



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

**Tuesday, May 15, 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"/> Vacant <input type="checkbox"/> Stefan Kwiatkowski <input type="checkbox"/> Tim Shearer <input type="checkbox"/> Rachel Jacobsen <input type="checkbox"/> Vacant <input type="checkbox"/> Pete Barron <input type="checkbox"/> Hoover Chambliss <input type="checkbox"/> Josh Haring <input type="checkbox"/> Jason Higham <input type="checkbox"/> Vacant <input type="checkbox"/> April Wick <input type="checkbox"/> Paul Blaylock <input type="checkbox"/> Ruth Linoz <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"> <li>◆ <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></li> <li>◆ <i>Community members are asked to limit their testimony to three minutes.</i></li> </ul>	
10:25 a.m.	VI. APPROVAL OF MEETING MINUTES	
	<b>Action Needed:</b> <i>Vote to approve minutes from April 17, 2018</i>	
10:30 a.m.	VII. ANNUAL ROUTE REVIEW	
	<b>Action Needed:</b> <i>None. Information only.</i>	
	<i>LTD Staff will discuss upcoming Fall service changes, followed by discussion.</i>	
11:30 a.m.	VIII. FARE MANAGEMENT	
	<b>Action Needed:</b> <i>None. Information only.</i>	
	<i>Updates from LTD Staff on an upcoming fare management project.</i>	

11:45 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, JUNE 19, 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, April 17, 2018

Pursuant to notice given to *The Register-Guard* for publication on April 11, 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, April 17, 2018, beginning at 10:00 a.m. at the Next Stop Center, 1099 Olive Street, Eugene, Oregon.

Present: Pete Barron, Chair  
Stefan Kwiatkowski  
Rachel Jacobsen  
Ruth Linoz  
Ed Necker  
Hoover Chambliss  
John Ahlen  
Cosette Rees  
Chris Tovey  
Deirdre Nail  
Paul Blaylock  
Josh Haring  
Aurora Jackson  
Kris Lyon  
Camille Gandolfi  
Scott Whetham  
Michelle Buie

Absent: Tim Shearer  
Jason Higham

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

**COMMENTS FROM THE CHAIR** — None.

**AGENDA REVIEW** — There were no additions to the agenda. Mr. Kwiatkowski moved to accept the agenda, and Mr. Haring seconded the motion.

**AUDIENCE PARTICIPATION** — None.

**MOTION APPROVAL OF MINUTES** — Mr. Kwiatkowski moved to approve the March 20, 2018, minutes of the Accessible Transportation Committee meeting. Mr. Haring provided the second.

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

At this time, Ms. Rees announced that ATC Member Eleanor Mulder had recently passed away and paid tribute to Ms. Mulder, passing out copies of her obituary and speaking about her contributions to the community.

**COMMITTEE BYLAWS DISCUSSION** — Aurora Jackson, General Manager of LTD, and Camille Gandolfi, Clerk of the Board of LTD, led a discussion about the bylaws for LTD advisory committees, all of which are currently being updated.

Ms. Jackson passed out a handout of bylaws with comments and notes. She explained that many of the changes are formatting changes and some changes are to comply with the bylaws of the Board of Directors. Originally, the bylaws discussions were made under the premise that the ATC and the STF (State Transportation Fund) Committee were merged together, but that made the entire committee subject to all ORS requirements. Under the ORS restrictions, only certain categories can have membership, but the ATC has expanded membership to meet the needs of the community. Ms. Jackson met with a small group of Directors to explain to them that the STF Committee and ATC should be two separate committees, even though the composition may be similar. The ATC would remain under the Board of Directors, and the STF Committee would adhere to the stricter membership guidelines of the Oregon Administrative Rules. Ms. Gandolfi clarified by that by splitting the STF Committee from the ATC, the membership of the ATC would not have to be limited.

Ms. Rees stated that the ATC will start meeting in September or October. Ms. Jackson made the recommendation that if the ATC has any comments about what the membership would be, a separate application would be needed to form this committee. She confirmed that an individual may be on more than one committee.

