

Transportation Brokerage Advisory Committee

HYBRID MEETING
Thursday, January 15, 2026
11:00am – 12:30pm

IN PERSON AT ALBANY UPSTAIRS CONFERENCE ROOM
1400 Queen Ave SE, Albany OR 97322

or Via Teams by clicking [HERE](#)

Meeting ID: 249 197 831 466 8

Passcode: AA7Za263

Mobile Call-in Number: [+1 872-242-8088](tel:+18722428088)

Phone Conference ID: 194 121 468#

Contact: Matt Lehman, mlehman@ocwcog.org

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|-----|-------|--|--------------------------|
| 1. | 11:00 | Call to Order | 2025 Chair, Jesse Oakley |
| 2. | 11:05 | Introductions and Roll Call | All |
| 3. | 11:10 | Chair and Vice Chair Elections | Staff |
| 4. | 11:15 | Public Comments | Chair |
| 5. | 11:20 | October 16, 2025, Meeting Minutes (Attachment A) | Chair |
| | | ACTION: Decision on Minutes | |
| 6. | 11:25 | New Client Growth (Attachment B) | Staff |
| | | Attachment to detail new clients for Cascades West Ride Line for the months of October, November, and December. This attachment details the previous quarter's information for 2024 and 2025. | |
| 7. | 11:30 | TNC Update (Attachment C) | Staff |
| | | An Informational update on TNC. | |
| 8. | 11:40 | Grievances Analysis (Attachment D) | Staff |
| | | Three-month snapshot on grievances, appeals, and denial counts. | |
| 9. | 11:50 | Program Reports (Attachment E) | Staff |
| | | Staff will walk through Ride Line Program Reports. | |
| 10. | 12:15 | Other Business: | Staff/All |
| | | <ul style="list-style-type: none"> Ride Line's Annual Oversight Audit Ride Line Staff Updates Member Updates (any committee specific updates from members on their jurisdictions) | |
| 11. | 12:30 | Adjournment | Chair |
| | | The next regularly scheduled TBAC meeting will be on Thursday, April 16 th . | |

TBAC Membership for Quorum and Voting Purposes:

Name	Jurisdiction	Voting Member
Cynda Bruce	Lincoln County	Yes
Jesse Oakley	Oakley's Medical Transport – Ride Line Provider	Yes
Pam Barlow-Lind	Confederated Tribe of Siletz Indians (CTSI)	Yes
Ashley Bogue Brown	Senior and Disability Services	Yes
Gary Stockhoff	Benton County	Yes
Gaby Esquivel	Samaritan Health Services	Yes
Justin Thomas	Linn County	Yes
Jillian Trinkaus	City of Corvallis	Yes
Ex-Officios	Jurisdiction	Voting Member
Donny Jardine	Medicaid Transformations Program Manager, OHA, Health Services Division	No
Vacant	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, October 16, 2025
11:00am – 12:30pm
HYBRID MEETING
Albany ABC Conference Room
1400 Queen Ave SE, Albany Oregon 97322
or virtually via Microsoft Teams Technologies

Committee Members Present: Jesse Oakley, Ashley Bogue-Brown, Gaby Esquivel

Guests: Paul Egbert (OCWCOG Agency Director), Matt Lehman (OCWCOG Planning Manager); Abbie Davie-Cameron (Quality Medical), Tima O'Malley (Quality Medical), Eric Slyter (Ride Line Scheduler), Savannah (Priority One Medical)

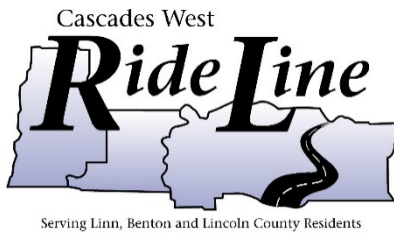
Staff Present: Jesus Jara, Andres Ojeda, Cassandra Atlas, Ashlyn Muzechenko

TOPIC	DISCUSSION	DECISION / CONCLUSION
1. Call to Order and Chair Election	The October Transportation Brokerage Advisory Committee (TBAC) meeting was called to order at 11:00am by the Chair Jesse Oakley.	Meeting called to order at 11:00 am by Chair Jesse Oakley.
2. Introductions and Roll Call	The group conducted introductions of those present to determine quorum and give the new TBAC members a chance to get to know the committee and staff.	Introductions and Roll call were conducted.
3. Public Comments	There were no public comments presented to the TBAC Members and Guests present.	There were no public comments.
4. April 03, 2025, Meeting Minutes (Attachment A) ACTION: Approval of Minutes	TBAC member Ashley Bogue-Brown noted changes to the minutes to correct her name for "Bouge" to "Bogue". These changes will need to be made throughout the minutes. Additionally, Bogue-Brown shared she is not an SSAC/DSAC representative but instead an SDS representative. Ashley Bogue-Brown moved to approve the minutes of the April 03 TBAC meeting with corrections, Jesse Oakley seconded. The motion carried unanimously. Jesse Oakley voted in favor Ashley Bogue-Brown voted in favor.	Ashley Bogue-Brown moved to approve the minutes of the April 03 TBAC meeting with corrections, Jesse Oakley seconded. The

