



Serving Linn, Benton and Lincoln County Residents

Transportation Brokerage Advisory Committee

Date: Thursday, November 3, 2022
Time: 10:30 am – 12:00 pm
Location: **In-Person at OCWCOG Albany Office;**
1400 Queen Ave SE, Downstairs Conference Room, or
Remote via Microsoft Teams by clicking [HERE](#)
Meeting ID: 266 847 749 898
Passcode: kb9bS4
Join via Phone: 1-872-242-8088
Meeting ID: 532 779 227#
Contact: Danny Magana, 541-812-2016

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|----------|---|---------------------|
| 1) 10:30 | Call to Order and Roll Call | Chair, Jesse Oakley |
| 2) 10:40 | Agenda Review | Chair |
| 3) 10:50 | Public Comments | Chair |
| 4) 11:00 | August 4, 2022, Meeting Minutes (Attachment A) | Chair |
| | <i>ACTION: Decision on Minutes</i> | |
| 5) 11:10 | Staffing and Recruitment Update | Staff Danny Magana |
| 6) 11:20 | Samaritan Advantage 2023 Contract Update | Magana |
| 7) 11:30 | Staff Reports | Magana |
| | <ul style="list-style-type: none">• <i>Statistics (Attachment B)</i>• <i>Costs Per Ride, Per Client (Attachment C)</i>• <i>Budget Report (Attachment D)</i> | |
| 8) 11:45 | Other Business | All |
| | <ul style="list-style-type: none">• <i>Software Upgrade Update</i>• <i>2023 TBAC Meeting Schedule (Attachment E)</i> | |
| 9) 12:00 | Adjournment | Chair |

OMAP Transportation Brokerage Advisory Committee
Wednesday, August 4, 2022
10:30 am – 12:00 pm
 Cascades West Center
 Via Zoom

Committee Members Present: Jesse Oakley, Justin Thomas, Chrissy Cliburg, Michelle Meuwissen, Jasper, Pam Barlow-Lind, and Chair Britny Chandler

Staff Present: Jenny Glass, Danny Magana

TOPIC	DISCUSSION	DECISION / CONCLUSION
1. Call to Order and Roll Call		Meeting called to order at 10:33 am by Jesse Oakley.
2. Agenda Review		There were no changes to the agenda.
4. Public Comments		There were no public comments.
5. May 5, 2022, Meeting Minutes	Jesse moved to approve the minutes. Pam Barlow-Lind seconded the motion. Motion carried.	Consensus to approve the May 5, 2022, meeting minutes as presented.
6. Operations Update	Danny Magaña advised that Ride Line has hired three customer service representatives (CSR). An existing CSR has been hired to a different program within CED, and a second staff has been promoted within Ride Line. Ride Line is currently accepting applications for a full-time customer service representative and will have it posted online.	
7. Staff Reports	Magaña reported on the Medicare Samaritan Advantage Health Plan (SAHP) by providing the following details:	

	<ul style="list-style-type: none"> ○ Tier plans offer 12 or 24 one-way trips per year. ○ Refer clients back to their plan if ride limit is reached. ○ Only wheelchair and sedan rides are covered with SAHP. ○ Ride Line has completed 371 rides this year: 260 sedans and 50 wheelchair rides. ○ Ride Line managers are currently negotiating a 2023 contract with Samaritan. ○ The 2023 SAHP would allow for unlimited rides. <p>Jenny Glass inquired on how Ride Line is assisting tribal members.</p> <p>Pam Barlow-Lind stated that there was resistance from tribal elders due to being historically underserved and wanting tribal and nontribal services separate. Now there is more of an openness to work with regional programs. Tribal members are concentrated specifically in the COG area. The plan is to have the tribal clinic become a community clinic.</p> <p>Britny Chandler advised that IHN has a tribal liaison and noted that she would reach out to them and get clarification to see how IHN helps the tribe and what coverage is included. She will report back to the TBAC on this.</p> <p>Magaña stated that if tribal members have IHN/OHP Ride Line provides services, even if it is covered by tribal services. Ride Line would still need to verify it is the closest provider of type, as they may have to go out of area. Magaña went on to note that Ride Line is attending tabling events to share information about the program. Front line call takers are assisting and meeting coastal members.</p> <p>Statistics (Attachment B) - Magaña went over the quarterly break downs:</p> <ul style="list-style-type: none"> ○ 43,085 sedan trips provided ○ 35,647 rides not shared ○ 7,438 rides shared ○ 173 Samaritan Advantage Health Plan trips provided 	
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	<ul style="list-style-type: none"> ○ In addition to the mileage reimbursement program, Ride Line tries to share rides as much as possible for cost savings. ○ The wheelchair category is specific to wheelchair accessible vehicles. There is not a distinction between sedan and minivans. <p>Costs Per Ride, Per Client (Attachment C) - Magaña advised that costs have been going up due to the amount of rides and cost of fuel. Magaña noted that he needs to correct the numbers for Benton County wheelchair rides. Lastly, he advised that compared to 2019 pre-pandemic, Ride Line is picking back up steadily and noted the following</p> <ul style="list-style-type: none"> ○ 2020 67% of rides ○ 2021 71% of our rides ○ 2022 82% of our rides <p>Budget Report (Attachment D) - Magaña went over Fiscal Year 2022 budget report, noting that the fiscal year runs from July to June He advised that what Ride Line budgeted for, and what we have actually spent, was really close. We did not meet our full budget this year, we were still under budget. It helped that we were understaffed, as this helped to offset the rising operating expenses. Sharing used to be one way we could lower costs, but that on its own is not feasible. Drivers’ wages are higher, and insurance is more costly. We will be discussing raising funds for each member, per month with the CCO. But it will still have to go thru the formal RTF process. We may be discussing ways to curb costs at the next business meeting.</p>	
<p>8. Other Business</p>	<p>Britny reported that IHN CCO is having a meeting with the Oregon Health Authority (OHA) in a couple of weeks and will be going to all CCO’s to discuss NEMT services. In 2019 IHN originally had 2 paragraphs of NEMT service regulations and then they expanded it to 6 pages. Grievances were expected decrease, but they have not. Britny will be meeting with the CCO’s to find out what are some gaps that are occurring. She noted that some things that have been discussed as troublesome are keeping drivers, same day urgent appointments, and rate increases due to gas prices or inflation.</p>	

	<p>Michelle Meuwissen advised that she is gathering information to see what is working and what is not, and I will be involved with the ongoing meetings with the CCO's.</p> <p>Britny – Thanked everyone for the assistance on this topic.</p>	
9. Adjournment		Meeting adjourned at 11:12 am.

Cascades West Ride Line Statistics

July 1, 2022 to September 30, 2022

<i>Number of Trips</i>	<i>Number of Clients</i>	<i>Mode</i>		
IHN				
9		9 Comm. Bus		
137		22 Lodging		
46		15 Meals		
10,324		495 Mileage		
47		45 Secure	43,468	Trips
27,360	2,189	Sedan	35,367	Not Shared
255		100 Stretcher	8,101	Shared
5,290		634 Wheelchair		
43,468	3,509	Sub Total		
OHP				
8		1 Lodging		
4		2 Meals		
437		35 Mileage	1,563	Trips
6		6 Secure	1,420	Not Shared
973		106 Sedan	143	Shared
8		8 Stretcher		
127		34 Wheelchair		
1,563	192	Sub Total		
SAHP				
129		45 Sedan	207	Trips
78		25 Wheelchair	194	Not Shared
			13	Shared
207	70	Sub Total		

Information provided is for the QUARTER

April 1, 2022 to June 30, 2022

		Number Trips	Cost of Trips	Average Charge Per Trip	Unduplicated Clients	Trips Per Client	Charge Per Client
Benton	Sedan	5,975	\$ 307,639.68	\$ 51.49	480	12	\$ 640.92
Lincoln	Sedan	5,533	\$ 625,200.77	\$ 122.99	440	13	\$ 1,420.91
Linn	Sedan	16,156	\$ 880,123.05	\$ 54.48	1,299	12	\$ 677.54
Other Co's	Sedan	669	\$ 45,791.80	\$ 68.45	46	9	\$ 816.87
Benton	Wheelchair	695	\$ 42,550.23	\$ 61.22	121	6	\$ 354.65
Lincoln	Wheelchair	661	\$ 53,445.57	\$ 80.86	104	6	\$ 513.90
Linn	Wheelchair	3,846	\$ 254,873.18	\$ 66.27	398	10	\$ 640.38
Other Co's	Wheelchair	215	\$14,869.33	\$69.16	35	6	\$424.84
Benton	Mileage	1,792	\$ 4,695.64	\$ 2.62	69	26	\$ 68.05
Lincoln	Mileage	2,270	\$ 19,262.17	\$ 8.49	150	15	\$ 128.41
Linn	Mileage	6,558	\$ 28,457.40	\$ 4.34	293	22	\$ 97.12
Other Co's	Mileage	141	\$ 1,427.11	\$ 10.12	7	20	\$ 203.87

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

RIDE LINE BROKERAGE

September 30, 2022

FY 22

CASCADES WEST COUNCIL OF GOVERNMENTS		
FY 2021 Budget Summary / Financial Statement ending balance		
Description	Budget	Ending Balance
Beg Bal-Restrict for Contracts	2,471,307	-
Coordinated Care IHN CCO	7,410,000	2,247,772
Title XIX DHS FFS	461,799	115,606
Contract Revenue	200,000	101,500
Fees For Service	10,000	4,084
Grant Revenue	76,000	0
CCO Metrics Income	305,000	0
TOTAL REVENUE	10,934,106	2,468,962
Wages	787,382	172,703
Leave	48,585	11,514
Benefits	616,107	111,556
TOTAL PERSONNEL	1,452,074	295,773
Contract Expense	8,940,829	2,435,750
Materials and Supplies	499,695	102,989
Operating Contingency	41,508	0
TOTAL MATERIALS & SUPPLIES	9,482,032	2,538,739
GAIN / (LOSS)	-	(365,550)

Transportation Brokerage Advisory Committee (TBAC) 2023 Meeting Schedule

Meeting ID: 279 499 481 186

Passcode: kT4bgc

[Download Teams](#) | [Join on the web](#)

Or call in (audio only)

[+1 872-242-8088,688041251#](#) United States, Chicago

Phone Conference ID: 688 041 251#

1st Thursday of every 3 Months
10:30 am – 12:00 pm

February 2

May 4

August 3

November 2