

## ACCESSIBLE TRANSPORTATION COMMITTEE MEETING

### LANE TRANSIT DISTRICT

Tuesday, May 15, 2018

Pursuant to notice given to *The Register-Guard* for publication on May 8, 2018, and distributed to persons on the mailing list of the District, the Accessible Transportation Committee of the Lane Transit District held a meeting on Tuesday, May 15, 2018, beginning at 10:00 a.m. at the Next Stop Center, 1099 Olive Street, Eugene, Oregon.

Present: Pete Barron, Chair  
Stefan Kwiatkowski  
Rachel Jacobsen  
Ruth Linoz  
Ed Necker  
Hoover Chambliss  
John Ahlen  
Cosette Rees  
Chris Tovey  
Deirdre Nail  
Paul Blaylock  
Josh Haring  
Aurora Jackson  
Kris Lyon  
Scott Whetham  
Michelle Buie  
Dave Daley  
Jason Higham  
Renee Jones  
Heather Lindsay  
Jeramy Card  
Tom Schwetz  
Bret Smith

Absent: Tim Shearer

**CALL TO ORDER/ROLL CALL** — Mr. Barron called the meeting of the Accessible Transportation Committee (ATC) to order. Those present introduced themselves.

**COMMENTS FROM THE CHAIR** — Mr. Barron announced that there would be two additional items on the agenda.

**AGENDA REVIEW** — Mr. Barron stated that one item to be added involved a customer with an issue with the bus stop at 18th and Peppertree. Ms. Rees added that there would be a brief presentation about the Comprehensive Operations Analysis after Annual Route Review.

**AUDIENCE PARTICIPATION** — None.

**MOTION APPROVAL OF MINUTES** — Ms. Linoz moved to approve the April 17, 2018, minutes of the Accessible Transportation Committee meeting. Mr. Blaylock provided the second.

EXCUSED: Shearer

Route 33 - Jefferson - 30 minute peak service will remain, while frequency could change to 60 minutes during off-peak times.

Route 41 - Barger/Commerce - Eliminate some midday, low ridership trips.

Route 51 - Santa Clara - Bret Smith explained that routing will change to spread the routes out more and to better serve senior housing. In response to a question from Mr. Necker about the inbound 51, Mr. Smith added that new stops will be added for getting off between 5th and 6th.

Route 55 - North Park - Two low-demand trips will be removed.

Route 73 - UO/Willamette - Low ridership trips will be removed, and 30 minutes service maintained.

Route 78 - UO/Seneca - Frequency will be changed from 30 to 60 minutes.

Route 79x - UO/Kinsrow - Frequency could change to remove less productive weekday trips.

Route 81 - LCC/Harris - Routing could change from Harris to Hilyard and could change to 60 minute frequency.

Route 82 - LCC/Pearl - Frequency could change from 10 to 20 minutes and 20 to 30 minutes on weekdays based on demand.

Route 85 - LCC/Springfield - Weekday frequency could change from 30 to 60 minutes in the middle of the day.

Route 95 - Junction City - Could combine the last two weekday trips based on demand and change Saturday service from four to three total trips.

Other changes that were considered but are not being made:

- Route 98 - Cottage Grove - Routing change would have eliminated in-town routing through Cottage Grove on weekdays.
- UO Football Service - Discontinuing special service to UO football games.
- Holiday Service - Possibly remove service on 4 holidays: New Years, Memorial Day, Independence Day, Labor Day.

Mr. Schwetz announced that the public may comment on the proposed changes from May 7 - June 7 by calling LTD, emailing LTD at [LTD@ltd.org](mailto:LTD@ltd.org), at the public hearing May 16, 5:30 pm, and in person at tables set up at stations. Mr. Schwetz confirmed, in response to Ms. Jackson's question, that the LTD Board will adopt route changes at their June 20 meeting. Therefore, the public may actually comment until June 20.

Heather Lindsay added that people can comment through the website, and Ms. Rees added that people can also come in to customer service to get printed information and give feedback.