	Gaby Esquivel voted in favor. There were no votes against.	motion carried unanimously.
5. Provider Requested Discussion	<p>Abbie Davie-Cameron, a Ride Line Provider, spoke on the topic of agenda to discuss the following with the TBAC members and Ride Line Staff:</p> <ul style="list-style-type: none"> • Scheduling drop times. • Planning one week in advance and working together to reconcile a solution. • Reconsidering the current meeting frequency for the TBAC committee. • Proposal to consider holding meetings every other month. • Alternative Proposal, if meeting schedule stays the same – reschedule a cancelled meeting to occur sooner, rather than just cancel. <p>Davie-Cameron shared Tima O'Malley's testimony written about the above topics.</p> <p>Tima O'Malley who called in, noted there isn't a lack of providers, it is an issue with not utilizing the providers we have correctly.</p> <p>Ride Line Manager Jesus Jara shared a thank you for thoughts and in context will be reviewed with the Ride Line Leadership Team.</p> <p>Cassandra Atlas inquired how many more days would be more ideal for scheduling.</p> <p>Davie-Cameron noted 2-3 days would be more ideal for the Ride Line Providers.</p>	
6. Introduction to TBAC (Attachment B)	<p>Ride Line Staff, Ashlyn Muzechenko shared a TBAC 101 presentation for new members. This presentation also serves as a reminder of roles and expectations for returning members.</p> <p>If members have any questions about the TBAC, or their role please reach out to Ashlyn at amuzechenko@ocwcog.org.</p>	

<p>7. New Client Growth (Attachment C)</p>	<p>Jara shared Attachment C, New Client Growth, with the TBAC members and guests in attendance.</p> <p>This attachment detailed new clients for Cascades West ride Lien for the months of April, May, June, July, August, and September in both 2024 and 2025.</p> <p>The TBAC members and guests had no further questions about this attachment.</p>	
<p>8. TNC Update (Attachment D)</p>	<p>Jara shared Attachment D, TNC Update, with the TBAC members and guests in attendance.</p> <p>This attachment discussed the status of the TNC Pilot with Cascades West Ride Line.</p> <p>The TBAC members and guests had no further questions about this attachment.</p>	
<p>9. Grievances Analysis (Attachment E)</p>	<p>Jara shared Attachment E, Grievances Analysis, with the TBAC members and guests in attendance.</p> <p>This attachment discussed a six-month snapshot on grievances, appeals, and denial counts.</p> <p>The TBAC members and guests had no further questions about this attachment.</p>	
<p>10. Program Reports (Attachment F)</p> <ul style="list-style-type: none"> • Utilization Report • Trip Medical Reasoning • Quality Assurance Report 	<p>Jara shared Attachment F, Program Reports, with the TBAC members and guests present.</p> <p>This attachment displayed the following reports: Utilization Report since the QRyde Implementation, Trip Medical Reasoning since the QRyde implementation, Quality Assurance Report for call center metrics of the last quarter, Performance reports of the call center, and a ride Line Heat Map covering the state of Oregon.</p> <p>The TBAC members and guests had no further questions on these programmatic reports.</p>	

