

Transportation Brokerage Advisory Committee

Virtual Meeting
Thursday, April 03, 2025
10:30am – 12:00pm

Via Teams by clicking [HERE](#)

Meeting ID: 288 880 214 151

Passcode: Bq96yB2S

Mobile One Click Number: [+1 872-242-8088](tel:+18722428088)

Phone Conference ID: 346 490 970#

Contact: Britny Chandler, bchandler@ocwcog.org

- | | | | |
|----|-------|--|--------------------------|
| 1. | 10:30 | Call to Order & Chair Election | 2024 Chair, Jesse Oakley |
| | | The first meeting of every calendar year, the TBAC elects, or re-elects a chair. | |
| 2. | 10:35 | Introductions and Roll Call | All |
| | | Welcome to our New Agency Director Paul Egbert! | |
| 3. | 10:42 | Public Comments | Chair |
| 4. | 10:45 | November 7, 2024, Meeting Minutes (Attachment A) | Chair |

ACTION: Decision on Minutes

- | | | | |
|----|-------|--|------------------|
| 5. | 10:50 | TBAC Meeting Schedule Discussion (Attachment B1 and B2) | Britny Chandler |
| | | Staff are inquiring with members to see if the current meeting schedule is adequate for attendance, or if the schedule should be moved to the third Thursday of every 3 months from 11:00 to 12:30 (currently it is the first Thursday from 10:30 to 12:00). | |
| | | <i>ACTION: Adoption of Current or New Meeting Schedule</i> | |
| 6. | 10:55 | QRyde Software Update (Attachment C) | Britny/Jake Keen |
| | | Member Portal, Facility Portal, and Rider App. Also to include member portal demonstration. | |
| 7. | 11:10 | New Client Growth (Attachment D) | Britny |
| | | Attachment to detail new clients for Cascades West Ride Line for the Months of January, February, March in both 2024 and 2025. | |
| 8. | 11:20 | TNC Update (Attachment E) | Britny |
| | | Informational update on TNC. | |

9. 11:30 **Grievances Analysis ([Attachment F](#))** Britny
Six-month snapshot on grievances, appeals, and denial counts.
10. 11:35 **Quarterly Reports ([Attachment G](#))** Jake/Britny
- Monthly Call Center Metrics
 - Monthly Trip Status
 - Trip Counts by Funding Source
 - Trips by County
 - Trips by Vehicle Type
11. 11:50 **Other Business:** Cass Atlas/All
- Pre-delegation Audit Update
 - Member Updates (Any Committee Specific updates from members on their jurisdictions).
12. 12:00 **Adjournment** Chair
The next regularly scheduled TBAC meeting will be in July, the date is pending depending on which TBAC Meeting Schedule is adopted for 2025.

TBAC Membership for Quorum Purposes:

Name	Jurisdiction	Voting Member
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
Ashley Bogue Brown	Program Supervisor, Senior and Disability Services (SSAC & DSAC)	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
Charlene Pech	Benton County Special Transportation Coordinator	Yes
Ex-Officios	Jurisdiction	Voting Member
Donny Jardine	Medicaid Transformations Program Manager, OHA, Health Services Division	No
Lucille Vinet Vinceslio	Samaritan Health Plans, MPH Manager	No

TBAC Bylaws, Article 6 Section B Quorum Requirements: "To conduct official business, a quorum shall exist when one-third of voting members of the Committee are present. If a member of the Committee is unable to participate, that member may designate an alternate to participate in their place. The alternate shall declare their status at the start of the meeting."

Transportation Brokerage Advisory Committee
Thursday, November 7, 2024
9:00 am – 10:30 am
VIRTUAL MEETING
Virtually via Microsoft Teams

Committee Members Present: Jesse Oakley, Pam Barlow-Lind, Cynda Bruce, Gaby Esquivel

Guests: There were no guests present.

Staff Present: Britny Chandler, Emma Chavez-Sosa, Jacob Keen

TOPIC	DISCUSSION	DECISION / CONCLUSION
1. Call to Order and Agenda Review	The meeting was called to order at 9:02 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 9:02 AM by Chair Jesse Oakley.
2. Introductions	Britny Chandler, new Program Manager	
3. Public Comments	There were no public comments provided.	There were no public comments.
4. June 13, 2024, Meeting Minutes (Attachment A) ACTION: Approval of Minutes	Gaby Esquivel motioned to approve the June 13, 2023, meeting minutes. Jesse Oakley seconded the motion. Motion passed unanimously.	The June 13, 2024, meeting minutes were approved by consensus

<p>5. TBAC Bylaws Review (Attachment B)</p> <p>ACTION: Approval of Bylaws Update</p>	<p>Gaby motions to approve the Bylaws update, Jesse seconds the motion. Motion passed unanimously.</p>	<p>TBAC Bylaws are approved.</p>
<p>6. Staffing Update</p>	<p>New Brokerage Program Manager hired in September. Focusing on the Software Updates and then planning to bring on Compliance Supervisor in January.</p>	
<p>7. Software Update</p>	<p>Upcoming plans for provider trainings, to implement the full use of QRyde software. Mileage Reimbursement will migrate to QRyde. Member Portal and Rider App will be launched in January for clients to book requests. Facility Portal for care homes, health department (care coordinators), and hospital discharges to be launched at the same time. Reach out to Ride Line if there is anyone that would be able to utilize the software.</p>	
<p>8. Staff Reports</p> <ul style="list-style-type: none"> • Statistics (Attachment C1) • Costs Per Ride, per Client (Attachment C2) • Budget Report (Attachment C3) 	<p>Ride Line Staff shared attachments C1, C2, and C3.</p>	
<p>9. Other Business</p>	<p>There was no other business to be shared with the group from any of the members.</p>	<p>There was no other business.</p>

10. Adjournment	<p>The TBAC meeting was adjourned at 9:48 AM by Chair Jesse Oakley.</p> <p><i>The next TBAC meeting date is TBD.</i></p>	<p>Meeting adjourned at 9:48 AM by Chair Jesse Oakley.</p>
-----------------	--	---

Transportation Brokerage Advisory Committee (TBAC) 2025 Meeting Schedule

Microsoft Teams Meeting:

[Join the meeting now](#)

Meeting ID: 262 773 668 243

Passcode: EzNPET

Dial in by phone

[+1 872-242-8088,,177950503#](#)

Phone conference ID: 177 950 503#

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

January 02 – ABC Conference
Room

April 03 – ABC Conference
Room

July 03 – ABC Conference
Room

October 02 – ABC Conference
Room

Transportation Brokerage Advisory Committee (TBAC) 2025 Meeting Schedule (OPTION 2)

Microsoft Teams Meeting:

[Join the meeting now](#)

Meeting ID: 262 773 668 243

Passcode: EzNPET

Dial in by phone

[+1 872-242-8088,,177950503#](#)

Phone conference ID: 177 950 503#

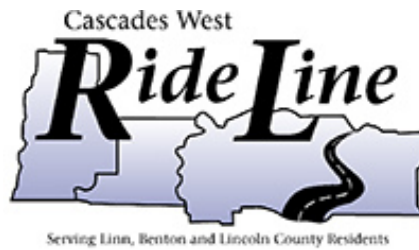
Third Thursday of every 3
Months
11:00 am – 12:30 pm

January 16 – Albany Admin
Conference Room

April 17 – Albany Admin
Conference Room







July 17 – Albany Admin
Conference Room

October 16 – Albany Admin
Conference Room



Introducing the Rider App



Your new go-to for booking local transportation — fast and free!

