



Public notice was given to *The Register-Guard*
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**LANE TRANSIT DISTRICT
BOARD OF DIRECTORS
ACCESSIBLE TRANSPORTATION COMMITTEE**

**Tuesday, June 20, 2017
10:00 a.m.**

**NEXT STOP CENTER
1099 Olive Street, Eugene
(at the Eugene Station)**

AGENDA

- I. CALL TO ORDER
- II. ANNOUNCEMENTS AND ADDITIONS TO AGENDA
- III. AUDIENCE PARTICIPATION
 - ◆ *Public Comment Note: This part of the agenda is reserved for members of the public to address the Board on any issue. Citizens testifying are asked to limit testimony to three minutes.*
- IV. APPROVAL OF MEETING MINUTES
 - May 16, 2017, Accessible Transportation Committee Meeting
- V. SPECIAL MOBILITY SERVICES RECOGNITION
 - A moment to reflect upon the work and impacts of SMS in the community.
- VI. EZ ACCESS UPDATES -
 - An effort to simplify and restructure the EZ Access half fare program
- 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, July 18, 2017

The facility used for this meeting is wheelchair accessible. If you require any special physical or language accommodations, including alternative formats of printed materials, 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 682-5555 (voice) or 7-1-1 (TTY, through Oregon Relay, for persons with hearing impairments.

ACCESSIBLE TRANSPORTATION COMMITTEE

Tuesday, May 16, 2017

10:00 a.m. – 12:00 p.m.

Next Stop Center - Eugene Station

1099 Olive Street, Eugene, Oregon

MEMBERS PRESENT:

Peter Baron, Chair

Hoover Chambliss (non-voting)

Paul Blaylock

Aline Goddard

Rachel Jacobsen

Bill Morganti

Stefan Kwiatkowski

Annie Saville

Ruth Linoz

Scott Whetham

MEMBERS ABSENT:

Salish Davis

Josh Haring

Tim Shearer

Ki Young

Eleanor Mulder

April Wick

STAFF:

John Ahlen

Cosette Rees

GUESTS:

Richard Belcher

David Braunschweiger

Sheila Grossman

Deirdre Nail

I. CALL TO ORDER

Mr. Baron called the Accessible Transportation Committee (ATC) meeting to order at 10:02 a.m.

II. INTRODUCTIONS, ANNOUNCEMENTS, AGENDA REVIEW

Those present introduced themselves.

III. Audience Participation

No one from the public wished to address the Committee.

IV. ACTION ITEMS:

A. Minutes Approval: April 18, 2017

Ms. Linoz moved, seconded by Mr. Blaylock, to approve the April 18, 2017 minutes as presented. The motion passed, 6:0:4; Mr. Morganti, Ms. Jacobson, Ms. Saville, and Mr. Kwiatkowski abstained.

V. Bylaws Review and Revision

Mr. Ahlen referenced the amended *Bylaws, Lane Transit District, Accessible Transportation Committee (ATC)* in the agenda packet. He said that his intent was to align the bylaws with Federal and State statutes and administrative rules. Mr. Ahlen highlighted two sections under Article VI – Conduct of Meeting. The new language proposed was:

“2.b) Conflict of Interest: Members must announce when a potential or actual conflict of interest exists, and abstain from voting or taking official action when required by State or Federal law.

4. Quorum: Fifty one percent (51%) of the allocated voting seats of the Committee shall constitute a quorum, including unfilled positions.”

Speaking to the Quorum revision, Mr. Whetham asked how many unfilled positions were there. Mr. Baron asked about the ability for members to send a proxy to vote. Mr. Ahlen replied there was currently one vacant position out of fifteen. A quorum for ATC was eight voting members. A proxy vote was not allowed. Neither was accepting votes prior to the meeting. He explained the intent of Oregon’s Public Meeting law, including transparency in decision-making.

Mr. Kwiatkowski observed there were many technology options to allow members to participate in meetings even if they were not physically present. Mr. Ahlen confirmed teleconferencing (e.g., via Skype) counted for attendance and quorum purposes.

When Mr. Baron asked why not just say ATC’s quorum was eight, Mr. Ahlen explained the number of voting seats might change. The calculation by percentage was more flexible.

