



LANE TRANSIT DISTRICT BOARD OF DIRECTORS ACCESSIBLE TRANSPORTATION COMMITTEE

Tuesday, November 20, 2018

10:00 a.m.

NextStop Center

1099 Olive Street, Eugene

(at the Eugene Station)

AGENDA

Table with columns: TIME, ITEM, PAGE. Includes items like CALL TO ORDER, ROLL CALL, COMMENTS FOR THE CHAIR, AGENDA REVIEW, AUDIENCE PARTICIPATION, MEETING MINUTES, and FIXED ROUTE SECUREMENT AND ACCESSIBILITY.

November 20, 2018

TIME	ITEM	PAGE
11:00 a.m.	VIII. GRANT OVERVIEW LTD staff Action Needed: Discussion <i>An overview of upcoming grant committee timelines and coordinated plan updates.</i>	22
11:15 a.m.	IX. PROGRAM UPDATES a) Lane Transit District – Cosette Rees <i>Action Needed: Information Only</i> b) RideSource Call Center Advisory Committee – Kris Lyon <i>Action Needed: Information Only</i> c) RideSource Call Center – Resha Oylear <i>Action Needed: Information Only</i> d) RideSource ADA paratransit – Resha Oylear <i>Action Needed: Information Only</i> e) South Lane Wheels (Cottage Grove) – Ruth Linoz <i>Action Needed: Information Only</i> f) Florence Rhody Express – Josh Haring <i>Action Needed: Information Only</i> g) Oakridge/Diamond Express – Jason Higham <i>Action Needed: Information Only</i> h) White Bird Clinic – Loretta McNally <i>Action Needed: Information Only</i> i) Alternative Work Concepts – Scott Whetham <i>Action Needed: Information Only</i> j) LCOG Senior & Disability Services – Rachel Jacobsen <i>Action Needed: Information Only</i> k) LILA – Dawn Helwig <i>Action Needed: Information Only</i> l) Other X. NEXT MEETING: TUESDAY, DECEMBER 18, 2018 XI. ADJOURNMENT	
	<p>The facility used for this meeting is wheelchair accessible. To request a reasonable accommodation or interpreter, including alternative formats of printed materials, please contact LTD’s Administration office no later than 48 hours prior to the meeting at (541)682-5555 (voice) or 7-1-1 (TTY through Oregon Relay).</p>	

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)

ACCESSIBLE TRANSPORTATION COMMITTEE MEETING

LANE TRANSIT DISTRICT

Tuesday, July 17, 2018

Pursuant to notice given to *The Register-Guard* for publication on July 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, July 17, 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
Deirdre Nail
Hoover Chambliss
Lise Schellman
Michelle Buie
Shawna James
Chris Knowles

Absent: Jason Higham
April Wick
Tim Shearer
Josh Haring
Rachel Jacobsen
Scott Whetham

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 had no comments.

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

AUDIENCE PARTICIPATION — None.

MOTION APPROVAL OF MINUTES — Without a quorum of voting members present, a motion for approval of the June 19, 2018 minutes of the Accessible Transportation Committee meeting was postponed.

VOTE Without a quorum of voting members present, no vote was taken.

UNIVERSITY CENTER ON EXCELLENCE IN DEVELOPMENTAL DISABILITIES PROJECT — Chris Knowles, Outreach Director for the University Center on Excellence in Developmental Disabilities (UCEDD) at University of Oregon, presented an overview of UCEDD and spoke about its development of a Lane County community intervention to improve inclusive employment opportunities for individuals with disabilities. Ms. Knowles pointed out that transportation is an

important component of this project, which is why she reached out to LTD and to this committee. This is a five-year program that is just beginning, with the five-year grant cycle starting in August. UCEDD is spreading the word about the program, looking for community member input and collaboration. Ms. Knowles expressed that as this program progresses, she would like to return and get more input from this committee.

Ms. Linoz asked for clarification regarding the main goal of the community intervention program.