-  **Free to download**
-  **, tap-and-go ride booking**
-  **, round-trip, or recurring rides**
-  **Plan ahead for tomorrow or next week**
-  **View trip details anytime in the app**
-  **Safe, reliable, and affordable travel**

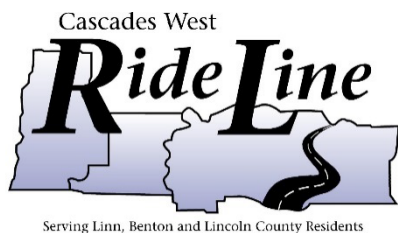
Local travel just got easier with this addition!

 **Ride With Confidence – Powered by Cascade West Ride Line**

 **Questions? Call us at: (541) 924-8738**

 **Visit:**  **Cascades West Ride Line**

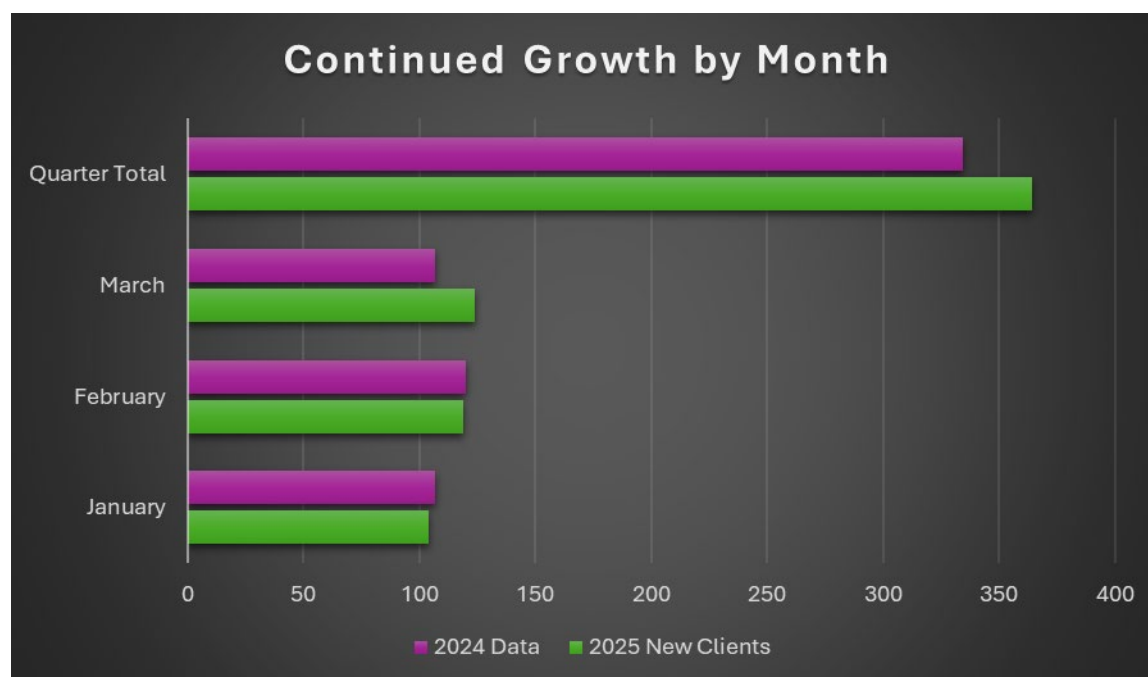
 **Serving Benton, Lincoln, and Linn Counties**



Cascades West Ride Line

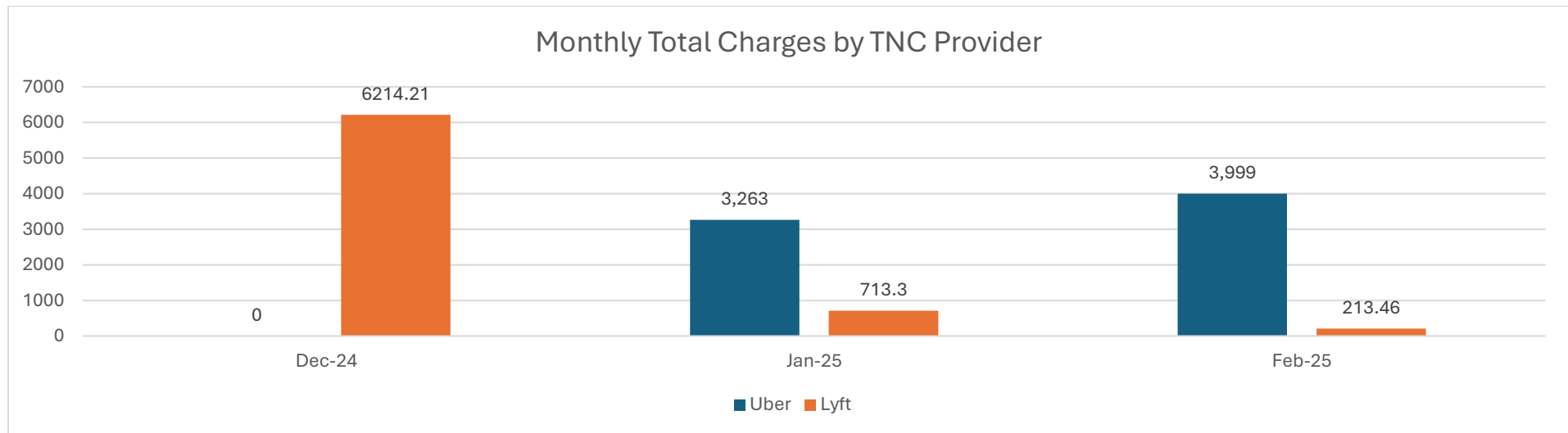
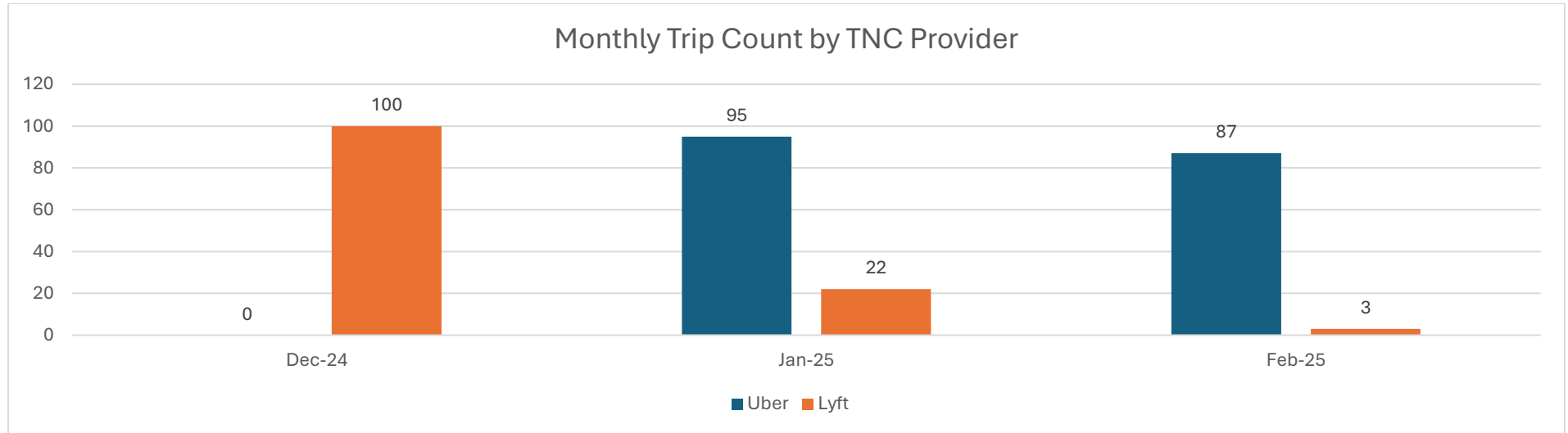
1400 Queen Ave. SE, Suite 205 • Albany, OR 97322
 Phone: 541-924-8738 • Toll Free: 1-866-724-CWRL (2975)
 TTY/TDD: 711 • Fax: 541-791-4347
www.ocwcog.org

