



Public notice was given to *The Register-Guard*
for publication on February 13, 2018.

**LANE TRANSIT DISTRICT
BOARD OF DIRECTORS
ACCESSIBLE TRANSPORTATION COMMITTEE**

**Tuesday, February 20th, 2018
10:00 a.m.**

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

AGENDA

- I. CALL TO ORDER
- II. ROLL CALL
 - Vacant Pete Barron Stefan Kwiatkowski Tim Shearer Rachel Jacobsen
 - April Wick Vacant Ruth Linoz Josh Haring Jason Higham
 - Vacant Scott Whetham Paul Blaylock Eleanor Mulder Vacant
 - Ed Necker Hoover Chambliss
- III. ANNOUNCEMENTS AND ADDITIONS TO AGENDA
- IV. AUDIENCE PARTICIPATION (10 minutes)
 - ◆ *Public Comment Note: This part of the agenda is reserved for members of the public to address the Board on any issue. The person speaking is requested to sign-in on the Audience Participation form for submittal to the Clerk of the Board. When your name is called, please step up to the podium and give your name and address for the audio record. If you are unable to utilize the podium, you may address the Board from your seat.*
 - ◆ *Community members testifying are asked to limit testimony to three minutes.*
- V. APPROVAL OF MINUTES (2 minutes)
 - Minutes of the January 16, 2018, LTD Accessible Transportation Services Committee Meeting
- VI. AD HOC MEETING UPDATE (20 minutes)

Discuss brainstorming and problem solving efforts for metro riders who are unable to use RideSource cutaways.
- VII. NOVUS DEMO (30 minutes)

Overview of the new Novus system used by RideSource.

VIII. PROGRAM UPDATES

(20 minutes)

- A. Lane Transit District – Cosette Rees
Action needed: *Information and discussion only.*
- B. RideSource Call Center Advisory Committee – Kris Lyon
Action needed: *Information and discussion only.*
- C. RideSource Call Center – Dave Daley
Action needed: *Information and discussion only.*
- D. RideSource ADA paratransit – Chris Tovey
Action needed: *Information and discussion only.*
- E. South Lane Wheels (Cottage Grove) – Ruth Linoz
Action needed: *Information and discussion only.*
- F. Florence Rhody Express – Josh Haring
Action needed: *Information and discussion only.*
- G. Oakridge / Diamond Express – Jason Higham
Action needed: *Information and discussion only.*
- H. White Bird Clinic – Marc Mason
Action needed: *Information and discussion only.*
- I. Alternative Work Concepts – Scott Whetham
Action needed: *Information and discussion only.*
- J. LCOG Senior & Disability Services – Rachel Jacobsen
Action needed: *Information and discussion only.*
- K. LILA – Tim Shearer
Action needed: *Information and discussion only.*
- L. Other

IX. NEXT MEETING: Tuesday, March 20th, 2018

X. ADJOURNMENT

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 MEETING

LANE TRANSIT DISTRICT

Tuesday, January 16, 2018

Pursuant to notice given to *The Register-Guard* for publication on January 10, 2018, and distributed to persons on the mailing list of the District, the Accessible Transportation Committee of the Lane Transit District held a meeting on Tuesday, January 16, 2018 beginning at 10:00 a.m. at the Next Stop Center, 1099 Olive Street, Eugene, Oregon.

Present: Pete Barron, Chair
Stefan Kwiatkowski
Tim Shearer
Rachel Jacobsen
April Wick
Ruth Linoz
Josh Haring
Jason Higham
Scott Whetham
Ed Necker
Hoover Chambliss
John Ahlen
Cosette Rees
Dave Daley
Shawna Janes
Chris Tovey
Renee Jones
Heather Lindsay
Deirdre Nail

Absent: Paul Blaylock
Eleanor Mulder

CALL TO ORDER/ROLL CALL — Mr. Barron convened the meeting of the Accessible Transportation Committee (ATC) or order and called the roll. Those present introduced themselves.