Mr. Necker wondered whether funding is necessitating service cuts. Ms. Rees replied that in the short term, it is to some extent. LTD is looking for long term sustainability to serve the community. Mr. Haring asked what percentage of revenue from the UO football service offsets the cost of that service. Mr. Schwetz responded that it is around 20 percent and that the college does not offset it.

Mr. Blaylock raised a concern about bus routes on Washington and Jefferson crossing the train tracks and the delays that can cause. Mr. Smith explained that those routes have to cross the

tracks in order to service 1<sup>st</sup> Street. Mr. Necker interjected that if you take route 51, you need to allow time for the possibility of getting stopped by a long freight train rather than relying completely on bus schedule.

Mr. Blaylock also wondered if LTD has considered adding midday trips to route 98. Mr. Schwetz replied that with the resources they have right now, they need to focus only on the commuter trips.

Mr. Ahlen stated that LTD and service planners are sensitive to issues impacting older people and people with disabilities and want to hear feedback from groups like this. They are well aware of issues around stability of service for people with disabilities, and they aim to ensure stable and consistent service. They know even small changes can have big effects on some people.

Ms. Linoz inquired about any development projects on horizon between now and the end of next years' service plan with respect to how service changes might affect some areas. Mr. Schwetz replied that there are no large starts to service planned in next year. Development processes are moving ahead with the City of Eugene that are several years out in terms of implementation. Ms. Linoz asked if there are any housing developments or clusters that are low income or senior housing, and Mr. Schwetz explained that there continues to be that kind of housing going in around the region, and all of that development is considered for connectivity.

Ms. Linoz inquired about a project in the River Road area, and Mr. Schwetz mentioned some development in the Hunsaker area involving a smaller number of units. Ms. Linoz asked further about service that had been dropped in a particular area of River Road, and Ms. Rees mentioned single family developments farther out in farmland areas. Mr. Schwetz reported that the City is looking at industrial development around the airport as part of urban growth boundary adjustments, but there are no big projects that will create ridership demand right away.

Mr. Necker wondered about the timeline on the new River Road Station, and Mr. Schwetz responded that it is expected to be operational in 2022.

Ms. Jackson summarized the goals of proposed service changes. She stated that the biggest changes are the COA and trends in the industry. LTD wants to position itself to respond to changes the community has in how they move (e.g., Uber and Lyft). The key question is how transit responds to people's needs, not the opposite. LTD needs to be well-positioned to say this is how people move, and this is how we can respond. The COA is the foundation for figuring out how to look at it as universal access. The first part is positioning LTD financially to respond to needs. Then in the next 6-12 months, those concepts can be introduced. Uber and Lyft are coming in the summer and need to be considered. LTD has a lot of information but still needs to analyze and format it. Many new possibilities are available, and LTD needs to get to the point of being ready to adopt them.

Mr. Chambliss spoke about a personal experience in which he was charged \$600 for an out-of-town one day round trip. He used this as an example of a need for solutions for day trips, trips to airport, etc., that are accessible and affordable to everyone. He emphasized solution-oriented transportation that can fill in the gaps.

Ms. Jackson asserted that Ms. Rees is making sure everything LTD is looking at has universal access. The focus is on how people move, not how buses move. They are sorting through different layers of information.

In response to a concern raised by Mr. Kwiatkowski, Ms. Jones stated that the proposed route changes would most likely be up on the LTD website the following day. Ms. Rees added that there will be opportunities for public comment beyond the public hearing.

Ms. Jackson clarified that the LTD Board of Directors looks at the big picture, on a policy level, not individual issues. The staff continues to modify details as they get public input. Even after a schedule is published, details can be changed. The Board looks at overall and policy implications. If you have a detailed question, it is best to talk to LTD via email, phone, or in person. The public comment period has to be through the moment before the Board votes. The Board has the responsibility to address any concerns, and June 20 is when they will vote.