Overview: In the last quarter, Cascades West Ride Line (CWRL) successfully added 364 new clients via our Ride Line call-in system. This represents an increase in new client sign-ups compared to this time last year. Ride Line Continues to do outreach and increase awareness of our program's services to better serve the communities of our region.

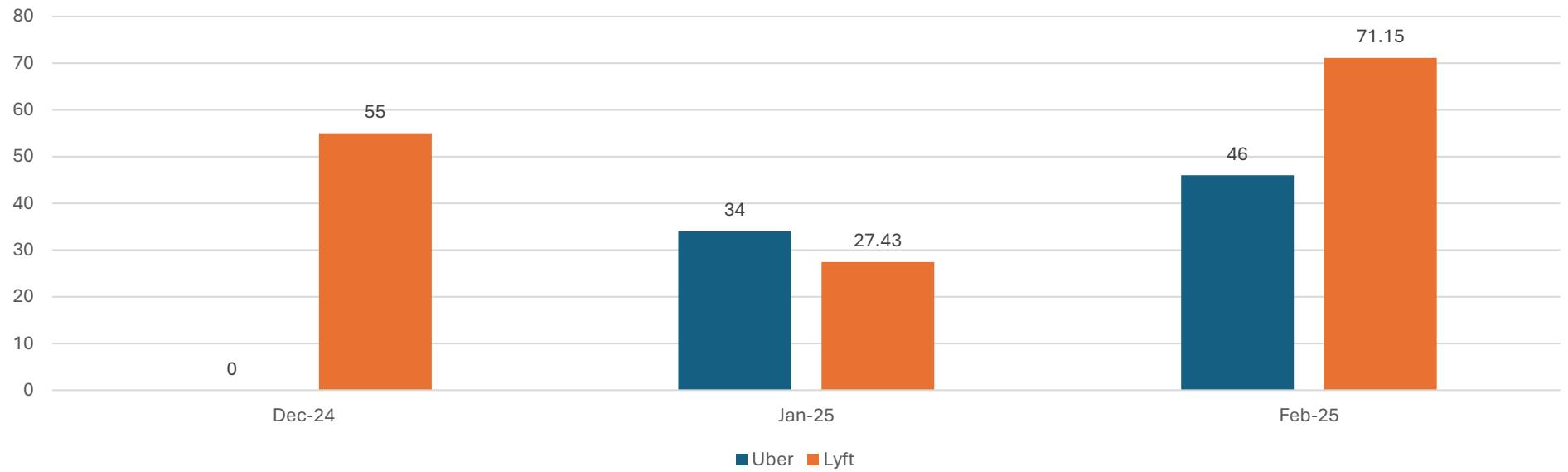


MEMBER GOVERNMENTS—COUNTIES: Benton, Lincoln, and Linn **CITIES:** Adair Village, Albany, Brownsville, Corvallis, Depoe Bay, Halsey, Harrisburg, Lebanon, Lincoln City, Lyons, Millersburg, Monroe, Newport, Philomath, Scio, Siletz, Sweet Home, Soda Ville, Tangent, Toledo, Waldport, Yachats **OTHER:** Confederated Tribes of Siletz Indians, and Port of Newport