Turning to the conflict of interest revision, Mr. Whetham asked if he would need to recuse himself from votes on funding contracts. He suggested the contracts be separated by vendor to avoid the situation where several members could not vote on a motion. Ms. Linoz concurred.

Mr. Kwiatkowski asked if the conflict of interest was limited to decisions that impacted someone personally or extended to the business for which someone worked.

Mr. Baron inquired about fare increases, which would affect many Committee members.

Mr. Ahlen noted there were different criteria for declaring a conflict of interest versus recusing oneself from a vote. He recommended inviting Debera Massahos, LTD’s Compliance Manager, to a future meeting to provide training on the subject.

When Mr. Baron asked if someone recused themselves from a vote, did that affect the quorum, Mr. Ahlen said no. Meeting the quorum ensured the Committee had enough members present to conduct business. For any particular motion, it was the majority of those eligible to vote that determined the outcome.

Mr. Ahlen pointed out there was one other small amendment to the Bylaws, the corrected numbering under Article VII, 2. a). He stated the ATC Bylaws amendments needed to be approved by the LTD Board.

Mr. Whetham suggested Ms. Massahos review the Bylaws prior to Board.

Mr. Kwiatkowski moved, seconded by Mr. Morganti, the Bylaws and proposed amendments be reviewed by the LTD Compliance Officer prior to submittal to the Board. The motion passed unanimously (9:0:0).

VII. Program Updates

a) Lane Transit District -- Cosette Rees said LTD's Comprehensive Review had been completed but the findings had not been communicated as of yet. Staff was busy renewing contracts set to expire fiscal year end (June 30, 2017). A new process involved a review by the Board for contracts over a set amount. She encouraged ATC members to submit the *Operations Survey*. (Mr. Ahlen offered to distribute surveys to those needing them.) Ms. Rees also announced the LTD Coordinated Plan was scheduled to be updated in the fall of 2017. The RideSource out of area project was also under review. She noted LTD had issued a Request for Proposals (RFP) for RideSource Brokerage Services and as of August 2017 those services would be provided by a new vendor, Medical Transportation Management (MTM). Ms. Rees planned a celebration of the long relationship between LTD and the current vendor, Special Mobility Services (SMS) at the June ATC meeting. When Ms. Goddard asked how Diamond Express fit into the change, Ms. Rees said all the details had not been worked out yet. She described why MTM had been awarded the bid and offered to invite a company representative to a future ATC meeting.

Mr. Ahlen described the process to design the one-year pilot for transit service between Yachats and Florence. LTD staff was meeting with stakeholders in both cities and planned to post a survey on their website to get input on the route frequency and stops. Four prospective local companies had expressed interest in providing the service. Mr. Ahlen said an RFP would be let when more specifics had been determined. Answering questions from Ms. Linoz, Mr. Baron, and Mr Kwiatkowski, Mr. Ahlen explained LTD had been awarded the grant from ODOT. LTD had oversight of the pilot, even though the route spanned two counties. Potential stops discussed included 3rd Avenue in Yachats, the Florence Hospital, Florence's Grocery Outlet (as it was a connection with the Florence Rhody Express), and possible access points to federal/state lands for recreation purposes. Input from the survey would be used to identify other stops. No improvements on Highway 101 were included in the pilot.

When Mr. Blaylock inquired about transit service between Eugene and Florence, Mr. Ahlen said the ODOT grant application for LCOG to do the planning for the route had not been successful. LTD staff continued to look for other funding opportunities.

Mr. Chambliss joined the meeting at 11:00 a.m.

