

MINUTES OF MEETING
ACCESSIBLE TRANSPORTATION COMMITTEE
November 15, 2016
10:00 a.m. – 12 Noon
Next Stop Center
1099 Olive Street, Eugene

Members Present:

Peter Barron, Chair
Ruth Linoz
Bill Morganti
Paul Blaylock

Annie Saville
Stefan Kwiatkowski
Aline Goddard
Josh Haring

Staff:

John Ahlen
Kris Lyon

Cosette Rees
Jeanne Schapper

Guests:

David Braunschweiger
Dave Sedgwick
Janice Friend

Fred Stoffer
Lise Schellman

Members Absent:

Rachel Jacobson
Scott Whetham
Ed Necker
Tim Shearer

April Wick
Hoover Chambliss
Eleanor Mulder

CALL TO ORDER: Mr. Barron called the meeting to order at 10:06 a.m.

INTRODUCTIONS, ANNOUNCEMENTS, AGENDA REVIEW: Those present introduced themselves.

AUDIENCE PARTICIPATION: There was no one wishing to speak.

ITEMS FOR ACTION:

A. Approval of Minutes: September 20, 2016

MOTION: Mr. Morganti, seconded by Ms. Linoz, moved to approve.

VOTE: The MOTION was approved as follows:
AYES: (8)
NAYS: None
ABSTENTIONS: None
EXCUSED: (7)

B. RideSource Call Center No Show Policy and Procedure:

Ms. Lyon presented the current No Show Policy. A scheduled trip is considered a *No Show* if the vehicle arrives at the designated pickup within the scheduled pickup window and the customer:

- is not present and does not appear within five minutes of the vehicle's arrival, or
- is present but is not ready to board within five minutes of the vehicle's arrival, and the vehicle leaves without him/her, or
- is present but is not intending to travel, and failed to cancel the trip before the vehicle's arrival (late cancel)

The No Show Policy and Procedure was flagged for review by Special Mobility Services, with updates drafted for review and approval by the Accessible Transportation Committee.

The new policy is based on a pattern or practice of *no shows* by calculation instead of number of days. A preponderance would be three *no shows* out of 30 trips, and greater than or equal to 6 percent of total trips during the time period. This change would bring the system into a more balanced and equitable process. There also would be a specific potential process to notify customers. If a customer showed a pattern, they would look into a tiered system of consequences instead of a 30-day suspension on the first offense. This method could provide more flexibility to LTD as well as offer customers with an opportunity for appeal to LTD for special circumstances without immediate disruption to their daily lives.

Mr. Morganti brought up his personal experience when RideSource had repeatedly left him at dialysis because his treatment ran late. He asked if that counted toward a *no show*. Ms. Lyon responded that was not a *no show* because it was outside of Mr. Morganti's control. In that situation, he should call RideSource.

Ms. Linoz asked Ms. Lyon to cover procedure, specifically No. 2 in the packet. Ms. Lyon explained that clients must give a cancellation within the two-hour time frame. Ms. Lyon clarified the "two hours" was the appointment, not pick-up time. Mr. Kwiatkowski and Ms. Linoz suggested a policy change to "two hours prior to pick-up time" instead. Ms. Lyon noted the request.

Ms. Linoz and Ms. Lyon discussed the process for return trip cancellation policy. Ms. Linoz asked for a procedural update to dispatch in order to adjust the internal process.

Ms. Lyon clarified this policy is only for ADA paratransit trips; Medicaid would have to have a completely different process. This was only a program policy change for ADA paratransit. She referenced Page 3 of the policy. Ms. Linoz affirmed there was oversight of the policy and programs. It was suggested that the policy read two hours before the “scheduled appointment” instead of the vehicle’s arrival time.

Ms. Lyon added that once an updated policy change was finalized, the policy and process will be posted on the LTD Website and in *Ride Guide*.

MOTION: Mr. Kwiatkowski moved that the Accessible Transportation Committee approve the draft of the No Show Policy and Procedure as amended, and recommended it be adopted by Special Mobility Services; Mr. Morganti provided a second.