TNC Utilization Analysis

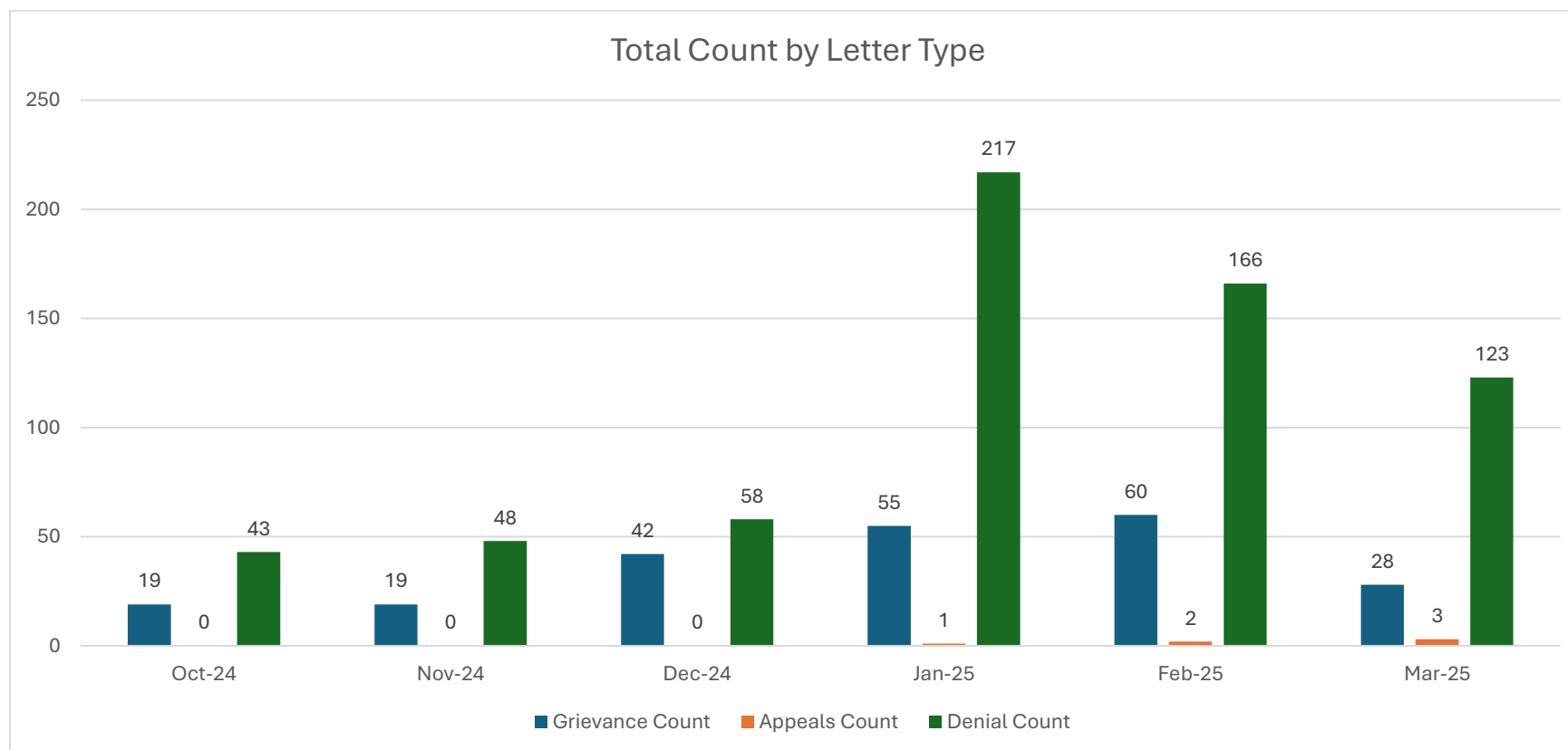


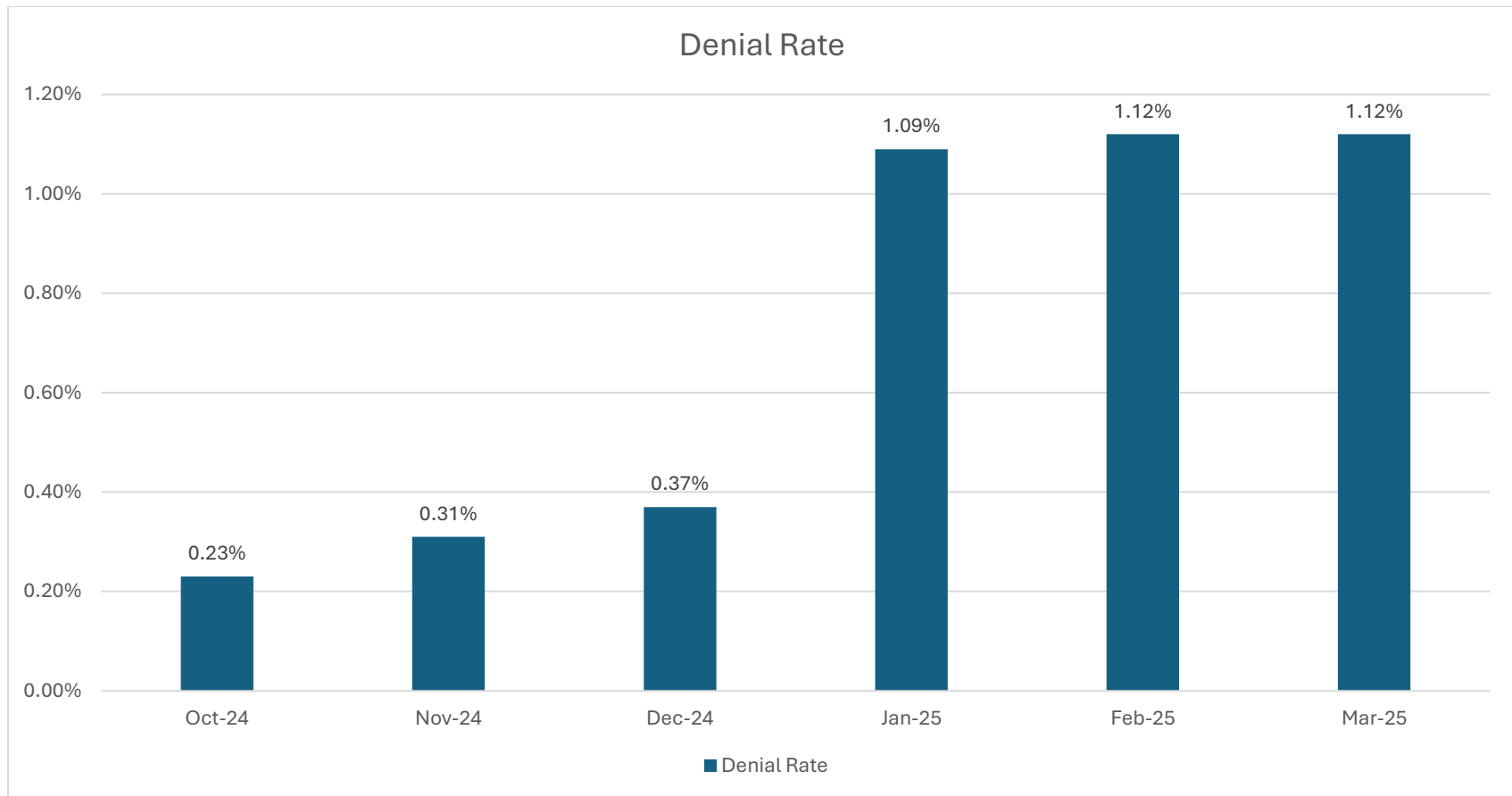
Monthly Average Cost Per Trip by TNC Provider

