

Meeting Minutes

Dubuque Transit Action Group (TAG)

Date: Tuesday September 5, 2023
Time: 11:00 p.m. – 1:00 p.m.
Place: ECIA Zoom Meeting

TAG Members Present:

- | | | | |
|--|--|--|---|
| <input checked="" type="checkbox"/> Michelle Schmitt (Chair)
<i>HCBS Dir., Hills & Dales
(Kara Huss**)
(Ashley Robins**)</i> | <input checked="" type="checkbox"/> Bill Stumpf (Vice Chair)
<i>Parent Advocate, ICIE/Gen Pub
(Proxy Name)</i> | <input type="checkbox"/> Ann Morris**
<i>Special Projects Coordinator,
Crescent CHC
(Shawna Domeyer**)</i> | <input type="checkbox"/> Carol Gebhart
<i>Exec. Dir., Opening Doors
(Heather LuGrain**)</i> |
| <input type="checkbox"/> Dani Ettema
<i>Administrator, Sunnycrest Manor
(proxy Name)</i> | <input type="checkbox"/> Dan McDonald
<i>Dir of Existing Business, GDDC
(Nic Hockenberry**)</i> | <input type="checkbox"/> Ann McDonough
<i>RTA Board Chair, Dbq County
Board of Supervisors
(proxy Name)</i> | <input type="checkbox"/> Kelly Heysinger**
<i>Co-Owner & Therapist,
Unified Therapy
(Ann Pusateri**)
(Samantha Jay**)</i> |
| <input type="checkbox"/> Greg Zars
<i>Deputy Director, NEIAAA
(Stacie Speirs**)</i> | <input type="checkbox"/> Russ Stecklein
<i>Int. Dir., City of Dbq Jule Transit
(Jacob Ironside**)</i> | <input type="checkbox"/> Jenny Schrobilgen**
<i>Housing Specialist, EIRHA
(Michelle Huseman**)</i> | <input type="checkbox"/> Kelsey Wade
<i>Social Work Supervisor,
Human Services
(Traci Gael**)</i> |
| <input type="checkbox"/> Lori Anderson
<i>Transition Facilitator,
Dubuque Community Schools
(no proxy)</i> | <input checked="" type="checkbox"/> Margee Woywood**
<i>Dir. Of Mission Services
Goodwill Industries
(Mary Halfhill)</i> | <input checked="" type="checkbox"/> Paula Paider-Licht
<i>Dir. Comm. Building & Impact,
United Way Dbq Area Tri-States
(Danielle Peterson**)</i> | <input type="checkbox"/> Rachel Naderman
<i>Day Program Coord.,
Area Residential Care
(proxy Name)</i> |
| <input checked="" type="checkbox"/> Carolyn Schaefer
<i>Voc & Day Services Dir., ER ITP
(Robin Nims**)</i> | <input type="checkbox"/> Ron Axtell
<i>Dbq County Coord., HACAP
(Beverly Maas**)</i> | <input type="checkbox"/> Brenda Klepper
<i>Social Worker, Grand River MG
Tri-State Dialysis
(Kelly Kass**)</i> | <input type="checkbox"/> Vacant
<i>Economic Development
(Peosta)</i> |
| <input type="checkbox"/> Jackie Rae
<i>Economic Development
(Dyersville)
(proxy, Name)</i> | <input type="checkbox"/> Deanna McKusker
<i>City Manager
(Cascade)
(proxy, Name)</i> | <input type="checkbox"/> Colleen Pasnik
<i>Mary's Inn Maternity Home
(proxy, Name)</i> | |

Others Present: Jason Rubel, Ann Pusateri, Jason White, Shawna Domeyer, Stacie Spears, MLoeck

Staff Present:

- Chandra Ravada** **Stacie Scott** **Gail Kuhl**

*Non-Voting Member

**Voting member by Proxy

***Attendance by phone

Call to Order

The Dubuque County TAG meeting was called to order by Michelle Schmitt. Introductions were made at this time.

