



**RideSource Call Center Advisory Committee
Meeting Agenda
Wednesday, September 28th, 2016
10:30 AM to 12:00 PM**

**Board Room
LTD Administrative Offices
3500 E. 17th, Eugene**

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|---|-----------------|
| 1. Introductions, Agenda Review | Committee |
| 2. Minutes Review | Committee |
| 3. RSCC Service Update | Richard Belcher |
| a. Compliments/Complaints/Resolutions | |
| b. Ridership Information | |
| c. Provider Reports | |
| 4. Project Updates | Kris Lyon |
| a. Utilization Management/Quality Improvement - Trillium | |
| b. Software Update | |
| c. Volunteer Coordination Project | |
| d. Transportation Provider Meeting October 11 th | |
| 5. Other | Committee |

Next Meeting – Wednesday, November 9th, 2016, 10:30 AM, LTD Board Room

List of Committee Members:

Rider Representatives (3)

CHAIR: Tara DaVee

Vacant

Vacant

Transportation Provider Representatives (3)

VICE CHAIR: Ruth Linoz, South Lane Wheels

Jay Mayernik, Oregon & Deluxe Taxi

Josh Haring, River Cities Taxi

Org/Govt Medical Provider Representatives (3)

Vacant (Peacehealth Social Work, TBD)

Vacant (Dialysis Clinic Social Work, TBD)

Vacant

Org/Govt Non-Medical Provider Representatives (3)

Vacant (Mentor Oregon, TBD)

Vacant (NAMI, TBD)

Nick Kassa, Full Access Brokerage (nkassa@fullaccess.org)

Lane Council of Governments – Senior and Disabled Services (1)

Lynn Boone

Trillium Community Health Plan – Coordinated Care Organization (1)

Summer Cox

LTD Accessible Transportation Committee (ATC) (1)

Bill Morganti

Lane County Developmental Disabilities Services (1)

Vacant

STAFF

David Braunschweiger, RideSource Program Manager

Richard Belcher, RideSource Call Center Manager

Dave Sedgwick, RideSource Operations Manager

Cosette Rees, Lane Transit District, Customer and Accessible Services Program Manager

Kris Lyon, Lane Transit District, Human Services Transportation Coordinator

Susan Hekimoglu, Lane Transit District, Accessible Services Program Specialist

MINUTES OF THE MEETING
RIDESOURCE CALL CENTER ADVISORY COMMITTEE (RSCC)

Wednesday, July 13, 2016

Lane Transit District Board Room

3500 E. 17th Ave. – Eugene, Oregon

MEMBERS PRESENT: Ruth Linoz, Jay Mayernik,

STAFF PRESENT: Kris Lyon, Richard Belcher, David Braunschweiger

GUESTS: Len Blackstone

1. INTRODUCTIONS, AGENDA REVIEW

Ms. Linoz called the meeting to order at 10:35 a.m. Those present introduced themselves.

2. MINUTES REVIEW

Mr. Mayernik, seconded by Ms. Linoz moved to approve the RideSource Call Center (RSCC) meeting minutes for March 17, 2016. The vote passed unanimously.

3. RSCC SERVICE UPDATE

a. Compliments/Complaints/Resolutions

Mr. Belcher said there was no significant change in compliments/complaints/resolutions. He said complaints remained below one percent of calls to RideSource, which involved complaints about punctuality and level of service. He said RSCC was working on making sure providers were not missing any rides and more quality assurance inspections would ensure a high level of service.

Mr. Mayernik said it would be helpful for providers to see reports on the complaints received.

Mr. Belcher reported that the complaint module had been integrated to his provider matrix. He planned to send complaints to providers every Friday.

Ms. Linoz asked if new rate breakdowns could be reported monthly.

Ms. Belcher planned to send new rate breakdown reports by the fifteenth of every month.

Mr. Blackstone asked if the provider rates (bids?) could be reported publicly in order to enhance market competition.

Ms. Lyon said if provider rates could be reported but she would need to make sure that it would be ok to report the provider names.

5. PROJECT UPDATES

a. NEMT Cost Saving Strategy Workshop

Ms. Lyon distributed the handout entitled: *RideSource Call Center*. The handout provided data on, but not limited to: costs per ride, number of rides, monthly transit passes issued, total rides per month, and incoming calls. She reported that over the last two years service requests increased and would continue to increase. Data needed to be reviewed to ensure that RideSource was providing the least cost, most appropriate trips. The data showed that 50 percent of trips were by taxi or ambulatory mode; these trips equated to two thirds of RSCC costs. Most people could use the bus, but a bus pass was not provided for only one to two trips, so they were using taxi services instead, which cost an average of seventeen to twenty two dollars. RSCC was now offering Lane Transit District (LTD) ticket books at a cost of sixteen dollars to RSCC. This not only cut costs, but also provided riders with three to four extra trips per ticket book. Ms. Lyon said helping people get transportation for both medical and non-medical means would increase overall personal health. It was important to provide better help, better care, and least cost.

Ms. Linoz asked if the ticket books were offered in rural areas, as well.

Ms. Lyon said they were not offered in rural areas at this time, only Eugene and Springfield metro areas. She said RSCC planned to research the needs of rural communities as their issues differ from those in metro areas.

Ms. Lyon added that RSCC was researching pharmacy trips. She reported that some make trips to the pharmacy one to three times per week. RSCC planned to work with Trillium to identify individuals who were making many trips to pharmacies and see if they needed to work with a care coordinator within the Trillium medical system. Ms. Lyon also reported that RSCC was researching long distance transportation. Some made long trips to clinics, which were not covered by Trillium. RSCC was working with Trillium to make sure the client had preauthorization.

Mr. Belcher reported that as trips came through the scheduling department, they were manually input in a spreadsheet and securely emailed to Trillium to verify that the trips were preauthorized.

Ms. Lyon said that RCSS also planned to research those requiring ambulatory care that were utilizing taxis. More research was needed to determine if taxi service was the most cost effective way to provide transportation. She said RSCC was also planning to research trips scheduled within twenty-four hours. Short notice trips were to be reserved for urgent needs. Representatives from LTD, Trillium, Special Mobility Services and rural and metro transportation providers made up a sub committee researching these topics.

b. Trillium Contract/ Negotiations

Ms. Lyon reported that LTD was in contract negotiations with Trillium. The existing agreement expired June 30, 2016 and was under a thirty-day extension. They planned to have a new agreement effective August 1, 2016. Discussions currently revolved around pricing. Trillium was looking at a variety of other pricing models, including paying LTD a per trip cost and provider maximum allowable rates. Ms. Lyon expressed concern about the latter model, stating it was difficult to predict the cost of trips, as each trip varied greatly.

Mr. Mayernik spoke to the difficulty in accounting for all of the different possible trips within contract specific language.

Ms. Lyon agreed and said maximum allowable rates would require RSCC to measure the quality of the trip instead of least cost. RSCC would need to look for companies that provided the best services.

Ms. Linoz asked if a trip was made, but the medical appointment could not be held, would the service provider still receive a reimbursement. In response, Ms. Lyon said that the service provider would still be reimbursed.

Mr. Braunschweiger asked if there were examples of other ride call centers with provider maximum allowable rates. Ms. Lyon said most other services use per member per month rates, or a per trip reimbursement; RSCC was asking for cost of provider services.

Ms. Linoz said if the rates were put in place, providers might decide not to provide services to RSCC any longer under those guidelines.

Ms. Lyon stated there was a need to look at rate and trip data from the last 8 years in order to have an informed discussion in the negotiations.

c. Software Update

Ms. Lyon hoped that the software update project would take one more year. However, there were four to five months where the project was at standstill and this had put the project behind schedule. In May, RSCC had a demonstration from Trapeze of the web portal program and how billing and finances worked. The demonstration showed that the software was not ready for use. Now, Trapeze brought in a partner agency, Trip Spark, who would be in charge of development and installation of Novus, the software program purchased by RSCC. It was determined through conversations with Trip Spark that the project needed to start over through an on-site visit, which would take place the last week of July. Ms. Lyon reported the first three phases of the project were completed as requested; phases four, five and six needed to be developed further. RSCC planned to have an updated software development and implementation schedule by August 18, 2016.