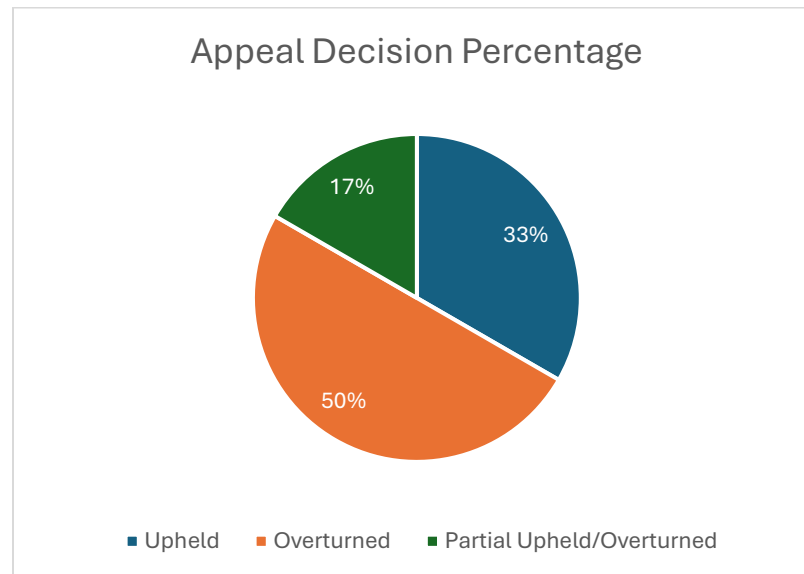
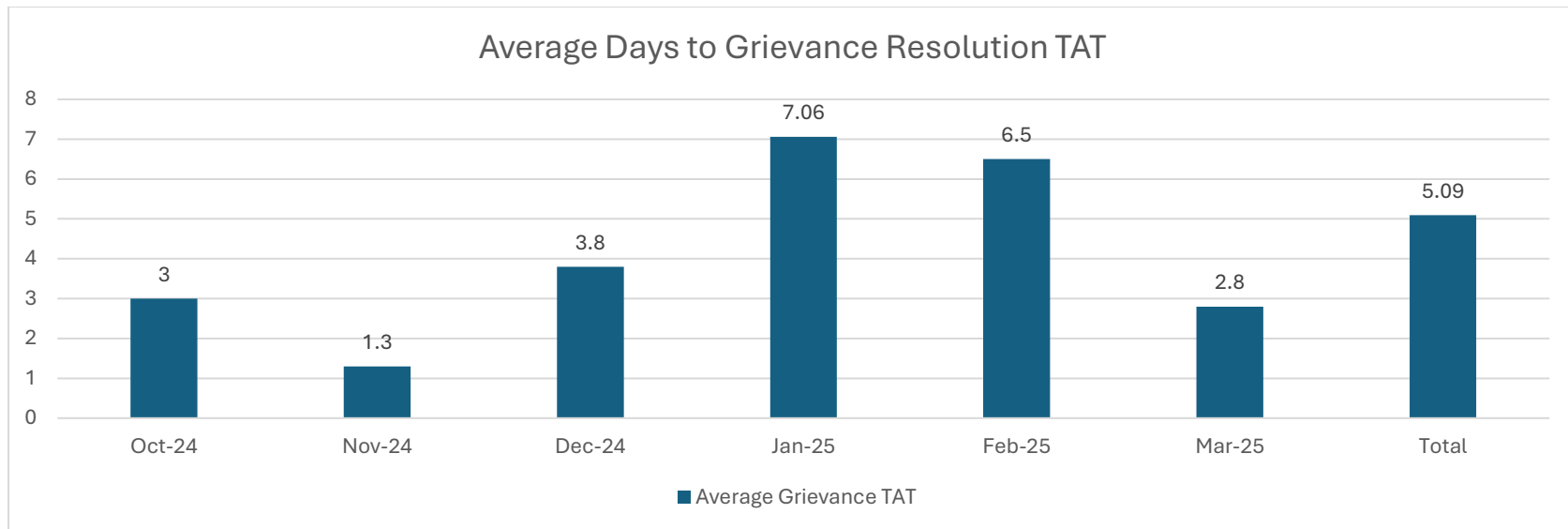


