



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

Tuesday, April 17, 2018

10:00 a.m.

NEXT STOP CENTER

1099 Olive Street, Eugene
(at the Eugene Station)

AGENDA

<u>Time</u>		<u>Page</u>
10:00 a.m.	I. CALL TO ORDER	
10:01 a.m.	II. ROLL CALL	
	<input type="checkbox"/> Vacant <input type="checkbox"/> Pete Barron <input type="checkbox"/> Stefan Kwiatkowski <input type="checkbox"/> Tim Shearer <input type="checkbox"/> Rachel Jacobsen <input type="checkbox"/> Vacant <input type="checkbox"/> April Wick <input type="checkbox"/> Ruth Linoz <input type="checkbox"/> Josh Haring <input type="checkbox"/> Jason Higham <input type="checkbox"/> Vacant <input type="checkbox"/> Vacant <input type="checkbox"/> Hoover Chambliss <input type="checkbox"/> Paul Blaylock <input type="checkbox"/> Ed Necker <input type="checkbox"/> Vacant <input type="checkbox"/> Scott Whetham	
10:05 a.m.	III. COMMENTS FROM THE CHAIR	
10:10 a.m.	IV. AGENDA REVIEW	
	<i>This agenda item provides a formal opportunity for the committee chair to announce additions to the agenda, and also for committee members to make announcements.</i>	
10:15 a.m.	V. AUDIENCE PARTICIPATION	
	<ul style="list-style-type: none"> ◆ <i><u>Public Comment Note:</u> This part of the agenda is reserved for members of the public to address the committee on any issue. The person intending to speak will first be recognized by the chair of the committee. When called upon, please give your name and address for the record.</i> ◆ <i>Community members are asked to limit their testimony to three minutes.</i> 	
10:25 a.m.	VI. APPROVAL OF MEETING MINUTES	
	Action Needed: <i>Vote to approve minutes from March 20, 2018</i>	
10:30 a.m.	VII. COMMITTEE BYLAWS DISCUSSION	
	<i>LTD Staff will review changes necessary to the ATC bylaws along with the Oregon Administrative Rules that pertain to the committee.</i>	
10:45 a.m.	VIII. NOVUS UPDATE	
	Action Needed: <i>None. Information only.</i>	
	<i>Follow up on progress of NOVUS implementation from the prior months meeting.</i>	

11:00 a.m. VIII. REASONABLE MODIFICATIONS

Action Needed: None. Information only.

A brief discussion of modification requests, including an overview of what a reasonable modification request is, and the process for how LTD accommodates requests from beginning to end.

11:30 a.m. IX. PROGRAM UPDATES

a. Lane Transit District – Cosette Rees

Action needed: None. Information only.

b. RideSource Call Center Advisory Committee – Kris Lyon

Action needed: None. Information only.

c. RideSource Call Center – Dave Daley

Action needed: None. Information only.

d. RideSource ADA paratransit – Chris Tovey

Action needed: None. Information only.

e. South Lane Wheels (Cottage Grove) – Ruth Linoz

Action needed: None. Information only.

f. Florence Rhody Express – Josh Haring

Action needed: None. Information only.

g. Oakridge / Diamond Express – Jason Higham

Action needed: None. Information only.

h. White Bird Clinic – Loretta McNally

Action needed: None. Information only.

i. Alternative Work Concepts – Scott Whetham

Action needed: None. Information only.

j. LCOG Senior & Disability Services – Rachel Jacobsen

Action needed: None. Information only.

k. LILA – Tim Shearer

Action needed: None. Information only.

l. Other

11:59 a.m. X. NEXT MEETING: TUESDAY, MAY 15, 2018

12:00 p.m. XI. 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, March 20, 2018

Pursuant to notice given to The Register-Guard for publication on March 13, 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, March 20, 2018, beginning at 10:00 a.m. at the Next Stop Center, 1099 Olive Street, Eugene, Oregon.

Present: Tim Shearer
Stefan Kwiatkowski
Rachel Jacobsen
Ruth Linoz
Jason Higham
Scott Whetham
Ed Necker
Hoover Chambliss
John Ahlen
Cosette Rees
Dave Daley
Chris Tovey
Deirdre Nail
Paul Blaylock
Kris Lyon
Aurora Jackson
Loretta McNally

Absent: Pete Barron, Chair
Eleanor Mulder

CALL TO ORDER/ROLL CALL — Mr. Shearer, substituting for Mr. Barron, called the meeting of the Accessible Transportation Committee (ATC) to order.