Ms. Linoz asked if the software would help the call center process.

Mr. Belcher said it would help the call center streamline their entire process.

Mr. Braunschweiger said the software would help real-time scheduling and he planned to see improvement in the scheduling process.

d. New Volunteer Driver Coordination Project

Ms. Lyon reported that LTD received a Special Transportation Fund (STF) Discretionary Grant to examine existing volunteer programs in Department of Human Services, Senior and Disability Services, Senior Connections programs and Senior Companions. The STF grant would be used to investigate all of these programs, identifying similarities, differences, and volunteer criteria and training for each program. LTD planned to streamline and synchronize all of the volunteer information. Eventually, they hoped to dispatch all volunteer ride services through RideSource.

e. Transportation Provider Meeting

Ms. Lyon stated that the transportation provider meeting was planned for July 25, 2016 at 10:30 a.m. at the Next Stop Center. RSCC planned to give updates on the Trillium negotiations and to discuss quality assurance.

Ms. Linoz said that if a vehicle did not pass inspection, it had to go out of service until fixed. She said that the verification that the necessary repair was completed was only done through RideSource and there was only one day a week offered.

Mr. Belcher reported that RSCC was planning to offer more days for verifications. He added that RSCC planned to hire a trainer for driver training and the trainer would also be responsible for some quality assurance inspections. He said he would distribute a quality assurance inspection procedure before the trainer was hired.

Ms. Lyon suggested that training be added to the transportation provider meeting agenda.

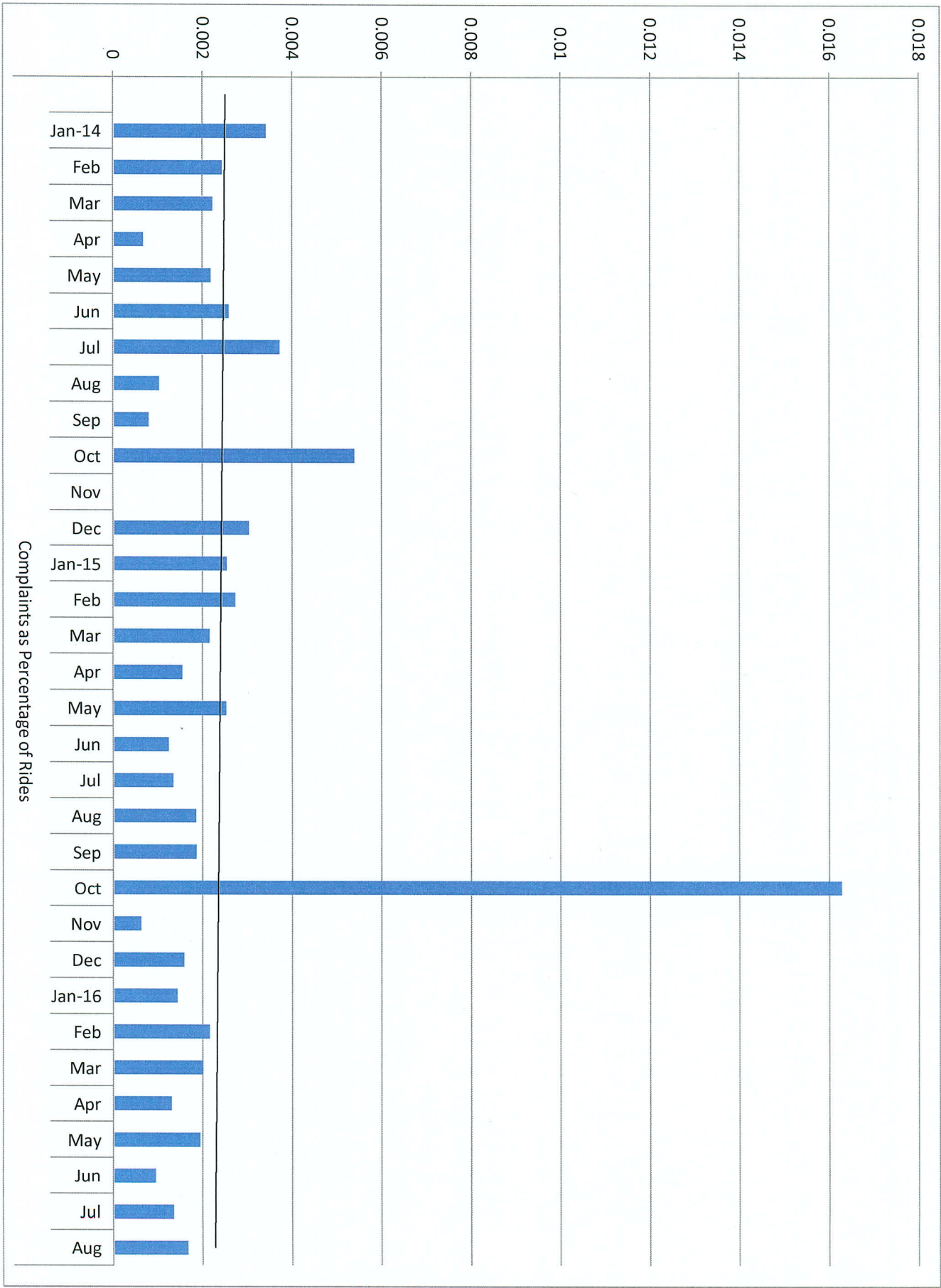
6. OTHER

Ms. Linoz suggested that RSCC meet again before the scheduled meeting in November.

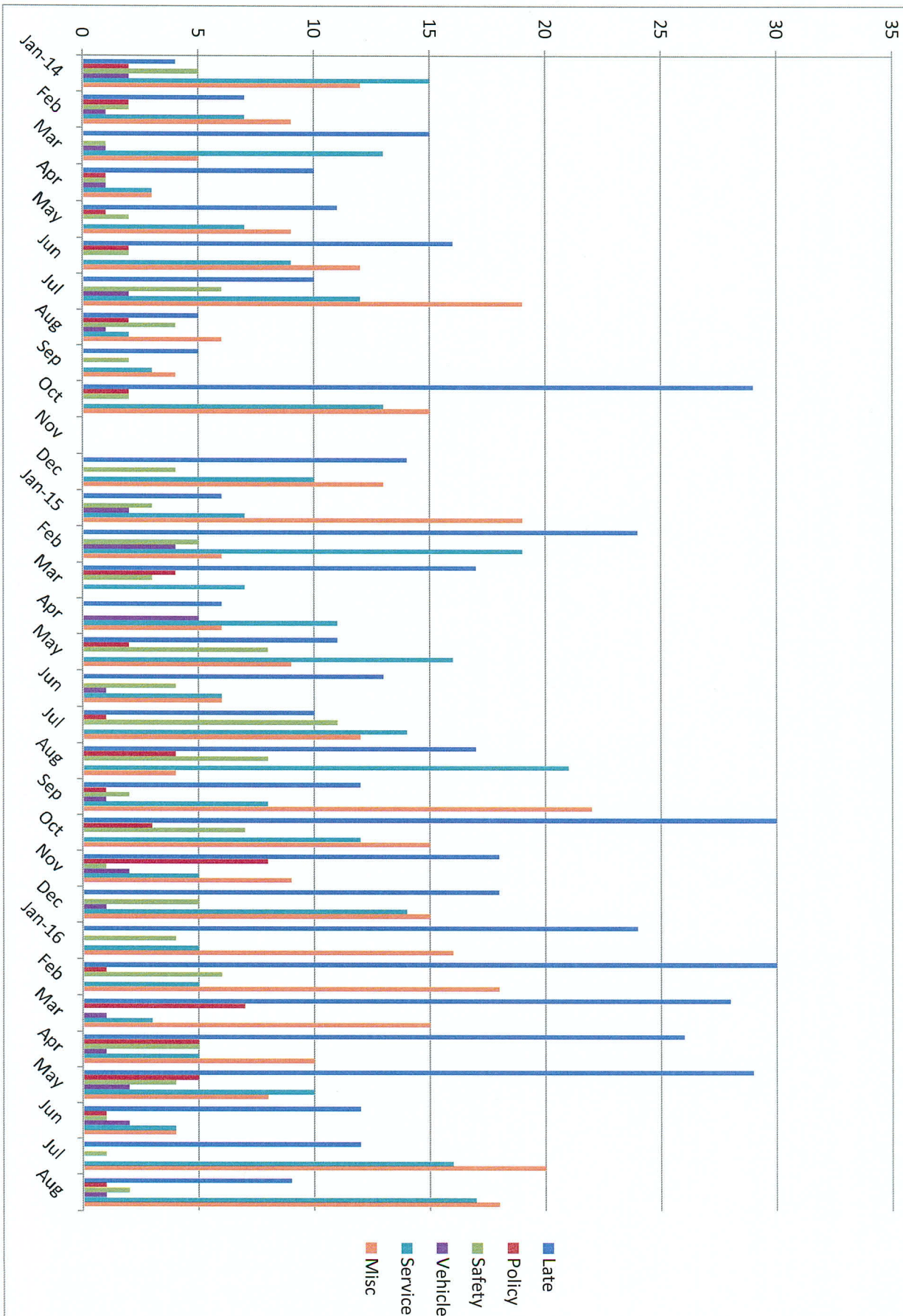
Ms. Lyon planned to add a meeting in mid-September.