Appeals & Grievance Data Tracking

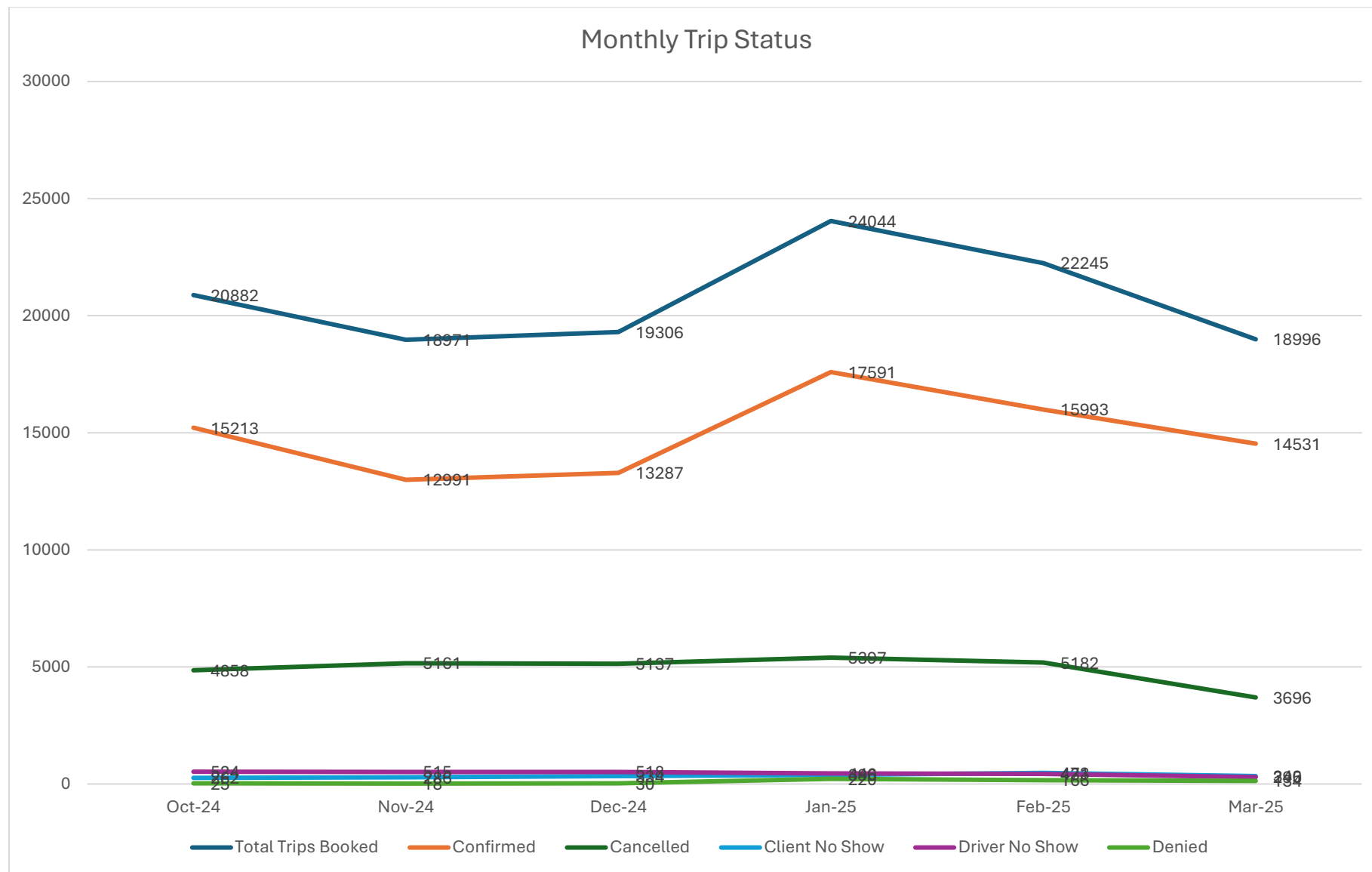
Report date: 3/18/2025



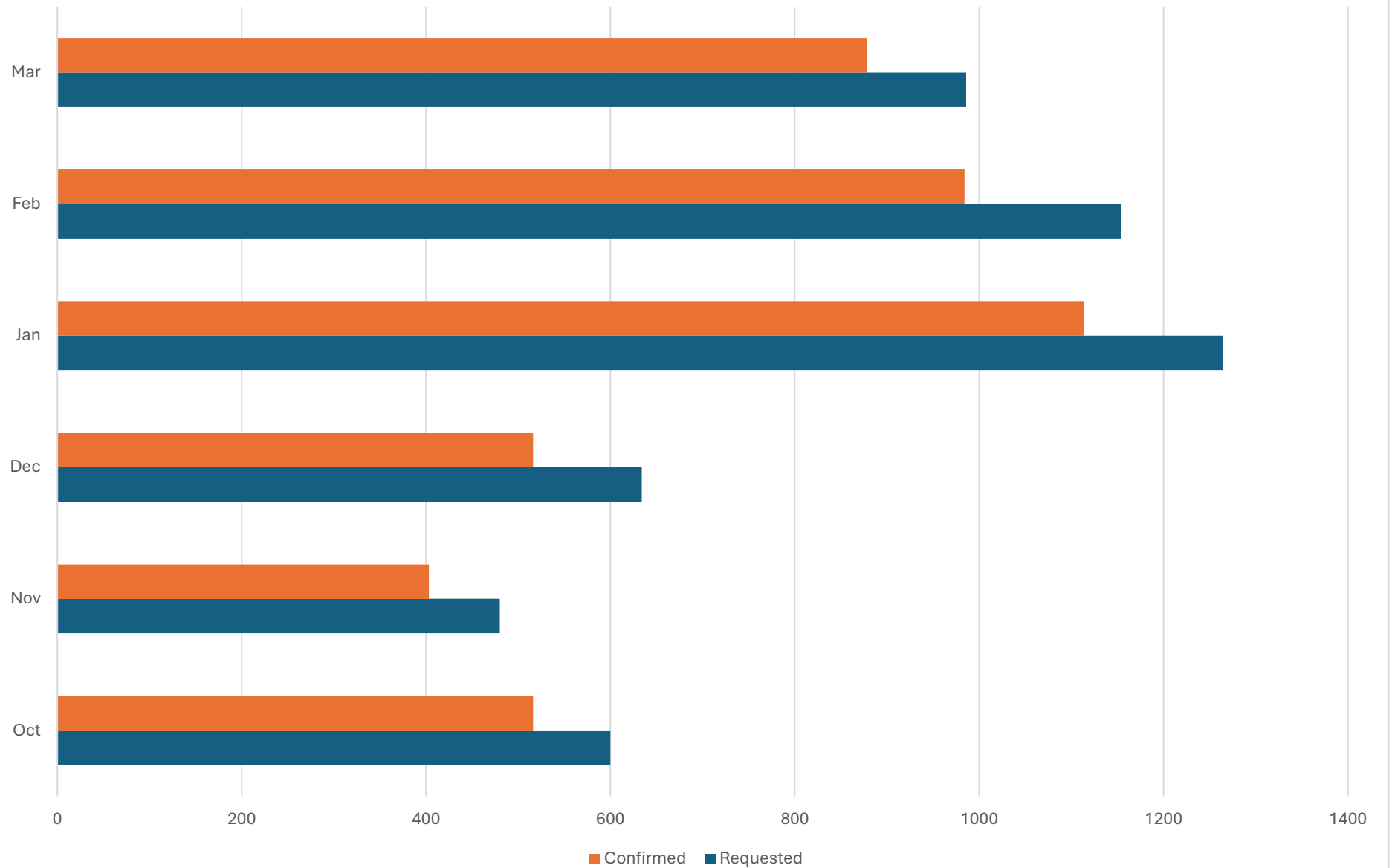


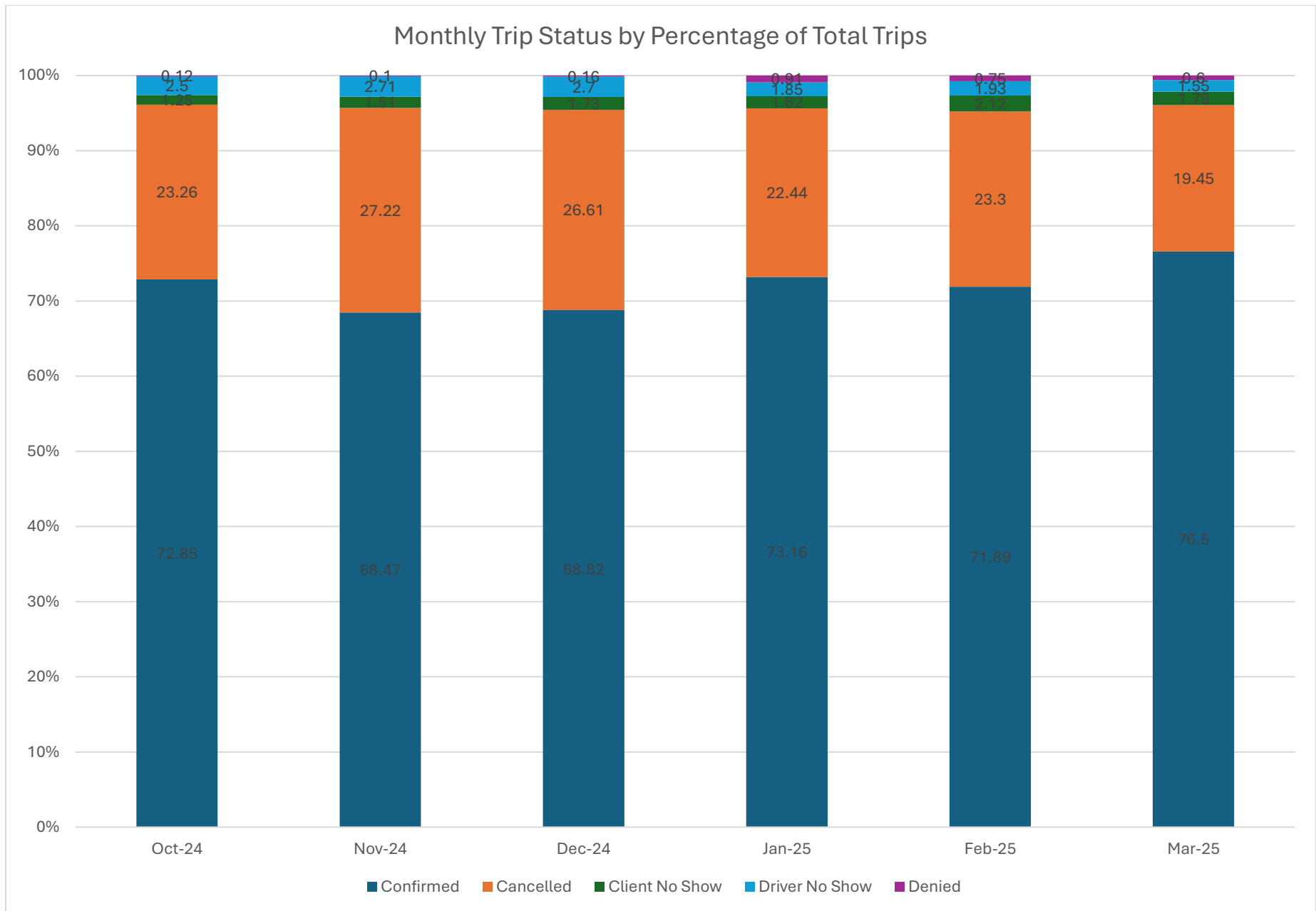


Ride Line Data Analysis

