

MINUTES OF MEETING
RIDESOURCE CALL CENTER ADVISORY COMMITTEE

Wednesday, November 9, 2016
10:30 a.m. to 12:00 Noon
Lane Transit District
Board Room
3500 E. 17th, Eugene

Members Present:

Tara DaVee, Chair
Ruth Linoz, Vice Chair
Jay Mayernik
Bill Morganti
Nicolas Casa
Lynn Boone
Josh Haring
Summer Cox

Members Absent:

Josh Haring
Summer Cox
Lynn Boone

Staff Present:

Kris Lyon, Lane Transit District
Richard Belcher, RideSource Call Center
David Braunschweiger, Special Mobility Services
Beth Mulcahy, Special Mobility Services
Cosette Reese, Lane Transit District Customer and Accessible Services
Manager
Jeanne Schapper, Clerk of the Board

CALL TO ORDER: Ms. DaVee convened the RideSource Call Center Advisory Committee at 10:31 a.m. Those present introduced themselves.

ANNOUNCEMENTS AND AGENDA REVIEW: Ms. Lyon introduced staff member Jeanne Schapper and drew the Committee's attention to the new agenda format.

MINUTES REVIEW: Mr. Mayernik, seconded by Mr. Morganti, moved to approve the minutes of the September 28, 2016, meeting of the RideSource Call Center Advisory Committee. The motion was approved by a unanimous vote.

RIDESOURCE CALL CENTER SERVICE UPDATE: Mr. Belcher reported that complaints were low, with late arrivals being the most common complaint. He shared that the number of rides in all categories had increased since the previous year, while the cost

Commented [JS1]: The minutetaker draft minutes say these folks were present. My notes do not support that, but, not knowing who they are, I likely missed someone.

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per ride had decreased significantly since the previous year. He surmised that this may be due to provider enrollment and the renewed contract with Trillium.

Ms. Linoz observed that the increase of monthly transit passes and client reimbursements also drive the decrease of costs per ride.

Mr. Belcher replied that in many areas, they provided more rides with a decrease of cost per ride and decrease in incoming calls. He shared that it was identified that the call-back volume had been high because customers would call back multiple times when the Call Center was understaffed. Call-back efficiency is a priority, and in the past month, the average answer time was within one minute.

Ms. Linoz asked when RideSource's tracking or ride counts would be aligned with how they performed instead of billed.

Ms. Lyon responded that the change would be updated on January 1, 2017. She clarified that in the past, they had been recording trips by the provider invoice date, which was how the State wanted data tracked. She said that the Utilization Committee was working on transferring the system to record the service date instead of the invoice date. She further commended Mr. Belcher on the effort towards decreasing the call volume.

Ms. DaVee shared her experience with the Call Center, saying that the staff members were personable and patient. She commented that the phone call would drop if she did not press the dial pad immediately, and she suggested that the wait time be extended. She also commented that further education could be developed, especially for costumers with mental health issues.

Ms. Lyon said that simplifying the call tree was scheduled as an agenda item over the next few months to make it more customer-friendly.

Mr. Belcher shared that RideSource was caught up with reimbursements with a two-week average reimbursement period.

PROJECT UPDATES:

A. Utilization Management/Quality Improvement – Trillium

Ms. Lyon shared that the committee did not meet last month, so they were meeting the upcoming week. She shared that the committee would focus on more specific customer data which included highest number of riders, highest cost users, and direct policies that affected how trips were scheduled. She said that making pharmacy trips more efficient was their first scheduling item.

B. Software Update

Ms. Lyon said that staff hoped to implement the proposal during the 2017 fiscal year. She shared that one of the first features added would be a web portal for customers to enter complaint data, in the hopes of creating a system for giving customers immediate solutions to their complaints. She commented that a future feature would be a system for customers to order rides and check on the status of their rides.

Ms. Linoz asked if provider assignment change would be reflected in the new feature. Ms. Lyon replied that she would note that question for when they were developing the feature.

Ms. Linoz shared that Trillium was in the transition period between the **FAB** and the code. She commented that it was critical for a new staff member to get assigned within three to four weeks. She asked how the process would develop when it becomes more standardized and what the wait period would be for new employees to have access to the system. Ms. Lyon said that it would continue to be a job order to LTD staff and that the expected turnaround should be 48-72 hours.

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Ms. Linoz commented that while things were generally improving, approval for RideSource access for drivers and dispatchers sometimes took 72 or more hours.

Mr. Mayernik shared that his experience was that approval could range from anywhere between 24 to 72 hours.

Ms. Lyon responded that the software does not yet have provider management but that the potential to upload driver information may be a foreseeable possibility.

C. Volunteer Coordination Project

Ms. Lyon reported that both a volunteer and an agency survey had been put together and would be released in the next few weeks. She said that the surveys would go out to the existing partner agencies with the initial goal being to streamline the volunteer processes, including background checks, training, supervision, and reimbursement rates for volunteers who do not work for the Department of Human Services. She said that while some volunteers were paid at the federal rate, other programs could only afford to pay their volunteers 40.5 cents a mile. She added that the surveys would encompass responses to whether they should raise the reimbursement amount to the federal rate.

D. Transportation Provider Meeting, October 11, 2016

Ms. Lyon shared provider feedback from the last transportation provider meeting. She reported that some providers made less than they wanted with the changes that came with the new least-cost/most-appropriate transportation model, with many providers not getting any, or as many, rides as a result to the new changes. She said that she compared the provider rates throughout the rest of Oregon and found that Eugene's providers were not paid less or more than the average for the area. She added that it was an area they

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would continue to watch. Ms. Lyon shared that the Transportation Provider Committee would meet quarterly with the next meeting scheduled for January.

NEW BUSINESS: Mr. Belcher commented that the schedule for the new provider trainings would be released within the month, with the first few classes held on November 18 and 19.

Mr. Mayernik asked about the scheduling of the trainings. Mr. Belcher replied that they expected the trainings to be held bi-monthly for a two-week-long period.

NEXT MEETING: Wednesday, February 15, 2017, 10:30 a.m., LTD Board Room

ADJOURNMENT: Ms. DaVee adjourned the meeting at 11:13 a.m.

(Recorded by Hannah Parks, LCOG)