VOTE: The MOTION was approved as follows:
AYES: (8)
NAYS: None
ABSTENTIONS: None
EXCUSED: (7)

ITEMS FOR INFORMATION:

A. Lane Coordinated Public Transit - Human Services Transportation Plan Update:

Ms. Lyon presented a draft of the 2017 update. She noted that everything in blue was an update. She added that this was only a draft and there were many additional changes to be made. The draft of the Plan document was last updated in 2013. It was timely to begin the next round of updates to coincide with the work of the Discretionary Grant Subcommittee.

Mr. Morganti inquired about several values in the report; Ms. Lyon responded that there were many items to update as this was an early draft. She affirmed there were many changes to be made.

Ms. Linoz inquired about Page 2, “cross cutting:” should that be cost cutting? Ms. Lyon confirmed that it was an error.

Ms. Lyon highlighted Section II, page 11, which addressed veterans and families specifically. She also highlighted the transportation reports on page 12: trip numbers were still reflected from 2012 but mentioned having the 2016 values. She expressed her hope that those would be added to the next draft. Ms. Lyon referenced various reports that she used for the study on rural transportation needs.

Ms. Lyon continued on to Section III, which concerned the desire for more evening services, additional bus stop seating, etc. Ms. Lyon affirmed that the numbers listed were from 2012; this portion of the draft was not yet updated.

Ms. Linoz asked for clarification that the new information did not include changes but was much the same as the LCOG report from 2012. Ms. Lyon confirmed.

Ms. Linoz asked where the report was currently located online. Ms. Lyon did not have current information, but it was available on the LCOG site. She reminded the group that this was a draft document and there was a lot of information to update.

Ms. Lyon expressed that from an Oregon Health Plan (OHP) standpoint, there will likely be additional mandates from the Affordable Healthcare Act to increase involvement in the community.

Mr. Morganti mentioned the Veterans Administration (VA) trip numbers for Roseburg since the new hospital opened. Ms. Lyon explained that the majority of trips have been to the new Eugene VA Clinic and the downtown VA Mental Health facility.

Ms. Rees requested that everyone review the Plan and contribute revisions. Ms. Lyon had given a lot of effort to begin revising the document, but it would be beneficial to the integrity of the document if everyone contributed. She said that the final draft document would be presented to the public for comment, alongside a discretionary grant public hearing.

Regarding funding criteria, Ms. Lyon directed the group to Page 3 for documents used for funding updates.

Ms. Lyon clarified for the group that the public hearing will occur during the regular LTD ATC meeting.

Ms. Lyon asked those present to review the document and notify Ms. Lyon of items to add or requests for discussion, and to please review and respond before the December meeting. At that time, edits to the draft document can be incorporated, and hopefully, they will be close to a final document for approval at the January meeting.

Mr. Barron asked for further questions; there were none.

B. Program Updates

1. Discretionary Grant Subcommittee: Mr. Ahlen reported that the numbers from Oregon Department of Transportation (ODOT) were not optimistic. Staff anticipated funding cuts above 10 percent. Ms. Rees and Mr. Ahlen will be going to Salem the following day for grant training and will have more information to provide at the next meeting.

He stated there will be conversations about how to best use funds because it will be a challenge.

Ms. Rees notified the group about the ODOT plans for Oregon public transportation. The Oregon Transportation Plan is a 25-year plan; there will be a lot of changes to funding and technology. She affirmed the desire to have a plan in place should additional funds become available so that updates can happen quickly. The Plan will include more services for public, rail, bike, and housing and urban development. The draft plan will be available next spring. She clarified that it may not sound like it was about local transit, but it was all about local transportation across the state. Ms. Rees had to add LTD to the list because their meeting was scheduled for Salem. In response, LTD hosted ODOT to present local and specific needs.

Mr. Ahlen provided a brief update from the October 26 ATC Grant Subcommittee meeting.