ANNOUNCEMENTS AND ADDITIONS TO THE AGENDA — Ms. Wick announced that due to leadership transition, she is no longer with Full Access. She noted that any questions about getting someone else on this Committee should be referred to Full Access. She also said that she was appointed by the LTD Board to sit on this Committee when Ed Necker terms out, so she will still be part of it.

Mr. Necker clarified that he termed out officially on the December 31, 2017, but he has not yet been replaced, so he is staying on for now.

Mr. Barron spoke about complaints he has been getting about RideSource. He said that he was contacted by two people who use RideSource whom have delicate conditions and feel they are not being taken care of. One of these people is someone who has complained repeatedly, stating that he cannot ride in the big box van due to a spine condition, and it is very painful when the van goes over bumps. For this reason, he needs to ride in the minivans where he can sit near the front, but half the time he needs transportation, a big box van is sent. Mr. Barron asserted that there needs

to be a way to make a note on the rider's file such that he is always accommodated with the minivan due to his needs, or if a minivan is not available, he is notified that he cannot get a ride that day or another arrangement is made.

Ms. Rees suggested that conversations need to be had with those individuals and that another eligibility assessment may need to be done. It might mean that these individuals cannot use RideSource but might be able to use the volunteer escort program. She asked Mr. Barron to provide the individuals' information.

Mr. Tovey mentioned that a few people who ride the escort service got lost in the software shuffle, but that has been resolved, and those people have been characterized as escort passengers again. Those who are escort passengers are those who need minivans and require more assistance to and from their residence. He assured that the people who need this assistance could be accommodated by the escort service and minivans.

Mr. Ahlen added that as LTD is looking at replacing vehicles, they are trying to create more availability of minivans to RideSource. As LTD looks at vehicle purchases, they are trying to make sure everyone has access to the correct vehicles.

Ms. Jacobsen suggested that if staff were to do new eligibility assessment with passengers, they would need to have different procedures in place with regard to what can be requested with the assessment. Right now, the assessment cannot include a request for a vehicle type, although it can be mentioned in the notes. Unless the rider requests it through a special accommodations request, a special vehicle cannot be provided. There is a problem with clients who are approved for escorts calling for escort rides and being told they are not available. This needs to be resolved.

Ms. Rees said that she agreed that this was one of the pieces in the transition that is now being addressed. Escort is specifically for people who are too frail to use ADA transit. They would be able to use escort for medical trips, and this should be available in the metro and rural areas. This is something that got lost in the transition of the contract. It would be a reasonable modification to request a specific vehicle, and that is allowed.

Ms. Jacobsen asked if the conversation to resolve this issue needs to happen here in the ATC.

Ms. Rees suggested that it initially happen in a separate additional meeting and report back to this group.

Ms. Rees said that she could initiate that meeting.

Ms. Linoz stated that as a provider, she would like to participate in that meeting.

Ms. Rees assured that the results of that conversation would also come back to this group as a whole.

Mr. Necker asked whether the person who has complained is requesting medical or non-medical rides.

Mr. Baron responded that 90 percent of the individual's rides are medical.

Mr. Necker stated that in the past, escort service was available for medical rides only, and several members reassured him that was still the case and that it's available in the metro area as well as rural areas.

Mr. Ahlen stated that he would set up the separate meeting needed to address this issue.

AUDIENCE PARTICIPATION — There was no one who wished to speak.

MOTION APPROVAL OF MINUTES — Mr. Kwiatkowski moved to approve the November 21, 2017, minutes of the Accessible Transportation Committee meeting as presented. Ms. Linoz provided the second.

VOTE The motion was approved as follows:

AYES: Barron, Kwiatkowski, Shearer, Jacobsen, Wick, Linoz, Higham, Whetham, Necker, Chambliss (10)

NAYS: None

ABSTENTIONS: None

EXCUSED: Haring, Blaylock, Mulder (3)

ROUTE REVIEW — Transit Planner Heather Lindsay dispersed a handout listing the Winter Bid Service Changes, effective February 4, 2018 (see the handout entitled “Winter Bid 2018 Service Changes”). Ms. Lindsay mentioned that the new Rider’s Digest would be out tomorrow. She explained the changes as follows:

EmX – Time point changes for Weekday/Saturday/Sunday. A trip that departed from Gateway at 12:28 am and went to Sacred Heart will no longer stop at Sacred Heart.