Ms. Linoz adjourned the RSCC meeting at 11:56 a.m.

(Recorded by Emily Mathis, LCOG)

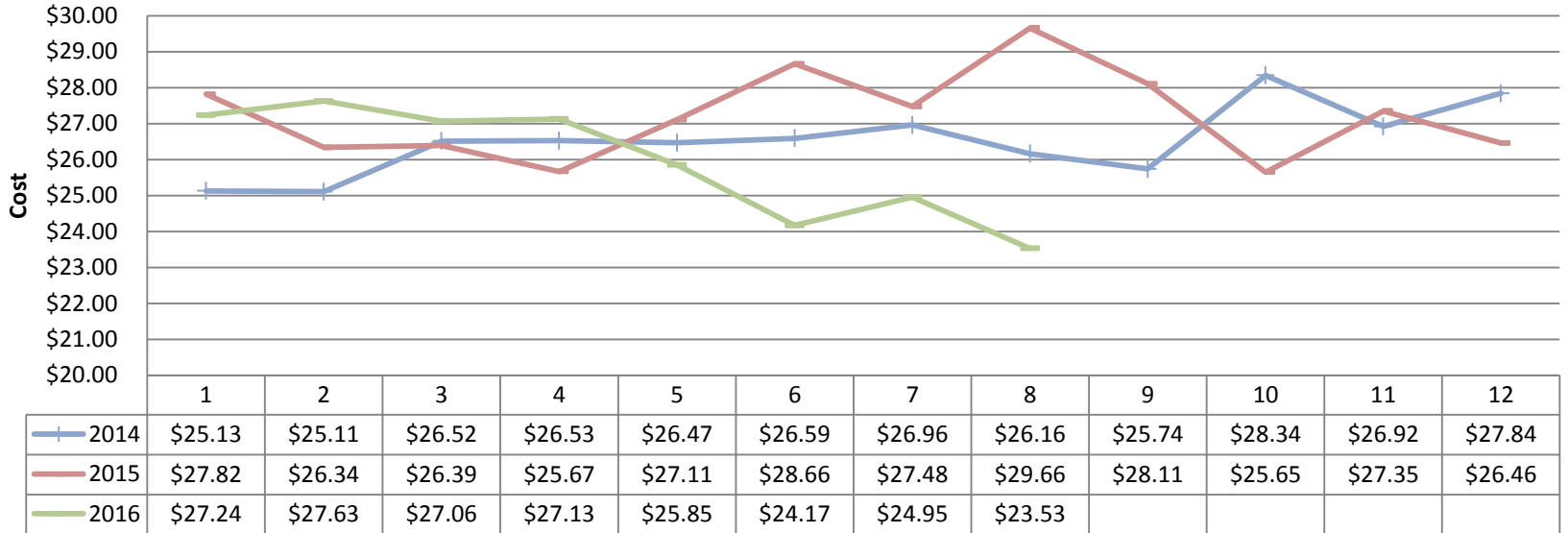


Complaints by Type

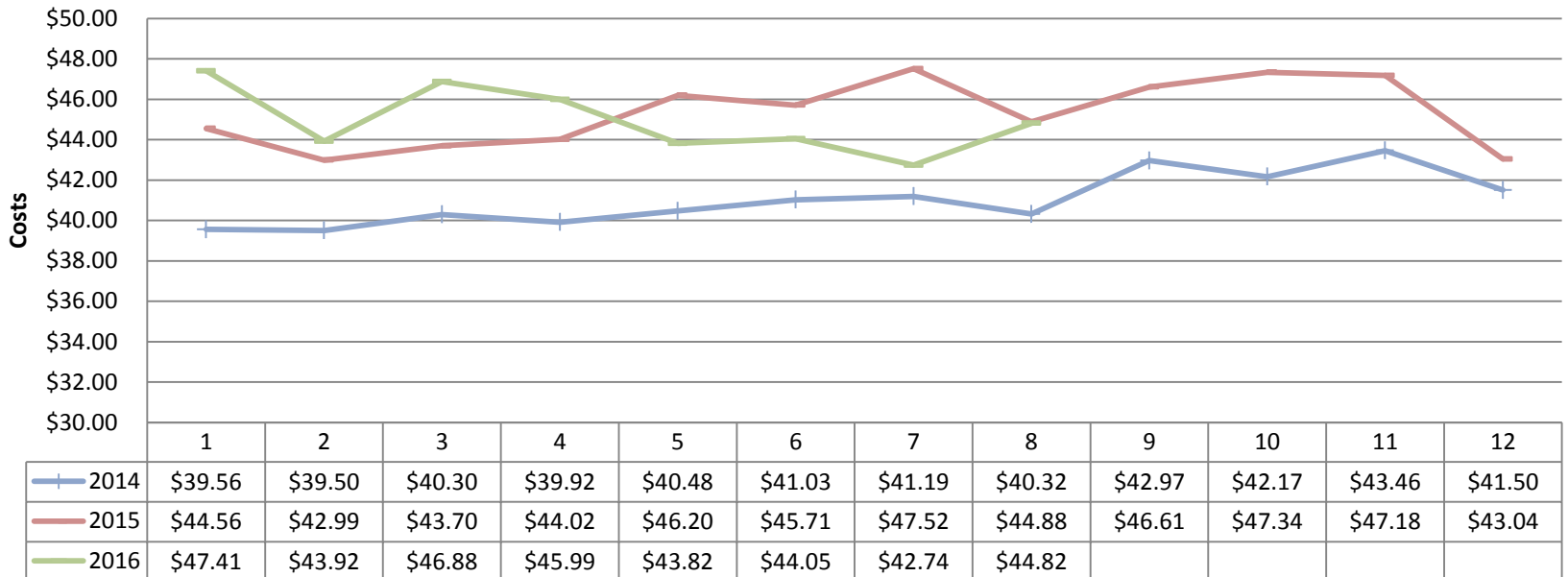


RideSource Call Center

Cost per Ride - Ambulatory

