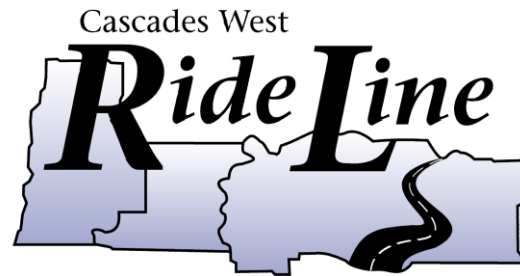


# Advisory Committee Meeting

September 15, 2017

10:00am – 11:30am



Serving Linn, Benton and Lincoln County Residents

Cascades West Center, Upstairs Conference Room  
1400 Queen Ave SE. Albany, Oregon

Phone and Video Conferencing will be available upon request  
203 N Main St. Toledo, Oregon

- |             |   |                 |           |
|-------------|---|-----------------|-----------|
| <b>I.</b>   | <b>Call to Order, Self-Introductions</b>  | (10:00 – 10:05) | Chair     |
| <b>II.</b>  | <b>Minutes from the May 19, 2017 meeting</b> ( <i>Attachment I</i> )  | (10:05 – 10:15) | Chair     |
|             | <i>ACTION: Decision on minutes</i>  |                 |           |
| <b>III.</b> | <b>Brokerage Operations</b>   | (10:15 – 10:45) | Brenda    |
|             | <ul style="list-style-type: none"><li>• <i>Staffing updates</i></li><li>• <i>Statistics</i> (<i>Attachment II</i>)</li><li>• <i>Budget report</i> (<i>will be provided at meeting</i>)</li><li>• <i>Costs per ride per client</i> (<i>Attachment III</i>)</li><li>• <i>Driver training update</i></li><li>• <i>Survey results to date</i></li></ul> |                 |           |
| <b>IV.</b>  | <b>Travel Training</b>  | (10:45 – 11:00) | Katie     |
|             | <ul style="list-style-type: none"><li>• <i>Staff will provide update on travel training</i></li></ul>   |                 |           |
| <b>V.</b>   | <b>Updates</b>  | (11:00 – 11:20) | Chair/All |
|             | <ul style="list-style-type: none"><li>• <i>Regional transit needs/trends/issues</i></li><li>• <i>Legislative topics</i></li><li>• <i>Oregon Public Transportation Plan</i></li><li>• <i>Linn, Benton and Lincoln Coordinated Plans</i></li></ul>  |                 |           |
| <b>VI.</b>  | <b>Other Business</b>   | (11:20 – 11:30) | Chair     |
| <b>VII.</b> | <b>Adjourn</b>  |                 |           |
|             | Next meeting, November 17 <sup>th</sup> , 2017  |                 |           |

**OMAP Transportation Brokerage Advisory Committee**  
**Friday, May 19, 2017**  
**10:00 to 11:30**

Cascades West Center  
 1400 Queen Ave SE – Upstairs Conference Room  
 Albany, Oregon

Video Conference  
 Toledo Office

**Committee Members Present:** Pam Barlow-Lind (via video), Amy Peer, Lee Lazaro, Suzette Boydston Carolyn Fry, Mary Marsh-King, Sarah Ballini Ross (phone)

**Guest Present:** Ralph Magrish (phone)

**Staff Present:** Danny Magana, Brenda Mainord, and Emma Chavez

TOPIC	DISCUSSION	DECISION / CONCLUSION
I. Call to order and Self-Introductions	The meeting was called to order by the Chair, Suzette Boydston at 10:04 am. Members conducted self-introductions.	
II. Minutes from the March 24, 2016 meeting	Motion to approve the March 24, 2016 meeting minutes made by Lee Lazaro, seconded by Mary Marsh-King.	<b>Consensus to approve the March 24, 2016 meeting minutes as written.</b>
III. Brokerage Operations	<p><b>Staffing Update</b>                      Brenda Mainord introduced Danny Magana as the Brokerage Supervisor. Danny has been with the COG for five years and has been the Supervisor for one year.</p> <p>Mainord provided the following staffing update: Two new customer service representatives were recently hired and now the Brokerage has a total of 15 staff; 1 supervisor, 1 lead staff, 7 full time CSR's, 2 ¾ CSR's, 4 part time CSR's, and the Mileage Reimbursement staff is at</p>	

	<p>¾ time. Two of the fulltime staff work part time on the pilot projects.</p> <p>Mainord also reported that coordinating continues with IHN CCO on a number of things including; patient records coordination to flag medical facilities when a patient relies on transportation services, the possibility of sharing data in order for the Brokerage to verify appointments, and possible transportation services for Medicare only recipients. These discussions will continue and updates will be brought to members.</p> <p>Additionally, the Brokerage is looking to upgrade their software. The program developer is looking for a new and improved ride software system to be installed in about a year. The hope is that the system will be compatible and with a better mapping system. Carolyn Fry advised that it would be helpful to ensure that the system is able to speak with EPIC and OCHIN</p> <p><b>Quarterly Statistics</b></p> <p>Mainord reviewed the quarterly statistics with members.</p> <p>Chair Boydston questioned how ride sharing is determined. Danny Magana advised that staff matches cities and times. Clients receive a heads up if the time needs to be adjusted in order to be shared.</p> <p>Chair Boydston was interested in a description of the call center unit and if staff is able to work from home. Mainord explained that there is a call center with staff working in cubicles. Due to overflow of staff, some are placed in an adjacent area. Currently, there aren't any staff working off site due to HIPPA privacy and technical barriers. With the amount of information sharing throughout the day, having the Brokerage staff in one location is important. Amy Peer noted that the COG does have a remodeling plan for the Albany COG Office. In this remodel, all staff would be located upstairs. These discussions will</p>	
--	--	--

	<p>continue. Members advised that they are interested in a walkthrough of the call center.</p> <p>Mainord went on to review the Quarterly report statistics.</p> <p>Chair Boydston asked what the Unassigned field represents. Mainord clarified that it represents greyhound bus ticket purchases.</p> <p>Chair Boydston advised that she would like to know the number of people who call for transportation services, and do not qualify for services. Mainord advised that staff has been keeping track of this and the information will be provided at future meetings. Members discussed that many people who aren't covered for Brokerage services may be searching for other services such as Call-A-Ride, Dial-A-Bus, etc. However, there is a high demand and gaps that need to be met.</p> <p>Cheryl Fry questioned if the Brokerage is at capacity, able to expand, or in need of expansion. Mainord advised that the Brokerage is not currently accepting additional provider applications. However, a list is being kept of interested providers should we need additional capacity.</p> <p>It was also questioned how clients are receiving information on the non-emergent medical transportation. Mainord stated that clients are receiving Spanish and English information through case workers, medical facilities, and outreach events that Brokerage staff attend such as the Heart to Heart resource fair, Lebanon Fire District annual safety fair, and through the Get There Campaign. In the past, staff has attended the Festival Latino resource Fair and the Brokerage has worked with the Veterans program on a regular basis. The Brokerage provides program guides to medical and partner facilities for distribution to clients. Members advised that they were interested in receiving copies of the brochures to assist with distribution.</p> <p>Amy Peer questioned if there is consumer eligibility for Travel</p>	
--	---	--

**Attachment I Draft Minutes**

	<p>Training. Mainord stated she will verify this. However, the Brokerage would like to offer the program to anyone. Staff is in conversations with IHN in regards to the need of transport for Medicare members.</p> <p>Members also received a Provider Rate Sheet for their review.</p> <p>Mary Marsh-King questioned if there was a priority to how rides were assigned to providers. Mainord advised that all rides are assigned with the most appropriate and cost effective provider.</p> <p>Chair Boydston asked about provider meetings and requested an invitation to the Transportation Brokerage Advisory Committee members. Staff noted the request and members were advised that provider meetings are scheduled annually.</p> <p>Chair Boydston stated that the statistics staff provided were very helpful and appreciated. Members agreed.</p>	
<p>IV. Conflict of Interest</p>	<p>Chair Boydston announced that there could be a potential conflict of interest with her serving on the Transportation Brokerage Advisory Committee with her employment by Samaritan Health Services. Mainord stated that Chair Boydston is serving on the TBAC under her role in the Senior Companion Program not Samaritan Health Services. Also, the TBAC is not a decision making body, rather an advisory Committee therefore, there should not be a conflict of interest.</p> <p>Members discussed and concurred that there is not a conflict of interest and that there would be a loss to the Committee if Chair Boydston was not part of it. They also stated that if at any time there needed to be a decision made where there could be a potential conflict of interest, she could abstain from voting.</p>	<p><b>Mary Marsh-King made a motion that there is not a conflict of interest for Suzette Boydston to serve on the Transportation Advisory Committee. Carolyn Fry seconded. Consensus from the Transportation Brokerage Advisory Committee.</b></p>

V. Outreach Program	Discussed in during agenda item III.	
VI. Updates	<ul style="list-style-type: none"> <li>• Legislative Topics – There are no known changes to the NEMT program at this time. Unless the Affordable Care Act (ACA) is repealed/replaced the Brokerage will continue to operate as usual.</li> <li>• Oregon Public Transportation Plan – No updates</li> <li>• Linn, Benton, and Lincoln Coordinated Plans – Lee Lazaro gave an update on the plans. He noted that the Lincoln plan was recently adopted. Benton County recently held its Community Open House and had great attendance. The Consultant is wrapping up the final draft document to take to the Benton County Board of Commissioners in June for adoption. Linn County held an Open House recently and is on a similar timeframe as Benton County. Once all three plans are approved, a summer meeting will be scheduled to work on a Regional chapter of the Plan. He also noted that the Siletz Tribe is also working on a Coordinated Plan. Pam Barlow-Lind noted that the Tribe continues to work with the consultant and currently they are updating their equipment.</li> </ul> <p>Lazaro stated that at the Steering Committee meeting, Lincoln City Council members stated that in their City 1/3 of housing is occupied, 1/3 is vacant, and 1/3 are rentals. Meaning that there is a 66% vacancy rate at any given time. The Council members related that workers have an arrangement with taxi companies to receive transport to their work locations and payment is made at the time they receive their checks. These workers are paying over \$100 a month at minimum wage for transportation. Cheryl Fry noted that there are also homeless students that buses pick up from camp sites. Members discussed the shutdown of the Valley Retriever and Philomath Connections. They agreed that transit is an issue and they</p>	

## Attachment I Draft Minutes

	would like to keep a set agenda item to continue discussions on this at future meetings under "Regional Transit Needs".	
VII. Other Business	Cheryl Fry asked if there was any planning happening with the Eclipse on August 21 <sup>st</sup> . Mainord advised that the Brokerage is working with medical offices and providers on coordination. She also stated that there is a group meeting at the COG that is working on the Emergency Preparedness part of the event and Community and Economic Development Director, Phil Warnock attends those meetings.	
VIII. Adjourn	Meeting adjourned at 11:15 am.	

# Cascades West Ride Line Statistics

April 1, 2017 - June 30, 2017

<i>Number of Trips</i>	<i>Number of Clients</i> <i>(unduplicated)</i>		
<b>IHN</b>			
61	7	Bus	
10	9	Comm. Bus	
167	20	Lodging	
2	1	Lodging-Esc	
323	35	Meals	
219	29	Meals-Escort	
13,859	621	Mileage	42,071 Trips Not Shared
5	3	Parking	11,000 Trips Shared
26	21	Secure	
31,657	2,283	Sedan	
249	140	Stretcher	
5	2	UNASSIGNED!	
6,488	604	Wheelchair	
<b>53,071</b>	<b>3,775</b>	<b>Sub Total</b>	<b>53,071</b>
<b>OHP</b>			
2	2	Comm. Bus	
142	6	Lodging	
153	6	Meals	
21	3	Meals-Escort	
854	44	Mileage	2,576 Trips Not Shared
4	2	Parking	648 Trips Shared
1,773	159	Sedan	
14	13	Stretcher	
261	28	Wheelchair	
<b>3,224</b>	<b>263</b>	<b>Sub Total</b>	<b>3,224</b>
<b>56,295</b>	<b>4,038</b>	<b>Grand Total</b>	

Number of answered calls during this quarter was 25,854

Page 1 of 1



## Information provided is for the QUARTER

January 1 through March 31, 2017

		<b>Number Trips</b>	<b>Cost of Trips</b>	<b>Average Charge Per Trip</b>	<b>Unduplicated Clients</b>	<b>Trips Per Client</b>	<b>Charge Per Client</b>
Benton	Sedan	5,516	\$ 159,367.81	\$ 28.89	403	14	\$ 395.45
Lincoln	Sedan	5,495	\$ 329,159.93	\$ 59.90	458	12	\$ 718.69
Linn	Sedan	22,073	\$ 668,185.54	\$ 30.27	1,514	15	\$ 441.43
Other Co's	Sedan	356	\$ 17,623.03	\$ 50.93	25	14	\$ 704.92
Benton	Wheelchair	1,335	\$ 51,176.94	\$ 38.33	100	13	\$ 511.77
Lincoln	Wheelchair	531	\$ 35,797.80	\$ 67.42	72	7	\$ 497.19
Linn	Wheelchair	4,804	\$ 230,420.60	\$ 47.96	440	11	\$ 523.68
Other Co's							
Benton	Mileage	1,119	\$ 5,740.63	\$ 5.13	68	16	\$ 84.42
Lincoln	Mileage	3,333	\$ 37,983.45	\$ 11.40	225	15	\$ 168.82
Linn	Mileage	10,214	\$ 67,687.35	\$ 6.63	362	28	\$ 186.98
Other Co's	Mileage	43	\$ 46.80	\$ 1.09	2	22	\$ 23.40

Charge is based on the transportation providers base rate plus mileage rate per trip