Ms. Knowles responded that she has been meeting with many groups, from Employment First to teachers in transition classes, to find out what is needed. She found that the main request is for more placements, which is how she came up with inclusive employment intervention. She elaborated that UCEDD will be working with brokerages, DD services, and anyone who is a critical stakeholder, asking for community voices to explain what they need as far as intervention. Intervention solutions could come in the form of training, working with chambers of commerce, etc. The first year of the project will entail a comprehensive needs assessment to learn what can be done with the least amount of effort to make the most amount of sustainable impact.

Ms. Linoz volunteered to be on the community committee or panel.

Mr. Necker wondered if the primary goal of the program is matching employers to prospective employees, with transportation as an outlying factor. Ms. Knowles confirmed that that is a correct summary. She added that while there are already brokerages that place employees with businesses, this program aims to increase placements.

Mr. Kwiatkowski shared problems he has faced commuting to and from work due to lack of public transit at certain times of day, expressing that this would be even more difficult for people with physical limitations.

Mr. Ahlen asked what LTD and this committee can do to support UCEDD's efforts in this program.

Ms. Knowles responded that UCEDD is open to ideas as to how UO can work with LTD, including partnering for training, raising awareness, helping transition-aged youth with attendance at transition programs. They would like to combine research and community experience. UCEDD is open to figuring out how they can support LTD and get more people on buses as more people are employed.

Mr. Necker inquired whether the employment pool is mainly from the special ed department or community-wide. Ms. Knowles replied that the employment pool encompasses the whole community and includes anyone who can work.

Ms. Linoz mentioned that as a service provider of transportation, she feels this program is a great way to fill the gap for agencies who vet their clients and place them for employment by educating them as to what transportation options are available. She added that she volunteered for the committee for this program because often there is not a good understanding of how transportation operates. There is a difference between fixed route and door-to-door service, and employers need to understand this and know the elements that need to be in place in order to be successful.

Ms. Knowles acknowledged that learning about the ins and outs of transportation, such as the points Ms. Linoz mentioned, is important to this project.

STF AND STIF COMMITTEE RECRUITMENT — Mr. Ahlen announced that July 11 was last date to submit applications for both the STF (Special Transportation Fund) and STIF (State Transportation Improvement Fund) Committees. Applications are now under review for both. The ATC's work will change when these two committees are convened. The STF Committee will take the place of the ATC's discretionary grant process. This raises the question of ongoing frequency of ATC meetings.

Mr. Ahlen noted that STIF bylaws will be reviewed first, then STF bylaws next, and then finally ATC's bylaws will be revised. He also mentioned that going forward, a captionist will be provided only upon request. With a couple of days' notice, a captionist, or any other accommodation, can be provided.

Mr. Ahlen then asked for the committee's thoughts on the frequency of meetings, suggesting the possibility of holding the current time slot but sometimes skipping months based on agendas.

Mr. Necker noted that STIF is scheduled to meet after SPC meetings, and he inquired about the schedule for STF meetings. Mr. Ahlen explained that when the STF Committee forms, they will decide their meeting times. Currently, the draft bylaws for STF indicate tentative meetings at the same time the ATC meets, but that will change.

In response to Mr. Kwiatkowski's question, Mr. Ahlen stated that he anticipates that the STF Committee will meet approximately every two weeks for three or four months throughout the discretionary grant process. The bylaws will reflect what that group needs to accomplish. The STF Committee will take the biggest work product coming out of ATC at that time, which will leave the ATC with a lighter agenda in the Fall and Winter. The current time for monthly ATC meetings can be held, but there may be certain months with light agendas, and therefore Mr. Ahlen asked for input on frequency of meetings for the ATC in upcoming months.

Ms. Linoz asked whether the ATC will still be involved at all in the discretionary grant process, and Mr. Ahlen explained that the STF Committee will now do the vetting for all grants.

Mr. Barron opined that it would not make sense to have a meeting if there is not much on the agenda, but the ATC should not skip more than one meeting in a row. Mr. Blaylock agreed.

Mr. Ahlen confirmed that the ATC would at least have a meeting every two months for program check-ins.