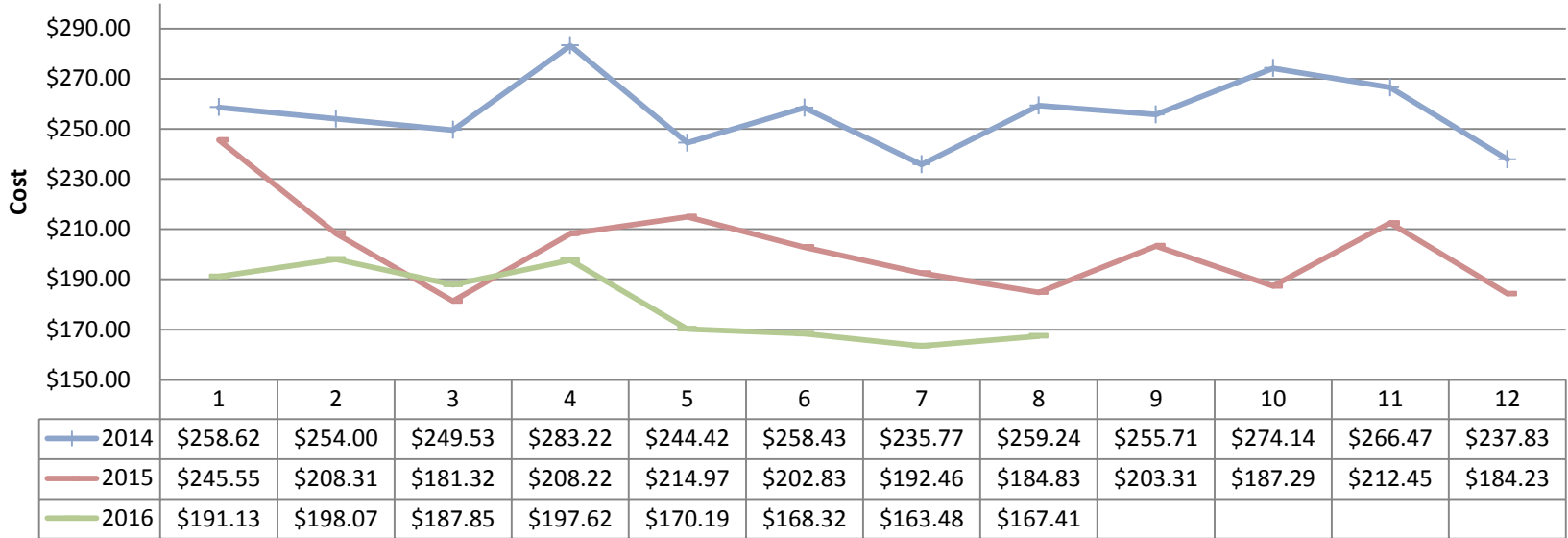


Cost per Ride - Wheelchair



RideSource Call Center

Cost per Ride - Stretcher

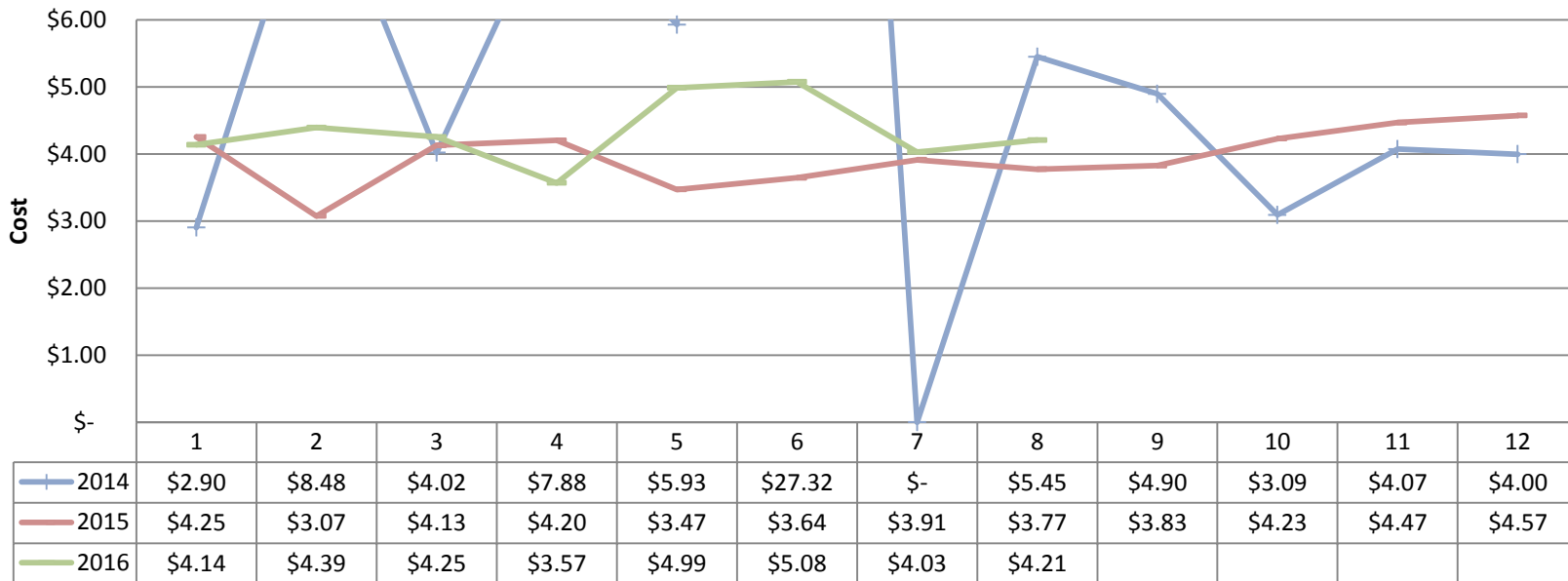


Cost per Ride - Secured



RideSource Call Center

Cost per Ride - Bus Pass

