



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

Tuesday, July 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"/> 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"> ◆ <u>Public Comment Note:</u> <i>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 June 19, 2018</i>	
10:30 a.m.	VII. UNIVERSITY CENTER ON EXCELLENCE IN DEVELOPMENTAL DISABILITIES PROJECT	
	Action Needed: <i>None. Information only.</i>	
	<i>University staff will present information relating to a 5-year community project in development.</i>	
10:45 a.m.	VIII. STF AND STIF COMMITTEE RECRUITMENT	
	Action Needed: <i>None.</i>	
	<i>Final call for applications to STF and STIF committees.</i>	
11:00 a.m.	IX. VEHICLE PURCHASE UPDATES	
	Action Needed: <i>None. Information only.</i>	
	<i>LTD Staff will discuss status of rural and paratransit vehicle procurements.</i>	

11:15 a.m. X. 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 – Michelle Buie
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. XI. NEXT MEETING: TUESDAY, AUGUST 21, 2018

12:00 p.m. XII. 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, June 19, 2018

Pursuant to notice given to *The Register-Guard* for publication on June 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, June 19, 2018, beginning at 10:00 a.m. at the Next Stop Center, 1099 Olive Street, Eugene, Oregon.

Present: Pete Barron, Chair
Stefan Kwiatkowski
Ed Necker
John Ahlen
Cosette Rees
Ruth Linoz
Paul Blaylock
Josh Haring
Kris Lyon
Scott Whetham
Deirdre Nail
Dave Daley
Chris Tovey
Tim Shearer
Hoover Chambliss
Rachel Jacobsen
Aurora Jackson
Camille Gandolfi
Loretta McNally
Michael Miller

Absent: Jason Higham
April Wick

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 — Mr. Barron remarked that two individuals have made complaints about RideSource. Both have back issues and cannot ride in the rear of certain vehicles. They have notes in their files to be placed in the front of minivan vehicles, but that information is somehow getting lost between the person they talk to at dispatch and the person who orders the car.

Mr. Tovey asserted that even if it is not something officially approved by LTD, they still try to accommodate such requests as schedules are made.

Mr. Ahlen explained that task groups have addressed this type of issue. RideSource and LTD work together to look for ways to find people through the assessment process who are candidates for Metro Volunteer Escorts if they would otherwise be denied for an ADA trip. If LTD

cannot guarantee that a trip can happen with one of the available vehicles, or if the vehicles don't work for someone, then they are denied for an ADA trip, but they are candidates for Metro Volunteer Escorts. Metro Volunteers Escorts can drive RideSource minivans.

Ms. Rees added that LTD should not be dispatching any vehicle if it is not the right vehicle, because we don't want someone to miss a critical appointment. The LTD fleet is mostly cutaways, and they cannot guarantee minivans. Therefore, using Metro Volunteer Escorts is a good solution, although those are mostly for medical appointments.

Mr. Haring mentioned that while his service usually gets the correct information about a rider from RideSource, they don't always get the correct info for a return trip if it is a facility that calls to order a ride.

Mr. Daley said that at this time of year, the school routes come off, so there is a lot of rescheduling at RideSource. Mr. Barron added that this timing makes sense, because things were going well for his contacts until now.

Ms. Jacobsen wondered if the riders in question are assessed in their profiles as Metro Escort, and Ms. Lyon replied that they are categorized as Metro ADA, because Escort has been primarily for ambulatory riders. She added that it should be discussed further because some people in mobility devices are too frail for ADA paratransit.

Mr. Whetham asked if this issue is addressed by the Novus software, and Ms. Lyon said that it is.

Mr. Ahlen wondered if people who identify in this way should volunteer for a reassessment, and Ms. Lyon responded that their profiles should at least be re-examined, and that it would not hurt to have a new assessment. Mr. Ahlen suggested that people who may need Metro Escort should call in and volunteer for a new assessment. Ms. Lyon stated that this will be written up as an LTD procedure.

AGENDA REVIEW — Mr. Barron had no further changes to the agenda.

AUDIENCE PARTICIPATION — Mike Miller, a daily LTD bus rider who uses a wheelchair and has been riding for 10 years, raised some concerns about his transit experiences. He shared that he is sometimes left behind at a stop if he is not close enough to where the driver stops to let another rider on, as he cannot move quickly enough in his wheelchair, and the driver does not wait for him. He also noted several problems with buses involving cleanliness and lack of repairs or proper maintenance, all of which make it difficult to maneuver and secure his wheelchair safely on the bus. He specifically mentioned issues with broken straps and seat belt latches for chairs, as well as drivers who do not know how to use the seatbelts to strap his chair in properly. Finally, Mr. Miller described problems with scheduling and the buses being behind schedule, thereby making it difficult to know how long he will have to wait for a bus.

Mr. Barron summarized Mr. Miller's concerns of cleanliness, lack of repair or maintenance, and drivers not noting consistently that seat belt latches are not working. He agreed that all of these issues need to be reported and addressed.

Mr. Ahlen acknowledged that LTD does need new buses to fill out its aging fleets. He also said that this fall, LTD is incorporating customer service and accessibility training so that every driver will know their responsibilities and how to respond to requests for accommodations. It is LTD's training responsibility to make all people feel welcome and respond to requests professionally, even if it takes a little extra time.

Ms. Linoz asked for clarification as to what Mr. Miller meant by being left behind. Mr. Miller responded that while able-bodied riders run to catch the bus and the driver lets them on, the driver sometimes then ignores a person in a wheelchair at the tail end of the stop.

Mr. Miller added, and Mr. Kwiatkowski agreed, that different drivers have different policies regarding wheelchairs boarding the bus, and it is inconsistent.

Mr. Ahlen stated that it is a reasonable expectation for every driver to know how to secure a mobility device properly and professionally.

Mr. Whetham added that there should be an ongoing conversation regarding safety straps and efforts to make the process more consistent.

MOTION APPROVAL OF MINUTES — Mr. Blaylock requested a change on page 6 of the May 15, 2018 minutes, clarifying that he had requested adding a 1:00 pm trip specifically to Route 98, rather than a midday trip. Mr. Kwiatkowski moved to approve the May 15, 2018 minutes of the Accessible Transportation Committee meeting, with Mr. Blaylock's requested edit. Mr. Blaylock provided the second.

VOTE The motion was approved as follows:
AYES: Barron, Whetham, Kwiatkowski, Chambliss, Blaylock, Shearer, Haring, Linoz, Jacobsen, Necker (10)
NAYS: None
ABSTENTIONS: None
EXCUSED: Wick, Higham

RECOGNITION OF SERVICE —

Mr. Ahlen announced the upcoming retirement of Dave Daley of RideSource and of Janice Friend, long-time Captionist. Several attendees took the opportunity to recognize Mr. Daley and Ms. Friend by saying some words of thanks. Attendees enjoyed cake in celebration of the retirements.

STF AND STIF COMMITTEE RECRUITMENT —

Mr. Barron announced that applications are being accepted for the STF (Special Transportation Fund) and STIF (State Transportation Improvement Fund) Committees.

Mr. Ahlen explained that in the past, a subcommittee of this group has reviewed STF decisions, but now two new committees are being formed for both STF and STIF. LTD is accepting applications through the website through July 11. Job links are on the LTD website.

Mr. Ahlen elaborated that those who are eligible for the STF Committee include people who reside in the LTD boundaries, people who are knowledgeable of issues of elderly and people with disabilities, people who are elderly or have disabilities, people who are elderly or have disabilities and who live in areas of the district where there are no public transportation options, or others who somehow represent those populations. For the STIF Committee, almost anyone is eligible.

Mr. Barron mentioned that the applications are extensive and are similar to applying for a job.

Mr. Kwiatkowski asked, and Ms. Rees confirmed, that the committee positions are unpaid.

Ms. Jackson asked how many applications have come in so far for the STF Committee, and Ms. Gandolfi replied that only two have been received so far, so more are needed.

Ms. Rees noted that the schedules of meetings for these committees have not yet been set. Ms. Gandolfi added that the draft bylaws, which mentioned possible meetings directly after the ATC meeting, are not permanent.

Ms. Rees asserted that the committees will do their best to meet everyone's needs regarding scheduling. The funding cycle is coming soon, and the work of these two committees will involve a tight, compressed timeline. The committees will begin meeting in September, and due dates for grant applications are in January or February.

RURAL CONTRACT UPDATES —

Mr. Ahlen announced that three different services went out for RFP's, bids were solicited and reviewed, and LTD made selections for service providers for the upcoming year. The three services in question are the Diamond Express, the Rhody Express, and the Florence/Yachats Connector. There were four or five bids for each service that were reviewed before final selections were made. The following providers have all been issued notices of intent to award by LTD: For Diamond Express, Pacific Crest Bus Lines (the current operator of the service); for Rhody Express, River Cities Taxi (the current operator of the service); and for the Florence/Yachats Connector, River Cities Taxi.

Mr. Barron expressed that he was glad LTD is retaining current operators of the services who are doing the jobs well.

FARE MANAGEMENT —

Ms. Rees updated the group on LTD's project to replace the fare management system. She reported that LTD is still learning about all the different options, and they know they want to implement a system that uses automatic validation, is simple to use, and provides a better experience for customers. Right now, they are still looking at the many solutions available. A Request For Proposals (RFP) will be put out in the early Fall, with plans for a test launch in late Spring 2019 and a full launch in Fall 2019.

Ms. Rees reminded the committee that last month, the discussion about fare management emphasized that it would be important to continue to accept cash; it would be helpful to expand the fare system to different areas and providers; people's various physical abilities must be considered; there should be hands-free solutions; LTD should make sure they can validate fares; the system should implement a mechanism for third-party loading; and it should include something to help people who have hard time with new technology.

Ms. Rees explained, in response to Mr. Barron's question, that third-party loading is when a third party, such as LCOG/S&DS pays fares for individuals.

Ms. Linoz wondered if the new system will be designed to capture information and report it to different agencies. Ms. Rees replied that there is some responsibility regarding gathering and using information, and the information gathered should be used in an aggregate way, not as it relates to individuals. For example, Ms. Jacobsen could find out how many riders board through S&DS programs. However, the information provided must be general, and LTD has to be careful with the data it shares.

Ms. Linoz asked if information can be gathered regarding individual riders, and Ms. Rees explained that while it is possible, LTD will not do that due to privacy considerations, unless it is relevant to a police investigation.

Mr. Necker asked if the new fare management system would this involve digitally loaded card, a reader where the farebox is, and a mobile reader as well. He also wondered if the card would be a possible source of information regarding the type of ride, the rider's eligibility, etc. Additionally, he inquired how time would be affected if the driver has a mobile reader.

Ms. Rees responded that all of Mr. Necker's questions will need to be considered. When LTD produces an RFP, the requirements will be narrowed down. With most public transit, a mobile scanner is not typically used, but there is a validator where the riders board. Many companies have multiple options, such as a tap card or a mobile phone.

Mr. Kwiatkowski suggested the possibility of a second validator in another location on the vehicle.

Mr. Necker asked if a monthly fare will be digitally installed at customer service. Ms. Rees responded that most of the systems involve a dollar amount loaded on a card, such that riders do not need to go to customer service. She acknowledged Mr. Necker's concern that some customers need to be able to have their cards activated by paying cash in person.

PROGRAM UPDATES

Lane Transit District — Ms. Rees reported that another public hearing has been added on June 20th regarding upcoming service changes in the Fall. Feedback can be provided in all the usual ways, as well as on the 20th at the Board meeting.

RideSource Call Center Advisory Committee — Ms. Lyon reported that the next meeting of Advisory Committee is July 11th. At that time, they will be doing some review of current statistics and trending noticed over last 8 months.

RideSource Call Center — Mr. Daley reported that most of what they are doing right now is customer visible, as the client part of system is working well, and the Call Center is handling phone calls better than ever. Assignments and payments to providers are going well. They are now working on the process of sending claims to Trillium, and they are filling in compliance elements of call center activity to make sure there is a clean backup for everything claimed. Additionally, they are looking at the digital map in segments to make scheduling more accurate and ride estimates more reliable. On-time performance compliance for medical appointments for Medicaid providers is also a big project.

RideSource ADA Paratransit — Mr. Tovey reported that everything is going smoothly. There will be driver and shift changes on July 1st.

South Lane Wheels (Cottage Grove) — Ms. Linoz reported that a new internet domain has been purchased for South Lane Wheels, and when the email is activated, she will have a new address.

Florence Rhody Express — Mr. Haring reported that they are waiting for the bus for the new Florence/Yachats route. He added that they have not yet figured out the stops for that route, but that is currently being planned. Mr. Ahlen added that he would be meeting with Mr. Haring after this committee's meeting to work on planning the route.

Oakridge/Diamond Express — Mr. Higham was not present.

White Bird Clinic — Ms. McNally reported that business is good, things are busy, and White Bird's services are very much in need. In the STS program, they are starting to see an average increase of clients. They have enrolled 111 new clients between Jan 1 and June 1. They are looking at the possibility of expanding services to West side. The White Bird Help Book is still available, and it is a great resource. The book can be purchased on their website.

Alternative Work Concepts — Ms. Nail reported that they went through the bid changes with no issues and got everyone where they needed to be. They are now updating the daily schedule. A transit host was on medical leave, so they cross-trained another staff person. She added that transit hosts are getting new uniforms.

Mr. Necker asked if clients can request male or female travel trainers, and Ms. Nail expressed that if such a preference is expressed, it will be honored.

LCOG Senior & Disability Services — Ms. Jacobsen had no updates to report.

LILA — Mr. Shearer reported that LILA has a new class called Living With a Disability, which is a 6-week long class, meeting once a week. It is geared toward anyone with any disability. Also, Mr. Shearer provided an update on the Moving Ahead offshoot. He said that they are looking at five different routes: River Road, Highway 99, Coburg Road, 30th Avenue, and MLK. There are three different options for each of those routes, including no service changes, standard service, or EmX. There are information sessions throughout the summer where the public can provide feedback, and the times and dates of those events are on the Moving Ahead website.

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

ADJOURNMENT — Mr. Blaylock moved to adjourn the meeting, and Mr. Kwiatkowski seconded the motion. The motion carried unanimously. Mr. Barron adjourned the meeting at 11:12 a.m.

(Recorded by Rachel Burstein)