Mr. Necker defined three different committees: The ATC, which is accountable to the Board; the STF Committee; and the new STIF (State Transportation Improvement Fund) Committee. Each committee would have a separate application.

Ms. Rees explained that the STF involves discretionary money, and the STIF involves new funds for improvements. She added that the ATC now has more leeway because it can include members of community to provide diverse feedback on accessibility. Members of this committee apply for STF funds, which creates a potential conflict of interest, but the separation of the committees alleviates that potential.

Mr. Necker asserted that while the composition of the STF Committee is limited by the OAR's, the ATC only needs to meet the requirement of the Board. The ATC can draft its own requirements for membership, subject to the direction of the Board.

Ms. Jackson explained that comments on bylaws handout show why things were changed. She also noted that Article III of the bylaws contains the criteria for committee membership, and she invited anyone who meets those criteria to put in an application for the STF Committee.

Ms. Linoz inquired about the procedural relationship between the ATC and the two other committees. Ms. Jackson responded that the ATC remains as an advisory committee, subject only to the requirements of the Board's bylaws. The role of this committee is to address ADA issues, service issues, etc., and to make recommendations to the Board of Directors. The other two committees, STF and STIF, serve the specific purpose of meeting state requirements to allocate funding according to the correct procedures of the state. They advise the Board on how that funding should be allocated. Those two committees meet only every two years for a couple

meetings to discuss funding and how to allocate it according to the Program Management Plan. They both make recommendations for funding directly to the Board of Directors.

Mr. Kwiatkowski asked if the STF and the STIF stem from different revenue sources, and Ms. Jackson confirmed that they do. The STIF, which is new, is funded by the employee payroll tax.

Mr. Ahlen wondered how people should provide feedback regarding advisory committee bylaws, and Ms. Gandolfi suggested that people send comments to Mr. Ahlen, and that Mr. Ahlen forward them to her. Mr. Ahlen also asked if there will be a draft proposal for the ATC bylaws moving forward. Ms. Jackson specified that once the committees that fall under the state requirements are settled, there will be room for brainstorming regarding the ATC bylaws.

Ms. Rees pointed out that Mr. Ahlen would provide copies of the amended bylaws and a summary of the discussion to those who were absent.

Mr. Barron asked if any action from this committee is required regarding the STF bylaws, and Ms. Gandolfi replied that none is required.

Mr. Necker stated that he would like to look at a draft of the bylaws for STIF.

Ms. Gandolfi mentioned that LTD is in process of creating a new application process for all committees. Ms. Jackson confirmed that there will be separate applications for each committee.

Ms. Rees clarified that the STF and STIF Committee bylaws are priorities, but afterwards, Mr. Ahlen will work with Ms. Gandolfi on the bylaws, composition, and processes for the ATC.

**NOVUS UPDATE** — Ms. Lyon gave an update on glitches in the new Novus software. She reported that LTD had a meeting with the software vendor, and as a result, three patches were made to the software. Now Novus is operating very well. The system is not crashing, and the response time is quick.

Ms. Buie reported that current telephone wait time is usually 25-30 seconds. Ms. Lyon continued that there is a requirement to answer 80% of phone calls within 30 seconds, and that requirement is being met now.

Ms. Rees added that in addition to the software upgrade, MTM's hiring and training of more call takers has contributed to the improved response time.

Mr. Barron asked if there is something in software to look at individual needs and differences, and Ms. Lyon replied that there is. In response to a question from Mr. Necker, she also explained that even if personal needs cannot be met, they still try to perform the trip. The rate of refusal is almost zero, and most refusals involve not being able to find a vehicle at a particular time, and the person refusing to go any other time.

Mr. Barron reported that both people who had complained to him about special issues have no complaints now.

Ms. Linoz queried whether, within the software process, notes on refusals or cancelled trips are being relayed back to schedulers, as she has made notes that have not been communicated back to them. Ms. Lyon assured her that they are working on that process, and after the individual meetings with the external providers who work with RideSource and Novus, they are now able to address the unique issues each provider has.

**REASONABLE MODIFICATIONS** — Mr. Ahlen led a discussion on LTD's reasonable modification process and how employees are trained in such.

Mr. Ahlen stated that the formal request process is on LTD website. Under the reasonable modification policy (which applies to both RideSource and fixed routes), there is a request form which triggers a formal process. However, most requests for modifications come in an informal manner.

The formal process is as follows:

1. A request comes in. It is any request that someone makes to help them get where they are going. It does not have to use words "reasonable accommodation" or "modification," and it can come from many avenues.
2. LTD has up to 30 days to issue a response. Usually, needs can be met immediately, or existing services already meet the requests, so there are very few formal requests. In the event of a formal request, the 30 days allow LTD to request information, have a dialogue, and make sure the needs are understood.
3. LTD is looking for 4 things, and each could mean denying request: (1) If granting the request would fundamentally alter the way LTD provides service; (2) If it creates a health or safety threat; (3) If someone could have full use of transportation services without the modification; or (4) If it creates an undue burden (either financial or administrative).
4. If a reasonable modification request is denied, it can be appealed. The initial request goes to Mr. Ahlen, and an appeal would go to Ms. Rees. The appeal starts the process again, and LTD has another 30 days to reconsider or to consider additional information, and then the decision is finalized.

Formal requests can be made through the form on the LTD website, but people can also make a request while on board a bus, or at the customer service counter while purchasing a fare, or through a phone call or a note.

In reality, most reasonable modification requests are informal. All LTD employees are trained as to how to handle these requests. Some examples would be accommodating a diabetic rider experiencing hypoglycemia who needs to eat on the bus (as an exception to the rule of no food on the bus), or a person with a disability that makes it difficult to use their hands requesting help from the driver to put the fare in the box. LTD employees are trained to use their best judgment, and if there is something they can do on the spot to help a person with a disability and resolve the situation right away, then they should do it. Also, they are trained to understand that an exception to a rule based on a reasonable modification request by someone with a disability does not mean that others are exempt from the rule. The element of reasonableness is important (for example, the diabetic rider eating a candy bar, but not a four-course meal), and employees need to be able to make that judgment.

Mr. Ahlen has received feedback that drivers are regularly and reliably able to make reasonable accommodations on the spot. Therefore, very few formal request forms are submitted.

Ms. Linoz wondered if LTD is recording the frequency and types of such requests, and the results. Mr. Ahlen replied that formal requests are carefully tracked, but there is not much tracking of informal requests, as it is difficult to ask drivers to remember every single on-the-spot request and track it while performing all their other duties.

Mr. Kwiatkowski asked if the surveillance video, or at least the audio part of it, could be pulled for the purpose of recording and tracking reasonable modification requests on board buses. Mr.

Ahlen responded that he would like to have more data, but he would not want to take attention away from or distract from driving. Mr. Barron posited, and Mr. Ahlen confirmed, that if a rider complains about their treatment, then the video or audio is reviewed, and more training is done if needed.

Mr. Barron and Mr. Chambliss gave examples of accommodations they have received without realizing they are accommodations. Mr. Ahlen remarked that most people are easily accommodated and are getting accommodations without even knowing it's happening, and this is a testament to LTD.

Ms. Linoz analogized the process to the complaint process and wondered if there was more of an expectation to track requests and results.

Ms. Rees added that it is hard to get statistics, but they can encourage good feedback about accommodations that were made. It is a testament to LTD that it is already doing many things required by reasonable accommodation law. The law and the formal request process create an opportunity to formalize conversation about it.

Mr. Barron asked if any modifications are marked on a rider's pass. Mr. Ahlen replied that rider cards might have endorsements for an attendant, and there is the service animal pilot project. Beyond that, nothing is typically marked on a rider card regarding reasonable modifications.

## **PROGRAM UPDATES**

**Lane Transit District** — Ms. Rees reported that City of Eugene has launched a bike share program, with a dozen bikes near the Rosa Parks statue. People can register for the program at [eugene-or.gov](http://eugene-or.gov), or through the LTD website, and there are 35 bike share locations around the city.

Ms. Rees also announced that the 2018-19 fiscal year budget for LTD is now posted on the website and is open for comment through May 16th, at which time the LTD board will take action to approve the budget.

Ms. Rees shared that LTD participates in the American Bus Benchmarking Group, which is a collaboration of similar transit districts throughout the U.S., with 22 participants. This gives LTD the opportunity to compare itself to similar agencies of similar sizes, providing similar services. There are some agencies with whom LTD compares more directly and gathers data to use. The annual customer service survey administered by this group is currently on the LTD website, and feedback through this service is very useful. If someone wants to provide feedback and does not have access to a computer or another device with internet access, they can use a computer at the library, or they can call and give feedback over the phone if necessary.

Ms. Rees then mentioned the May 12-18 Business Commute Challenge, in which people can log how they get to and from work and challenge others to do so. This is done on the LTD website, and there are prizes.

Mr. Ahlen announced that there are four different RFP's (Requests for Proposals) out, which are purchasing contracts out for bid in various stages of the process: the new Florence-Yachats pilot project service; the Diamond Express Service; the Rhody Express Service; and the procurement of nine new paratransit vehicles (for South Lane Wheels, Willamalane, Florence-Yachats, and RideSource).

Mr. Ahlen then discussed seating configurations for the new vehicles being procured, as they need to specify seating configurations before they build them. All are large vehicles.

Ms. Linoz asked whether seats could be folded up to accommodate several wheelchairs at once, or if that restricts aisle space. Mr. Tovey said that benefit of having the flip down chairs offsets the extra space that takes up. Ms. Linoz reported that her service has lost an aisle by flipping up seats.

Mr. Ahlen stated that he has requested 1,000-pound lifts, and the same suspension can accommodate those. Mr. Haring remarked that lifts we currently have are not much lower than 1,000 pounds.

Mr. Barron suggested that regular buses should have seats that fold back or forward in order to gain a foot of space, which might allow more than two wheelchairs on regular buses.

Mr. Necker observed that many new fixed route buses do not have a fold-up seat in the back. Also, to fit 3 or 4 chairs would take up 6-8 seats, but it would be hard for the chair to get through and back out. More frequent service, or EmX, is the only way to avoid long wait times if only two chairs can be on a bus, but more than two chairs on one bus is not a viable option.

Mr. Haring asked if LTD has looked into seats that click into the rails on the floor and can be moved completely. Those seats could be adjusted to fit each different type of service. Mr. Ahlen agreed that it would be ideal to be able to move seating as needed

Mr. Barron asked if, and Mr. Ahlen affirmed that, the cutaways will have standard ADA stations, and Mr. Ahlen said that LTD does have a say in whether they can get a modular system.

Ms. Linoz remarked that she has been seeing some wider requirements for lifts, and she wondered if RideSource is seeing an increase in requests for over 34 inches wide. Mr. Tovey responded that those requests are not made frequently. Ms. Lyon added that there are additional contractors in Eugene area with wider lifts.

Mr. Chambliss asked how soon the seating on EmX buses will be standardized. Ms. Rees responded that they are trying to standardize as much as possible, but EmX has been a challenge, because not all of the vehicles are procured at the same time. Vehicles are not all the same. LTD does its best to standardize, and there should be conversations with riders to see what they can do.

**RideSource Call Center Advisory Committee** — Ms. Lyon had nothing to report.

**RideSource Call Center** — Ms. Buie commented that Novus is running well, and that the call response time of 30 seconds is average throughout the day but varies throughout the week.

**RideSource ADA Paratransit** — Mr. Tovey expressed his happiness that Novus is working well. Also, they are starting to replace shocks on vehicles.

**South Lane Wheels (Cottage Grove)** — Ms. Linoz reported that the provider meetings were very helpful, and some issues have been resolved. They have hired a new driver. There are still some glitches with the credentialing process, as they learned that requirements have changed after submitting documentation. It has been frustrating in the midst of the process to find out that the process is different, and she would like to have all the protocols and procedures available in document. Ms. Lyon commented that she has a note for follow-up with MTM on that.