2. Lane Transit District: Ms. Rees added to Mr. Ahlen's comments about the discretionary grant training in Salem. There was substantial discussion at the meeting about accessibility.

Ms. Linoz declared that there was more than one mode of transit, and customers need access once they are off the bus as well. Ms. Rees responded that she would like to see a strengthening of the Oregon Transit Plan. Once developed, all of the smaller plans would be coordinated together for broader access throughout Oregon. Congestion is a huge issue for freight, so a transit plan could help freight as well. The long-term vision and objectives are available online. Transit planning does not only involve the bus system; it includes rail, freight, physical activity, Senior and Disability Services, Department of Human Services (DHS), and many other entities.

Ms. Rees offered her gratitude to the Committee for the discussion and ongoing development. She continued about FTA review and partnering with the State for requirements. Review will happen in May. She would like to see more from community planners.

3. RideSource Call Center Advisory Committee: Ms. Lyon reported that the Committee met in October and had a great discussion about trips, costs, and information about planning. She was really looking forward to the next meeting to keep the momentum going.
4. RideSource Call Center: Richard Belcher was not present, so Ms. Lyon shared information regarding call status. Changes have been made and there was a positive response. Phone testing was going well. There had been consistently better service. Consumer frustration seems to have decreased.

5. RideSource ADA Paratransit: Mr. Braunschweiger reported that he attended several meetings for special requests. As an example, one customer requested that a Hoyer lift be transported. He presented the idea that drivers were mandatory reporters for DHS. RideSource will be hiring drivers soon.
6. South Lane Wheels: Ms. Linoz reported that she was in the process of exploring how a social service agency could be qualified as “organizational” so that it could arrange for rides, scheduling social activities, medical trips, etc. Right now it is a charter at a different rate. She will explore this concept and process.

Ms. Rees replied that the charter guide should have agency policies for qualification. Ms. Rees added that even if there was an exemption, the agency would still be required to fulfill quarterly reports.

7. Rhody Express: Mr. Haring notified the group that one of the buses has a broken head gasket, and it could not be repaired until funding became available. Other buses covered the route while it was down. Also, schools have asked for a route change, police have reviewed the request, and it is being considered. There is a difference in perspective regarding what signage would be appropriate. The police will handle new signage, but temporarily there was no left-turn available.
8. Diamond Express: Ms. Goddard has been surveying the 12:15 p.m. bus; and some days, it has been empty. They were now back on the LTD schedule after some time on ODOT’s schedule. Also, bus No. 15 has been a continuing saga of repairs. It was not currently running, again, because the heater was out -- and then the engine failed. She reported that Mr. Ahlen was working on it, but the issue was locating funding. She planned to meet with Mr. Ahlen.
9. White Bird Clinic: No report.
10. Alternative Work Concepts: No report.
11. LCOG Senior and Disability Services: No report.
12. Lane Independent Living Alliance (LILA): No report.
13. Full Access: No report.
14. Other: Mr. Baron invited the group to offer any other comments.

Ms. Rees suggested promotion of Diamond Express for Oakridge. It could take some time, but people would adjust.

Ms. Linoz brought of funding to replace vehicles. Ms. Rees said that funds are applied in small portions from many sources--an example is capital funds through the capital plan. This would require a course correction to work vehicle replacement into all of the plans.

Ms. Linoz stated that she would like to see a fleet replacement plan. Mr. Rees responded that this was a good segue because fleet replacement was transferred from Mr. Ahlen's position to Ernie Turner's (fleet maintenance director) position. She said that there would be many conversations to figure out the process for a fleet plan.

Ms. Linoz expressed her concern for the various fleet needs as she was continually facing an immediate need. Ms. Rees replied that she would like to provide that long-term information. There still will be emergencies, but a fleet plan would be helpful for all.

Mr. Ahlen affirmed a replacement plan was in the works.

NEXT MEETING: The next meeting is scheduled to be held on December 20, 2016.

ADJOURNMENT: Mr. Baron adjourned the meeting at 11:21 a.m.

(Recorded by Tiffany Boss)