VEHICLE PURCHASE UPDATES — Mr. Ahlen reported on the latest happenings in vehicle procurement. He shared that there are currently two different sets of vehicles on order, for a total of 11 new vehicles (possibly 12). Most are cutaways like the RideSource vehicles, and a couple are minivans.

Mr. Kwiatkowski asked if these new vehicles are for rural and paratransit, and Mr. Ahlen confirmed that they are, and all are for use within Lane County, both in and out of district.

Mr. Ahlen further explained that of the 9 cutaway vehicles purchased, 6 are designated for RideSource, 1 for South Lane Wheels, 1 for Willamalane, and 1 for the Florence/Yachats connector. He added that approval has been received to proceed on an RFP for 2 minivans, and possibly a third minivan or an extra cutaway. The vehicles that have been ordered are replacements for older vehicles.

Mr. Necker inquired whether the minivans would be mainly for escort, and Mr. Ahlen responded that the minivans will be set up as replacements to cutaways within the RideSource fleet. This will facilitate a change in fleet dynamics to incorporate more minivans for transport. Ms. Rees added that they are trying to expand escort services, hence the addition of minivans to the fleet. Mr. Necker wondered whether the rider qualifications for escort will be changed, and Ms. Rees assured that they would not change. The additional minivans are intended to expand service to meet current needs of riders.

Mr. Ahlen stated that there are potential new applications for grant funding through federal programs for some additional accessible services vehicles. At the moment, LTD is just replacing old vehicles, as more funding is needed to acquire additional ones. Vehicles are typically rated for 7 years and over 200,000 miles, although LTD tends to get a bit more mileage out of them. Quite a few of the current vehicles are on the older side, and LTD is trying to be more strategic about replacements, not replacing all vehicles at once, so as to stagger the age of the fleet.

PROGRAM UPDATES

Lane Transit District — Ms. Rees reported that many projects are still ongoing. Moving Ahead and the Comprehensive Operations Analysis (Transit Tomorrow) are both in process. The Board approved Fall service changes, so there will be some significant changes coming up. LTD is working with Alternative Work Concepts, as there will be opportunities for them to help. The biggest impact of the service changes will be on the EmX system, involving less frequency of the EmX going to Gateway. This could create a usability impact to general public and a higher impact for people with developmental disabilities.

Mr. Necker commented that at one of the Transit Tomorrow listening tables he attended, an individual expressed concern that the Board approved getting rid of 6:30 p.m. Junction City service. This person told him that there are five people who work in different departments, so carpooling is not an option, and now they will have to drive to Junction City. Mr. Necker recognized that if the decision was a matter of productivity, it may be non-reversible. He has already forwarded this input.

Mr. Kwiatkowski also expressed disappointment in the decision to cancel the 6:30 p.m. Junction City service.

Ms. Rees added that with respect to Transit Tomorrow, it is good for people to plug into conversations and get to listening sessions as opportunities to provide input. The changes for September have already been made, but people should still be encouraged to go to Transit Tomorrow/COA sessions and to the website to give input. The question is what we should have in the future, and what the whole system should look like, not necessarily trip by trip. Tough choices must be made to have sustainable system. Transit Tomorrow, service changes, route reviews, and bid changes are all important topics for this committee to continue to discuss, both long-term and short-term.

Ms. Linoz asked Mr. Necker if the person who complained to him indicated what the obstacles may be to carpooling. Mr. Necker responded that all five people work in different departments and their hours are slightly different, but he did not know their reasons for not being able to carpool. Mr. Necker concluded by saying that he recognized that LTD cannot make a route happen for small number of people if it doesn't meet productivity standards.

RideSource Call Center Advisory Committee — Ms. Lyon was not present.

RideSource Call Center — Ms. Buie reported that there is a new program manager who took over for Dave Daley. She is in training and will be here for next meeting. Regarding Call Center operations, there have been a couple more Novus updates that made major improvements. In response to a question from Mr. Necker, Ms. Buie confirmed that the problem of system crashes has been resolved. Ms. Rees mentioned that now that the system is working well, they are able to get caught up on a lot of other matters.

Ms. Rees praised the Call Center's phone statistics, mentioning that in their recent audit with Trillium, the call center metrics are being met for the first time ever. Mr. Necker confirmed that he has been able to get through to the Call Center right away.

RideSource ADA Paratransit — Ms. James filled in for Mr. Tovey, who was not present. Ms. James reported that two new drivers started July 1, but they are still two drivers short on the paratransit side. They are still meeting their goal of 1.65 rides per hour, and they have 98% on-time performance. The LCOG map is being updated and is approximately one-third complete.

South Lane Wheels (Cottage Grove) — Ms. Linoz reported that for the Creswell Fourth of July parade and car show, South Lane Wheels was invited to help with a free shuttle between a location near downtown and the car show. The service was well-used more than she had anticipated for the period of operation before parade and within hour of car show ending. She said that she intends to participate with that group for transportation planning for next year. 30,000 people attended these events, which creates a big back-up on the Southbound I-5. She feels that South Lane Wheels can help out with that.

Florence Rhody Express — Mr. Haring was not present.

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

White Bird Clinic — Ms. McNally was not present.

Alternative Work Concepts — Ms. Nail reported that with the return of a staff member who had been on leave, AWC is now fully staffed. They have three people who are back-ups for when others are sick or going on vacation. Next month they will be doing some training with John in the state hospital in Junction City to see what their travel needs are. They have two new people with community-based employment at AWC, and they are doing travel training with them, as their jobs include bus-related duties.

Mr. Necker wondered what the main obstacle is regarding travel training with the hospital in Junction City. Ms. Nail replied that just because people are at the hospital does not mean that is the stop they need to use; it depends on where they live. It is all about time management and trip planning, and they mostly work with outpatients there.

LCOG Senior & Disability Services — Ms. Jacobsen was not present.

LILA — Mr. Shearer was not present.

NEXT MEETING — The next meeting was scheduled for Tuesday, August 21, 2018.

ADJOURNMENT — Mr. Blaylock made a non-binding motion to adjourn the meeting. Mr. Barron adjourned the meeting at 10:47 a.m.

(Recorded by Rachel Burstein)

ACCESSIBLE TRANSPORTATION COMMITTEE MEETING

LANE TRANSIT DISTRICT

Tuesday, September 18, 2018

Pursuant to notice given to *The Register-Guard* for publication on September 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, September 18, 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
Paul Blaylock
Hoover Chambliss
Michelle Buie
Chris Tovey
Jason Higham
Loretty McNally
Bret Smith
Camille Gandolfi
Kris Lyon
Robert Hendrix
Resha Oylear
Sasha Luftig
Chris Henry
Jeramy Card

Absent: Tim Shearer
Josh Haring
Rachel Jacobsen
Scott Whetham
Ruth Linoz
Dawn Helwig

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 announced that without a quorum present, no motions or approvals would be made at this meeting.

Mr. Barron commented that he has received complaints from a colleague who is a RideSource rider and cannot tolerate bumps. Ride dispatch always notes that he must be at front of the bus, but the scheduler always schedules a one ton van and puts this rider in the back, where it is too bumpy. He uses rides for appointments, and he now has to turn down rides. Ms. Lyon asked if this rider has talked to RideSource management, and she suggested that he call her directly so

she can take care of the issue. In response to a question from Mr. Kwiatkowski, Ms. Lyon and Mr. Barron confirmed that this was an issue before they switched contractors.

AGENDA REVIEW — No further changes were made to the agenda. Mr. Barron noted that without a quorum, no motions or votes would be made.

AUDIENCE PARTICIPATION — None.

MOVING AHEAD UPDATE — Sasha Luftig and Chris Henry presented an update on the Moving Ahead project.