COMMENTS FROM THE CHAIR — None.

AGENDA REVIEW/AUDIENCE PARTICIPATION — Mr. Shearer provided an overview of *MovingAhead*, a partnership between the City of Eugene and LTD that looks at transportation strategies for the next 10-20 years. Mr. Shearer is the representative for the ATC to *MovingAhead*, and he reported on their latest meeting. The *MovingAhead* committee envisions a 10-year investment strategy outlining transportation investment options for each of the five corridors (Highway 99, River Road, Coburg Road, MLK, and 30th Avenue). This could include increased bus activity, enhanced corridors (with dedicated lanes), regular bus routes, and bus rapid transit. These plans are still in the public input phase.

Mr. Necker clarified that enhanced bus service does not involve dedicated lanes, but it increases frequency.

Mr. Shearer added that no decisions had been made yet. Each community has different sets of priorities, so it will be up to the communities to help decide. Ultimately, they are looking for investments to create and prioritize safe environments for walking, biking, and other

transportation that maintain neighborhood character and reduce commute times. After more meetings throughout the spring and summer, the *MovingAhead* committee plans to make a proposal to the community and the City Council in the fall.

Ms. Rees commented that the *MovingAhead* partnership is exciting because the city and LTD are working together, and they are working with the community as well, such that the approaches for public transportation will reflect the values of each community.

Mr. Kwiatkoski mentioned that the website is movingahead.org. Mr. Shearer added that the *MovingAhead* committee wants a lot of community involvement and input, so everyone should spread the word through their respective organizations.

MOTION APPROVAL OF MINUTES — Ms. Linoz moved to approve the January 16, 2018, minutes of the Accessible Transportation Committee meeting as presented. Mr. Kwiatkowski provided the second.

VOTE The motion was approved as follows:
AYES: Kwiatkowski, Shearer, Jacobsen, Linoz, Higham, Whetham, Necker, Chambliss, Blaylock (9)
NAYS: None
ABSTENTIONS: None
EXCUSED: Barron, Mulder (2)

AD HOC MEETING UPDATE — Mr. Ahlen reported on the ad hoc meeting that was held to discuss challenges with the current vehicle fleet that make for rough rides for some *RideSource* riders. The meeting addressed the realities of the current fleet, opportunities that can be presented in the future, and how to be clear to riders accessing service as to what can and cannot be provided. The discussion involved ADA trips, which were split into medical and non-medical trips. For ADA medical trips, it was decided that the most appropriate means of transportation would be taxi through the Metro Escort program. Even with a large paratransit fleet, it is a logistical challenge to designate specific vehicles for people who can only ride in particular vehicles, so using a taxi service through Metro Escort helps guarantee rides in appropriate vehicles. For ADA non-medical trips, there can be no guarantee that an appropriate vehicle can be sent, and people are having to refuse rides, especially if they cannot ride in vehicles with cutaways. The reality is that if someone has a situation in which they cannot ride in certain vehicles, *RideSource* has to deny the ride because they cannot guarantee an appropriate vehicle.

Mr. Necker mentioned that someone spoke to him raising a concern with the availability of vehicles for bariatric patients, in that some vehicles do not have adequate lifts for heavier chairs and heavier people. Mr. Ahlen responded that one solution that is being discussed for future vehicle orders and replacement vehicles is upgrading to 1,000-pound lifts. However, a stronger lift sometimes requires a tighter suspension, which could make for a rougher ride. The ultimate goal is to have as universally accessible a fleet as possible.

Mr. Ahlen stated that they want to be realistic about which vehicle can show up for a rider, so if they cannot guarantee that an appropriate vehicle is available, they have to deny the ride.

Mr. Shearer asked what the options are for those who cannot get transportation. Mr. Ahlen replied that encouraging taxi providers in the area to have more ADA accessible vehicles is one possibility.

Ms. Jacobsen queried whether the definition of Metro Escort would need to be amended if it were used for medical rides, adding alternate needs to door-through-door.

Ms. Lyon stated that the definition of ADA paratransit is origin-to-destination. Since escort is above and beyond the regular level of service anyway, the definition can still be door-through-door.

Ms. Linoz mentioned that the logistics of a ride need to be worked out when the ride is accepted because the onus is on the provider to fulfill it and meet the rider's needs. She pointed out that in Novus, some of the details of the rider's needs are not communicated properly to providers, so providers are losing out when riders refuse a ride.

Mr. Ahlen said that if taxi services are used through Metro Escort, a smaller vehicle should show up.

Ms. Lyon pointed out that if RideSource tells a customer that they can provide the correct vehicle, then the onus is on RideSource to do so.

Ms. Linoz commented that sometimes a minivan is not adequate.

Ms. Jacobsen asked how many Metro Escort rides there are typically, and the answer was just a tiny number. She added that with a rural escort, a trip is not scheduled until a driver is secured. She wondered if there is a similar procedure with RideSource for Metro Escort. Mr. Daley responded that with such a small number of Metro Escort rides, almost any accommodations could be made and providers can be found, even for more medically fragile riders.

Mr. Necker asked if Novus reflects needs such as a smoother ride or bariatric conditions.

Mr. Daley responded that Novus does include indicators for those needs. He clarified that for the RideSource ADA trips, the driver has a tablet in the vehicle which provides info about each rider's needs. LTD does go beyond what ADA would require in terms of serving bariatric clients with RideSource.

Ms. Jackson queried whether, given reasonable accommodation requirements, driving conditions could be modified to meet those requirements. The type of service includes not only the type of vehicle but different ways that operators could drive to give a smoother ride.

NOVUS DEMO

Ms. Lyon presented a demonstration of the new Novus software program used for scheduling RideSource rides.

The home page displayed a map of the ADA paratransit service area, showing the RideSource buses on the road at the moment. It also displayed the schedule of trips for each day and the number of runs for both internal and external fleet.

The sample ride request page displayed a sample rider's request. It showed that specific needs will not be assigned to particular providers that cannot accommodate those needs. There were fields for excluding types of vehicles that a customer cannot use and for specific needs relating to drivers (for example, only non-male drivers). Driver or scheduling comments show up on Trip Broker for the provider. Any type of exclusion can be made, including particular providers or drivers for certain customers, and keeping certain customers apart. Any exclusion does limit the

availability and capacity of types of vehicles, and it makes things more difficult when an individual can only use one or two providers.

Ms. Lyon responded to a question about "friends and family" by explaining that it indicates that friends and family are available to assist with mileage reimbursement.

Ms. Lyon shared that one of the biggest challenges with the new Novus system is that the system frequently crashes. She assured the committee that the software vendor has been working on this problem, and another meeting with the vendor was scheduled for the day following this meeting to address solutions. Mr. Shearer asked about a backup plan when the system crashes, and Ms. Lyon responded that the ride reservations can still be taken via telephone and written down by hand, then they can be scheduled through Novus when the system comes back up.

Mr. Chambliss asked what the user capacity is, and Ms. Lyon replied that according to the vendor, the capacity is unlimited.

Ms. Rees stated that the RideSource Call Center Steering Committee has discussed sitting down and meeting with each provider about its individual problems with the Novus system.

Mr. Necker asked if there is any reaction from companies about out-of-service providers such as taxi services obtaining wheelchairs. Mr. Daley responded that the only adverse reaction was when the number of will-call returns was cut back. Mr. Necker wondered if taxi services seem willing to do wheelchair transportation, and Mr. Daley replied that most taxi companies use independent contractors as drivers, so wheelchair accessibility and extra costs depend on the driver. Additionally, if ADA rides are assigned to outside providers, those providers are paid their own rates.

Ms. Jacobsen asked how many people are generally on the Novus system at one time, and Mr. Daley responded that the number is approximately 40. Ms. Lyon clarified approximately 23-24 providers some LTD staff members are on the system at any given time.

Ms. Jacobsen added that AWC, White Bird, and S&DS will be transitioning to Novus soon, which will add more people to the system, and Ms. Lyon said that hopefully, the software vendor will resolve these issues before that happens in May. Ms. Lyon also stated that the old system remains up and running until the Novus bugs are worked out.

Mr. Chambliss wondered if Novus will be successfully integrated in the amount of time given to do so. Ms. Rees explained that Novus was implemented six months earlier than planned, and it performed well in the testing of its critical components. Performing under full capacity is new, and the vendor (Trapeze) needs to make it right. The implications of system crashes will be made clear to them.

Ms. Linoz expressed concern that Novus has created extra work, and Ms. Lyon assured her that the providers' opinions will be communicated to the vendor.

Mr. Ahlen interjected that when Novus crashes, it affects all jobs - the call-taker scheduling rides, LTD's end, the driver's tablet, etc. Therefore, a critical fix is needed.

Ms. Linoz mentioned some frustration when RideSource does not have answers as to what a provider should do in certain instances, and Mr. Daley responded that after the crash issue is resolved, other problems will be addressed.

Ms. Jackson apologized on behalf of LTD for the software issues and stated that LTD is taking full responsibility to solve it. LTD is bringing in an independent IT firm to assess how the performance of the software vendor is being managed, so there will be more accountability. LTD is committed to fixing all the issues for providers and everyone else.

Mr. Necker inquired about bids for the IT firm, and Ms. Jackson responded that the bids came in at amounts under the threshold that requires board approval, so a contractor should be in place in the next couple of weeks.

Ms. Lyon returned to the Novus demo by showing the sample customer's future trips scheduled. She demonstrated how each booking can be viewed individually, and she explained the details of each booking on the screen that the customer service rep sees when booking a trip.

Ms. Jacobsen said that she wondered what happens if a rider cannot confirm the exact address of the destination. Mr. Daley replied that for repeat destinations, it won't be a problem, but for a new destination there is a pretty strict requirement for a precise address.

Mr. Shearer asked what happens if a rider gives specific info, such as Oregon Urology Institute, but no address and Mr. Daley responded that information is sufficient if there is no confusion about the address of that particular facility.

Mr. Necker wondered if it is the call-takers responsibility to state the address, and Mr. Daley said that the drop-down menu of frequent destinations should make it easier for the passenger.

Ms. Lyon explained that on the scheduling screen, the focus is on the drop-off time to be at an appointment and the pick-up time after an appointment. The customer service reps need to learn distances and enter travel times.

Ms. Linoz wondered if the travel time will be adjusted for future trips if it ends up being different than what is initially scheduled. Mr. Daley responded that there is a grid developed for travel times, and the grid will be altered as needed. He said that if travel times are turning out to be different, the provider can contact LTD or add notes through Novus.

Ms. Lyon showed in the demo that the type of service can be selected so that the customer does not have to remember who is paying for the trip. Also, if eligibility conditions for paratransit apply to a particular customer, those are listed, so the customer service rep can determine if the customer is eligible for paratransit for a particular trip. If a customer is required to take the bus instead of paratransit, the customer service rep can purchase a bus pass for a Medicaid customer. If a person is capable of using a fixed route bus, they will be strongly encouraged to do so.

Ms. Lyon continued by explaining that if it is a local trip, the customer service rep will select the RideSource general fleet. Otherwise, it will go to the scheduling team, and that team will select from the list of outside providers. The cost of the ride is not calculated until it is assigned to a provider. Mr. Daley added that schedulers have a chart of the costs of rides for each provider based on miles, and it shows them which is the most cost-effective provider for a particular trip.

Ms. Lyon showed a list of all runs for a particular day, sorted by address, and some by zip code.

Ms. Linoz asked for confirmation that bid rides are separated. Ms. Lyon responded that if a provider does bid rides, a bid run is shown. Ms. Linoz expressed concern about receiving

payments for bid trips. Ms. Lyon reinforced that Ms. Linoz should continue to work with MTM on those issues.

Ms. Lyon continued by displaying Trip Broker, which is what the providers see. It shows scheduled or unscheduled trips, which runs they have, etc.

Ms. Linoz mentioned the challenge of changes to trips and that those changes might not be synced right away, so providers are operating under the original information. Ms. Lyon said that changes made to a trip on a scheduling screen should be imported to the Trip Broker right away.