Agency Updates

United Way

Paider-Licht stated that UW is gearing up for the upcoming Over the Edge event, which will take place on September 15th.

Crescent

Domeyer informed the members that Crescent is developing one of their outbuildings into a wellness center for their clients. Domeyer also discussed how staff are seeing many clients being over income guidelines for Medicaid, so therefore no longer receive Medicaid which is affecting clients ability to get medical assistance and is very stressful for the clients.

Grant Updates

Aims Grant

Ravada informed the members most of the issues have been resolved and the finish line is getting closer. A few items are still getting ironed out; the automated online scheduling module is up & running, and the portal for the human service agencies to schedule their rides is currently up and running. Both of these software enhancements are running, and RTA is anticipating agencies and general public will take full advantage of these features.

Demo on Member Portal:

Kuhl demoed the QRyde member portal. Accessed it at RTA8.org. Schedule ride tab. User puts their username and password in and fills out information, origin/destination/apt time/date. Funding for these trips is “general public”. Kuhl proceeded to show how these trips are inputted/viewed in the QRyde software. Domeyer questioned how to have a “caretaker” added to trip. Kuhl stated that an escort should be an option to select. Pusatari questioned if Medicaid recipient’s trips could be scheduled using this member portal and Kuhl stated, “No”, those trips still are scheduled through their MCO insurance; however rides to wellness funding trips should be scheduled using this portal. Domeyer asked about client calling number if it’s their first time using to call the RTA number. After discussion it was concluded customers only need to call if they have issues logging in. Scott mentioned that each client needs to have their own unique email address in case there are multiple riders being scheduled by same person.

Facility Demo Portal:

Kuhl demoed the QRyde facility portal. Agencies that have elected to utilize this service have their own address link to access. Agency puts their username and password. Kuhl having difficulty accessing on Her end. Reconvened, Kuhl was able to access the portal. User puts their username and password in and fills out information, origin/destination/apt time/date. Kuhl demoed the “advanced options”. Kuhl stated QRyde IT were working in portal while demoing and unable to complete demo. Kuhl stated to reach out if anyone would like a personal demo.

Update on Summer rides:

Scott updated the members on summer rides are RTA is provided. The RTA has provided rides for the Jackson County Farmers Market and will continue through October 10. RTA saw uptick in general public rides provided for YMCA events, Little Shepherds daycare for events for the kids, and the Senior center trips. RTA received a grant from the city of Asbury and provided services for the annual Asbury Music in the Park event. Scott requested if any other members know of transportation needs to let the RTA know and they will get clients scheduled.

Ravada mentioned General public rides increased 150 percent. Ravada mentioned good thing about increase it kept us busy and bad thing we’re struggling for drivers, but overall well coordinated by RTA staff.

Other Topics for Discussion

Ravada noted that the DNR grant was not received that was discussed at last meeting. Couple options RTA is looking at van pool program for business sector of area and senior rides. Working with GDC to get back with list of employers that need the van pool program so RTA can get a contract with Enterprise. Hope to have a better understanding of the need by next quarter and will update.

Domeyer asked about section 8 application day coming up on Tuesday. Domeyer mentioned the city is requiring people to apply in person at the Multi Cultural Center and was wondering if the Jule or RTA is offering bus services for this. Scott mentioned nobody specifically reached out to coordinate special service for this but RTA will do any transportation requests and encouraged any riders needing services to use the member portal.

Domeyer also requested access to the facility portal for Crescent Community. Kuhl responded with a yes.

Ravada questioned if there are any trips not being accommodated by RTA. Schmitt stated on behalf of Hills & Dales thanked RTA for service and things are going very well. Schafer with Imagine echoed that they’re happy as well with the services provided. Ravada questioned Spiers from NEIAAA if they were needing anything—Speirs replied with NO. Ravada thanked Licht with United Way for their support.

Adjournment: Schmitt adjourned the meeting at 11:40 AM.