11 Thurston – Some times were changed to match up with EmX time changes.

12 Gateway – Weekday/Saturday/Sunday time point changes.

13 Centennial – Weekday/Saturday/Sunday time point changes.

17 5th/Hayden Bridge – Weekday/Saturday/Sunday time point changes.

18 Mohawk – Weekday time point changes.

36 W 18th - Weekday/Saturday/Sunday changes focused mostly on Target stop at W 11th and Commerce due to conflict with EmX.

41 Barger/Commerce – Weekday/Saturday/Sunday changes, including 5 new partial trips in morning from Barger to Commerce. Riders can pick up the EmX from there. A brand new trip was added at 6:18 am on Weekdays. Mr. Kwiatkowski asked for clarification on the direction of the new trips, and Ms. Lindsay affirmed that all the new trips are proceeding South from Barger to Commerce.

55 North Park – Weekday changes, tightening up points at Park & River Road and Garfield & W 10th to facilitate transfer to EmX. Also, the 7:17 am trip will now arrive at Eugene Station at 7:15 am.

66 VRC/Coburg – Weekday/Saturday/Sunday time point changes. From 7:00 am to 6:00 pm, service will be every 20 minutes rather than every 15 minutes. Three new weekday trips were added. Mr. Kwiatkowski asked for clarification regarding the times, and Ms. Lindsay confirmed that service would be every 20 minutes at all times during that period.

67 Coburg/VRC – Weekday/Saturday time point changes. From 11:00 am to 6:00 pm service will be every 20 minutes rather than every 15 minutes. The 11:12 pm trip departing Delta Oaks on Saturdays will now depart at 11:08 pm.

78 UO/Seneca/Warren – Weekday stop changes from 18th and Willamette heading to UO. Also, the 5:05 pm trip and 6:05 pm trip will now depart UO Station at 5:15 pm and 6:15 pm, pursuant to feedback from people working at UO.

79X UO/Kinsrow – Weekday/Saturday 11:30 pm trips will be eliminated. Two Saturday trips will be added at 6:00 pm and 6:30 pm.

Mr. Haring arrived at 10:19.

82 LCC/Pearl – Weekday ten half trips will be eliminated. These were extra trips that LCC had paid for. The trips before these will no longer operate in drop-off only, but will pick up and drop off.

91 McKenzie Bridge – Weekday/Saturday/Sunday time point changes.

93 Veneta – Weekday/Saturday/Sunday time point changes. Weekday 2:25 pm trip changed to 12:05 pm trip, so there will no longer be a 2:25 pm trip. One reason for the change was that the new time works better for people at the Pearl Buck Center. Mr. Whetham asked how many trips there will be to Veneta, and Ms. Lindsay replied that it will be the same amount. She stated that there are still 10 trips on Weekdays. Mr. Whetham and Mr. Kwiatkowski both asked for some clarification. Ms. Lindsay stated that the trips they were asking about will be 10:45, then 12:05, then 3:25.

95 Junction City – Weekday/ Saturday/Sunday time point changes. Previously express service started at Hwy 99 and Barger, but now these will be in service trips. The 6:35 pm trip will now depart Eugene Station at 6:30 pm. The Oregon State Hospital will no longer be served on this route.

96 Coburg – Weekday/Saturday/Sunday time point changes. There is a bay change at Eugene Station from Bay P to Bay B. Mr. Shearer asked for clarification on time changes. Ms. Lindsay provided the new departure times.

98 Cottage Grove – Weekday time changes. The first trip in the morning departing Village Shopping Center will now depart at 5:28 a.m. instead of 5:43 a.m. so that it can arrive at Eugene Station earlier to make connections. This change was pursuant to a request from a customer.