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

c) RideSource Call Center – Richard Belcher said work on the new software updates continued.

d) RideSource ADA paratransit – David Braunschweiger shared the demonstration project for the new Novus software in vehicles had been successful. Training for all drivers was scheduled for the last week in May. Responding to questions from Ms. Saville and Mr. Kwiatkowski, Mr. Braunschweiger explained the software relayed the information now on a paper manifest. Drivers received stop by stop location and client need requirements on a Samsung tablet. He said the mapping feature was very helpful.

e) South Lane Wheels (Cottage Grove) – Ruth Linoz said staff was looking forward to the improved call center software. They planned to implement the web based application which provided improved interactive features and real time information. South Lane Wheels continued to recruit new drivers. Ms. Linoz was very concerned about proposed legislation, HB2597, which outlawed use of cell phones by drivers. If passed, they would have to invest their scarce resources to implement a different technology platform. When asked by Mr. Kwiatkowski if the bill distinguished among types of drivers, Ms. Linoz said not as introduced.

f) Florence Rhody Express – Josh Haring -- Absent.

g) Oakridge / Diamond Express – Aline Goddard said their vehicles were operating well. She had not observed increased ridership on the recently added fourth route but was hopeful it would occur. She thanked LTD staff for arranging for George Zakhary, Customer Service Representative, to accompany her to the Oakridge High School career day. She commended his outreach skills and noted he had recently become a citizen of the United States of America.

h) White Bird Clinic – Ki Young -- Absent.

i) Alternative Work Concepts – Scott Whetham introduced Deirdre Nail and described her responsibilities. He said they were hoping the demand for travel training increased. Staff was also preparing for bay changes at the Eugene Station.

j) LCOG Senior & Disability Services (S&DS) – Rachel Jacobsen announced driver training for volunteers who transport S&DS clients was scheduled for the first week in July. In anticipation of budget reductions, the S&DS office in Cottage Grove was only open for walk-in clients on Tuesdays and Thursdays. Current clients were still able to schedule appointments with case workers on the other weekdays. On May 17, 2017, advocates for continued services for seniors and those with disabilities were participating in a lobbying day in Salem. They were encouraging lawmakers to maintain funding for the Oregon Project Independence program.

When Ms. Rees asked about changes in services due to the budget reductions, Ms. Jacobsen said other than Project Independence, services to clients were largely unaffected.

k) LILA – Tim Shearer – Absent.

l) Full Access – April Wick – Absent.

X. ADJOURN - NEXT MEETING: Tuesday, June 20, 2017

Mr. Morganti moved, seconded by Mr. Kwiatkowski, to adjourn the meeting of the Accessible Transportation Committee at 11:12 a.m. The motion carried unanimously (10:0:0)

(Captioned by Debby Bonds)

(Recorded by Beth Bridges)

where you need to go!



To assist older adults and people with disabilities with their public transportation needs.

More Accessibility Options

- TTY—LTD offers text telephone service for people with hearing impairments through Oregon Relay 7-1-1 service.
- Large print, Braille, and audio formats of written materials.
- Service Animals—LTD’s service animal policy provides friendly access for trained, working service animals.

Contact Us

Lane Transit District
 P.O. Box 7070, Springfield, OR 97475
 541-687-5555
 TTY: 7-1-1
 E-mail: ltd@ltd.org
 Website: www.ltd.org

RideSource
 541-682-5566
 TTY: 7-1-1
 Toll Free: 877-800-9899

Alternative Work Concepts
 541-345-3043 / TTY 7-1-1

Freedom to get



Making public transportation more accessible for older adults and people with disabilities



EZ Access: A bundled approach to products and services offered through LTD’s Accessible Services Program.

We're Very Accessible!

Every LTD bus is accessible using:

- Ramps
- Lifts
- Low-Floor Technology
- Kneeling (to make that first step easier)
- On-board announcements of landmarks and major destinations.

Riding The Bus! is very affordable. LTD offers discounted fares for people with disabilities and free fare for our honored riders, age 65 and older.

Other Features of Riding The Bus!

- Spaces available for people who use mobility devices.
- Secure tie-down system for scooters and wheelchairs.
- Seats at the front are reserved for older adults and people with disabilities.

Hailing Kits assist people with visual disabilities to communicate with bus operators what bus they are waiting for or to which destination they are traveling to.

Raised-Line and Braille Maps detail each of our transit stations to assist with orientation for people with visual disabilities. A Braille list of departure bays also is available.

Alternate Formats of written materials, including Braille, Large Print, and audio recordings can be ordered.

Half-Fare Program is offered to people with disabilities who meet eligibility requirements based on a disability or condition. An application process is required.



Honored Rider Program

Anyone 65 years or older can ride The Bus! **FREE** for life with an Honored Rider Card. Available at the Customer Service Center; proof of age required.