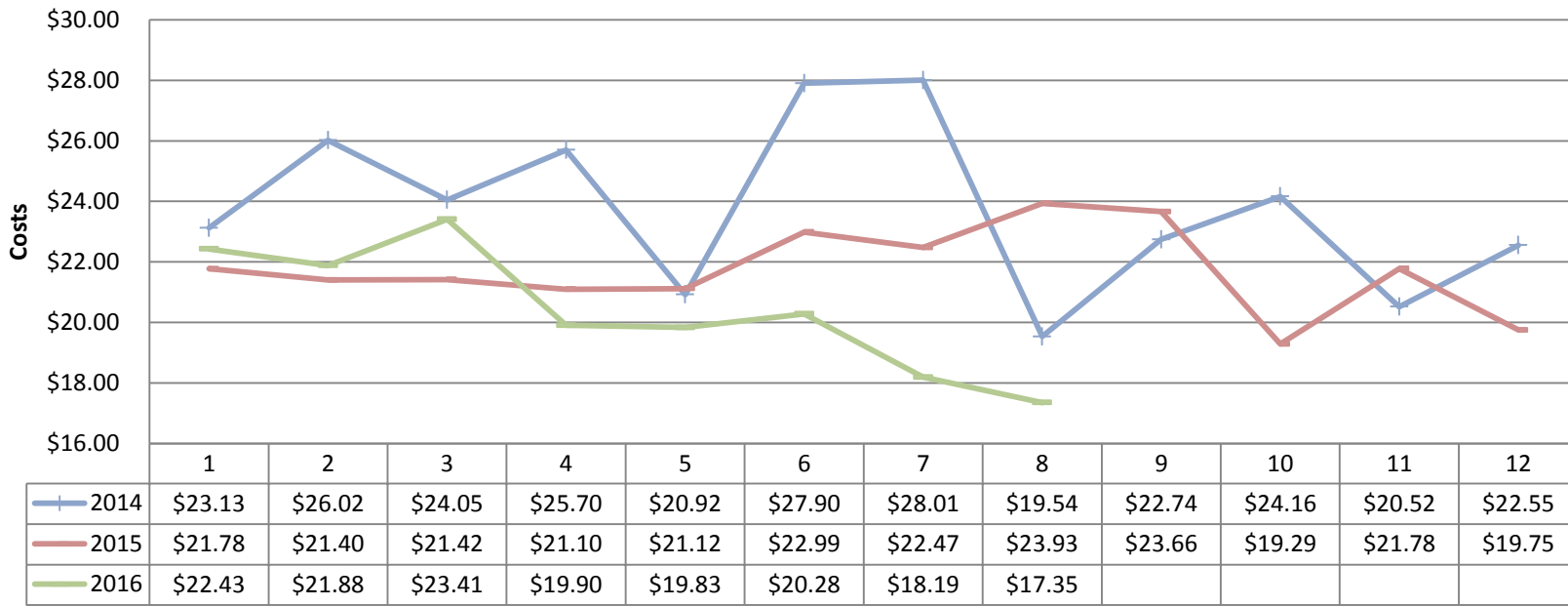


Cost per Ride - Client Reimbursement

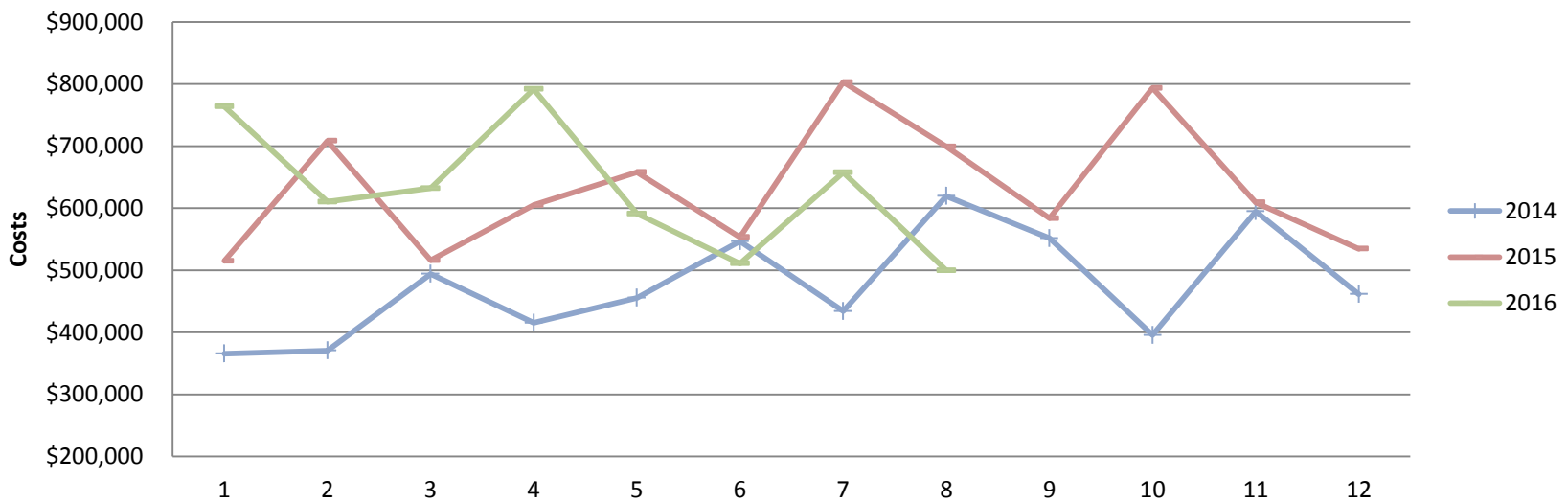


RideSource Call Center

Combined Cost per Ride

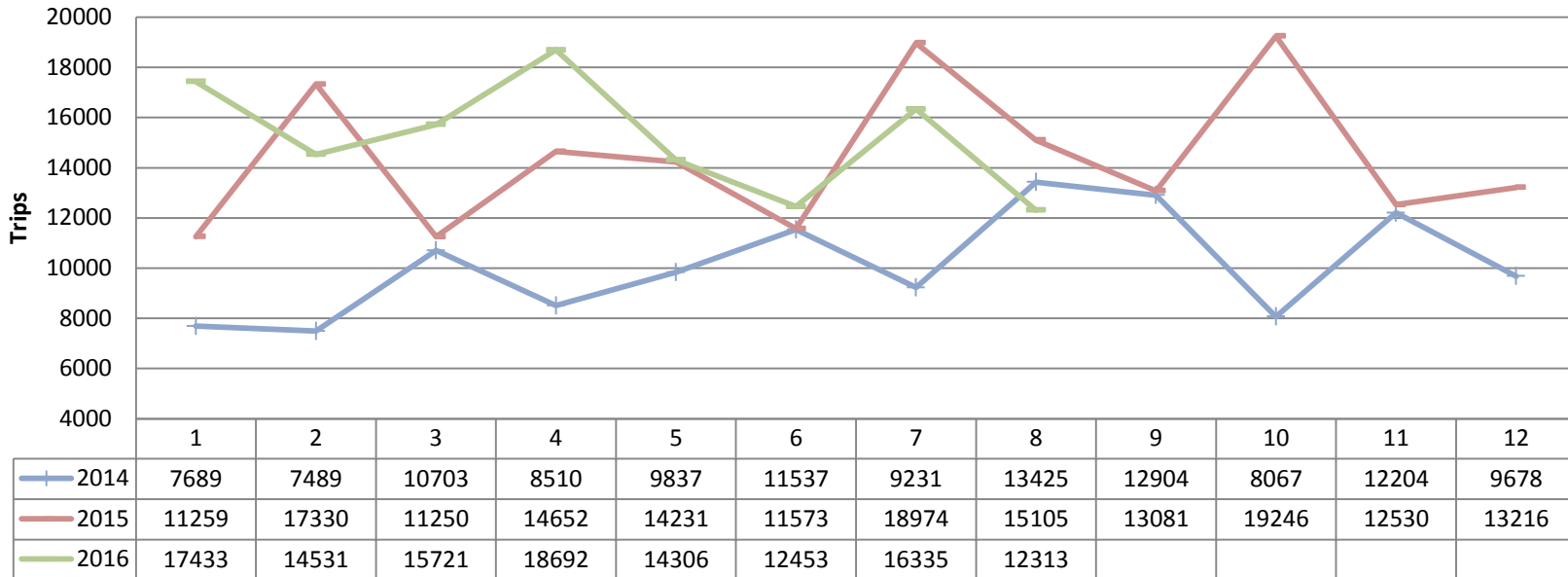


Total Provider Payments per Month

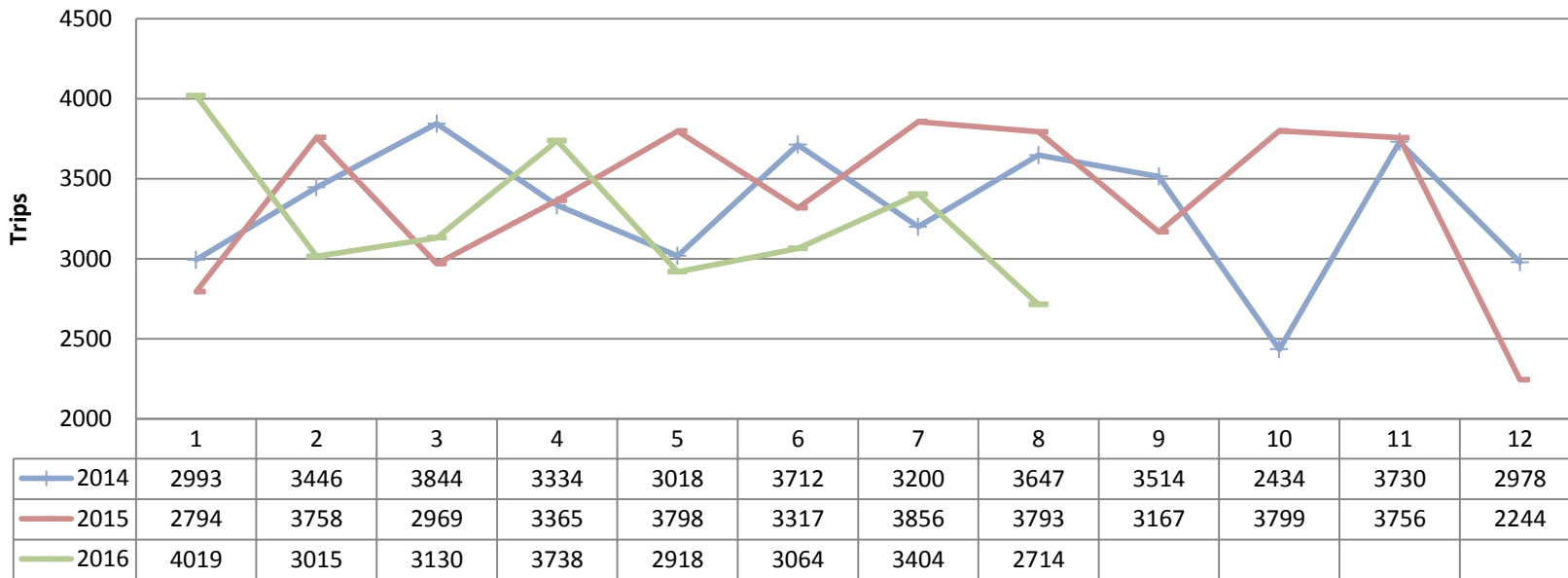