Ms. Wick asked about Route 95 cutting out the Oregon State Hospital service. She wondered if it was due to low ridership, and Ms. Lindsay confirmed that it was.

Ms. Rees asked about the Veneta Route 93 serving the Pearl Buck Center. She wondered if there is any training that needs to happen due to that change. Mr. Whetham replied that training would only be for people who used the 2:25 p.m. service that is now changing to 12:05 p.m. Mr. Necker asked if this would affect many people who work there. Mr. Whetham responded that there is only one person he can think of, but Pearl Buck will adjust schedules for people if needed based on this service change.

Ms. Rees asked if the new Rider's Digest will be out tomorrow, and it was confirmed that they would be delivered tomorrow, and that all the new route changes are available on the LTD web site already.

FARE UPDATES

Mr. Ahlen announced that some people are starting to show half fare and honored rider cards. He explained that over the course of the next year, by 2019, all half fare and honored riders will have new cards. Anyone who has an old one can come in at any time to switch to the new one starting now. People can come in when their stickers are due to get updated and then get the new card. LTD can work with people regarding the update if the times are inconvenient. The look of the card has changed. They are asking everyone to get new cards by the beginning of 2019.

Mr. Ahlen also spoke about the new service animal pilot project, which has started rolling out this month. We want to make sure to spread the word widely. This project is intended to make riding easier for those who use service animals. On the new half fare cards, the rider can get a paw print, which signifies that the two questions have already been asked their two questions about their service animals. This way, the drivers don't have to ask the question every time they ride. This is a voluntary option, so people can still board with their service animals and be asked the two questions even if they don't have the new card with the paw print.

Mr. Kwiatkowski expressed concerns about media coverage of the new service animal pilot program. Mr. Ahlen assured him that LTD is handling media inquiries and making it clear that the ways people are used to boarding with service animals and the policies surrounding service animals haven't changed. LTD has added this new voluntary option to try to speed up the boarding process for those who want. Through the pilot program over the next year, LTD will look at what works and what doesn't to try to meet riders' needs. Switching to the new card is free.

Mr. Whetham asked if the paw prints will be a sticker, and Mr. Ahlen explained that they are printed right on the cards.

Mr. Ahlen spoke about a workgroup that is looking at fare potential options for youth fare and low-income fare. This is still in the early stages, and they are still collecting data through research about what other communities are doing and through surveys. As people get their new half fare and honored rider cards, they will be asked some survey questions in connection with this workgroup. The purpose is to create more opportunities for youth and low-income riders.

Mr. Kwiatkowski asked for more clarification about the new honored rider cards. Mr. Ahlen assured that the honored rider program for riders over 65 has not changed. The only change is the look of the cards. The rides will still be free, and the switch to the new card is free. They just need to get the new card by the beginning of 2019.

Mr. Whetham asked if people need to get new pictures with the new cards. Mr. Ahlen said that if people want to keep their old picture and it still looks like them, they can do so, otherwise a new picture will be taken.

Ms. Wick asked about the plans for outreach to different providers regarding the new cards. She stated that when she was still at Full Access, there was confusion because different customer service reps were providing different information. She wanted to make sure that with all the changes, people will get help navigating the process to get new cards. Mr. Ahlen assured her that they will not leave anyone stranded regarding new cards or new stickers. He stated that the usual time their sticker expires is the best time to come in and get the new card.

Ms. Rees mentioned that LTD could go to big groups or facilities and bring printer and camera to process the new cards on site. She also pointed out that the paw print program is a pilot program,

so if anyone has input or feedback as to how people are using it and what their experiences are, this should be reported.

Ms. Wick asked if there will be added ADA language on to materials to make it clear that the paw print program is voluntary. Mr. Ahlen replied that there is a one-page printout to people in the pilot program explaining the program. He added that he himself is available as a resource to help anyone who needs assistance.

