

Transportation Brokerage Advisory Committee

Virtual Meeting
Thursday, June 13, 2024
9:00 am – 10:30 am

Via Teams by clicking [HERE](#)

Meeting ID: 225 590 811 860

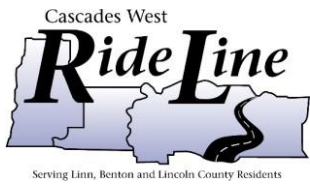
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Phone Conference ID: 403946224#

Contact: Emma Chavez-Sosa, EChavez@ocwcoq.org

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|---|-------|---|--------------------------------|
| 1) | 9:00 | Call to Order and Roll Call | Chair, Jesse Oakley |
| 2) | 9:15 | Agenda Review | Chair |
| 3) | 9:20 | Public Comments | Chair |
| 4) | 9:30 | August 03, 2023, Meeting Minutes <i>(Attachment A)</i> | Chair |
| <i>ACTION: Decision on Minutes</i> | | | |
| 5) | 9:35 | By-Laws Update & Membership Update | Staff, Emma Chavez-Sosa |
| | | <ul style="list-style-type: none"> • <i>Membership Recruitment Efforts</i> | |
| 6) | 9:45 | Meeting Schedule Update | Emma |
| 7) | 9:55 | Staffing Update | Director, Jaclyn Disney |
| 8) | 10:10 | Software Update | Emma |
| 9) | 10:15 | Staff Reports <i>(Attachment B1, B2, & B3)</i> | Staff, Jacob Keen |
| 10) | 10:25 | Other Business | All |
| 11) | 10:30 | Adjournment | Chair |
| | | The next tentatively scheduled TBAC Meeting is set for: August 8, 2024 | |



Name	Jurisdiction	Voting Member
Britny Chandler	Samaritan Health Plans, Network Relations Consultant	Yes
Cynda Bruce	Special Transportation Program Coordinator, Lincoln County Transit District	Yes
Jesse Oakley	Operator, Oakley's Medical Transport	Yes
Pam Barlow-Lind	Tribal Planner, Confederated Tribe of Siletz Indians (CTSI)	Yes
Amy Peer	Program Supervisor, Senior and Disability Services (SDS)	Yes
Jasper Smith	Program Manager, Developmental Diversity (DD) Program	Yes
Gaby Esquivel	Maternity Care Coordinator, Samaritan Health Services	Yes
Justin Thomas	Program Manager, Linn County Alcohol and Drug	Yes
Ex-Officios	Jurisdiction	Voting Member
Lucille Vinent Vinceslio for Britney	Samaritan Health Plans, MPH Manager	No
Donny Jardine	Medicaid Transformations Program Manager, OHA, Health Services Division	No

Article 6 Section B of the Transportation Brokerage Advisory Committee Bylaws States: "For the purpose of conducting official business a quorum shall exist when fifty-one (51) percent of the voting members are present."

Transportation Brokerage Advisory Committee
Thursday, August 03, 2023
9:00 am – 10:30 am
HYBRID MEETING
Albany ABC Conference Room
Virtually via Microsoft Teams

Committee Members Present: Jesse Oakley, Justin Thomas, Pam Barlow-Lind, Amy Peer, Cynda Bruce, and Britny Chandler

Guests: There were no guests present.

Staff Present: Danny Magana, Cassandra Atlas, Ryan Vogt, and Ashlyn Muzechenko

TOPIC	DISCUSSION	DECISION / CONCLUSION
1. Call to Order and Roll Call	The meeting was called to order at 9:08 am by the Chair Jesse Oakley. Chair Oakley started off with introductions and the rest of the room continued the process.	Meeting called to order at 9:08 am by Chair Jesse Oakley.
2. Agenda Review	There was one change to the agenda: The presenter for Oregon Health Authority's (OHA) Non-Emergent Medical Transport (NEMT) Updates was unable to attend today's meeting so there will not be a presentation. This would mean that there would be the removal of agenda item number 5.	There was one change to the agenda with the removal of agenda item number 5.
3. Public Comments	There were no public comments provided.	There were no public comments.
4. February 02, 2023, Meeting Minutes (Attachment A) ACTION: Approval of Minutes	Britny Chandler motioned to approve the February 02, 2023, meeting minutes. Amy Peer seconded the motion. Motion passed unanimously.	The February 02, 2023, meeting minutes were approved by consensus