Lift-Use Training Operators take a bus to a pre-determined location so someone who uses a mobility device can become familiar with getting on and off the bus.

Travel Training People with disabilities and older adults can get one-on-one bus travel training through Alternative Work Concepts at 541-345-3043.

Transit Hosts Alternative Work Concepts provides staff at the Eugene Station to assist with transfers between buses for people with disabilities. The transit hosts also provide general assistance and information.

RideSource **RideSource** is a origin-to-destination service for people who are unable to use The Bus! because of a disabling condition. An application process for this service is required to determine eligibility.

RideSource Shopper A once-a-week shopping service provides transportation for grocery shopping on a regularly scheduled route. Available in Eugene and Springfield neighborhoods. An application process and in-person interview for this service is required to determine eligibility.



Call LTD's
Customer Service Office at
541-687-5555 or
stop by the **Eugene Station**,
11th & Willamette.



APPLICATION for HALF FARE CARD

If one of these applies then you are eligible for a Half Fare Card:

- You have a Medicare Card
- You are a veteran with a disability benefit of 50% or greater and/or receive VA non-service connected pension
- You have a permanent disability (or temporary disability of 90 days or longer) that requires personalized assistance, attention. or accommodation to use *The Bus!* (see page 2)

IMPORTANT: If you are age 65 or better, you qualify for free fare via the Honored Rider Program. Please make sure to get an application.

GENERAL CONTACT INFORMATION – Must be completed by all applicants

Name: _____

Address: _____ City: _____ Zip: _____

E-Mail: _____

Phone: _____ Date of Birth: _____

EMERGENCY CONTACT INFORMATION

Emergency Contact: _____

Relationship to Applicant: _____ Phone #: _____

- I understand that my Half Fare Card will entitle me to use LTD at half the cost of the regular fare. I agree to use the card in accordance with the guidelines set by Lane Transit District for the Half Fare Program and understand that allowing another person to use the card is fraudulent.
- Although I may have paid a \$3.00 fee for the use of the card, I understand it remains the property of Lane Transit District and may be retrieved upon expiration or for misuse.
- If I move to a new address, I must notify LTD within thirty (30) days.
- I hereby certify that all the statements made in this application are true representations of my eligibility to participate in LTD's Half Fare Program.

Required Signature

*** All applications must be signed.**

Date

12/01/2015

Indicate which of these features you need in order to use *The Bus!*:

Required: Check all that apply

1. Wheelchair Lift or Ramp: Condition requires use of wheelchair or three-wheel scooter for transportation. Ramp or lift is required in order to get on and off of *The Bus!*
2. Stop Announcements: Due to visual or other impairments, announced stops are needed in order to use *The Bus!*
3. Braille Signage: Due to visual or other impairments, Braille signage is needed in order to use *The Bus!*
4. Kneeling feature: Condition requires use of a cane, walker, or crutches for mobility, and because travel is difficult, slow, or compromised, the “kneeling” function is needed in order to use *The Bus!*
5. Preferred Seating: Because mobility is difficult, slow, or compromised, the use of seats closest to the bus entry is needed to use *The Bus!*
6. Individualized Attention and Service from Operator: Limited mobility (motor impairment) requires extra planning and/or assistance to use *The Bus!* Activities of daily living are restricted. (For example, this could be due to compromised respiratory or heart function, chronic pain, or nerve injury.) Or use of *The Bus!* is seriously inhibited due to psychiatric, mental, or emotional disorders which impair ability to fully engage in community life. Require some bus operator attention or involvement in excess of that provided to other riders.
7. Transit Training: Condition requires specific training and planning to use *The Bus!* that is more extensive than basic orientation. Requires skill building and practice to be able to negotiate the transit system independently, use a schedule, and learn routes. May require assistance from a bus operator to locate stops and/or provide cues or reminders. Cognitive and functional abilities necessitate individualized training plan or methods.
8. Transit Hosts: Condition requires an individualized training plan and assistance from LTD Transit Hosts in order to use *The Bus!*
9. Attendant Needed: Condition requires that an attendant accompany applicant when accessing *The Bus!*
10. Other, please specify: _____