5310 DIRECT REIMBURSEMENT

Mr. Ahlen referred to a big handout regarding 5310/STF funding (see handout) as an example.

Mr. Ahlen explained that LTD is entitled to a FTA direct disbursement allotment of 5310 dollars, which is separate from the 5310 allotment through ODOT discretionary grant process. The smaller portion comes from the FTA. It is different in that LTD doesn't apply through ODOT, there are different rules as to how it gets allocated and spent. LTD would like to talk about potential uses for these FTA funds through the ATC. The allocation of direct FTA funds is a little bit less than \$250,000, whereas the total allocation in funds through the discretionary grant process through the state is almost \$4 million. The approximately \$250,000 in FTA funds is for use in the upcoming biennium.

Mr. Ahlen continued by saying that historically these funds have been used as a vehicle replacement fund. Most recently, they were used to fund vehicle replacements for the fixed-route fleet. For the upcoming biennium, LTD would like to use the FTA dollars to help fund things that ATC has already decided to fund. In looking at the 5310 STF funding recommendations, the only project that is not completely funded at this time is the ADA RideSource and Shopper program, which is currently set to be funded by 5310 STF and general funds. One proposal is to use the additional FTA direct disbursement dollars to offset the general funds being used to fund RideSource program. The other priorities identified are already fully funded through grants.

Ms. Rees clarified that dollars in question are to be used in the current biennium. They will have to be used for specific reasons to serve seniors and people with disabilities. The ADA RideSource program fits this requirement. The current biennium includes \$900,000 of general funds to support the programs. In addition to previous biennium, the total amount of general funds to support these programs would be \$3.4 million, so the \$250,000 of direct FTA disbursement would be used to offset that amount. We need to use the \$250,000 or lose it. It needs to be allocated to something that has already been approved by the ATC.

Ms. Linoz asked for a clarification regarding the fiscal year.

Ms. Rees clarified that we are currently in the '2018-2019 fiscal year, which is Fiscal Year 2019. These dollars would be allocated for use in Fiscal Year 2019. In the fall, we will be allocating for Fiscal Years 2020 and 2021. She further clarified that the committee needs to recommend to allocate approximately \$232,000 in 5310 FTA direct disbursement to ADA paratransit for Fiscal Year 2019.

Mr. Kwiatkowski asked if we can choose whether funds go to vehicle operations or vehicle purchase. Ms. Rees responded that vehicle purchase for RideSource is not previously approved, so it would go to ADA RideSource operations.

Ms. Linoz asked what would happen if the committee says no to that recommendation and where the funds would be reallocated. Mr. Whetham and Ms. Rees asserted that no other programs would meet the requirements for 5310.

Mr. Whetham asked if there are other programs funded by general funds, and Ms. Rees responded that the only program for which general funds have been allocated is the ADA Paratransit, which is RideSource and the Shopper program. The general fund is a large amount of money, so it is easier to allocated it to just one program. Most programs are funded through a variety of 5310 and 5311 funds with STF as a match. If we were to add more dollars to projects, we would have to go through another competitive project.

Mr. Kwiatkowski asked if this requires a housekeeping vote.

Ms. Jacobsen stated that she believes a larger than usual amount of general fund dollars was being spent to fund the ADA system, so this allocation would help mitigate that. Mr. Ahlen confirmed that she was correct. He explained that in the original discretionary grant cycle, the funding was less than in prior bienniums, so LTD had to increase general fund contributions. Therefore, the recommendation is to use the FTA direct disbursement from the additional 5310 allocation to offset some of the general funds that were used for this cycle.

Mr. Necker stated that the general fund contribution affects fixed-route service.

Ms. Linoz asked if since the LCOG S&DS services were adjusted by \$27,000, would it make a significant difference if that full amount could be provided for the program. Ms. Jacobsen explained that if current rates are maintained, it would not make a difference.

Ms. Linoz mentioned that White Bird is consistently running out of money before the end of the year.