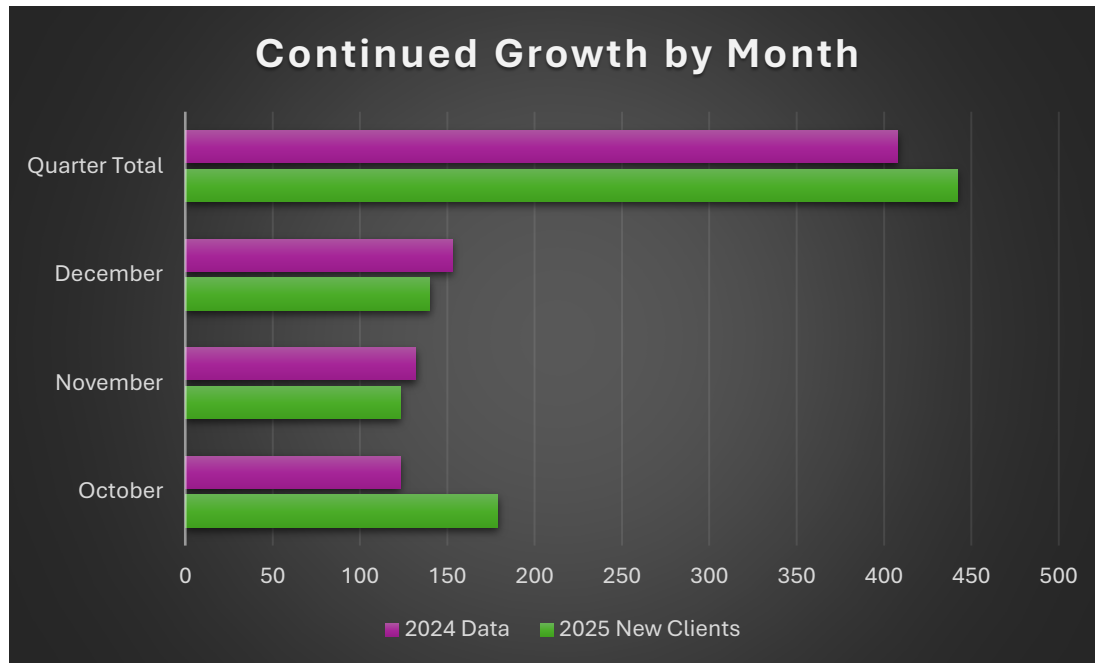
<ul style="list-style-type: none"> • Performance Reports • Ride Line Heat Map 		
11. Other Business <ul style="list-style-type: none"> • Ride Line Staff Updates • Member Updates 	<p>Jara shared Ride Line staffing updates. There have been multiple new hires onboarded into Ride Line. One of those is Jesus Jara the new Brokerage Manager. In addition, there were 3 screeners brought on, along with five new positions posted for internally.</p> <p>Andres Ojeda was recently promoted to Provider Relations Supervisors. Cassandra Atlas is back from leave and has taken on the Customer Service Supervisor.</p> <p>There were no updates from TBAC members provided at this meeting.</p>	
10. Adjournment	<p>The TBAC meeting was adjourned at 11:45pm by Chair Jesse Oakley.</p> <p><i>The next regularly scheduled TBAC meeting will be in 2026. The 2026 meeting schedule will be sent out to members and posted to the TBAC website before the end of this calendar year.</i></p>	Meeting adjourned at 11:45pm by Chair Jesse Oakley.



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 442 new clients via our Ride Line call-in system. This represents an increase in new client sign-ups compared to these months last year. Ride Line Continues to do outreach and increase awareness of our program's services to better serve the communities of our region.