To verify eligibility for a Half Fare Card you must present **photo identification** with:

1. One of the Proofs of Eligibility listed below
2. Complete the Disability Verification section (on page 2) and you may be asked to participate in a brief in-person interview with an LTD Representative

Proof of Eligibility – Provide verification (such as a card or authorization letter) that shows that you are eligible for or receive services under one of the following:

- Medicare Card
- Supplemental Security Income (SSI) disability benefits*
- Social Security Disability (SSD) benefits*
- Veteran’s Administration benefits at 50% or greater disability
- Veteran’s Administration non-service connected pension
- Lane County Developmental Disabilities
- Lane County Mental Health
- Vocational Rehabilitation

* Must show

OR

Disability Verification – Without one of the “proofs of eligibility” listed above, you must complete this section and participate in an in-person interview.

- I understand that eligibility for the Half Fare Card is based on disability and not on income.**
- I certify that I have a disability that requires specialized facilities, planning or design to utilize LTD’s transportation services as effectively as persons who are not so affected.**

My disability is:

- Permanent – lifetime disability
- Temporary – short-term disability for an estimated _____ months

**PLEASE BRING THIS COMPLETED APPLICATION
AND \$3.00 TO LTD’S CUSTOMER SERVICE CENTER
1080 WILLAMETTE STREET – AT THE EUGENE STATION
THANK YOU.**

LTD USE ONLY – Half Fare Card

Proof of Age Presented:

- Driver's License
 Passport
 State ID
 Other: _____

Mobility Assistance: Check all that apply.

- | | |
|--|---|
| 1. <input type="checkbox"/> Wheelchair Lift or Ramp | <input type="checkbox"/> Securement Marking |
| 2. <input type="checkbox"/> Stop Announcements | <input type="checkbox"/> Securement Loops |
| 3. <input type="checkbox"/> Braille Signage | |
| 4. <input type="checkbox"/> Kneeling Feature | |
| 5. <input type="checkbox"/> Preferred Seating | |
| 6. <input type="checkbox"/> Individual Attention from Operator | |
| 7. <input type="checkbox"/> Transit Training | |
| 8. <input type="checkbox"/> Transit Hosts | |
| 9. <input type="checkbox"/> Attendant Needed | |
| 10. <input type="checkbox"/> Other (specify) _____ | |

- Application Approved
 Application Denied

Comments: _____

(Signature of LTD Reviewer)

(Date)

(Printed Name)



**Lane Transit District
Not-for-Profit Agency Program
Application**

Name of Agency _____

Address _____

Phone _____

Agency Executive Director _____
(Name) (Signature)

Purchasing Contact _____ Phone _____ E-mail _____

Invoicing Contact _____ Phone _____ E-mail _____

Invoicing Address _____ Phone _____ E-mail _____

City _____ State _____ Zip _____

Program Name	Complete Address

(Please attach additional sheet if necessary.)

LTD offers the Not-for-Profit Agency Program to help meet some of the transportation needs of people with low incomes who need to get to medical appointments, employment, education and training opportunities, and housing and nutrition programs and services. LTD agrees to meet the guidelines outlined in the Not-for-Profit Agency Program policy. Changes to this policy will be reviewed and approved by the Lane Transit District Board of Directors.

Participants are expected to use the fare instruments for:

- _____ Medical, including appointments with social service agency programs, counseling, prenatal visits, etc.
- _____ Employment search
- _____ Shelter and housing - To provide transportation to a shelter home and/or for housing search purposes
- _____ Nutrition – To provide transportation to soup kitchens, food box and food stamp providers, etc.
- _____ Education rehabilitation – To provide transportation to authorized educational/rehabilitation activities

Agencies are responsible for providing appropriate oversight and management.

I have read the attached Not-for-Profit Agency Program policy and agree to abide by the guidelines of this policy. I acknowledge that my agency will be terminated from the program for violations of the Not-for-Profit Agency Program policy.

Signature

Date

Please attach a copy of your tax determination letter from the Internal Revenue Service.

Return this application to: **Lane Transit District**
 1080 Willamette St.
 Eugene, OR 97401

Or FAX the information to: **541-682-5558**

For LTD Use: