

Transit Action Group (TAG) Agenda
Tuesday November 21st, 2017 11am-1pm
ECIA
7600 Commerce Park
Dubuque, IA 52002

Meeting Minutes

Present: Peggy Pelton, Heather LuGrain, Jessica Bleile, Katie Bahl, Jennifer Meyer, Kara Huss, Bill Stumpf, Rachel Naderman, Debbie Devenuta, Debra Christiansen, Brenda Klepper, Dan Fox, Lori McKinley, & Tricia Wagner

TAG membership list passed around for updates. If you want to add someone let Tricia know and she will contact them.

RTA update: Tricia attended a Mobility Management training in Des Moines with representatives from all areas of transit across the country. It was stressed that people age 80 and over are the largest growing population and will be needing public transportation. Ideas for filling the gaps in transportation were discussed, and suggestions on ways to partner with the Veterans. Also attended mid-year IPTA meeting and last day there was a mobility peer panel, discussing creative ways to market the RTA and build partnerships.

Follow up to last meeting, Lori and Tricia attended the first council meeting for the Group Respite program starting in Delaware County, led by Stacey Elliot NEIAAA. Setting up a dementia specific group respite at the senior center in Manchester in 2018. Please share any names of individuals suffering from dementia or Alzheimer's and/or their caregivers who would be interested in the partaking in the program with Tricia or directly with Stacey Elliot: 563-587-4982, selliott@NEI3A.org. RTA will provide transportation, caretakers ride for free.

Tricia met with Bob and Mariko at Cozy Corner and encouraged them to attend the TAG meetings. Also looking to expand out in the counties, so let Tricia know if you know of anyone who would benefit from their program and she will coordinate with Bob, or you may call Bob directly.

Interstate Transit – Tricia and Lori are meeting with Kathy Gable in January from the Workshop in Galena to discuss interstate transit.

Discussed logistics around the upcoming Christmas Bus Decorating event. Each agency to decorate a bus, have a contest, get Telegraph Herald here for publicity and then go on trip to

Dairy Queen and through Reflections in the Park. Stay away from Wednesdays because of boot scooting!

Lori is going to put together a strategic plan from the Think Tank topic discussions done over the course of the TAG meetings. She will share this with the TAG when completed.

MCOs – transportation all dependent on the tiers, and then in turn the providers. RTA is still negotiating and figuring out what's best for everybody. Peggy Pelton mentioned that for all of Dubuque County, if an individual is going to an hourly provider, the Region will pay for the transportation if that individual qualifies.

Delaware County Connections is up and running, funding from United Way is available for rides through a voucher system for those who can't afford to pay for their ride. Looking to increase ridership so if know of anyone looking for a ride in Delaware County have them call the RTA.

Agency updates:

- Peggy Pelton at Delaware County Community Services – shared information on how to reach the Veterans. Each Legion takes ownership, but every month there's a VA meeting let by the Commissioners that are open to anyone. Commissioners bring a lot of great information and contacts, and are attached to a legion. Tricia and Lori will keep in touch with them, and continue to communicate with Randy Renison (key contact). Another good contact is Glen Gastman out of Iowa Works office, and Rick Earnst at UD with the ROTC center also.

RTA Think Tank: Lori's vision is to develop a 3-5 year plan for the RTA. Lori went through the PTP and survey results she sent out to TAG to determine 6 priorities:

1. Capital Replacement
2. Mobility Coordinator/Outreach
3. Technology
4. Services
5. Partnerships
6. Oversight

Today we focused on the last two, Services and Oversight.

Divided up into 4 groups. Each group looked at the topics from a different perspective than normally do. There was an Agency group, RTA Management/Dispatch group, RTA Driver Group and Rider/Consumer group. Ideas were discussed.

Services:

- Rides to specific places for groups of individuals
 - Walmart night
 - Grocery store night
- Partner with local organizations who could provide vouchers
 - Churches, can they give vouchers?
 - Opening Doors, if they had a pot of money designated to RTA, RTA could provide discounted rides to anyone going through their organization
- Vans – help with driver recruitment, don't need CDL (some mentally ill people refuse to ride a bus)
- Expand into nights and weekends
- NICC – CDL program (entry level), partner with them for drivers - Internships
- Driver make sure someone is home to hand of the rider
- Modify mission statement to reflect current environment (likely our next TAG project)
- Ad campaigns – crazy, fun stuff to get people to the RTA website like Jewel is doing with Blue Lobster, etc.
- Advertise “Like/Share” for Face Book comment on advertising pieces to get free bus passes
 - Get a young intern from local college to be social media expert
 - Using them to put together a total marketing package
- Gift ideas – gift certificates available
 - Bring to next TAG!
- Eat while we work

Oversight/TAG/Safety Security:

- Training the drivers on mental health, crisis prevention and recognizing identifiers in riders
- De-escalation training and prevention methods
- Mental Health First Aid – recognizing behaviors
 - Training available, Regions can pay for this (Peggy Pelton)
 - RTA can contract with ARC and include drivers in their training program
 - Abby Mental Health also provides Mental Health First Aid for free

- Delaware County providing a two day training, 8 hours total, pick the hours/topics most appropriate
- Shelter, people waiting outside
- Communication back and forth when rides are cancelled and why
- Focus on riders, opening up to make sure people know for everyone, make more aware of the RTA being available to them
- Safety committee
- Routine inspections
- TAG sit in with Dispatch and report back to their agencies and consumers, possibly even as part of TAG meeting
- More follow through – formal plan from TAG
 - Action items
 - Report back what everyone is doing
- Dispel rumors of RTA closing, etc.
- Expand TAG – wider reach
- Rotating meetings to other areas/counties – take the RTA bus!
- RTA doing what we say we are
- Bring any issues you hear to the RTA because we may not have heard it and can address it if we are aware

Next meeting: January 16th, 2018. Tricia will send out email reminder requesting rsvp a week prior.