Ms. Linoz remarked that since the game is changing, it would be nice to have a presentation about how the economy and business of public transit compares to the business of transit alternatives. It would help to see limitations that exist before it is assumed that public transit can morph into something it can't. Mr. Barron responded that the introduction of Uber and Lyft is less about the service and more about the use of cell phone technology for scheduling and billing. Ms. Linoz pointed out that the concern is about the assets a company has to support, regardless of whether a ride gets scheduled. For example, Uber and Lyft drivers are not counting on particular rides to pay for overhead costs. She would like to be more aware of what is happening and impacting LTD and other service providers. Ms. Rees agreed that presentations about various technologies and service delivery methods are a good idea.

Ms. Jackson added that there are locations in which transit agencies are in their pilots and have results, and LTD staff members are making trips to look at those systems and how they are working. Before introducing a new program to the Board, staff need to have access to those communities and assess the programs in action. Mr. Kwiatkowski suggested looking at Houston as an example.

**COA (COMPREHENSIVE OPERATIONS ANALYSIS): "TRANSIT TOMORROW"** — Mr. Schwetz announced that consultants are helping with the COA. One from Portland, Jarrett Walker, is helping on the technical side, along with sub-consultants. On the public engagement side, they have Gene Lawson & Associates. The consultants have been doing data gathering so far. In about 8-10 months, the Board will make decisions around analysis and outreach that have been done. They will look at several scenarios to help LTD evolve its network, including moving away from a hub and spoke network toward a more transfer based system for more direct service. Coming up, there is a stakeholder workshop in the next couple of months, and people from this group can participate. This group will be updated as the process continues. The COA project involves looking comprehensively at how LTD operates, new ways of employing technology for fare management and other tasks, and new service models for more coverage and cost-effective service.

Mr. Necker mentioned that service to the airport is an issue, in that various efforts have not worked. Mr. Schwetz responded that airport service is successful where transit service to an airport that is on the way to somewhere else. Right now, there is very little transit market past the airport. As the city expands and increases employment in that area, there may be away to extend transit more successfully to the airport.

Ms. Rees reported that Tom Schwetz or other staff will be coming to this meeting again as the COA progresses. She reminded the group that stakeholder events are coming up, at which time this committee should be represented, and she suggested that Mr. Chambliss, Mr. Necker, and/or Mr. Barron may want to attend and be advocates.

Mr. Barron encouraged all group members to talk to their constituents about route changes and obtain feedback from people who will be affected.

**ADDITIONAL COMMENT** — Mr. Barron raised a concern from a constituent about the bus stop at 18th and Peppertree, near Churchill High School. He mentioned that when the bus stops there, it blocks the view to the East of cars coming and going. This is hazardous with all the traffic and the kids coming in and out of the school. He said that he is wondering if that bus stop could be moved to a safer location (the outbound bus stop on Route 36, opposite the high school). Mr. Schwetz responded that LTD can definitely look at moving it.

Mr. Blaylock inquired about whether a bus stop on Route 41- Barger is being moved. Mr. Schwetz replied that ODOT and the City of Eugene are working with LTD on that, and they have designs for it, so it will be moved soon. **Mr. Blaylock requested that a 1:00 p.m. trip be added to Route 98 as opposed to a midday trip.**

**FARE MANAGEMENT** — Ms. Rees reported that LTD is now looking at Fare Management, and there are many opportunities to improve customer experience. LTD is now in the early stages of looking at available technologies and at what the community wants to get out of a fare management system.

Currently, the fare management system includes paper passes, cash, bus passes from employers, and many other ways people can access the bus. The down side of the current system is that it involves lots of different methods, and it is hard for people to access some programs. LTD is looking at the possibilities of tap cards, a mobile app, radio frequency embedded in cards, etc. Ms. Rees emphasized that she wants to concentrate less on specific technologies, and more on what the priorities are for the community and what should be considered.

Mr. Kwiatkowski expressed that it is important not to get rid of cash as a payment method, and if tap cards are used, to make sure the technology works very well.

Ms. Linoz wondered if a new fare management system might be an opportunity for sharing over different provider systems to make it more seamless. Ms. Rees responded that while it would be initially launched on just the fixed-route system, the goal is to expand it to other providers as well.

Ms. Rees continued that she will put out a request for information: What do we want to accomplish, without dictating what the technology should be? LTD hopes to implement a new fare management system next spring or summer.

Mr. Necker mentioned the importance of accommodating those who get on the bus backwards if there is a physical place to tap a card. He wears his pass on a lanyard. Mr. Chambliss added that there needs to be a hands-free method to capture the transaction, decreasing the need to fumble around for change or a card. Ms. Rees remarked that some providers use a Bluetooth, so you do not have to be right next to a particular capturing device.

Mr. Necker wondered if new technology would replace the door counter system, and Ms. Rees responded that there is no intention of eliminating that, but it could support those counters. Mr. Barron clarified that LTD could still keep track of the numbers of different kinds of riders, and Ms. Rees affirmed that this data is important. The planners want to plan the service according to the needs of the community.

Ms. Linoz posited that with respect to implementation, one of the benefits is this becomes a marketing tool to identify groups of people who are users and locations within the system. She raised the issue of UO students who continue to use UO student bus passes after having completed their classes. A better system might allow more accurate monitoring of these situations. Ms. Rees

responded that there is a meeting coming up with UO to talk about that issue, such that UO can verify regularly who is eligible to use UO passes.

Ms. Jacobsen spoke about tap cards, suggesting that providers in the community need to be able to allow for funds to be loaded onto tap cards by a third party in a condensed time period. S&DS buys ticket packs for people. Additionally, she suggested that it would be best if a new fare management system be extended to multiple providers as quickly as possible. RideSource is most frequently requested for her clients. It would be good to use the same system throughout Lane County.

Ms. Linoz suggested that for seniors who don't like to use new technology, there should be a time period when another person can help them and troubleshoot.

Ms. Jacobsen clarified that a new system would involve a fare option, but not the only payment method that would be accepted. Ms. Rees affirmed that LTD is not considering going cashless.

Ms. Rees continued that LTD will develop processes and policies around the fare management system (e.g., if it depends on Wi-Fi) for extended areas, such as out on the McKenzie. They will be doing demonstrations for various potential technologies and will ask agencies and individuals to come to demonstrations and try things out. The tap program just implemented in Bend also has mobile app. Medford and Bend have the same system and can use the same tap card, so LTD might be able to use a system that extends beyond Lane County, such that riders could use a tap card in other areas. She added that they could do a presentation to this group on the different technologies available and how they work. Mr. Whetham mentioned that the accessibility and cost of each kind of technology is important information.

## PROGRAM UPDATES

**Lane Transit District** — Mr. Ahlen announced that new pedestrian railings are in place at Wallace and Commerce on West 11<sup>th</sup>. Ms. Rees clarified that this is a two-cycle crossing, and creating a barrier gets people to pause and alerts them to two-cycle crossing, so they stop in the middle of the street rather than continuing to cross all the way on the first cycle.

**RideSource Call Center Advisory Committee** — Ms. Lyon reported that the advisory committee was going to meet last week, and there would be a transportation meeting soon to discuss software and the one-on-one provider meetings

**RideSource Call Center** — Mr. Daley reported that the software vendor has made fixes to increase reliability. Now they have the best telephone performance possible, and they are just about at full compliance with the Trillium requirements for answering the phone. Customer service reps can now focus on providing customers with good service rather than worrying about a technology crash. The crash problem is almost eliminated, and the software is much better overall. Reimbursements for mileage for Medicaid customers are all covered. They are now attacking errors in booking. They used to have 30% errors, making it such that LTD couldn't bill trips to Trillium. They have made a lot of progress and are aiming for almost 100 percent correctness. There is still work to do with respect to documentation reporting and compliance reporting. The documentation is mostly operational, and some relates to compliance elements with Medicaid service. They need to be prepared for Medicaid audits.