RideSource Call Center

Number of Rides - Ambulatory

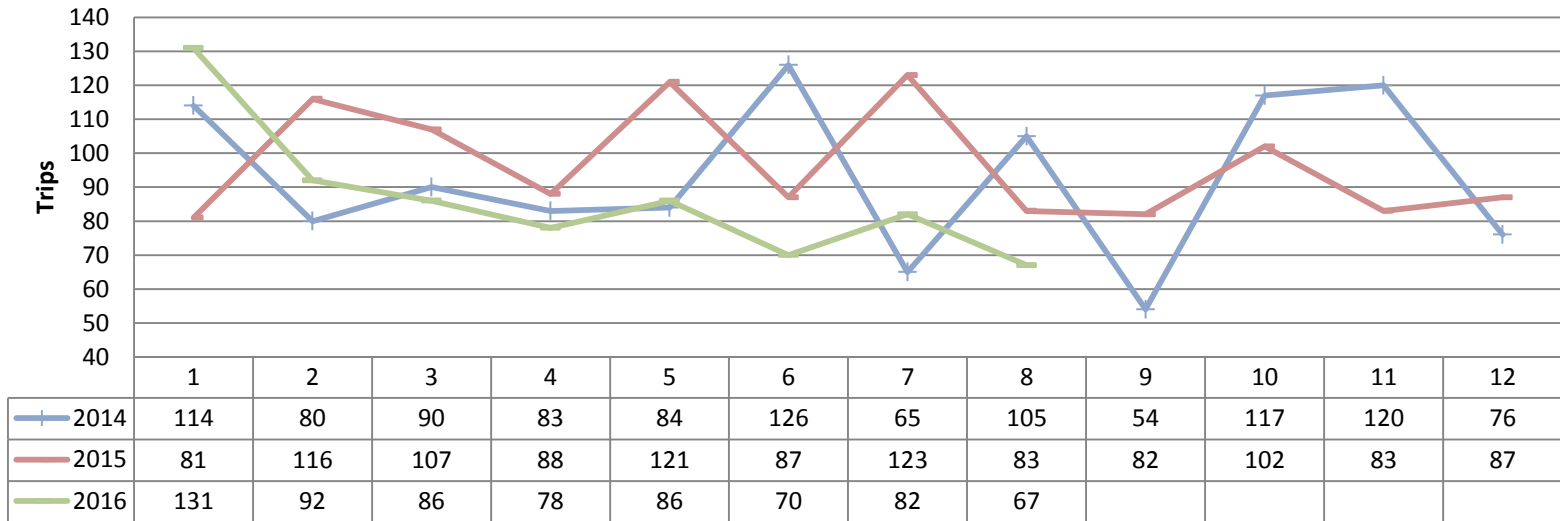


Number of Rides - Wheelchair

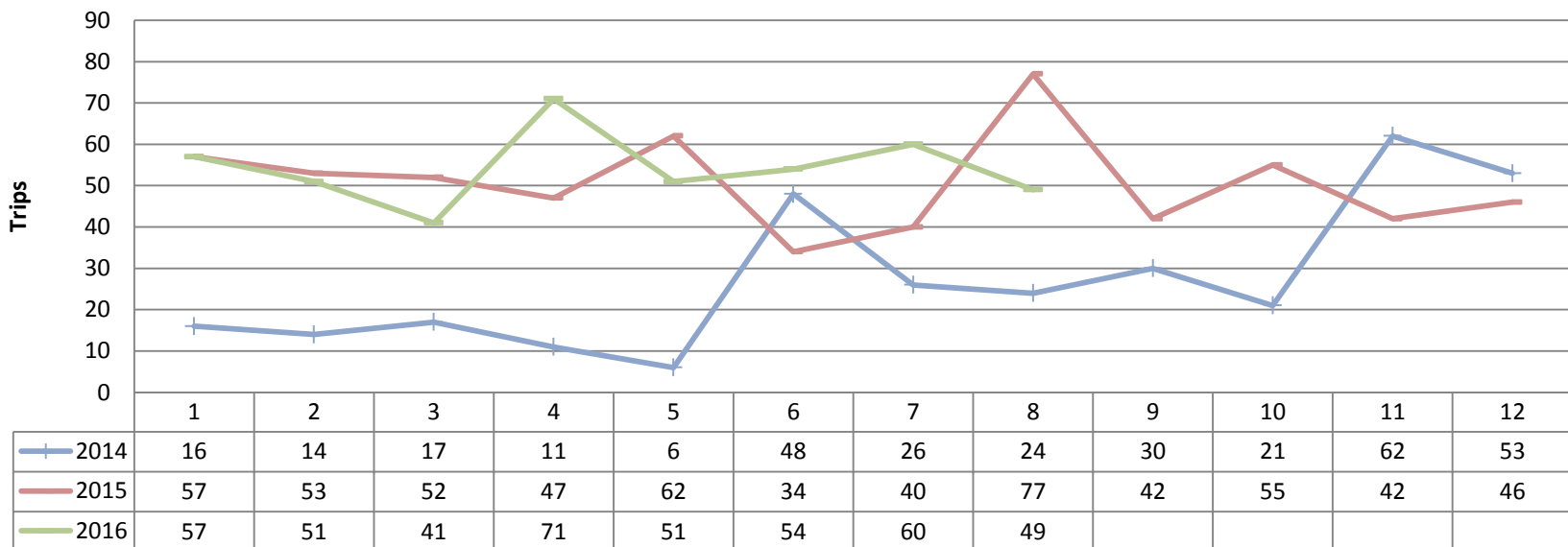


RideSource Call Center

Number of Rides - Stretcher

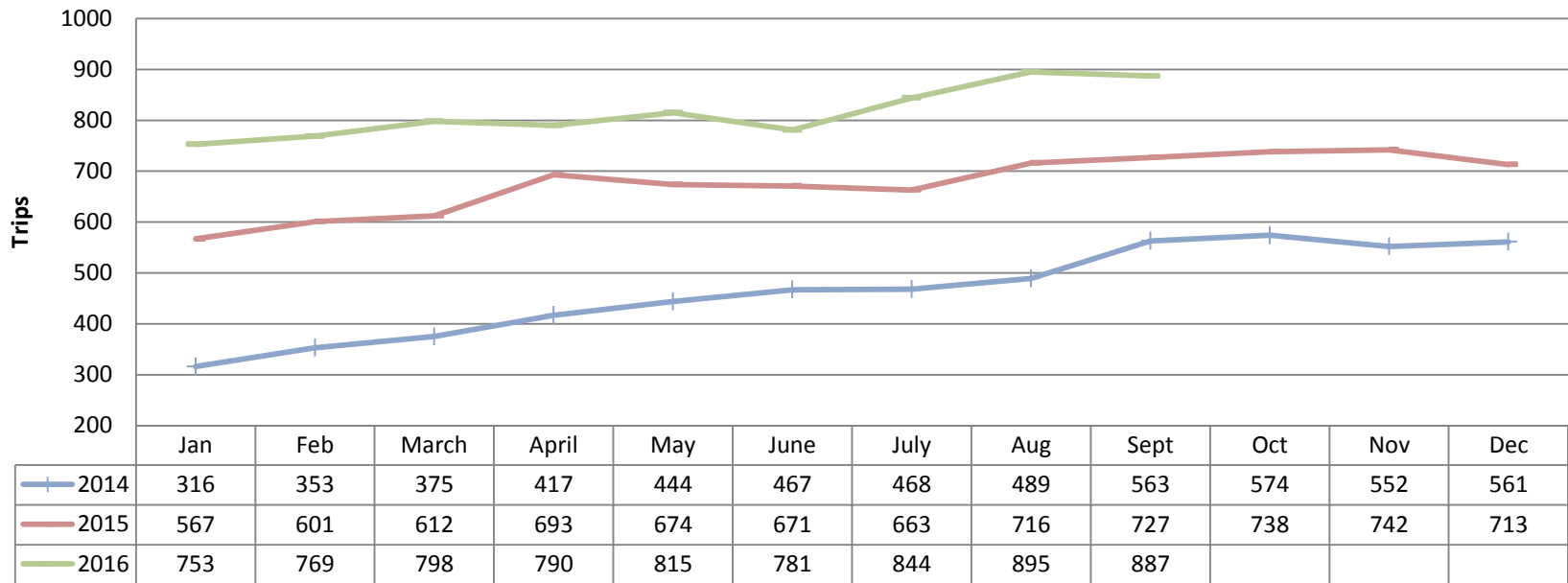


Number of Rides - Secured

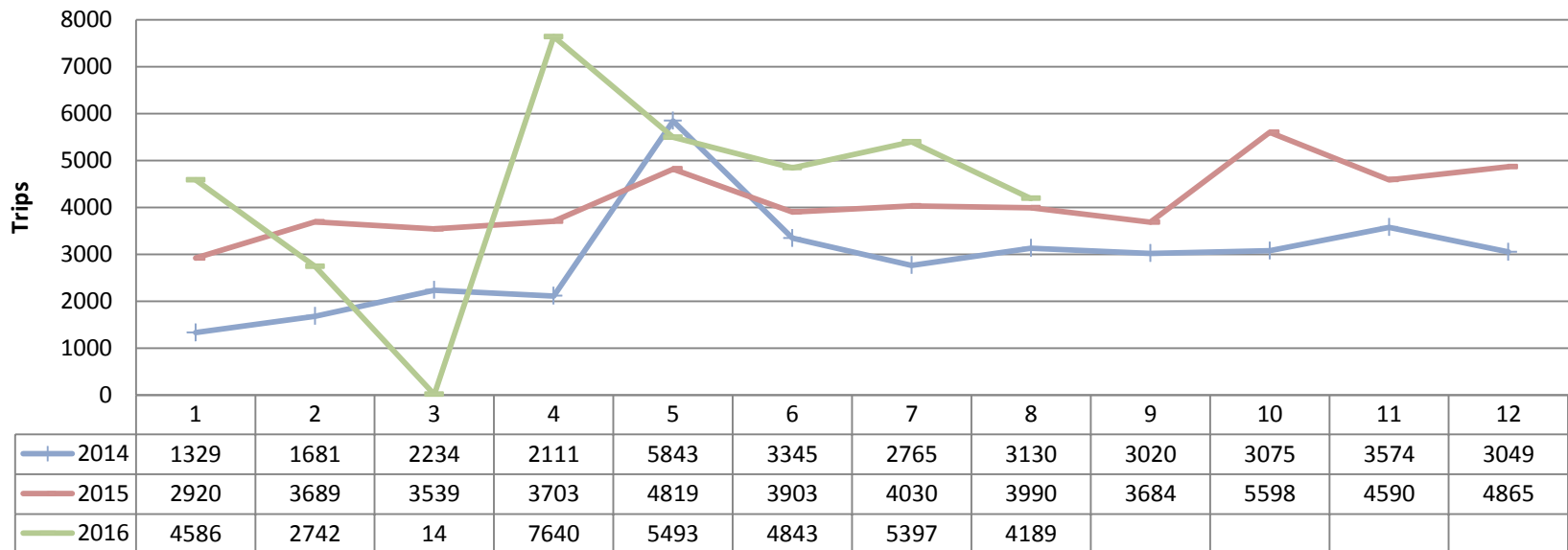


RideSource Call Center

Monthly Transit Passes Issued - By Month of Use

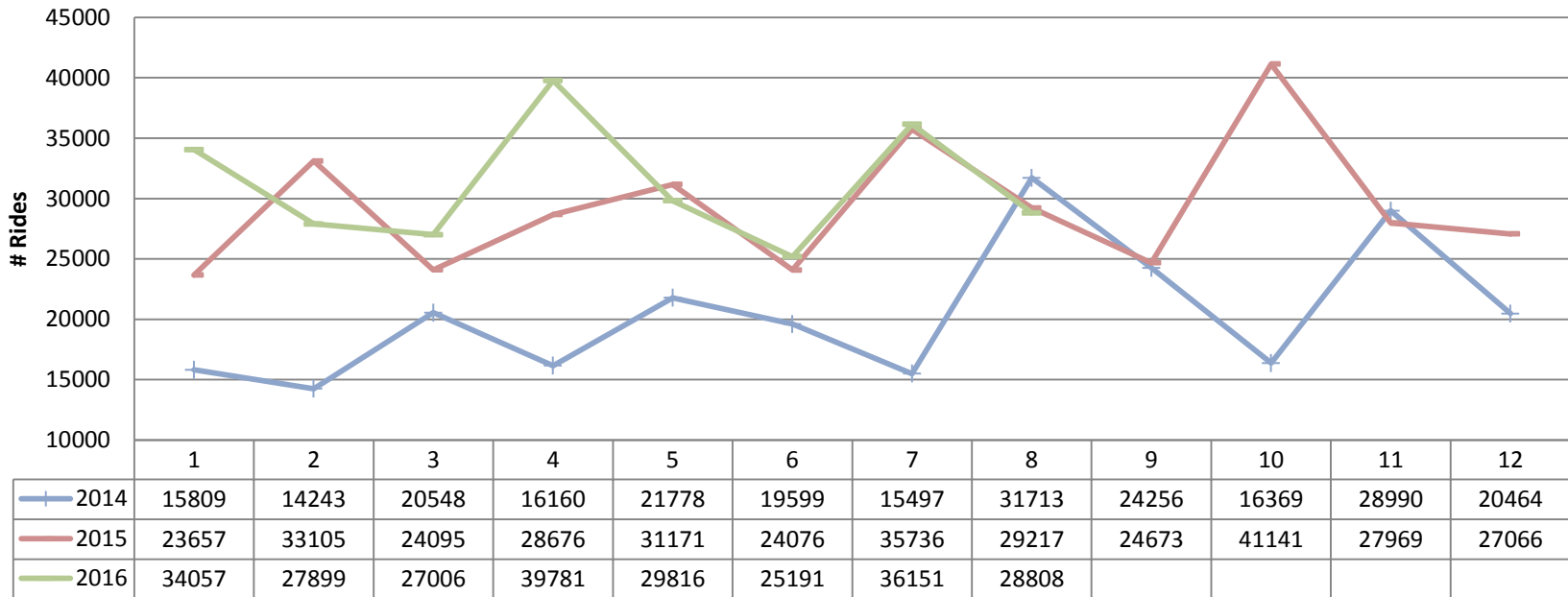


Number of Rides - Client Reimbursement

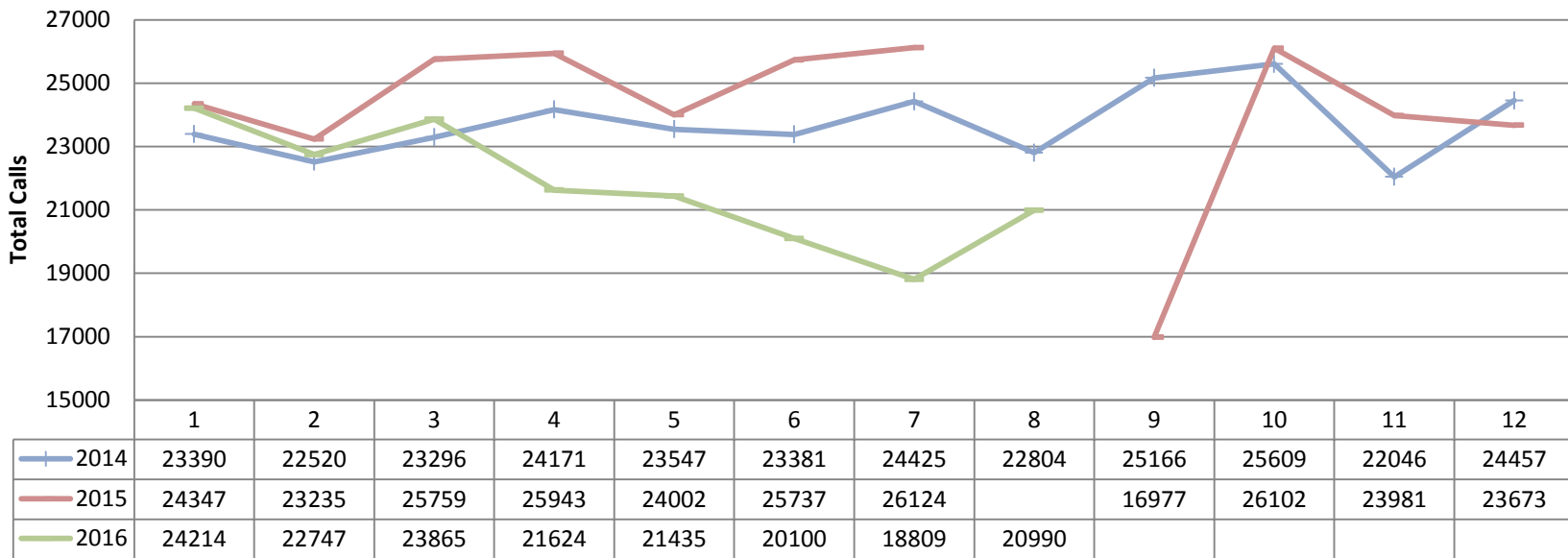


RideSource Call Center

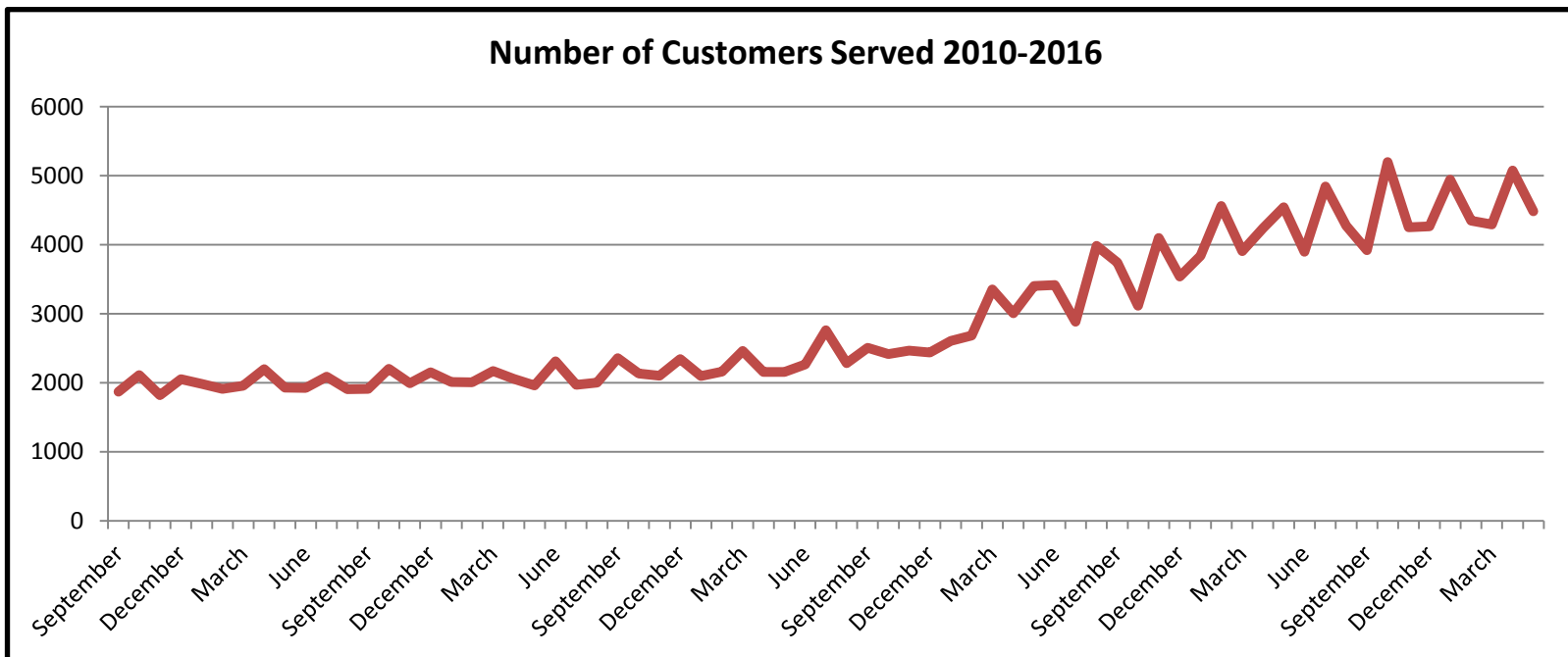
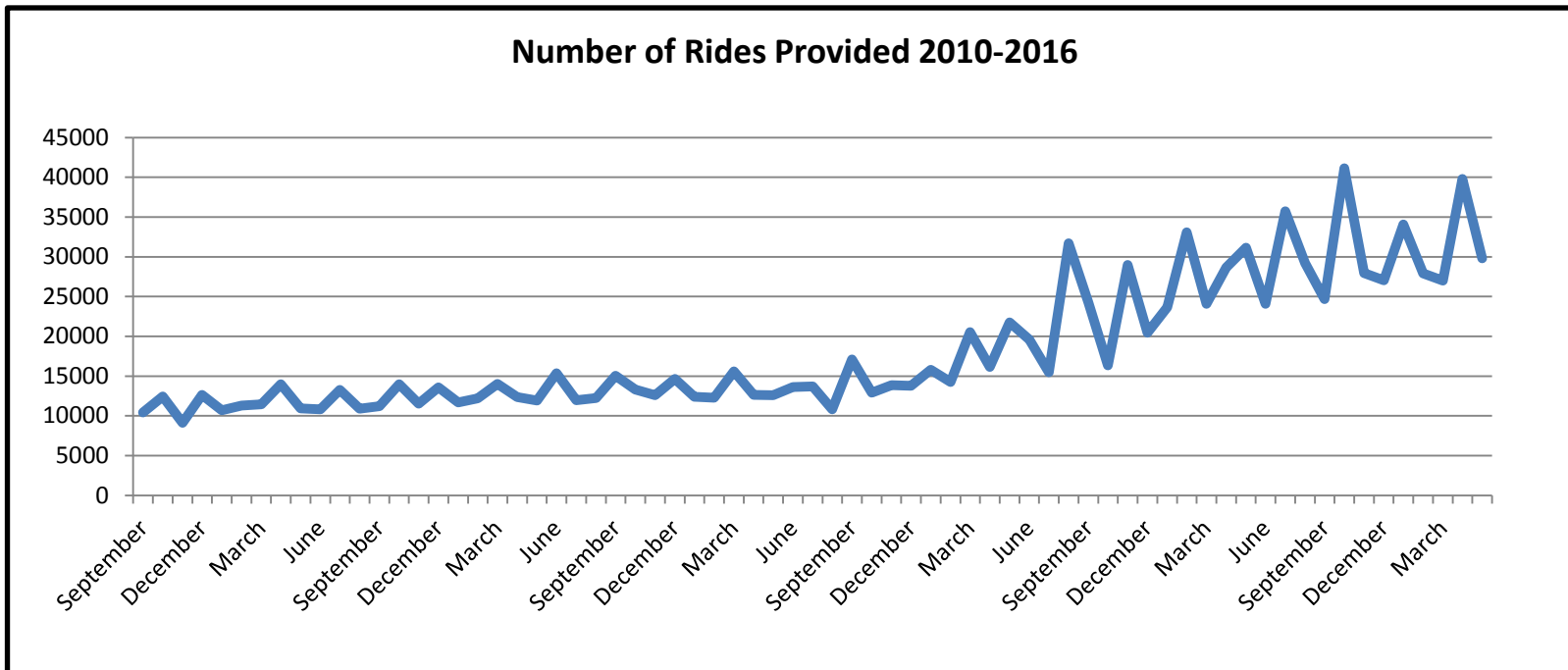
Total Rides per Month



Incoming Calls by Month



RideSource Call Center



RideSource Call Center

