

ROSC Consortium Meeting Minutes

December 16th, 2024

Attendees: Michelle Dettwiler, Brittney Card, Lindsay Minor, Elyse Shoen, Ariana Hales, Derrick Tiburzi, Jon Magnuson, Jen Carron, Adrienne Edwards, Jennifer Odle, Steve Bryant, Greg Santoni, Shelley Miller, Carrie McKinzie, Keppen Clayton, Erica Petcher, Chas Swearingin, Carman Lanham, Savannah Holthaus, Madison Waters, Jill Wright, Monique Brunious, Sam Brown, Amy Shephard, Paula Campbell, Charity Griggs, Lauren Davidson, Amanda, Julie Pohlman, Miranda Smith, Kelly Jefferson, Hailey, Helena Viehwig, Taylor Brazel

Facilitated by: Brittney Card

Tech: Michelle Dettwiler

TOPIC: Transportation.

Brittney: Introductions and Welcome

Elyse: Introduced the new CRSS hire Ariana Hales and her position at St. Francis Way Clinic.

Utopia Board Updates: Lauren is almost finished with her goals.

Derrick T: Went over Agenda. What is MCPT?

A public transportation provider that was established nearly 15 years ago and is funded through IDOT. We are a “Curb to curb” public transportation provider, we are not an ambulance service, but we can get people to their medical appointments. Senior riders can ride with no cost to them if they are over the age of 60. We do not receive any funding from the county, and we are all grant funded through the state and federal level. We provide non-emergency public transportation.

MCPT Fees: same town is \$3 each one-way trip, outside of town but still within Macoupin is \$5 each one-way trip. We can offset some of those costs with federal funding. Out of town is \$7 for each one-way trip. Outside of the 10-mile radius is \$12 each one way trip. Children 5 and under are free but must be accompanied by an adult. There is a NO SHOW fee which is \$3, if you cancel within 24 hours there are no fees. Medicaid or managed care recipients, no charge out of pocket but they must make the necessary phone calls and follow specific guidelines to get that no fee.

Policies: Passengers are required to prepay for their services. We accept cash but that must come through the office, we also have a cash pass or E pass. Payments can also be accepted over the phone for debit or credit. Prior approval is required for medical appointments if clients are Medicare/Medicaid insured. All our buses and minivans are ADA equipped. There is no fee to have an additional escort for those that need extra assistance. We cannot take them to the door though, we are a curb-to-curb service. In the county rides must be scheduled within 24 hours and our out of county rides must be scheduled 72 hours in advance. I don't always stick to those rules though, if we have availability, we will work something out.

Question: Do you still have standing orders?

Derrick: Yes, we do! We have several contracts in place with different agencies to offer continued scheduled rides for their residents.

Rides can be scheduled through our dispatch office, and you must provide date, time, and location, also mobility status and if they need an escort.

Medicaid Recipient: First thing is contact 1st Transit. The client must provide the necessary information to them (Name, date of pick up, insurance) then 1st Transit will give them an authorization code. Then the client would call MCPT and provide the same information they gave to 1st Transit and give us the authorization code that was given to them. Once we get that code, we will set up the scheduled ride. Client will also get a reminder phone call the day before.

Clients shall provide the MCO with all necessary information and they should also request Macoupin County Public Transit be their specific service provider. That is extremely important when requesting a ride. There have been recent issues in the past because Macoupin does not offer Lyft or Uber, so there has been confusion and denial in the past. We can offer help with that, but the client needs to request that MCPHD be their service provider.

Question: Do you offer outside resources if you are full or have no rides available?

Derrick: No, I will do what I need to do to make sure everyone can get a ride. We have several drivers, vans, and buses available and should be able to figure something out.

Macoupin County is not a service area for Uber or Lyft, so MCPT will provide service to anyone if the ride originates or ends in Macoupin or Montgomery County. Our operating hours are from 6am – 6pm. I always recommend clients be ready 30 minutes prior to their scheduled pickup because there are times when we are early, and I want clients to be aware that they may be riding with other passengers. We are a true public transit. A ride can be scheduled up to two weeks in advance.

Question: Can riders have people with them like family?

D: We don't charge for up to one escort, so yes, they are allowed to have people with them.

Q: Have you guys done any trials on a fixed route?

D: We have and currently we are on a "demand to ride" route. With a fixed route there is a lot of red tape to go through. We thought about moving in that direction there for a while and IDOT advised against it for the time being but that is something we are looking to get going eventually.

Q: Is there a voucher system we can help with for those who don't have the money?

D: Illinois Valley offers a cash pass to help those who don't have the funds, and we just deduct it out of their account. We call the agency and inform someone that so and so person was asking to use the cash pass, and we have to verify with the agency before we can give the ride.

Brittney: Thank you, Derrick, for all that you do with MCPT and hopefully we can work together in the future to do a fundraising event for MCPT.

Brittney: Updates on the Community Survey. As of Monday, we have up to 220 completed surveys entered into Qualtrics. Thank you all for your help with distributing the QR code flyers to your organizations and getting people to complete those surveys. Michelle and I have been boots on the ground distributing the flyers and we have been to 6 different cities and 60 locations to drop those off. We have 19 more cities to go to so hopefully there will be another good influx in completed surveys. We expect lulls occasionally but so far are on track to hit our goal.

Brittney: Are there any community updates?

Elyse: Spoke on updates with the grants we're working with and how we're fulfilling those grant promises.

Michelle: Spoke on being more actionable and joining the Events Planning Committee meeting with directly follows the Planning Committee Meeting the second Monday of every month via zoom.

Brittney: Spoke on the possibility of doing some of those meetings in person because Zoom meetings can lose their drive and focus, so she stated that they may be working on setting up a Quarterly in person meeting.

Brittney: Our next meeting will be Monday January 27th at 2pm here at Beacon Church and via Zoom. If you are not getting the ROSC Consortium emails and would like to, please reach out to myself or Michelle and we will get you added to our email list. January's topic will continue on the barrier of Transportation, and we will hopefully have another guest speaker from another Transportation Organization, we are just waiting for confirmation.

Thank you all for joining and have a safe and Happy Holiday Season!