Mr. Daley also announced that he is retiring as of July 6, 2018.

**RideSource ADA Paratransit** — Mr. Tovey reported that from the internal side, they are just fine-tuning some things, and they have a bid coming up in a month. Mr. Daley mentioned that Mr.

Tovey has made progress in the area of productivity vs. on-time performance. They wanted him to be able to look ahead of time and know when the service would be overbooked, so they can book rides with other providers. Mr. Tovey spent a lot of time with internal resources, pulling data for next-day rides each night to predict trends. Mr. Daley explained that paratransit services are based on the number of trips done per hour. Ms. Nail added that she sometimes covers for support staff and doesn't always know she is going to cover a shift until the night before. She wondered how to access information about a ride when it is booked the night before. Mr. Daley mentioned that you must have 3 of 5 HIPAA identifiers, and all call takers need to be educated about this, but she should speak with a lead if there are issues. Ms. Rees added that it would be useful to have the first 3 questions be consistent.

**South Lane Wheels (Cottage Grove)** — Ms. Linoz had nothing to report.

**Florence Rhody Express** — Mr. Haring reported that for the Rhododendron Festival, Florence provides 24 hours of free service, and some of those hours will use Rhody Express. This involves free transportation home within city limits, and last year it served 200+ passengers in a night. The bus was in the parade last year and will be again this year. LTD has donated the free hours as part of a partnership with the City of Florence. They also provide a free 4-hour park and ride on the 4th of July for the air show and car show. Rhody is reimbursed for its free service. Mr. Haring added that Florence to Yachats is only gap in public transportation on entire coast. He got the bid and will run a pilot program Florence to Yachats. They have a bus coming, and he will report to this Committee as soon as it is up and running.

**Oakridge/Diamond Express** — Mr. Higham reported that everything is going well, and they are getting an updated bus soon.

**White Bird Clinic** — Loretta McNally was not present.

**Alternative Work Concepts** — Ms. Nail reported that three weeks ago, they went to South Eugene High School and gave a presentation about travel training and LTD in general for transition students. Travel training is offered to "transition" students, i.e. special education students.

**LCOG Senior & Disability Services** — Rachel Jacobsen reported they S&DS had its first training on using Novus for transportation assessments. The training brings transportation assessors from 3 agencies (AWC, White Bird, S&DS) together. Ms. Jacobsen further reported that S&DS migrated to Office 365, and it has been mostly a good transition, but there are some glitches still being ironed out. This migration has also impacted phone system a little bit. She added that since last October, there have been many changes regarding how Medicaid in-home services are calculated and provided for clients, i.e., how they measure the number of hours of services provided for clients and how services are provided. There has been a lot of uncertainty since October about this, and advocates have been talking to people. Last week, they concluded that dating back to October, there will be a large number of clients who receive new notices in the mail. Many outcomes will be positive, but people need to open their mail, and it will be confusing. She encourages communication with case managers. Case managers will be doing many months of redetermination within weeks, so they will be very busy. Changes will be very impactful for a lot of clients who have in-home services provided through Medicaid. These are clients served by S&DS who (a) meet the service priority level of nursing home level of care, and (b) receive services through Medicaid. There is ongoing redetermination, rolling out to clients starting May 21st, in a condensed period of time for redetermination. Ms. Jacobsen is not sure how long this process will take. Benefits are frozen at a status quo, favorable level until otherwise determined.

**LILA** — Tim Shearer was not present.



**NEXT MEETING** — The next meeting was scheduled for Tuesday, June 19, 2018.

**ADJOURNMENT** — Mr. Kwiatkowski moved to adjourn the meeting, and Ms. Linoz seconded the motion. The motion carried unanimously. Mr. Barron adjourned the meeting at 11:55 a.m.

*(Recorded by Rachel Burstein)*