Ms. Luftig noted that the Moving Ahead project is in the middle of a public comment period. She then showed a video providing an overview of Moving Ahead. This is a project focusing on 20-minute neighborhoods, where residents can fulfill most of their needs close to home. The City of Eugene and LTD have partnered to create a safer and more accessible transportation system, and this is the Moving Ahead project. Moving Ahead (MA) focuses on five corridors: Highway 99, River Road, 30th Avenue from Downtown to LCC, Coburg Road, and Martin Luther King Jr. Boulevard.

MA is examining three options with respect to each corridor. Those options are no development, low development, or EmX in all corridors except MLK. Currently MA is accepting public input to help choose one of those three options. The next step will be to combine preferred options for each corridor into a comprehensive package. The LTD Board and the Eugene City Council will pick the best package in early 2019, and development will occur over the next ten years.

Ms. Luftig summarized that the goal is to create a safe and accessible transportation system for the whole area.

Mr. Henry spoke about MA's engagement with the community in the effort to obtain feedback about the different options. He noted that three years ago, there were workshops held with respect to each of the corridors in which people were asked to envision solutions. Right now there is an online open house, where people can give feedback online, available on the MA website until October 10th (it began September 10th). Next week, there will be a series of four corridor-specific open houses at which people can learn about alternatives and analyses and participate in exercises to learn about prioritizing investments. MA is also meeting with community groups such as this committee, and they are appearing at community events to share information.

Ms. Luftig noted that MA is holding special listening sessions to connect with groups that are historically underrepresented, such as affordable housing groups, the Latino community, and youth and school groups. The online open house provides the opportunity to give feedback for people who cannot attend in-person meetings or open houses.

Ms. Luftig continued by describing the process of decision making. She said that the current 30-day public comment period focuses on corridor-specific evaluations. There will be a second 30-day public comment period, taking the feedback from the first period, and looking at priorities in terms of values to create packages. This will help MA to understand at a system level what will be the biggest benefits for community. In the winter will be the final decision making process by the LTD board and Eugene City Council, supported by other groups and committees. Next spring

will be the selection of the preferred transportation investment package, anticipated to be implemented within ten years.

Ms. Luftig showed a slide using the Highway 99 corridor as an example to illustrate the three different options:

- 1) The no build option means no building or expansion now, but maybe in the future.
- 2) The enhanced corridor alternative consists of existing buses, but with 15-minute service. It would somewhere in between existing service and EmX. This involves infrastructure investments, such as improved crossings for pedestrians, and a proposed pedestrian and bicycle bridge to help the Trainsong neighborhood access Highway 99. There would be a focus on key congestion areas for transit incorporating queue jumping, such that a bus can jump the queue of traffic.
- 3) The EmX option.

Mr. Henry pointed out that some of these investments could happen independently and will be built in the short term as funding becomes available.

Ms. Luftig added that the MA project is flexible in that if funding is available for important elements, those areas of development can move forward.

Ms. Luftig demonstrated that the website includes comparisons of the three options and showed the comparisons for Highway 99 as an example.

Ms. Luftig then described the next step of the decision making process, which involves putting together funding packages to be evaluated. The packages include summaries of the impact for each option for each corridor, as well as for all of the corridors.

Mr. Barron encouraged anyone who comes to any committee members with questions or complaints to attend one of the MA open houses in the coming week or to participate in the online open house.

Ms. Rees asked why EmX is not an option for MLK Boulevard. Ms. Luftig explained that the City of Springfield asked MA to evaluate infrastructure investments only up to boundary of Springfield, where MLK becomes Centennial. It did not make sense to evaluate an EmX level of infrastructure for such a short portion of the corridor.

Mr. Kwiatkowski spoke about his personal experience of living off MLK and needing more transportation service in that area. Ms. Luftig responded that we will be seeing a big transition in housing overall as more housing in that area will be for residents other than students.

Ms. Rees inquired how someone can provide input if they cannot attend an open house in person and do not have access to a computer. Ms. Luftig replied that they can call MA, and she will provide that phone number, or they can speak with Mr. Barron, as he represents this committee in the MA project.

Ms. Rees expressed appreciation for everyone who has been involved in the long process of obtaining input and developing the MA project. Mr. Barron agreed that it has been a good process.