Ms. Rees wondered how service is for South Lane Wheels and if ridership is good. Ms. Linoz replied that they haven't had as many riders on route around town, and in many cases, riders have changed in their mobility. It is taking a while to get new people on board, so they are working on marketing to brand their services better. Ms. Rees said that as those marketing materials are developed, LTD can help promote them. Ms. Linoz added that they have transitioning board members, with new people coming in from the community. They had one vehicle die, and they are glad it is being replaced.

**Florence Rhody Express** — Mr. Haring remarked that Novus was operating more smoothly. Otherwise, he had nothing to report.

**Oakridge/Diamond Express** — Jason Higham was not present.

**White Bird Clinic** — Loretta McNally was not present.

**Alternative Work Concepts** — Ms. Nail reported that they have a new travel trainer. They are waiting for the weather to get better such that there will be more demand for travel training.

**LCOG Senior & Disability Services** — Ms. Jacobsen reported that S&DS had contracted out Meals on Wheels to Junction City, but the city is no longer doing it, so S&DS is taking back the program. There will be no break in service in Junction City. S&DS is providing it for the short-term, with a long-term sub, and they are now hiring for an 18-hour week position to run the Senior Meals Program at the Senior Center. The Senior Center will only be open during Senior Meals Program. An area coordinator will be present 3 days a week in Junction City and 2 days a week in Fern Ridge, effective May 1. Also, by the end of May or in June, S&DS will be re-establishing a presence in Cottage Grove. There will be one person at the Cottage Grove Community Center. S&DS will maintain its presence in Creswell as well, as the Creswell office will stay open.

Ms. Jacobsen continued by announcing that Oregon legislature has created a fund for ODVA (Oregon Department of Veterans Affairs) for a new grant. S&DS applied and received funds, and they will use it to fund a Veterans' benefits specialist position, which will help S&DS clients who are underutilizing access to Veterans benefits.

Ms. Jacobsen also mentioned that Oregon is included in the first wave of people who are receiving new Medicare cards in mail with new Medicare numbers, and a person's Medicare number is no longer their Social Security Number. She warned of a scam in which people are calling Medicare recipients and saying that they are affiliated with a doctor's office or insurance company and then requesting the new Medicare numbers over the phone. Medicare recipients should be warned not to give out their numbers over the phone; they should just bring their new cards to their doctors' offices and pharmacies.

**LILA** — Tim Shearer was not present.

**Additional comments** — Richard Gaskin, a community member who ran a fair housing project, spoke about his concern for mentally ill and autistic young men who have breakdowns on the bus and how those situations are handled. He was worried that people are being denied service, although they cannot necessarily control their behavior and do not intend to break rules. Mr. Gaskin was in charge of these issues for the Whiteaker Community Council, and he was involved in the homeless community specifically with regard to mentally ill senior homeless persons. He posited that LTD does not keep data reflecting whether person denied service broke a rule voluntarily or involuntarily, but they should be keeping data. If rules are broken because of a

disability, there should be knowledge of that, and there should be a way of dealing with it other than denial of service.

Mr. Ahlen responded to this concern by saying that he can bring it up with the Public Safety Department, and they can give people an opportunity to discuss circumstances about denial of service and possibilities of reinstatement. Mr. Ahlen said that he can personally be present to discuss this. If someone feels they have been treated unfairly or been denied service due to a disability, they should bring it up with Mr. Ahlen directly so he can deal with it.

Mr. Gaskin expressed further concern over the outcome of breakdowns possibly involving guards holding people down, and he opined that this is a training issue for guards, safety people, and drivers. Employees should know the difference between a person having an involuntary event or breakdown and someone who is actually dangerous.

Ms. Rees commented that LTD changed to in-house security a year ago, partly for these reasons. Security are now LTD employees, so LTD trains them. She will connect Mr. Gaskin with the Director of Public Safety.

**NEXT MEETING** — The next meeting was scheduled for Tuesday, May 15, 2018.

**ADJOURNMENT** — Mr. Barron adjourned the meeting at 11:47 a.m.

*(Recorded by Rachel Burstein)*