<p>5. Oregon Health Authority (OHA) Non-Emergent Medical Transportation (NEMT) Updates</p>	<p><i>This agenda item was skipped as the presenter was unable to attend this meeting.</i></p>	
<p>6. Ride Line Software Update</p>	<p>Staff Danny Magana shared the soft launch date for October 2023 and a full launch planned for November 2023. The soft launch will be dedicated to training for internal staff. By November with the full launch, Ride Line will be up and running using the software and sharing the portals with members.</p> <p>Magana added that in October there will be training for the providers as well.</p> <p>Chair Oakley asked about the training method format. Magana answered that it will be virtual. Additionally, Magana shared that the training method is in the form of “train the trainer”.</p>	
<p>7. 2023-2025 Provider Contract and Communications</p>	<p>Magana shared that staff are looking over the provider contract and are in the process of updating and renewing the 2-year contracts.</p> <p>Magana noted that with new updates from the state, along with getting the new software, there were more large changes for this contact, and it has been sent out to providers for feedback.</p> <p>Magana shared that there used to be regularly scheduled provider meetings, however those meetings were not working out for providers and staff in the sense of availability and timing. Thus, Ride Line staff will start to send out quarterly Provider Newsletters.</p> <p>Chandler asked about newsletter content, and shared that Samaritan Advantage has a newsletter, and a transportation section could be added for providers. This could be a new resource for Ride Line as well.</p>	

<p>8. Staff Reports</p> <ul style="list-style-type: none"> • Statistics (Attachment B) • Costs Per Ride, per Client (Attachment C) • Budget Report (Attachment D) 	<p>Magana shared Attachment B with the TBAC members which includes Ride Line funding source statistics.</p> <p>Amy Peer asked about the timeline of when rate increases would go into effect.</p> <p>Magana answered that he isn't sure when they will go into effect, but it will likely happen when the new contract is implemented in 2024.</p> <p>Magana shared Attachment C with members which includes Costs per Ride and Costs per Client.</p> <p>Justin Thomas asked about statistics on the rides that could not be fulfilled.</p> <p>Magana shared that there is currently a standby list that is being monitored. There has been an uptick in drivers and the issue is finding the right fit for each ride.</p> <p>Magana noted that if providers request to add drivers they must pass the necessary provisions, then they can be added.</p> <p>If there are providers wanting to come into the area, there is limited availability and if they have wheelchair rides, they can begin the process. However, if they are a brand-new provider, or just have sedans they may be waitlisted.</p> <p>Magana added that with the new software there is pre-scheduling, and it will have the schedule go out a week in advance. This way providers can accept those on their own if they have availability, which will allow for a smoother process in setting up rides.</p> <p>Peer asked if the new software will be able to track unfulfilled rides. Magana answered that the unfulfilled ones will all be sent to a pool where Customer Service Representative's (CSR) will have to work to schedule them manually.</p> <p>Thomas asked about investment in the free bus passes to travel within the cities.</p>	
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	<p>Magana answered that there has been work put into staff provided travel training for members. However, the attendance numbers were not very high.</p> <p>Magana shared Attachment D with the TBAC members with includes the Ride Line Budget Report.</p>	
9. Other Business	There was no other business to be shared with the group from any of the members.	There was no other business.
10. Adjournment	<p>The TBAC meeting was adjourned at 10:00am by Chair Jesse Oakley.</p> <p><i>The next regularly scheduled TBAC meeting is set for Thursday, November 02, 2023, from 10:30am to 12:00pm.</i></p>	Meeting adjourned at 10:30 am by Chair Jesse Oakley.

Cost Per Ride Per Client

Counties	Number of Trips	Cost of Trips	Average Charge per Trip	Unduplicated Clients	Trips Per Client	Charge Per Client
BAKER						
Sedan	2	\$ 73.97	\$ 36.99	1	2	\$ 73.97
BENTON						
Secure	22	\$ 5,997.00	\$ 272.59	18	1	\$ 333.17
Sedan	10210	\$ 553,774.28	\$ 54.24	1473	7	\$ 375.95
Stretcher	51	\$ 13,020.46	\$ 255.30	25	2	\$ 520.82
WheelChair	2027	\$ 124,845.93	\$ 61.59	371	5	\$ 336.51
CLACKAMAS						
Secure	1	\$ 171.00	\$ 171.00	1	1	\$ 171.00
Sedan	23	\$ 4,011.55	\$ 174.42	15	2	\$ 267.44
WheelChair	3	\$ 701.40	\$ 233.80	2	2	\$ 350.70
CLARK						
Sedan	3	\$ 336.00	\$ 112.00	1	3	\$ 336.00
CLATSOP						
Sedan	1	\$ 226.00	\$ 226.00	1	1	\$ 226.00
COOS						
Sedan	47	\$ 10,450.30	\$ 222.35	2	24	\$ 5,225.15
DESCHUTES						
WheelChair	2	\$ 1,350.00	\$ 675.00	1	2	\$ 1,350.00
DOUGLAS						
WheelChair	1	\$ -	\$ -	1	1	\$ -
JACKSON						
Sedan	2	\$ 921.00	\$ 460.50	1	2	\$ 921.00
KLAMATH						
Sedan	3	\$ 2,021.00	\$ 673.67	2	2	\$ 1,010.50
LAKE						
Sedan	1	\$ 137.00	\$ 137.00	1	1	\$ 137.00
LANE						
Secure	1	\$ 231.00	\$ 231.00	1	1	\$ 231.00
Sedan	470	\$ 48,224.21	\$ 102.60	165	3	\$ 292.27

Stretcher	1	\$	344.00	\$	344.00	1	1	\$	344.00
WheelChair	117	\$	16,182.84	\$	138.31	48	2	\$	337.14
LINCOLN									
Secure	13	\$	4,997.00	\$	384.38	13	1	\$	384.38
Sedan	7511	\$	647,771.32	\$	86.24	723	10	\$	895.95
Stretcher	39	\$	17,621.04	\$	451.82	25	2	\$	704.84
WheelChair	792	\$	71,960.84	\$	90.86	132	6	\$	545.16
LINN									
Secure	17	\$	2,800.08	\$	164.71	14	1	\$	200.01
Sedan	22826	\$	1,120,480.92	\$	49.09	1722	13	\$	650.69
Stretcher	82	\$	13,227.50	\$	161.31	51	2	\$	259.36
WheelChair	4284	\$	238,499.66	\$	55.67	472	9	\$	505.30
MARION									
Sedan	2506	\$	283,909.22	\$	113.29	282	9	\$	1,006.77
Stretcher	7	\$	1,251.00	\$	178.71	6	1	\$	208.50
WheelChair	175	\$	19,544.96	\$	111.69	69	3	\$	283.26
MULTNOMAH									
Secure	3	\$	885.00	\$	295.00	3	1	\$	295.00
Sedan	349	\$	70,734.17	\$	202.68	202	2	\$	350.17
Stretcher	11	\$	3,774.00	\$	343.09	6	2	\$	629.00
WheelChair	64	\$	15,062.80	\$	235.36	36	2	\$	418.41
OR									
Sedan	4	\$	135.00	\$	33.75	1	4	\$	135.00
POLK									
Sedan	142	\$	11,963.97	\$	84.25	13	11	\$	920.31
Stretcher	2	\$	264.00	\$	132.00	2	1	\$	132.00
WheelChair	15	\$	1,733.11	\$	115.54	8	2	\$	216.64
TILLAMOOK									
Sedan	13	\$	1,611.80	\$	123.98	7	2	\$	230.26
WheelChair	3	\$	665.00	\$	221.67	2	2	\$	332.50
UMATILLA									
Sedan	6	\$	2,456.70	\$	409.45	3	2	\$	818.90
WASHINGTON									
Sedan	52	\$	9,544.52	\$	183.55	44	1	\$	216.92

Stretcher	1	\$	2,000.00	\$	2,000.00	1	1	\$	2,000.00
WheelChair	10	\$	2,482.50	\$	248.25	5	2	\$	496.50
YAMHILL									
Secure	1	\$	65.00	\$	65.00	1	1	\$	65.00
Sedan	50	\$	6,964.20	\$	139.28	9	6	\$	773.80
WheelChair	7	\$	996.70	\$	142.39	6	1	\$	166.12
Grand Total	51973	\$	3,336,420.95	\$	64.20	3549			

Number of Rides and Clients by Mode

Funding Source	Total Number of Trips	Unduplicated Client Count
IHN ()		
Secure	53	45
Sedan	42393	2682
Select Vehicle	3	2
Stretcher	189	101
WheelChair	6996	659
IHNSPC ()		
Sedan	22	3
WheelChair	3	2
OHP ()		
Secure	5	4
Sedan	922	74
Stretcher	6	4
WheelChair	31	9
SAHP ()		
Sedan	1517	175
WheelChair	516	72
VETERANS ()		
Sedan	14	3
WheelChair	1	1
Grand Total	52671	3557



Number of Trips & Clients by Mode

<i>Number of Trips</i>	<i>Number of Clients</i>	<i>Mode</i>
IHN		
585	46	Lodging
38	17	Meals
21	9	Meals-Escort
8,659	480	Mileage
8	2	Parking
185	15	Sedan
9,496	569	Sub Total
OHP		
182	13	Mileage
182	13	Sub Total
9,678		582 Grand Total

Time Period:

From: 20240101 *To:* 20240331