide
      i. SilverRide has been active for 10 years, mostly in the Bay Area of California
      ii. Ms. Ohlhausen shared a promotional video from the company, which can be found here:
          • https://www.youtube.com/watch?v=B0RFDs8Bxk
      iii. Door-thru-Door video
      iv. Offer a ridesharing option now, started with own fleet but now expanding to a more TNC-like model
      v. Assisted Ride Services
          • Drivers are trained by physical therapists
      vi. SilverRide provides client-focused service
          • Drivers have access to case notes for each passenger
          • Each driver takes a pledge not to accept tips
          • Drivers are independent contractors
          • There are no gaps in insurance
             a. SilverRide’s insurance covers inside and outside the vehicle up to $1mil
             b. Each driver has SilverRide as their primary insurance provider
          • Each driver has access to a training app, which ensures that they are trained on providing door-through-door service for all ability levels
      vii. SilverRide now has a business license in the region and are ready to start piloting
          • Likely will start with independent contracts before expanding
          • SilverRide can tailor services to meet the needs of each contracting partner
   b. Jim Courtney: what are the costs?
      i. Ms. Ohlhausen: There are no set costs, but longer-distance trips are more competitive
ii. Tyler Means: Ride costs also include all services
c. Jim Courtney: How do you communicate with caregivers?
i. Ms. Ohlhausen: Each driver fills out a report which is accessible to the rider or their caregivers
d. James Stowe: Can we push you a little more on the cost question?
i. Ms. Ohlhausen: There isn’t a great answer for this market yet, but initial estimates suggest that SilverRide can provide services at 20-30% less than other similar services
e. Amy Wright: What payment options are available, since drivers aren’t allowed to take cash?
i. Ms. Ohlhausen: Mostly card, although other options are being investigated
f. Mary Hunt: Where else are you operating?
i. Ms. Ohlhausen: Just the San Francisco Bay Area
ii. Jake Jacobs: Why was Kansas City the next market for SilverRide?
   • Ms. Olhausen: KCATA has demonstrated their desire to be innovative, and generally Kansas City is supportive of entrepreneurial activities
g. Jake Jacobs: People with developmental disabilities are starting to live longer, and there are 4,000 alone in Jackson County. Do you do services for both older adults and people with developmental disabilities?
i. Ms. Ohlhausen: Yes, we provide services for both, and eligibility requirements may be set by the contracting partner
h. Amy Wright: Do you have set hours?
i. Ms. Ohlhausen: No, hours aren’t set yet in Kansas City

8. Coordinated Human Services Transportation Planning Process (20 mins)
a. Drew Stiehl, Mid-America Regional Council
   i. Presentation on Background and Proposed Timeline
      • MARC has been directed by the FTA to update the region’s Coordinated Public Transit – Human Services Transportation Plan (Coordinated Plan), which forms the basis of how FTA Section 5310 Funds are programmed.
      • The Coordinated Plan must be updated to meet the “Four-Pronged Test” outlined in FTA Circular 9070.1G:
         1. An assessment of available services (public, private, and nonprofit)
         2. An assessment of transportation needs for individuals with disabilities and seniors (outreach and data)
         3. Strategies, activities, and/or projects to address the identified gaps
         4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility
      • MARC Staff will be updating the plan in time to program the next two-year cycle of 5310 funds in April 2018.
      • The goals of the plan update process are:
         a. Update data analysis
         b. Incorporate new/old engagement into plan body
         c. Revise strategies to reflect new goals
      • Proposed timeline:
         a. By December 13:
            i. Committee will see results from outreach and data analysis efforts
ii. Committee will be asked to weigh in on new strategies for filling in gaps as identified by MARC staff.

b. By February 14:
   i. Committee will need to have reviewed and given feedback on the draft Coordinated Plan, and will need to recommend adoption of that plan by the RTCC

c. Feb-March 2018
   i. The RTCC, TTPC, and MARC/KCATA Boards will either approve or be informed of the Coordinated Plan

d. April 2018
   i. The 5310 Call for Projects is issued by MARC

ii. Public Participation Plan
   • MARC staff is planning on engaging older adults and individuals with disabilities as part of the Coordinated Plan update process.
   • This will be done through a survey and in-person meetings
   • The survey will be available in both online and paper formats
   • Draft survey questions were presented to the committee for review and feedback
     a. Jim Courtney: we should be asking users if they would prefer to expand existing projects, or creating new projects, and assessing satisfaction with new on-demand services
     b. Tyler Means: we need to be careful when engaging the public not to offer any empty promises or promises that can’t be fulfilled
     c. Carol Ramseyer: asking people if they have a documented disability is insufficient, maybe we can also ask if they have a self-identified disability. We need to identify people who are disabled but not being served
     d. Tyler Means: We need to be identifying geographic gaps in some way, as well as service hour disparities

9. Other Business (5 mins)
   a. Next Meeting: December 13th, 2017, 9am, MARC
ATTENDANCE

August 9\textsuperscript{th}, 2017

Co-Chairs:
Mary Hunt, City of Independence
Sara Davis, OATS Transportation

Other Attendees:

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<thead>
<tr>
<th>Name</th>
<th>Agency/Location</th>
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<tbody>
<tr>
<td>Joe LeVota</td>
<td>VA-LV</td>
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<td>Cathy Boyer-Shesol</td>
<td>MARC</td>
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<td>Dan Ryan</td>
<td>Tri-County Mental Health</td>
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<td>Stephen Powell</td>
<td>City of Shawnee, KS</td>
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<td>Phil Hanson</td>
<td>THCF</td>
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<td>Teresa Wolken</td>
<td>KCTG</td>
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<td>Tyler Means</td>
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<td>Lisa Womack</td>
<td>KCATA</td>
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<td>Chip Hillesheim</td>
<td>KC VA Medical Center</td>
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<td>Kim Greene</td>
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<td>Andrea Dutt</td>
<td>Don Bosco Senior Center</td>
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<td>Jen Jordan-Spence</td>
<td>City of Gardner</td>
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<td>Amy Cox</td>
<td>DPI</td>
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<td>Jim Courtney</td>
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<td>Jon Moore</td>
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<td>Linda Redford</td>
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<td>Jim Huffman</td>
<td>Life Unlimited</td>
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<td>Linda Sharp</td>
<td>Truman Medical Centers</td>
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<td>Sheila Styron</td>
<td>Whole Person</td>
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<td>Amy Wright</td>
<td>Mid-America Alliance for Access</td>
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<td>Lauren Solidum</td>
<td>Goodwill</td>
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<td>Jake Jacobs</td>
<td>EITAS</td>
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<td>Victoria Nelson</td>
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<td>Jay Robertson</td>
<td>Johnson County Development Support</td>
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<td>Carroll Ramseyer</td>
<td>City of Olathe, KS</td>
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<td>Augustin Sylvester</td>
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<td>Victoria Stracke</td>
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<td>Lori Smith</td>
<td>PSAC</td>
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<td>Dana Chatlin</td>
<td>The Farmer’s House</td>
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<tr>
<td>Rachel Ohlhausen</td>
<td>SilverRide</td>
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<td>Laura Machala</td>
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<td>Martin Rivarola</td>
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<td>James Stowe</td>
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