Mr. Ahlen clarified that as part of the discretionary grant process, LTD did not ask any programs to take any internalized budget cut, but they didn't do any increases from prior biennium for certain programs. Therefore, those programs received the same funding that they had in the prior year that they had asked for an increase.

Ms. Linoz reiterated that White Bird reaches the end of their funding before the end of the year. Ms. Rees responded that White Bird was not accessing funding through all of the programs that they could use. For example, some services could be paid for through Medicaid so they could keep other funding for the needs for which it was intended. LTD has been helping White Bird to access other programs and funds.

Mr. Barron asked if the Committee needed to approve the allocation of the FTA direct disbursement funds, and it was agreed that a motion was needed.

Mr. Ahlen stated his recommendation for a motion.

MOTION Mr. Whetham moved to recommend that LTD apply for FTA direct disbursement 5310 dollars and to apply that towards RideSource ADA Metro Services to offset the general funds contribution. Mr. Kwiatkowski provided the second.

VOTE The motion was approved as follows:
AYES: Barron, Kwiatkowski, Shearer, Jacobsen, Wick, Linoz, Haring, Higham, Whetham, Necker, Chambliss (11)
NAYS: None
ABSTENTIONS: None
EXCUSED: Blaylock, Mulder (2)

PROGRAM UPDATES

Lane Transit District — Ms. Rees encouraged everyone to help share information regarding service changes, especially since there are a lot of time point changes. There will be public media releases, but we don't want people missing busses. She also referred to the new half fare and senior honored rider cards and the new paw print pilot program, which had already been discussed. She reported that she attended a meeting at ODOT and heard that agencies across the state and the nation that are having many issues with service animal confrontations on buses, so they will be watching our program to see if it reduces those confrontations. She reiterated the need for feedback on that program.

RideSource Call Center Advisory Committee — Kris Lyon was not present and the Advisory Committee had not met recently.

RideSource Call Center — Mr. Daley reported that RideSource is between call center managers, so he is wearing two hats to keep program running. Michelle Buie who manages a similar call center in Salem will be on site for part of next week and then will be on board full time in two weeks. Ms. Buie will be the manager of the RideSource Call Center. He explained are six key functions of the Call Center including ADA scheduling, medical scheduling, managing service providers, bus pass program, mileage reimbursement program for Medicaid, and a collection of volunteer programs. The Call Center has been trying to get as much of their job done through the Novus software as they could, although it wasn't fully functional at first. It is becoming more functional, and all of the ADA scheduling is fully functional through the Novus software now. The goal is for all of the segments to be functional through that software. One of the big changes with the ADA scheduling is that people now do not need to call in the evening to re-confirm their rides. The ride that a person is given when they originally call the Call Center IS the ride time. The late-night staffing will take control of the after-hours portion of the medical scheduling. Now the people who are answering phone calls to confirm rides that don't need to get re-confirmed anymore will take over after-hours medical scheduling that was previously done by another provider. Mr. Daley stated that mileage reimbursement has been difficult to get off the ground, but first payments will be made next week to members. Information from third-party drivers is still needed.

Ms. Linoz asked about late payments for bid payments, and Mr. Daley said that bid rides reimbursement has been problematic. Ms. Linoz asked if all bid rides providers are waiting for three months to be paid, and Mr. Daley said that they are not all waiting that long.

Ms. Jacobsen asked if "third-party drivers" refers to individual third parties such as caregivers. Mr. Daley responded that yes, individual third parties are included. He said that since July, approximately 430 members have been directly reimbursed and approximately 315 still need to be reimbursed. He also stated that volunteers made it clear that they wanted to go back to direct deposit for mileage reimbursement, and that will happen.