Mr. Ahlen asked if any more feedback is needed from this group now. Ms. Luftig acknowledged that every individual has a specific corridor or priority that is most important to them. She encouraged everyone to look at the list of criteria used to evaluate options. MA is looking for an understanding of what is most important in terms of values to community. Mr. Henry added that this information is helpful, because it informs the LTD Board and City Council as they decide how to prioritize investments.

SERVICE CHANGE UPDATES — Bret Smith presented an overview of Fall service changes, referring to a list of all changes that was handed out to everyone present. These changes took effect on Sunday, September 16th.

The biggest change was that EmX was split up into a Springfield to Gateway line and a Commerce to Springfield line, so that people will need to make a transfer. The Springfield to Gateway line moved to 15-minute service.

Another big change is on Route 11, on which the bus is no longer entering Thurston Station inbound.

Route 51 was changed to serve senior housing better.

Route 81 was moved off Harris to Hilyard.

Most other changes were route adjustments and timing adjustments on routes, with time point changes based on productivity.

Mr. Necker mentioned that at a recent Board meeting, there was a lot of public input about moving Route 81 to Hilyard. He asked if more street crossings will be added. Mr. Smith answered that he didn't believe so.

Mr. Blaylock asked about a timing issue at 23rd & Main, and Mr. Smith said he would look into it.

Mr. Barron suggested that, especially for EmX, a cardboard sign be put up on the sliders in the buses, with dots representing the stops to show how many stops a rider must go. It would be a simple representation and good for people who are new to the system.

Mr. Kwiatkowski suggested that the bays at UO Station and Eugene Station should include signage reminding riders that EmX is a quicker alternative to Route 28.

Mr. Ahlen shared that LTD is working with Alternative Work Concepts to have a presence at Springfield stations, because that is where there will be major service changes to EmX. He asked if there has been feedback regarding the service changes, specifically in Springfield with the new EmX model. Mr. Smith responded that there has been some frustration expressed, but feedback is in the early stages, and they are waiting for more comments to come in. Mr. Card noted that it can take 2-3 weeks before they have good data.

Mr. Chambliss inquired about the projections for Gateway and what led to the changes in EmX service. Mr. Smith replied that they started out with 10-minute service, and the job projections in the Gateway area did not materialize due to the economic recession. Mr. Card clarified that the Gateway numbers are good on Gateway Street, but off that street, they are not as good, partly due to infrastructure.

Mr. Necker pointed out that signs on the front of the Gateway-Riverbend EmX buses need to be changed to clarify the direction of the buses. Ms. Rees agreed that since it is difficult on EmX to ask a driver, those head signs need to be corrected to show the correct direction of each bus.

Mr. Kwiatkowski mentioned that the reader boards at Eugene Station and Gateway sometimes ignore the existence of next bus, and Mr. Card responded that has to do with how quickly the signs are updated.

Ms. Rees wondered when the next service changes will be and if those are being contemplated already. Mr. Smith replied that the next changes will be in February, based on ridership patterns and budget, so it is too soon to tell what the changes will be.

Mr. Card reminded the group that under Transit Tomorrow project, a consulting firm is looking at the entire system. The Planning Department is making as few changes as possible, except for time adjustments that are necessary to keep things on schedule. The route changes will be minimal until the COA is completed. Mr. Smith added that they understand that route and service changes are disruptive.

Ms. Rees recalled that Transit Tomorrow focuses on a long-range business plan, and some scenarios will be available for feedback just after the New Year. She concluded that therefore, early 2019 would be a good time for a presentation to this group. She also asked when the small adjustments for the winter bid in February will be decided. Mr. Card replied that those adjustments will be close to being set in November. Ms. Rees suggested that they come back then to report further.

Mr. Hendrix shared that the Churchill area neighborhood is lacking in service due to route changes and redesign, and he wondered if he should provide feedback on this to Transit Tomorrow. He added that in order to get downtown, he has to transfer from Route 78 to EmX on 11th and Bailey Hill, and that presents timing problems. Mr. Smith confirmed that this type of feedback is appropriate both for the Planning Department and for Transit Tomorrow.

FALL IN-SERVICE TRAINING — Mr. Ahlen updated the group on fall service training for its LTD staff, which includes accessibility. He stated that this year, they have integrated a training that takes information from the Accessible Services and Customer Service departments and combines them into one training. This training will be delivered to all drivers over the next couple of weeks. The training includes policies regarding service animals and the new Paw Print program. Feedback has been positive from drivers and customers regarding the Paw Print program. The training also includes reasonable accommodation requests, i.e. making sure that drivers are reasonably accommodating requests that are made and that challenging issues or requests are referred to a supervisor.

Mr. Necker raised the issue of a driver not being able to belt in a customer properly. Mr. Ahlen explained that both new driver orientation and continued training include mobility device securing.

The drivers are given hypotheticals, for example, what they would do if they cannot secure a mobility device to their satisfaction. They also hear the ADA regulatory guidance, and they are told that no matter how concrete a rule is, there will always be exceptions. The FTA's guidance states that even if a mobility device cannot be secured to the driver's satisfaction, the transit service is still under the obligation to allow that customer to ride. Drivers are taught to think critically, make decisions based on circumstances, and to do their best under the circumstances. Supervisors are available as a resource in these situations, as is Mr. Ahlen.

Mr. Necker asked if drivers are trained in using lap belts. Mr. Ahlen responded that all drivers are trained in using all securement systems on the buses. They must secure mobility devices to the best of their ability.

Mr. Hendrix, Mr. Necker, and Mr. Chambliss all agreed that a driver should always ask about using a lap belt for riders with mobility devices.

Mr. Barron asked about buses with the Q'Straint system with a side arm that doesn't work for rear-facing, and whether those could be used like the ones in EmX buses by rolling into them backwards. Mr. Ahlen responded that the Quantum system requires an arm to fully secure, so it is required to be fully operational. He is not familiar with a manual option to deploy the arm. He asked if others have noticed if the Q'Straint systems are working. Mr. Chambliss, Mr. Necker, and Mr. Barron reported that they generally are not working. Mr. Ahlen responded that he will look into the operation of the Q'Straint systems and securement systems in general.

Mr. Ahlen continued to describe the fall training. As part of the training, he highlights new disability awareness information, such as how to assist people who have Parkinson's. He also trains drivers about requests such as waiting for a rider to be fully seated before driving. They highlight the kinds of reasonable requests people might make that should be honored. The training also involves customer service skills, such as the importance of politely and respectfully serving all customers. He also highlights the importance of acknowledging people and letting them know they are welcome to make reasonable requests. He talks about the complaint process as well. During training, good questions and examples are raised, and this gives drivers the chance to talk about their experiences and troubleshoot. He shared that drivers and staff are always welcoming of the training, as they want to provide universally accessible service.

Mr. Hendrix remarked that there should be training for customers so that they know how to make requests properly. He has noticed that some people, especially elders, are reluctant to request accommodations. Mr. Ahlen responded that there are resources for those situations, and he regularly advises customers on these issues. Also, Alternative Work Concepts provides travel training to any riders who need some extra help.

Mr. Ahlen added that if someone comes to him and says they have new mobility device and are worried about how to board and get off the bus with it, he will send a bus to their home so they can practice.

In conclusion, Mr. Ahlen shared that Customer Service staff members are doing the entirety of the trainings. Accessible and Customer Service teams are completely integrated and cross-trained.

PROGRAM UPDATES

Lane Transit District — Mr. Ahlen provided an update on the Florence/Yachats connector, as given to him by Josh Haring. The first day of service, there were 19 riders. It is averaging 7 riders per day, with new people every day. They are 3 weeks into this service. Feedback indicates that the Washburne stop is working out well. This service is a special project funded through ODOT to close the transportation gap on the Oregon Coast. With this service, it only takes a few minutes to travel between Florence and Yachats. LTD is providing technical support to help make sure the pilot project is a success. The service is using a temporary vehicle while the permanent vehicle is being built. The permanent vehicle will be similar to a *RideSource* vehicle.

Mr. Ahlen reminded everyone to fill out the survey for Florence to Eugene service. This service would be through LCOG, whereas Florence/Yachats was done through ODOT.

Mr. Ahlen continued by announcing that the STF process will begin later this fall. The STF Committee used to be a subcommittee of this group and is now a committee of the Board. Seven members were selected to serve on the STF Committee. The next step will be receiving notifications from the state about funding opportunities, then the committee will convene and solicit applications for funding and make decisions and recommendations accordingly.

Mr. Ahlen concluded by expressing that now that the STIF Committee is starting to get underway and the STF process has been defined, hopefully the ATC bylaws can be finalized so that the committee can fill the membership vacancies.

RideSource Call Center Advisory Committee — Ms. Lyon shared that the committee's next meeting is in early November. She has met with the Chair and Vice Chair, and they are discussing how to reformat that committee to go back to the original intent of discussion and policy recommendations to *RideSource*. They also may look at it as part of a utilization management of Medicaid. Trillium wants to become an active partner in those discussions.

RideSource Call Center — Ms. Buie had no updates to report.

RideSource ADA Paratransit — Mr. Tovey reported that service and on-time performance on has been consistent. Also, they are waiting for new vehicles.

South Lane Wheels (Cottage Grove) — Ms. Linoz was not present.

Florence Rhody Express — Mr. Haring was not present. Mr. Ahlen shared that Mr. Haring is currently driving the Florence/Yachats, as they are short a driver this month.

Oakridge/Diamond Express — Mr. Higham reported that they are currently doing 4 round trips per day, Monday-Friday. Due to budget constraints, LTD is looking at cutting it to 3 round trips per day. In response to a question from Mr. Barron, Mr. Higham said that morning trip ridership is high, and the last trip of the day is high, so those two trips will be kept, and they might cut one of the middle two trips.

White Bird Clinic — Ms. McNally reported that White Bird has purchased the building next door to the Cahoots building, and they are determining the layout and what services will be offered there. They are considering walk-in crisis counseling and additional access to SDS. They will do

community outreach to help determine what the new services will be. Also, they did 334 rides last month and signed up 25 new clients. On Thursday, September 20th, the Register-Guard is hosting a photography fundraising event for White Bird, including a silent auction of photos from their past archives.

Alternative Work Concepts — Ms. Nail was not present.

LCOG Senior & Disability Services — Ms. Jacobsen was not present.

LILA — Ms. Helwig was not present.

Ms. Lyon introduced Resha Oylear, who was brought into MTM to fill Dave Daley's position.

NEXT MEETING — The next meeting was scheduled for Tuesday, October 16, 2018.

ADJOURNMENT — With no quorum, Mr. Barron made an informal motion to adjourn the meeting at 11:18 am.

(Recorded by Rachel Burstein)

ACCESSIBLE SERVICES AND STF COMMITTEE

October 2018 – March 2019

PROPOSED PROCESS SCHEDULE

October 16	Advance Grant Notification made available.
November 20	Initial STF Committee Meeting.
November 29	ODOT Grant Solicitation Training for Transit Employees
November 30	Grant Notice published in <i>The Register-Guard</i> .
December 7	Grant Workshop/Open House Held.
December 11	STF Committee Meeting.
December 18	STF Committee Meeting.
December 31	Project applications due.
January 8	STF Committee Meeting: applicant presentations.
January 15	STF Committee Meeting: applicant presentations.
January 18	LTD Board Meeting: 5311 and 5311f recommendations presented for review and approval.
January 22	STF Committee Meeting, draft recommendations.
February 1	STF Committee holds public hearing on 5310 and STF recommendations; makes final recommendations.
February 8	Submittal of 5311 and 5311f applications to State.
February 20	LTD Board Meeting: 5310 and STF recommendations presented for review and approval.
March 15	Submittal of 5310 and STF applications to State.