Ms. Rees summarized that it has been demonstrated that there is still a lot of work to do, and it is an organizational effort. LTD is working on sorting out all the issues with Novus, and it is already better than it used to be. Trapeze, the software vendor, has an interest in making this work both contractually and because they want to show and tell this software, so they want it to perform optimally. LTD pushed them to put it in place six months early. They are working on functionality as well as the load issue. There are common issues from all providers, but there are also issues that are unique to particular providers, so there will be one-on-one meetings with each provider to address those issues.

Mr. Shearer asked what the feedback has been from riders. Ms. Rees responded that they have heard from customers when there are problems, and they are troubleshooting those, but they have also had positive feedback.

PROGRAM UPDATES

Lane Transit District — Mr. Ahlen reported that the updated bylaws are still under review by the board and attorneys to assure that all LTD subcommittees have consistent bylaws. The updated bylaws will lay out requirements for membership.

Mr. Ahlen also mentioned that LCOG, LTD, and others hope to begin a feasibility study for a Florence to Eugene route, and that is in the pre-pre-planning stage.

Mr. Ahlen also noted that complaints about RideSource should go to RideSource itself, and people can reach out to LTD if complaints are not resolved.

Ms. Rees stated that at the next meeting, she would like to discuss a fare management system, which would mean moving away from paper fares and implementing more electronic fares. There are many technologies available to be purchased and easily implemented, and she said that she would like input from the group on experiences with different systems. Ms. Linoz asked if the goal of this would be a one-stop shop for purchasing that would include several different providers. Ms. Rees said that is one factor, but the overall goal is to make the system more accessible and convenient. Amtrak and Tri-Met, for example, are looking for partners. She also assured the committee that whatever solution is implemented, cash will still be accepted.

RideSource Call Center Advisory Committee — Ms. Lyon announced that the committee's bylaws will be integrated with those of the ATC since it is a subcommittee. She also mentioned that the committee is low on membership and needs to add more members, but it is waiting for the updated bylaws. The committee met recently and will meet again in May.

RideSource Call Center — Mr. Daley reported that aside from the Novus system crashes, all is well. The new system has great functionality, and the Center is fully-staffed. Without the

crashes, the phone metrics would be met. He stated that he is proud of the fact that mileage reimbursement for Medicaid members is up and running.

RideSource ADA Paratransit — Mr. Tovey reported that feedback on changes to the Shopper route schedule has been positive. The schedule has been smoother, and the map and consistent weekly schedule make a lot of sense.

South Lane Wheels (Cottage Grove) — Ms. Linoz reported that they have been participating in a collaboration in Cottage Grove called Soup-On, which gets different groups and agencies that work with families and children together and makes them aware that South Lane Wheels offers low-cost transportation. It has led to great relationships and involvement.

Florence Rhody Express — Josh Haring was not present.

Oakridge/Diamond Express — Mr. Higham reported that everything is running smoothly.

White Bird Clinic — Ms. McNally announced that she is taking over for Mark Mason. She reported that White Bird has partnered with the library and is doing crisis counseling services on Thursdays and Saturdays, and they are also doing STS from the library. These services might be extended to Veneta or other libraries. They are averaging about 300 rides per month.

Alternative Work Concepts — Ms. Nail reported that AWC is adding another male travel trainer/backup transit host, Zach Swanson, to work with people who specifically want to work with male trainers. She also mentioned that they are branching out with marketing for travel training, so they are putting the word out through everyone. The training helps people learn to take the bus if they are not able to do it alone. With weather improving, they expect more demand for training. Ms. Lyon commented that travel training is pushed in initial assessments through RideSource.

LCOG Senior & Disability Services — Ms. Jacobsen reported that the Oregon Project Independence program for adults 60 and older, which pays for in-home services for people who don't qualify for Medicaid, has a waitlist that moves very rapidly. She stated that people should be encouraged to get on the waitlist. She also announced that February of this year brought the highest numbers ever for assigned abuse investigations. The positive aspect of this is that people in the community are reporting neglect and abuse.

LILA — Mr. Shearer reported that LILA now has three trained staff members to help people with SSI and SSDI eligibility. Mr. Ahlen added that LILA did a recent presentation on service animals at LCOG.

NEXT MEETING — The next meeting was scheduled for April 17, 2018.

ADJOURNMENT — Mr. Shearer adjourned the meeting at 12:00 p.m.

(Recorded by Rachel Burstein)