RideSource ADA Paratransit — Mr. Tovey reported that everything is going well, a bid has been implemented, and the scheduling software is more efficient. He then introduced Shawna Janes, the Dispatch Supervisor. Ms. Janes spoke about changes to the Shopper route schedule. She referred to a handout with the current Green Week and Blue Week schedules on one side and the proposed new simplified schedule, which will be the same every week. She noted that each area had 2-3 stores each week, and it flip-flopped back and forth between the Green and Blue weeks. Now each store has specific appointed time each week, and there are other options within that area. Winco and Walmart have been added as options. Mr. Whetham asked for clarification about

the qualifications to use these services. Ms. Janes confirmed that qualifications have not changed, but this new schedule is much easier for the call center schedulers. Mr. Shearer asked what happens if a consumer in North Eugene wants to go to Market of Choice, and Ms. Janes stated that Eugene is divided into four segments, and North Eugene would be Coburg Road, so there is no Market of Choice in that area. She added that there had been very little demand for Market of Choice in North Eugene. She also stated that many riders will go to several stores in a particular shopping area. Mr. Tovey added that the time in the shops has been extended from 1 hour to 1 hour, 15 minutes. Ms. Jacobsen asked if riders will be picked up at location some time between times listed, depending on the route the driver is taking, and Ms. Janes replied that was correct. Ms. Jacobsen also asked about a new driver replacing a driver who had left. Mr. Tovey added that the new driver has already been working with the Shopper passengers. Ms. Janes also confirmed that the Shopper route uses one driver and one bus. Mr. Tovey explained that the plan is to use this new schedule through February, and pending any feedback and fixes, it will be the permanent schedule after that.

Mr. Haring mentioned that he had a Novus-related billing question. He wondered since the Call Center is getting a better handle on Novus, whether there would be a time when they can meet with providers and work on billing and reimbursement issues regarding ADA service. Mr. Daley responded that basic functional Novus issues will be taken care of by midsummer, and reimbursement is a huge project that needs to be worked out after basic elements. At that point, they will start a collaborative process to work out reimbursement issues and fix all the billing issues. Mr. Daley reaffirmed that billing is a key element which will be addressed very soon. Ms. Linoz wondered if ADA billing is part of the top priorities. Mr. Haring asserted that the budget component for the ADA program is tight, so that not being able to put in reimbursement for every \$2 ride to Novus, that will skew the ADA budget drastically. Ms. Linoz asked if that was a non-payment option and if they would not be paid for what they don't bill. Ms. Rees said that it would be a manual change until the proper module is installed or fixed in the software.

Ms. Rees spoke about the context regarding Novus and the billing issues. She stated that LTD owns responsibility. She explained that the Novus software was obtained through a grant and developed over three years in partnership with Trapeze. It's a software that needed to be in place before new contractor could come in. LTD rushed the implementation of the Novus software on July 1 so that they could transition to new contractor on September 1. LTD understands that it has not been seamless or without consequences. LTD continues to work with Trapeze to get the software working efficiently. The priority list is almost taken care of. It is working well in a test environment. She emphasized that LTD owns the shortcomings and that MTM is doing what they can with what LTD is providing. Ms. Rees added that when critical functionality is in place, there are additional modules that will provide great customer service, including one that customers can use to track their trips.

South Lane Wheels (Cottage Grove) — Ms. Linoz reported that since the last meeting, most challenges are related to the status of the Novus software. She said she has been frustrated by the lack of communication so that she would have a sense as to where complaints have been registered and what would be the timeline for things that are not yet functioning. She added that she has asked for a contact list but has not received one, so she does not know whom to contact for what at the RideSource call center. She also said that what the provider sees sometimes is what the call taker and scheduler see, so until that is better understood, there are misconceptions on the call center's side of what the providers are working with. Sometimes the information shared by the providers does not seem to be captured by the call center. She suggested that there be more training in this regard, and she expressed that hopefully some of this can be addressed at the meeting on February 14. Ms. Jacobsen asked if there could be a demonstration of the software at a future ATC meeting, with a dummy case of a request for travel through the call center, how it

gets linked to the provider, etc. Mr. Daley said that the next meeting will be after the upgrade, which will incorporate some fixes. Mr. Ahlen said that he would get a demonstration set up for an upcoming meeting.