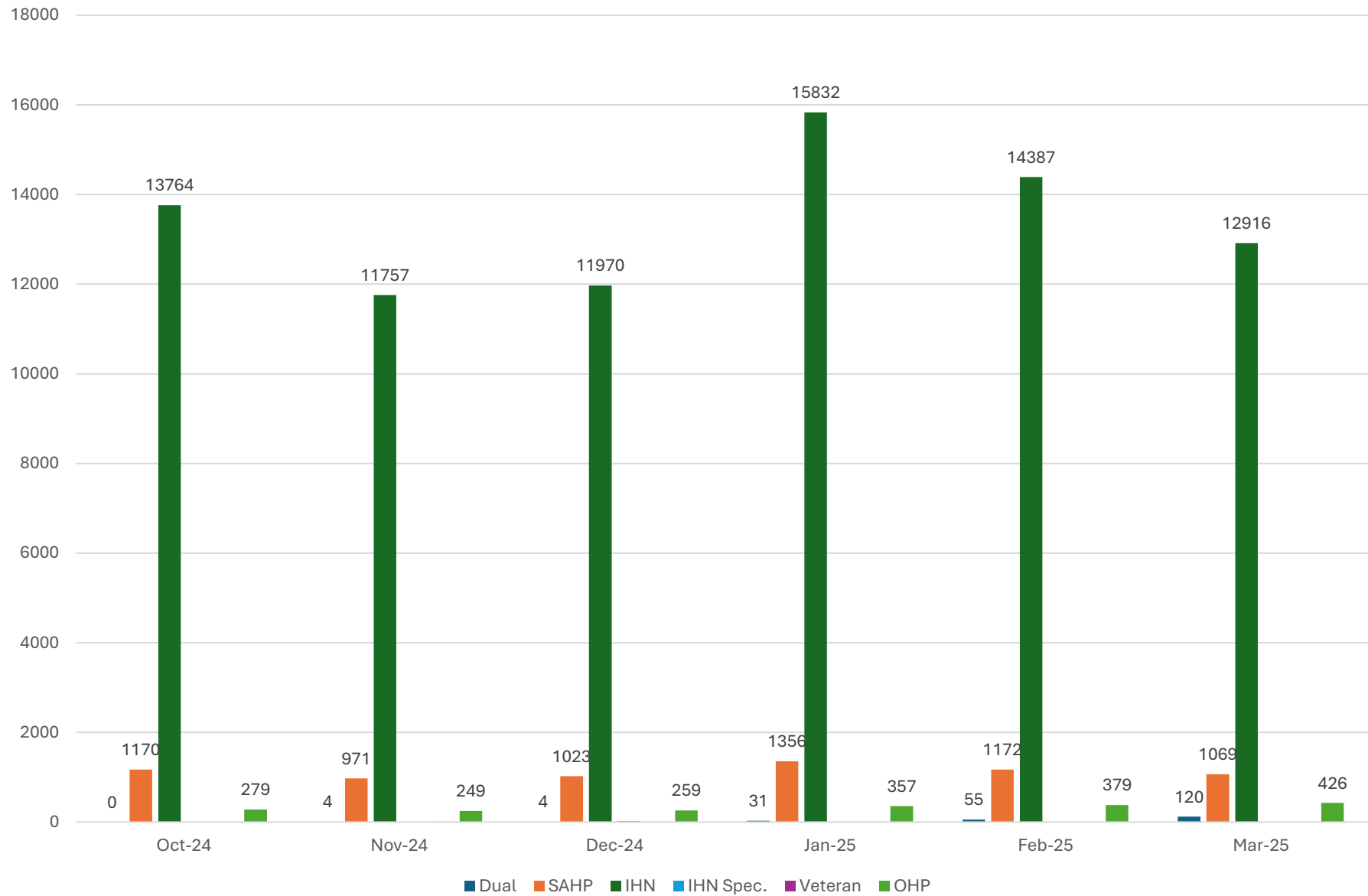


Same Day Requests

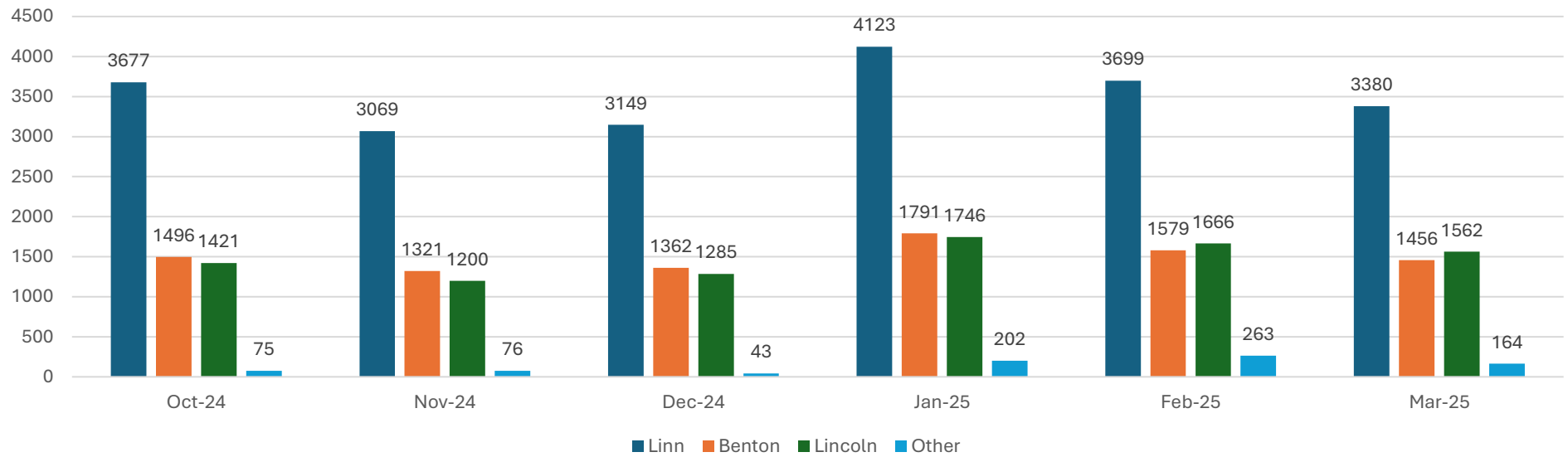




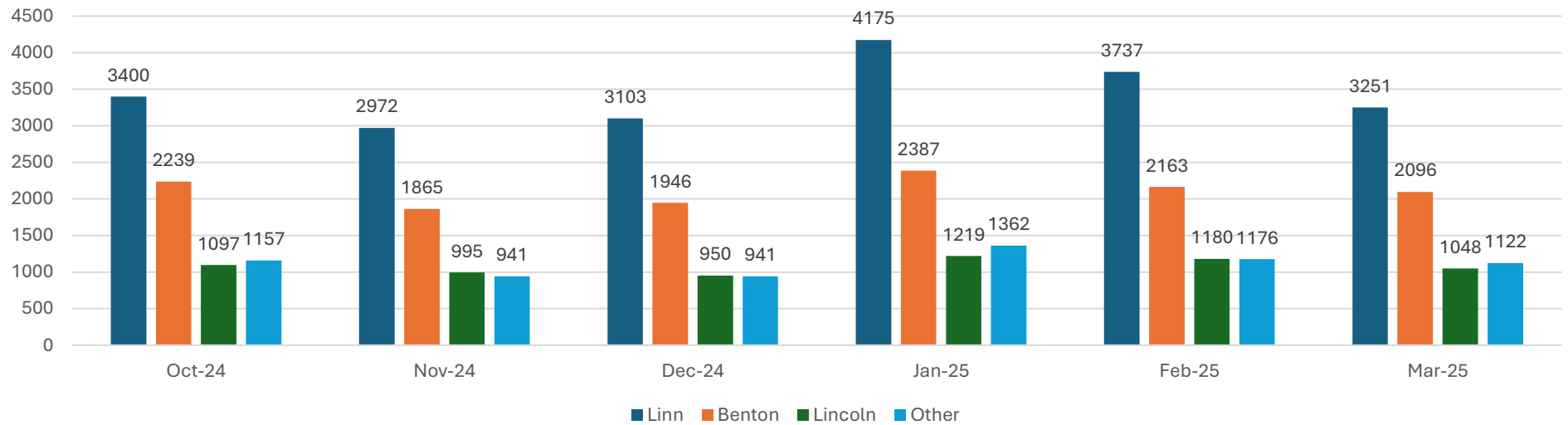
Monthly Trip Count by Funding Source



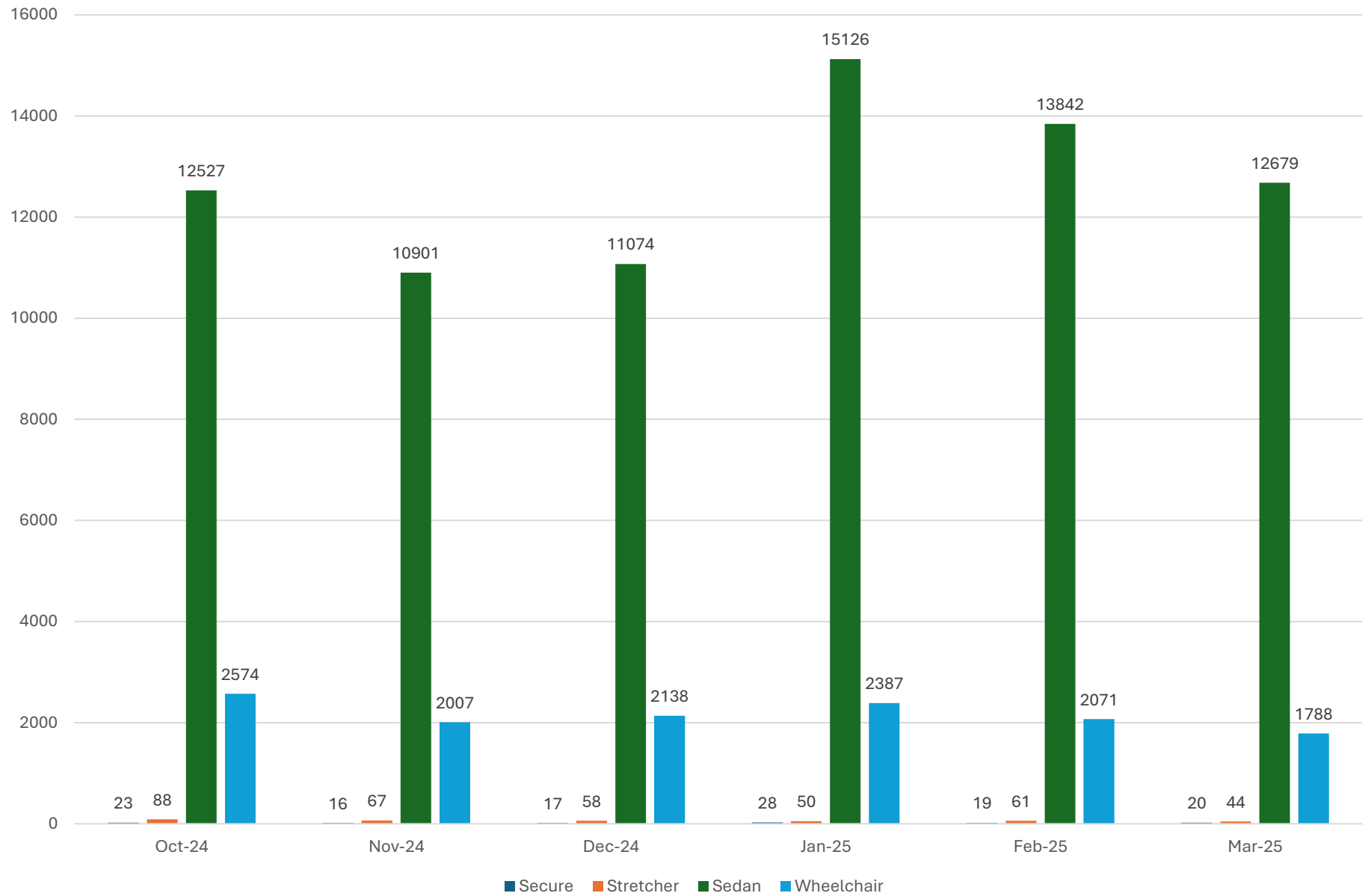
Monthly Trip Count by Resident County



Monthly Trip Count by Medical Clinic's County Location



Monthly Trip Count by Vehicle Type



Top three reasons for trip needs:

- Alcohol and Drug Treatment
- Mental Health
- Dialysis

Call Center Data:

