

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.	Consensus to approve the March 24, 2016 meeting minutes as written.
III. Brokerage Operations	<p>Staffing Update 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 ³/₄ 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>Quarterly Statistics</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>	
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	<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>	
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	<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>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.</p>

V. Outreach Program	Discussed in during agenda item III.	
VI. Updates	<ul style="list-style-type: none"> • 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. • Oregon Public Transportation Plan – No updates • 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. <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>	

	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 st . 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.	

OMAP Transportation Brokerage Advisory Committee
Friday, September 15, 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: Laurie Barajas, Lee Lazaro, Amy Peer, Tony Howell, and Cheryl Landis

Staff Present: Danny Magana, Anita Lengacher, Katie Trebes, Phil Warnock, and Emma Chavez

TOPIC	DISCUSSION	DECISION / CONCLUSION
I. Call to order and Self-Introductions	The meeting was called to order by the Vice Chair, Lee Lazaro at 10:04 am. Members conducted self-introductions.	
II. Minutes from the May 19, 2017 meeting	A quorum was not met and the minutes were tabled for the next meeting.	Minutes tabled for next meeting.
III. Brokerage Operations	<p>Staffing Update Staff Brenda Mainord reported that two part time staff have resigned and one full time staff is moving to a different department within the agency. A part time staff has been moved to full time to help fill the gap and there is a recruitment for a 1.75 FTE.</p> <p>Mainord also advised that she and staff Danny Magana attended a Non-Emergency Medical Transportation (NEMT) retreat from August 9th through the 11th in Newport Oregon. The retreat included information sharing and discussion on what is happening in each of our areas, in our work with the CCO's. Ralph Magrish from OHA attended and reviewed the process for background checks and billing</p>	

	<p>issues and we will follow up with this at our quarterly meeting.</p> <p>They also reviewed the NEMT rules/OARs, and how each brokerage process works for same day or no shows, mileage reimbursement, grievances, etc.</p> <p>Quarterly Statistics Mainord went on to review the quarterly statistics, noting that the numbers are staying fairly the same with only slight changes.</p> <p>Budget Report The budget report reflects total budget for the year and what has been expended so far. The Brokerage is now half way through the next fiscal year of the settlement report.</p> <p>Staff Phil Warnock advised that IHN has some match to align with State and Federal guidance for their sub-contractors and partners. The COG has having conversations with IHN to move from a very forward contract of per member, per month to a more collective impact modal, and quality based performance. The contract should start in January. Day to day operations should not be affected.</p> <p>Driver Training Update Mainord advised that the Brokerage held its first driver training class where staff was the trainee over the weekend. The classes went very well and the next classes have been scheduled. d</p> <p>Survey Results Mainord advised that earlier in the year members reviewed a survey that would go out to Brokerage clients. Staff has been receiving the surveys back from members. Staff, Anita Lengacher provided a handout of the survey results and reviewed those with members.</p> <p>Of the 300 surveys that were mailed out, 63 have been received</p>	
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	<p>back. Clients received stamped envelopes to return the completed surveys. Per client feedback, the Brokerage is looking into an electronic reminder system. Some of the transportation drivers also submitted surveys and their questions will be addressed at the driver trainings. Staff is pleased with the survey feedback.</p>	
<p>IV. Travel Training</p>	<p>Trebes provided a handout on Travel Training data and reviewed the information with members.</p> <p>She advised that outreach began in the City of Albany and that the City of Lebanon is in the process of getting a fixed bus route. Trebes indicated that she will keep an eye on the City of Lebanon’s fixed bus route advances in order to be reach out to clients for training. The city of Corvallis, has a fareless system and transit is more readily available, therefore most Corvallis residents already know how to utilize the service. Trebes went on to give examples of what travel training may look like, giving examples of recent situations.</p> <p>Tony Howell advised that some mental health clients have skills trainers available. Howell suggested that the Brokerage advise mental health of the Travel Training services available. Mental Health could then identify the clients that would need the services and making the connection. Warnock asked if Howell could make the initial connection. Howell stated that, yes.</p> <p><u>Planning Challenge</u></p> <p>Staff Phil Warnock advised that there is an opportunity for a Planning Challenge that seems to fit what the Advisory Committee has discussed for expansion and growth of services. This is a panning grant made available by the National Center for Mobility Management that does not require match. There is a short turnaround with a submittal of applications due in within two weeks. Members received a handout describing the Challenge.</p>	<p>Staff will write a proposal for the Health Care Access Design Challenge and email members for review.</p>

	<p>Warnock went on to review the Challenge noting that a team must be formed and meet for a nine month period. Each team must have a minimum of five and a maximum of ten members. At least five of those members, including the team lead, should be drawn from different sectors and an area of challenge must be selected.</p> <p>Warnock advised that staff discussed where this Challenge would fit best and thought of Lincoln County or Rural Linn County. She stated that if members agreed, staff could put together a proposal for the Challenge.</p> <p>Siletz Tribel members, Pamela Barlow-Lind and Ruby Moon noted that ther</p> <p>Members discussing, members agreed for staff to prepare a proposal. Members made the following suggestions for the Team membership:</p> <ul style="list-style-type: none"> • Pamela Barlow-Lind • Ruby Moon • Julie Kay • Cynda Bruce • Lee Lazaro • Rebecca Austin • Julie Manning • Miranda Miller 	
<p>V. Updates</p>	<p>Regional Transit Needs/Trends/Issues</p> <p>Lazaro reported that the Linn-Benton Loop now has a formal Governing Board. It is made up of the City of Albany, the Corvallis Area MPO, Albany Area MPO, and Linn Benton Community College. Oregon State University and the Oregon Cascades Wet COG serve as Ex-Officio's to the Board. A Linn-Benton Loop Technical Advisory Committee has also been formed. The Loop is operated by Albany Transit. Work at the moment includes a Memorandum of Agreement</p>	

	<p>and a Loop Scope of Work Service Analysis.</p> <p>Benton County has put a new service into effect, the Amtrak Connector. It is a pilot project that has so far had a successful launch.</p> <p>The Five County NW Connector just launched its new website, NWConnector.org. It allows travel to and from the Oregon Coast by bus.</p> <p>Legislative Topics Warnock advised that HB 2017 has fundamentally shifted the landscape. New and additional funds may provide opportunity for coordination and enhancement.</p> <p>Bikeshare Pedal Corvallis has added two additional stations with eight additional bicycles. Conversations with LBCC are taking place for expansion into Lebanon at the hotel that is being built. The biggest week of utilization for Pedal Corvallis was the week of the eclipse, meaning out of town people are utilizing the services. Members requested for statistics on usage to be brought to the next meeting.</p> <p>Linn, Benton, and Lincoln Coordinated Plans All three Plans have now been adopted. A presentation will be scheduled for this Advisory Committee. Also, the City of Siletz is working on a Coordinated Plan.</p>	<p>Staff to provide a Pedal Corvallis statistics report on usage at next meeting.</p>
<p>VI. Other Business</p>	<p>There was no other business to discuss.</p>	
<p>VII. Adjournment</p>	<p>Meeting adjourned at 11:28 am.</p>	

OMAP Transportation Brokerage Advisory Committee
Friday, January 12, 2018
10:00 to 11:30

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

Video Conference
 Toledo Office

Committee Members Present: Amy Peer, Cheryl Landis, Jasper Smith, Lee Lazaro, Pam Barlow-Lind (video), Suzette Boydston, and Toney Howell

Ex-Officio: Ralph Magrish (phone)

Staff Present: Phil Warnock, 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 10:05 am. Members conducted self-introductions.	
II. Minutes from the May 19 th , and September 15 th 2017 meetings.	A quorum was not met at the beginning of the meeting. Chair Boydston noted that a quorum has not been met at the last couple of meetings. She suggested staff look at a new possible meeting date and time. Once a quorum was met; Tony Howell made a motion to approve the minutes, and Lee Lazaro seconded. Consensus to approve the May 19 th , and September 15 th 2017 meeting minutes.	Consensus to approve the May 19th, and September 15th 2017 meeting minutes as written.
III. Brokerage Operations	Staffing Update Staff Phil Warnock advised that the Brokerage is large enough now that it is in constant transition. The structure in general consists of the core call takers, and scheduling staff. There are a number of	

	<p>contractual regulatory staff who have grown in the last year. Warnock also noted that the staff who was working on the intakes has accepted a new position within the COG as the Meals on Wheels Coordinator. She was the CPR and First Aids trainer. The Brokerage will continue to offer that service. The COG is looking forward to integrating that service to the Meals on Wheels program. There are a couple other staff who have transitioned to other positions within the agency as well.</p> <p>Quarterly Statistics The numbers continue to be robust as far as where we have been and where we are headed. The number of trips per month have continued to stay up.</p> <p>Our Brokerage utilization in the three County Region is higher than others since the initiation of the CCO. This is out of alignment from our CCO to other CCOs. There is concern that this could affect our CCO rates. The increase could be due to a noticeable shift in where people are hearing about the NEMT services. Members are now hearing it from medical service providers, versus only hearing it from word of mouth.</p> <p>In conversations with the CCO that requested a service from the Brokerage to put a cap limit, and how that translates to the contract obligations to provide the service. This is spurring additional conversations around identifying high cost users and what services they are accessing. The Brokerage does not have a way to pull this information. The CCO could do this, and the Brokerage could assisted with the structuring additional services. There would still be a very unclear path on how to accomplish this.</p> <p>Tony Howell questioned if there is the ability for individuals to be screened to use lower cost options. Warnock advised that this is part of the intake, screening, and rescreening process. The coordination</p>	
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	<p>that it costs to take a lowest cost ride, also consists of an administrative cost. There are discussions of an Uber or Lyft type of model for this type of service. Members stated that they are interested in seeing the rescreening process.</p> <p>Ralph Wyatt noted that the Uber and Lyft programs as highly discussed in Oregon for the type of service to be used as non-emergent medical transportation. However, there are many hurdles to this type of service.</p> <p>Costs Per Ride Per Client and Budget Report This is where the underlying data where the CCO conversation is going with questions such as who are the high cost users, and what services are they accessing.</p> <p>Howell questioned if the cost per trip also includes the office cost? Warnock will verify and have Brenda Mainord report back. After reviewing the budget, Warnock verified that it does not reflect in the budget.</p> <p>Cheryl Landis questioned if drivers had any training for dealing with potentially violent members. Warnock stated that drivers take a Passenger Assistance Safety and Sensitivity (PASS) class that touches on unruly clients. Those clients usually have an attendant. Client files are noted when/if they need an attendant. Also, there is secure transport.</p>	
<p>IV. Coordinated Plan Presentation</p>	<p>Lazaro gave a presentation on the Linn, Benton, Lincoln, and Siletz Coordinated Plans.</p> <p>The Plan goes are to improve coordination among public transportation providers and human and health service communities, in planning transportation services. To focus on special needs populations, access to employment, medical appointments, and other</p>	

	<p>essential services. As well as to address all forms of public transportation, not just public transit.</p> <p>The Plans are a requirement of the FTA in order to receive project funds. It includes existing conditions, stakeholder outreach, funding summary, needs, strategies, and proposed actions. There must be consistency among all four plans.</p> <p>Lazaro went on to review some of the Plans data such as the shared demographics, transit network, and existing conditions.</p> <p>Through the process, it was found that the Region has better coordination among public transportation providers and human/health service providers than in many other parts of the State. However, there are many opportunities for program efficiencies which are listed in the Plans.</p> <p>Eight common strategies and priorities, as well as four important issues for transit managers are listed in the Plans. This includes a call center concept to assist travelers in the three-county area; potentially operated through the COG. The Plans also include language on HB 2017 in preparation for possible revenue.</p> <p>Linn-Benton Loop In regards to a question on connectivity to areas not currently covered by transit such as Monroe. Warnock advised that the Loop is being looked at through a process of an actual Transit Development Plan for the potential of what the expansion of the Loop may look like. Recently the Governance structure of the Loop was updated and the partners are constantly trying to position for potential funding increases or opportunities through HB 2017. Through that process there is potential for connectivity to areas such as Monroe, Brownsville, Halsey, and Harrisburg. They will at least be considered in route evaluation. Possible looking at things that are not traditional</p>	
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	fixed routes. This goes back to NEMT conversations of why do people have such acute needs for rides and what are they driven by.	
V. Updates	<ul style="list-style-type: none"> • Pedal Corvallis Warnock advised that there are 178 active participants, and about ¼ of them are IHN members. A total of 750 all-time participants, and 4,676 all-time trips, with an average trip duration of 29 minutes. The eclipse weekend saw the largest ridership of any single weekend since the program launched in 2016. Targeted outreach was conducted in the Garfield area of Corvallis in the summer of 2017. A survey evaluation is currently underway and data can be provided at a future meeting. • Regional Transit Needs/Trends/Issues Lazaro provided presentation. • Legislative Topics No update. • Oregon Public Transportation Plan Members were unsure of this agenda item. Staff will check with Brenda Mainord and will email any updates if needed. 	Members requested to see the results of the Pedal Corvallis survey once they are finalized.
VI. Other Business	There was no other business to discuss.	
VII. Adjournment	Meeting adjourned at 11:40 am.	

Cascades West Ride Line Statistics

January 1, 2018 - March 31, 2018

<i>Number of Trips</i>	<i>Number of Clients</i>	<i>Mode</i>	
IHN			
69	5	Bus	
15	14	Comm. Bus	
120	15	Lodging	
90	20	Meals	
19	11	Meals-Escort	
12,619	586	Mileage	Trips
36	34	Secure	40701 Not shared
32,013	2,371	Sedan	11720 Shared
285	131	Stretcher	52421
7,155	614	Wheelchair	
52,421	3,801	Sub Total	
OHP			
1	1	Comm. Bus	
9	3	Lodging	
53	9	Meals	
9	5	Meals-Escort	
1,034	68	Mileage	
8	8	Secure	Trips
1,366	162	Sedan	2286 Not shared
12	8	Stretcher	486 Shared
280	35	Wheelchair	2772
2,772	299	Sub Total	
55,193	4,100	Grand Total	

Denials

January	IHN	OHP
Not Coverd	10	1
Diff CCO	2	
Not Closest	2	
Not Eligible	10	1
Other Resources		
Unable to Verify		
Misc.		
Total	24	2
February	IHN	OHP
Not Coverd	8	
Diff CCO	1	
Not Closest		
Not Eligible	12	2
Other Resources		
Unable to Verify		
Misc.		
Total	21	2
March	IHN	OHP
Not Coverd	12	5
Diff CCO	3	
Not Closest		
Not Eligible	8	1
Other Resources		
Unable to Verify		
No Carseat for Minor		
Total	23	6

Number of answered calls during this quarter was 27,465

Information provided is for the QUARTER

January 1, 2018 - March 31, 2018

		Number Trips	Cost of Trips	Average Charge Per Trip	Unduplicated Clients	Trips Per Client	Charge Per Client
Benton	Sedan	5,238	\$ 185,679.56	\$ 35.45	413	13	\$ 449.59
Lincoln	Sedan	5,145	\$ 326,424.51	\$ 63.44	500	10	\$ 652.85
Linn	Sedan	22,550	\$ 756,951.33	\$ 33.57	1,543	15	\$ 490.57
Other Co's	Sedan	446	\$ 25,458.48	\$ 57.08	27	17	\$ 942.91
Benton	Wheelchair	1,268	\$ 48,080.42	\$ 37.92	95	13	\$ 506.00
Lincoln	Wheelchair	915	\$ 45,541.12	\$ 49.77	90	10	\$ 506.00
Linn	Wheelchair	5,227	\$ 271,630.60	\$ 51.97	447	12	\$ 607.67
Other Co's	Wheelchair	25	\$1,832.75	\$73.31	9	3	\$203.64
Benton	Mileage	1,234	\$ 5,307.01	\$ 4.30	59	21	\$ 89.95
Lincoln	Mileage	3,642	\$ 37,092.20	\$ 10.18	230	16	\$ 161.27
Linn	Mileage	8,687	\$ 53,662.16	\$ 25.00	346	25	\$ 155.09
Other Co's	Mileage	90	\$ 689.05	\$ 7.66	3	30	\$ 229.68

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

RIDELINE BROKERAGE

March 31, 2018

FY 18

CASCADES WEST COUNCIL OF GOVERNMENTS		
FY 2017-2018 Budget Summary / Financial Statement ending balance		
Description	Budget	Ending Balance
Coordinated Care IHN CCO	7,267,487	3,903,363
Title XIX DHS FFS	412,000	242,252
Contract Revenue		
Miscellaneous		9,260
TOTAL REVENUE	7,679,487	4,154,875
Wages	544,675	241,197
Leave	29,482	20,651
Benefits	380,007	366,216
TOTAL PERSONNEL	954,164	628,064
Contract Expense	6,259,382	5,161,289
Materials and Supplies	465,941	225,979
TOTAL MATERIALS & SUPPLIES	6,725,323	5,387,268
GAIN / (LOSS)	-	(1,860,457)