Florence Rhody Express — Mr. Haring expressed concern again for the tight ADA budget. He repeated the concern about communications. He then reported that his service is driving in circles and everyone is happy. He mentioned that he and Mr. Ahlen went through an audit review. Mr. Ahlen stated that he hadn't received the written report but had gone through the ODOT triennial review. He said that the informal feedback was that both the South Lane Wheels and Rhody Express programs were highly successful. He added that Rhody Express earned one of the best maintenance review scores in the state. The audit process was one day for Rhody and two days for South Lane. The audit includes reviews of all the details of the programs, vehicle walk-throughs, inspections, policies. Some small adjustments in were made in Florence with respect to including Title VI language on vehicle and in program materials. The written version of the report will be available soon.

Oakridge/Diamond Express — Mr. Higham reported that he is replacing Aline Goddard. He said that they took over in mid-September for Diamond Express and that everything has been running well. He mentioned that the biggest challenge is the older equipment, so they have requested a newer bus.

White Bird Clinic — Mark Mason was not present.

Alternative Work Concepts — Mr. Whetham reported that training was going well and the wait list was shorter due to the weather. He said that they are gearing up for all the route changes in February. He expressed appreciation for the presentation on all the route changes. Ms. Nail said that the only thing affecting training is how sick everyone has been.

LCOG Senior & Disability Services — Ms. Jacobsen said that the big announcement was that starting in December, the Eugene lobby hours changed from 8-5 to 9-4, Monday through Friday. This is a reduced window of time for walk-ins, but phones are still on 8-5. She stated that the other big change is that they have moved to a shared caseload model for clients not receiving in-home services. This change affects clients who are receiving only financial/eligibility services, which include medical and nutrition assistance. For these clients, there is now one eligibility team instead of one assigned worker for each client. There is now just one phone number and email to contact. Ms. Jacobsen reported that in places where this has been implemented before, it has been successful because services are attended to in a timely manner. A client does not have one assigned worker, but instead they go through the team and is assigned whomever is available that day. She added that this system is different in Florence, but only in Florence. She reported that all other smaller offices are part of the Eugene branch of services. She also reported that the Creswell S&DS office now has a drop box. Since the Creswell office is only open on Tuesdays and Thursdays for walk-ins, now documents can be dropped off 7 days/week in the drop box. Since Creswell has a shared caseload with the Eugene office, they can access the Eugene office on non-walk-in days. Since Creswell is an extension of the Eugene office, there is no mailing address for Creswell. All mail goes through the Eugene office. Mr. Necker asked if there is an eligibility worker in Creswell, and Ms. Jacobsen replied that the team services Creswell. At the beginning of a work day, the team is divided into phones and walk-ins in either the Eugene, Creswell, or Oakridge office. It could be a different person each time, but there is always a member of the team present on walk-in days. Ms. Jacobsen reminded everyone that those walk-in days in Creswell and Oakridge are very busy, so people might just want to place a phone call to the eligibility team. Mr. Shearer asked to clarify that eligibility services include medical and nutritional services, which means Medicaid and SNAP, and Ms. Jacobsen confirmed that that is correct. Ms. Jacobsen further clarified that if

a client has in-home services and has a case manager, that person still has a specifically assigned case worker. She also stated that this transition has been positive for her team, as the volume of services for eligibility clients has increased with the shared work model.

LILA — Mr. Shearer reported that the last month or so has been relatively quiet.

Full Access — Ms. Wick reiterated that she is no longer with Full Access. She said that the bus pass comment was the only item from Full Access.

NEXT MEETING — The next meeting was scheduled for February 20, 2018.

Mr. Barron asked if a new bus driver will be joining the Committee. Mr. Ahlen answered that until he gets final word on LTD's bylaws review regarding membership, he isn't sure yet. He added that he has reached out to supervisors for recommendations, but he will need to wait until bylaws are finalized.

ADJOURNMENT - Mr. Barron adjourned the meeting at 11:40 a.m.

(Recorded by Rachel Burstein)