

Accessible Transportation Committee

Meeting Agenda

Tuesday, April 18, 2017

10:00 a.m. – 12:00 p.m.

<p>NEXT STOP CENTER Eugene Station</p>
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- I. Call to order
- II. Introductions, Announcements, Agenda Review
- III. Audience Participation
This part of the agenda is reserved for members of the public to address the Committee on any issue. Community members testifying are asked to limit testimony to three minutes.
- IV. **ACTION:** Minutes Approval: March 21, 2017 (Page 4)
- V. APS Presentation
- VI. Bylaws Review and Revision
- VII. Program Updates
 - a) Lane Transit District – Cosette Rees
 - b) RideSource Call Center Advisory Committee – Kris Lyon
 - c) RideSource Call Center – Richard Belcher
 - d) RideSource ADA paratransit – David Braunschweiger
 - e) South Lane Wheels (Cottage Grove) – Ruth Linoz
 - f) Florence Rhody Express – Josh Haring
 - g) Oakridge / Diamond Express – Aline Goddard
 - h) White Bird Clinic – Ki Young
 - i) Alternative Work Concepts – Scott Whetham
 - j) LCOG Senior & Disability Services – Rachel Jacobsen
 - k) LILA – Tim Shearer
 - l) Full Access – April Wick
 - m) Other
- VIII. Adjourn - NEXT MEETING: Tuesday, May 16, 2017

AGENDA ITEMS SUMMARY

DATE: April 18, 2017

- I. **Call to order**
- II. **Introductions, Announcements, Agenda Review**
- III. **Audience Participation.** This part of the agenda is reserved for members of the public to address the Committee on any issue. Community members testifying are asked to limit their testimony to three (3) minutes.
- IV. **ACTION:** Minutes Approval: March 21, 2017
- V. **APS presentation.** Becky Strickland from Senior and Disability Services will present an overview of Adult Protective Services and be available for questions.
- VI. **Bylaws Review and Revision.** Consideration of any new applications for ATC membership.
- VII. **Program Updates:**
 - a) **Lane Transit District – Cosette Rees**
 - b) **RideSource Call Center Steering Committee – Kris Lyon**
 - c) **RideSource Call Center – Richard Belcher**
 - d) **RideSource ADA Paratransit – David Braunschweiger**
 - e) **South Lane Wheels – Ruth Linoz**
 - f) **Florence Rhody Express – Josh Haring**
 - g) **Oakridge / Diamond Express – Aline Goddard**
 - h) **White Bird Clinic – Ki Young**

- i) Alternative Work Concepts – Scott Whetham**
- j) LCOG Senior and Disability Services – Rachel Jacobsen**
- k) LILA – Tim Shearer**
- l) Full Access – April Wick**

X. Adjourn

Next Meeting: May 16, 2017

ACCESSIBLE TRANSPORTATION COMMITTEE

Tuesday, March 21, 2017
10:00 a.m. – 12:00 p.m.
Next Step Center - Eugene Station
1099 Olive Street, Eugene, Oregon

MEMBERS PRESENT:

Paul Blaylock	Hoover Chambliss (non-voting)
Josh Haring	Aline Goddard
Stefan Kwiatkowski	Rachel Jacobson
Bill Morganti	Ruth Linoz
Tim Shearer	Annie Saville
Scott Whetham	April Wick

MEMBERS ABSENT:

Peter Baron, Chair	Salish Davis
Ed Necker	Eleanor Mulder

STAFF:

John Ahlen
Cosette Rees

GUESTS:

Ki Young, White Bird	Jan Duiven, captioner
Steve Dobrinich, LCOG	Tiffany Boss, minutes recorder
David Braunschweiger	

I. CALL TO ORDER

Ms. Saville called the Accessible Transportation Committee meeting to order at 10:08 a.m.

II. INTRODUCTIONS, ANNOUNCEMENTS, AGENDA REVIEW

Those present introduced themselves.

Mr. Blaylock announced it is \$100 for any person to travel round trip to Seattle.

Ms. Saville passed out packets and applications for new members.

Mr. Ahlen introduced pending applicant, Ka Young for membership.

Ms. Saville inquired if the committee was actively seeking new members.

Mr. Ahlen responded, and he and Ms. Saville agreed to wait to discuss during the agenda item.

III. Audience Participation

This part of the agenda is reserved for members of the public to address the Committee on any issue. Community members testifying are asked to limit testimony to three minutes.

Mr. Dobrinich gave a presentation to the group, he was from LCOG. He explained his role from safety & security for building relationships and as a resource to help prevent railway incidents. He stated that he seeks to discover overlapping goals and projects and any data that may be helpful to develop safer railways. He noted that Oregon has had a problem with railway deaths and was very near the top of the nationwide list. Lane County has had the highest number of traffic related deaths for the state.

Mr. Kwiatkowski inquired about the data source for Lane County and if it was all transportation or only railway deaths.

Mr. Dobrinich responded it was sourced from all transportation. He did not have a specific breakdown for railway at that time.

Ms. Rees added she had participated with a few focus groups and wondered if he was dovetailing with those groups?

Mr. Dobrinich replied he was working in conjunction with several groups to develop an action plan.

Mr. Kwiatkowski inquired how many of the 57 deaths were railway related?

Mr. Dobrinich responded he did not know the exact statistics, as he did not have the railway/vehicle/pedestrian breakdown.

Ms. Rees asked Mr. Dobrinich to provide contact information to Mr. Ahlen so that he may distribute it to anyone who may have specific questions or feedback.

Mr. Morganti added that there have been several bad accidents in the last few months.

Ms. Linoz added that Mr. Dobrinich should perhaps also attend “_____” meetings. Her concern was regarding hazardous locations such as strip malls that receive large vehicles like Ride Source, because the current concept is not transit friendly.

Ms. Saville encouraged the group to contact Mr. Dobrinich directly with any other questions.

Mr. Dobrinich requested to be added to the e-mail list for minutes and meetings.

IV. ACTION ITEMS:

A. Minutes Approval: February 21, 2017

There was a request to add Fred _____ to the e-mail list.

Minutes Corrections: David Brashire gave information about Ride Source and page 5, item D, change Mr. Brown to Mr. Sedgwick.

Mr. Kwiatkowski, seconded by Mr. Morganti, moved to approve the February 21, 2017 minutes, as amended. The motion passed, 9:0:2; Ms. Wick and Mr. Whetham abstained.

V. PERSON FIRST LANGUAGE

Ms. Saville introduced Tim Shearer for his presentation on Person First Language. Mr. Shearer encouraged the the group to first consider the identity of a person, the uniqueness of the person that defined them, not their disability. He gave an example: blind man vs. person who is blind.

He added that terms such as “disabled”, “handicapped”, “crippled”, etc. should be “suffers from”, “victim of”, “members of the community”, etc. which were much more respectful. One should speak directly to the person, even if there was a person responding for them, continue to make eye contact and maintain contact with the individual.

Mr. Shearer continued, when working with someone who has Dementia, start with patience. He stated it was ok to gently remind someone you have met them before. As an example, “Don’t worry, it happens all the time, there are lots of bus drivers”. Think about something that doesn’t make it sound like the individual is at fault. Also, it it could be helpful to notify the bus driver to begin with, this person may need more assistant.

He made a suggestion for phrases to avoid: “I just told you or do you remember what I said?” He emphasized to the group to remember that for *them*, (persons with Dementia) this was the first time they heard it. Think of ADA as Ask Don’t Assume. Abilities, preferences and limits vary greatly. Offer assistance and wait for them to respond.

Handout: Do’s & Don’t’s of interactions (*I did not receive a copy*)

Do offer to shake hands.

Treat adults as adults.

Make eye contact and speak directly to the person.

Offer assistance, wait for them to accept or decline.

Listen to instruction for how to best help. “What would you like me to do?”

Provide information in alternate formats.

Sit down or lower your stature when speaking with a person in a wheelchair.

Identify yourself when addressing someone who is blind.

Don’t touch or lean on a person’s wheelchair without permission.

Don’t pet or distract a service animal in any way.

Don’t shout at a person or use derogatory terms, such as “retarded”.

He continued that some folks with a disability will prefer a different way of being recognized, but this list may include a more appropriate term. Mr. Shearer asked the group for any questions or comments.

Mr. Kwiatkowski asked if it were ok for one to ask how they accomplish every day details. For example, he asked Ms. Wick about how she would use hand controls for her trip to California. Ms. April responded she would rather have had people ask her about things instead of just thinking about it in silence.

Mr. Shearer added it was best to know a person well before inquiring about personal details and challenges they overcome. It all depends on context.

Mr. Kwiatkowski shared a lighthearted story about a young boy that made a “robot” comment to a man with a prosthetic leg, who received the comment well and took it as a compliment.

Mr. Chambliss expressed how he really preferred to shake hands and was previously in insurance and would shake hands all the time, now that he was in a wheelchair he did not receive that opportunity. He also missed hugging people and shared his personal experiences.

Ms Goddard thanked the group for reminding everyone to be more considerate.

Mr. Chambliss stated he must turn off his chair before hugging, for safety purposes.

Ms. Rees added she was also a hugger, but always asks others first. She agreed many people avoid the conversation or physical contact in order to not be offensive, but it’s better to ask or inquire with sensitivity. She shared a story about a little girl’s birthday and how a man with a prosthetic leg came in, but he broke the ice by tapping on his leg. The little girls loved it and were fawning over him, because it was “so cool.”

Mr. Morganti shared his story about a friend who had an artificial leg. His niece did not know there were such things, but he warned his niece ahead of time. His friend liked to take off his leg for shock value, when they arrived, he did just that, but Mr. Morganti’s niece was prepared.

Mr. Shearer expressed his appreciation for the encouraging stories.

Ms. Rees shared about the positive experience the man had offered to the little girls and her grandmother’s book “Synergy”.

Mr. Kwiatkowski gave reference to inappropriate media references.

Ms. Rees continued on about how she appreciated the Person First Language, especially due to changing social climates, terms, etc.

Mr. Shearer chimed in to think even broader, “accessible” parking spaces, bathrooms, hotel rooms, etc. vs “disabled”.

Scott Whetham added the emphasis should be for the person doing the training instead of the person whom it affects.

Ms. Rees thanked LILA for their assistance in the community.

Mr. Ahlen encouraged the group to be reminded that words and actions mattered and context was everything.

Several members offered gratitude to Mr. Shearer for sharing and bringing greater awareness to Person First Language.

Ms. Jacobsen added many of those tips addressed visible and physical disabilities, but sometimes unseen disabilities were overlooked. She inquired, how could those individuals receive better access, such as at meetings. What were some techniques to help them share more?

Mr. Shearer responded it must be the atmosphere that is set, to make people feel warm, welcome, safe.

Ms. Linoz inquired, say one was inviting people to a meeting, was there a phrase or a statement that could be included in the invitation to the meeting, or announcement to communicate that people have freedom to sit where they need to in order to be more comfortable?

Mr. Shearer responded, again, be considerate and respectful of the individual and accessibility.

Ms. Jacobsen inquired regarding learning disability, how to help people be more successful?

Mr. Shearer replied, to perhaps make a note that if anyone would like to learn more or meet with him directly he would be available.

Mr. Hoover added there were so many disabilities that ranged from sexual abuse to bipolar disorder.

Mr. Kwiatkowski shared his personal experience with Autism and challenges he has faced such as at a courthouse that required items to be left in one's car. He did not have a car, because he is unable to drive. That was a very challenging experience for him and he appreciated places that were more understanding and offered better services for those who did not drive, no matter the reason.

Ms. Saville added how valuable it would be to extend this kind of conversation and information to children, to help build a better culture for Person First Language at an earlier age.

Mr. Ahlen thanked the group for their contributions.

VI. NEW MEMBERSHIP

Mr. Ahlen shared that the previous White Bird representative had retired from their role. A new representative from White Bird, Ki Young would like to join the committee in their place. He offered the group an opportunity to discuss and propose a motion.

Ms. Young, Crisis Counselor & Interim Office Manager introduced herself and shared her appreciation for the committee and desire to participate in the committee.

Several comments from the group that what she has done for the community was good.

Ms. Young shared she has a Bachelor in Psychology, and was pursuing her Masters at PSU, in Social Work. She worked at Trauma Healing Project and Her responsibilities were to help people take steps toward goals. She stated she liked to help people.

Mr. Kwiatkowski inquired about her PSU schedule, if it would conflict with the ATC meeting time?

Ms. Young responded it would not interfere.

Mr. Ahlen offered an opportunity to the group for a motion.

Motion for new ATC member Ki Young, of White Bird:

Ms. Wick, seconded by Mr. Blaylock, moved to add Ms. Young as a member of the ATC. The motion to add Ki Young as a member of the ATC carried unanimously, 11:0:0.

Welcome to new member Ms. Young from the group.

Ms. Linoz asked for clarification, if the process was different for a community member.

Mr. Ahlen responded the committee is seeking a Rural Rider representative. Positions available were entirely based on what the current committee need was and term limits. He added, a Summer discussion would include updated by-laws for new members.

Ms. Wick added she has a few ideas for people that were her clients in rural areas.

Mr. Ahlen would like to keep talking about it.

Mr. Rees added the vetting process included attending meetings for a period of time prior to membership in order for both parties to gain understanding about each other.

Mr. Blaylock commented on the side to Ms. Linoz. (*inaudible during meeting*)

VII. OUT OF AREA BOUNDARY

Ms. Rees presented the Out of Area Ride Source Program. She shared a story about an individual who lived in the rural area, but was just outside of the boundary for him to access Ride Source. He needed regular trips, which was a hardship on the parents. The requirement was that the person be brought into the boundary, even though they live outside of the boundary. It can be anywhere, so long as it is accessible for the vehicle. This family lobbied the board very hard to expand the boundaries by 5 minutes. In 2010, LTD started a Pilot program for the individual, and it has blossomed. In 2010, it provided 162 trips, in 2014, 1,172 trips. Which was good, however they were very expensive for the District. Those funds come from the general fund. Also, people are considering where to live, according to boundaries. Taking another look at the boundary, perhaps grandfathering in individuals and reducing the boundary to $\frac{3}{4}$ mile. For newer participants, it would not disqualify them from Ride Source, they would simply have to get within the boundary for their pick up & drop off location. She concluded that no matter how far out they would go, there was always someone further out.

Ms. Jacobsen asked if the $\frac{3}{4}$ mile was driving distance or crow miles?

Mr. Rees clarified it was Crow Miles.

Ms. Jacobsen inquired about changes in routes, retracting boundaries, how would those riders be handled?

Many from the group continued a discussion regarding route changes, boundaries and options. (*portions inaudible*).

Ms. Rees responded it would be a Board decision.

Mr. Sedgewick added that Commuter Routes, don't include ADA routes. Explained that some services changed their hours of business according to the LTD schedule available for ADA riders.

Ms. Rees thanked the group and invited them to contact her directly regarding any other questions or suggestions.

Ms. Jacobsen from MOW noted that she needed to leave earlier and would like to give her program update early.

She has heard concerns about the federal cut of MOW, but they anticipate there will be Congressional support for the budget and would continue to reassure clients. She stated MOW heard their concern, however, MOW didn't share their concern over the new budget. A large percentage of meals are funded because of the large Medicaid program, not primarily through Older Americans Act Fund. Even if there was a cut in the budget, it would not be significant and the program is highly cost effective. It also hugely helps people stay at home, instead of a care community. It is their primary meal each day, it is also a daily check in from the MOW delivery

driver. Many lives have been saved by the MOW program. Crisis situations can be reported within 24 hours, MOW staff were not worried, but the Media was worried.

11:22am Ms. Jacobsen exited the meeting.

VIII. Workplan Updates

Mr. Ahlen presented the priority and goal of this update.

1. Review of Bylaws, LTD attorneys review, suggest more thorough review and updates. Also need to update due to State definition changes. He would like to add to a future agenda at some point.
2. Coordinated Transportation Plan - look at process for grants 2 years from now, formal guidances documents. Summer discussion.
3. Review and Update Easy Access Project & Service Animal Pilot Project

Mr. Ahlen asked the group if there were other plans or agendas for the Workplan Year.

Mr. Kwiatkoski asked for clarification about the timeline for visual aides at stops.

Update from Ms. Rees regarding access support for riders with visual impairments.

Mr. Kwiatkowski brought up concern regarding two 98's.

Mr. Shearer added the drivers are very good at notifying riders the bus destination.

Ms. Wick interjected, she must leave early, however, she would request that they continue to keep space for the people in the community who use the services.

Discussion about upcoming agenda items.

Mr. Shearer would like an update moving forward.

IX. PROGRAM UPDATES

a) Lane Transit District – Cosette Rees

Transit Day at the Capital was scheduled for April 11th. Information will be provided, sign-up required and transportation & lunch will be provided.

Mr. Morganti stated he would not be available that day due to Dialysis treatments.

Mr. Ahlen expressed there will be additional opportunities for people with disabilities to speak with Legislators in the future.

Ms. Rees gave an explanation of how the day is loosely structured. She also gave an update on Ride Source software. Scheduled for Launch on July 1st, which is a weekend, which was good

timing because it would offer a few slower days to work out any bugs. There was great anticipation that the new software will offer better services. There was a public hearing and those changes will be considered during the April Board Meeting. In general, the board liked the presentation.

b) RideSource Call Center Advisory Committee – Kris Lyon - Absent

c) RideSource Call Center – Richard Belcher No Updates.

d) RideSource ADA paratransit – David Braunschweiger No major updates. Things were going well. Call Center had some training, it went well, especially in regards to how to handle harassment. 80-100 employees went through the training.

Ms. Goddard added she was able to meet people she speaks with on the phone and that was very nice for her.

e) South Lane Wheels (Cottage Grove) – Ruth Linoz In the process of looking for more drivers. There is a demand for drivers.

Ms. Rees asked what license was required.

Ms. Linoz replied CDL is required.

f) Florence Rhody Express – Josh Haring No updates.

g) Oakridge / Diamond Express – Aline Goddard She would like to talk about the new route, it is improving, even though there were not that many people. WestFir is an issue, it is a 12 hour schedule, so people must be gone all day. She would like to speak with Ms. Rees about options for that route. Ms. Rees agreed they should talk about it.

h) White Bird Clinic – Salish Davis was not present. Ki Young was the new representative. Ms. Young gave an update regarding Cahoots added Springfield and 24 hour service in Eugene. There are hopes to add 24 hour service in Springfield. This will likely expand services in all departments.

i) Alternative Work Concepts – Scott Whetham It is the time of year for travel training, with warm weather there is always more interest in it.

j) LCOG Senior & Disability Services – Rachel Jacobsen - See above.

k) LILA – Tim Shearer No updates, program was busy.

l) Full Access – April Wick - 15th Anniversary Year, so they were taking some events and mixing them up. As it is appropriate she will bring flyers. April 27th there will be a Karaoke event

at Wil-Hi. There will also be a block party. Clients will have an opportunity to sell wares, LTD to have a booth, food, (free for clients) and also a 3 Day Film Festival in October, 19th - 21st. Festival will feature local & Sprout Films.

X. ADJOURN - NEXT MEETING: Tuesday, April 18, 2017

11:32am Mr. Kwiatkowski stepped out.

Ms. Wick continued regarding the community event, she hoped to be duct taped to a wall during the festivals.

11:33am Ms. Wick exited the meeting.

Ms. Young added that White Bird Crisis wanted to extend their appreciation to LTD for helping clients with severe challenges.

Mr. Shearer, seconded by Paul Blaylock, motioned to adjourn the ATC meeting.

The meeting of the Accessible Transportation Committee adjourned at 11:48am.



Lane Transit District
P. O. Box 7070
Springfield, Oregon 97475
541-682-6100
Fax: 541-682-6111

PLACED BY E-MAIL

April 12, 2017

TO: Kristin Keiser and Martin Dorer
LEGAL NOTICES – SECTION 105
THE REGISTER-GUARD; FAX NO. 541-338-2872
E-MAIL legals@registerguard.com; kristin.keiser@registerguard.com

One Page

FROM: JOHN AHLEN, ACCESSIBLE SERVICES SPECIALIST
LANE TRANSIT DISTRICT (telephone 682-7432)

LTD PO #A-16893

PLEASE PUBLISH THE FOLLOWING NOTICE
ON the next available date, April 2017.

NOTICE OF PUBLIC MEETING

The Accessible Transportation Committee of the Lane Transit District Board of Directors will hold a meeting on Tuesday, April 18, at 10:00 a.m. at LTD's Next Stop Center, 1099 Olive Street, Eugene. During the meeting, the Committee will be hosting a presentation from Senior and Disability Services, review and update bylaws, and receive updates on LTD projects and services. Public testimony will be limited to three minutes per speaker. The facility used for this meeting is wheelchair accessible. If any special physical or language accommodations are required, please contact LTD's Administration office as far in advance of the meeting as possible, and no later than 48 hours prior to the meeting. To request these arrangements, please call 541-682-6100 (voice) or 7-1-1(TTY).

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