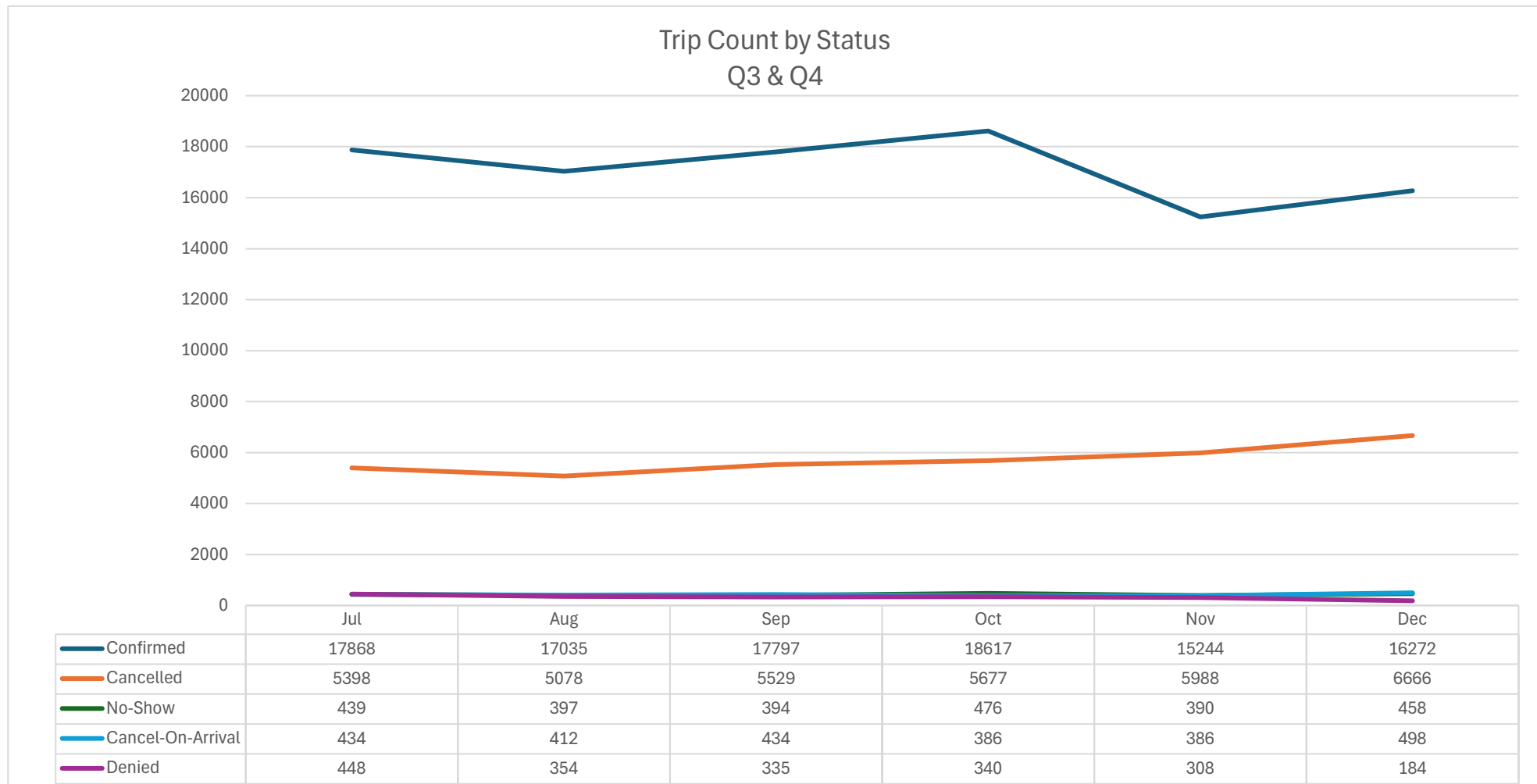


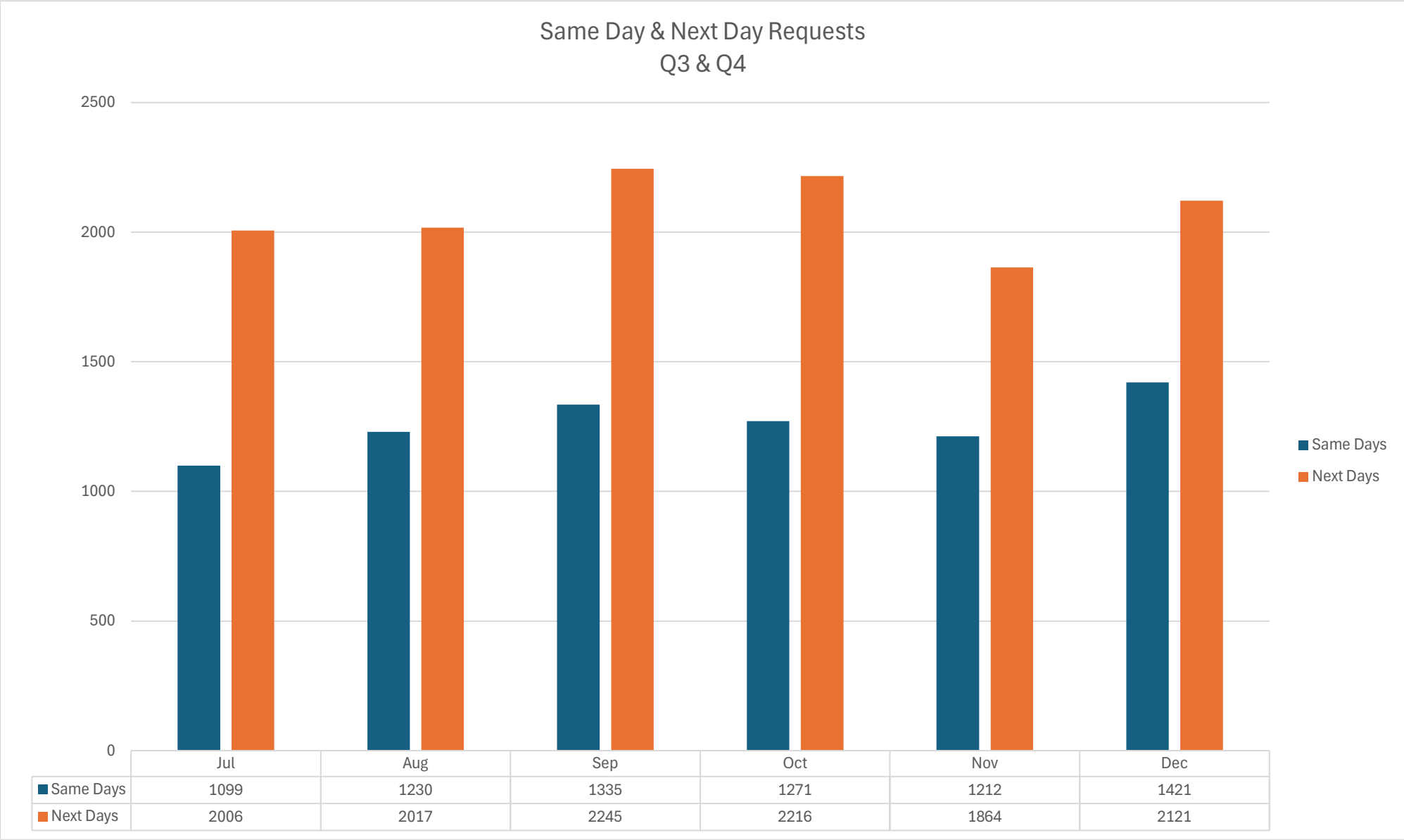
MEMBER GOVERNMENTS—COUNTIES: Benton, Lincoln, and Linn **CITIES:** Adair Village, Albany, Brownsville, Corvallis, Depoe Bay, Halsey, Harrisburg, Lebanon, Lincoln City, Lyons, Millersburg, Monroe, Newport, Philomath, Scio, Siletz, Sweet Home, Soda Ville, Tangent, Toledo, Waldport, Yachats **OTHER:** Confederated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

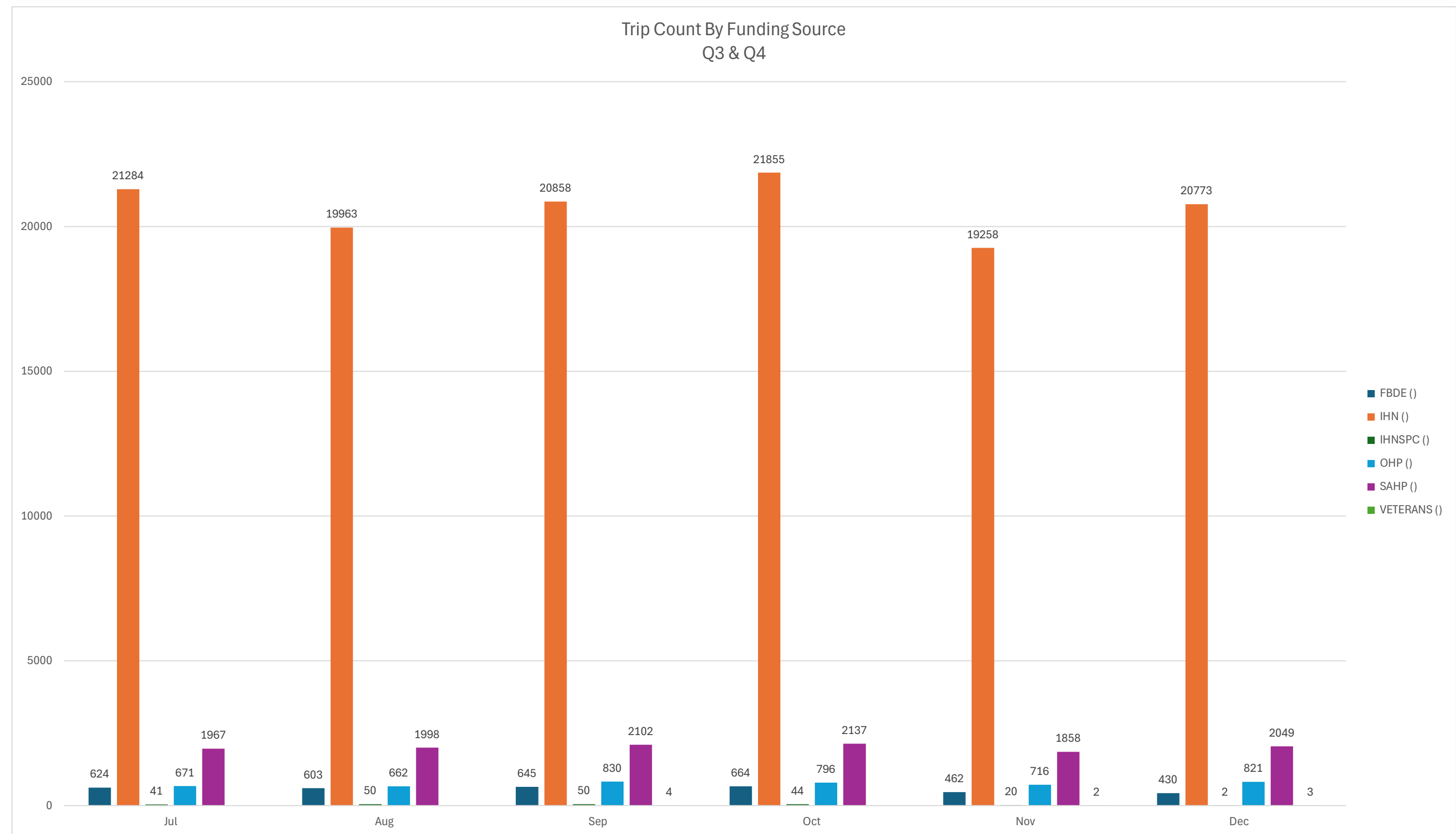
Q3, Q4 – TNC PILOT DATA

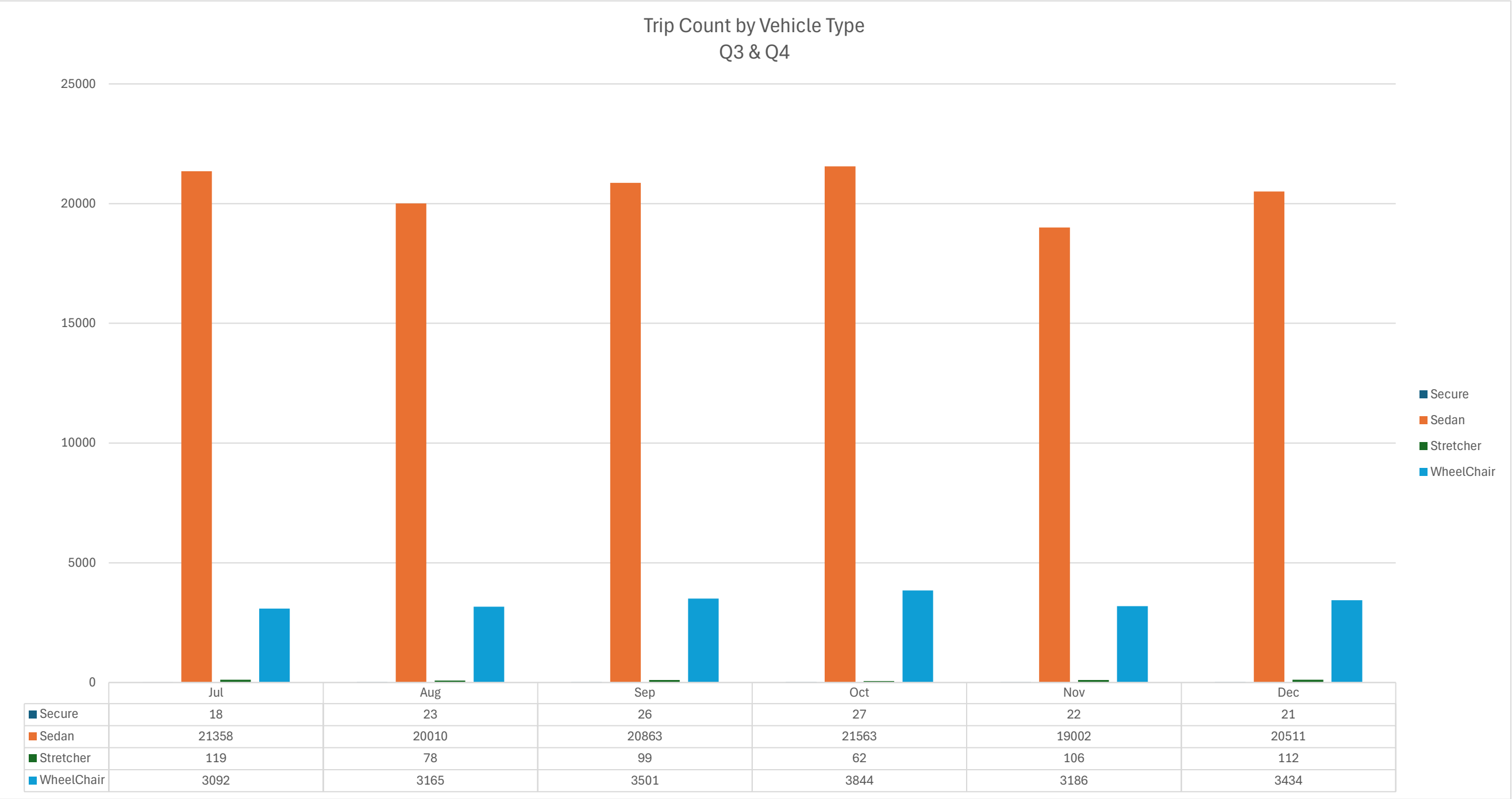
	July 2025	August 2025	September 2025	Q3 Totals	October 2025	November 2025	December 2025	Q4 Totals
Total Rides Booked	208	264	168	640	128	149	121	398
Total Rides Completed	173	220	143	536	110	120	98	328
Cancelled by Rider	22	28	13	63	11	18	14	43
Cancelled by Driver	12	14	6	32	5	11	9	25
Ambulatory	208	264	168	640	128	149	121	398
Percentage of Ambulatory	100%	100%	100%	100%	100%	100%	100%	100%
Total Fares	\$11,394.66	\$13,142.48	\$7,467.88	\$32,005.02	\$7,457.39	\$6,510.85	\$6,104.40	\$20,072.64
Avg Cost per Ride	\$65.86	\$59.74	\$52.22	\$59.27	\$67.79	\$54.25	\$62.29	\$61.44

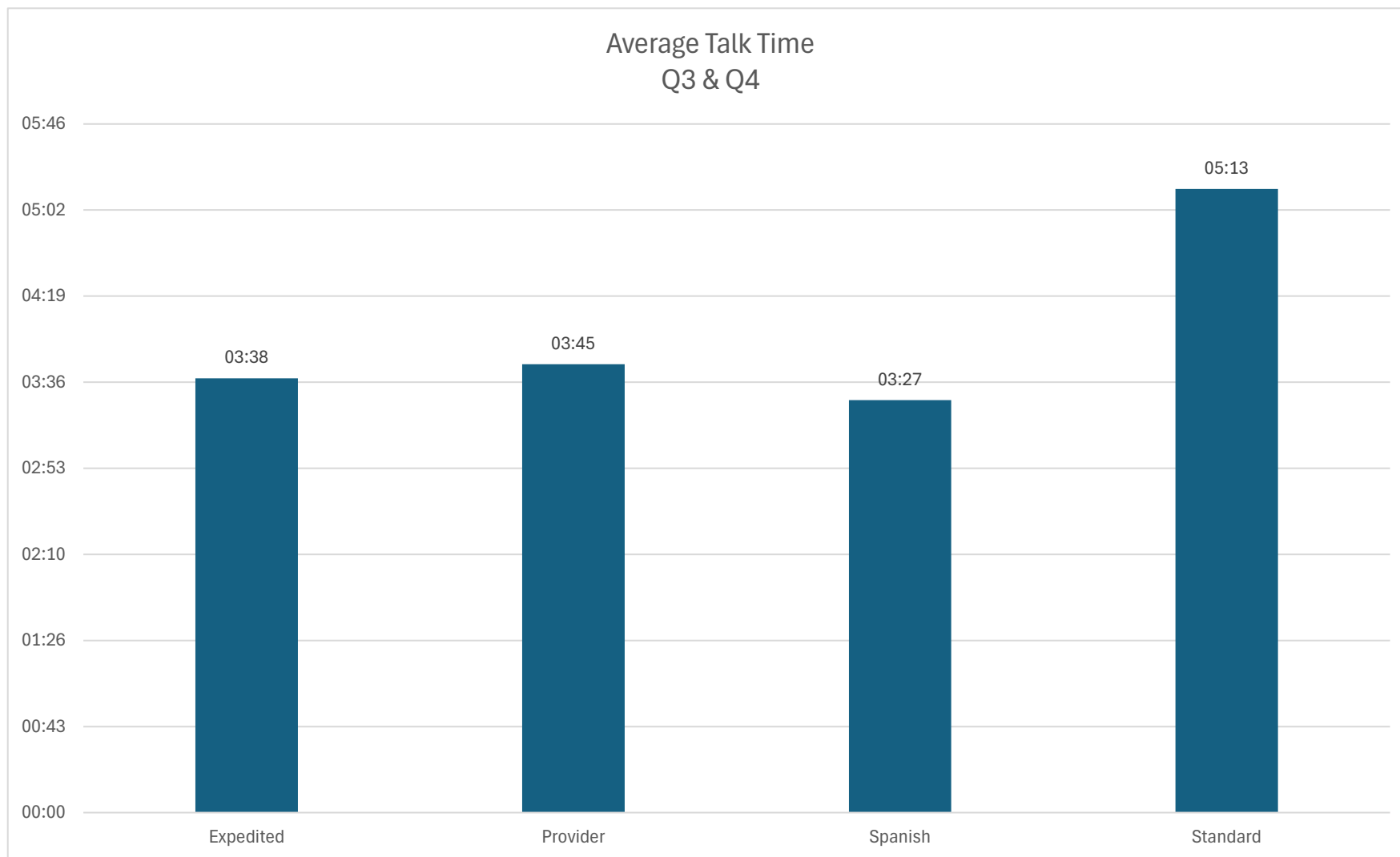
Info	Quarter 2	Quarter 3	Quarter 4
Grievances – SAHP	25	14	11
Grievances – IHN	149	105	79
Denials	300	256	238
Appeals	3	8	0
Appeals – Overturned	3	4	0
Appeals - Upheld	0	4	0

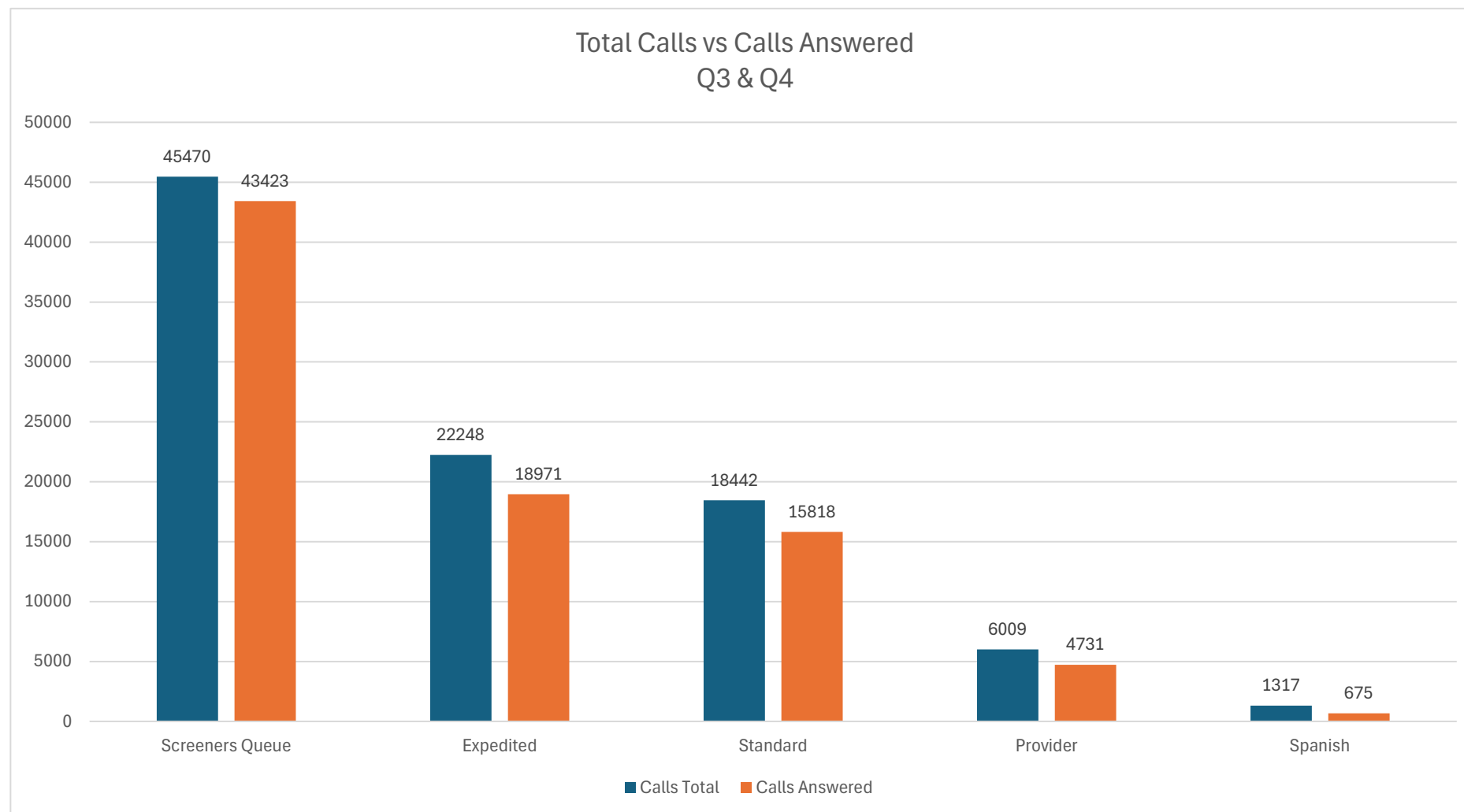




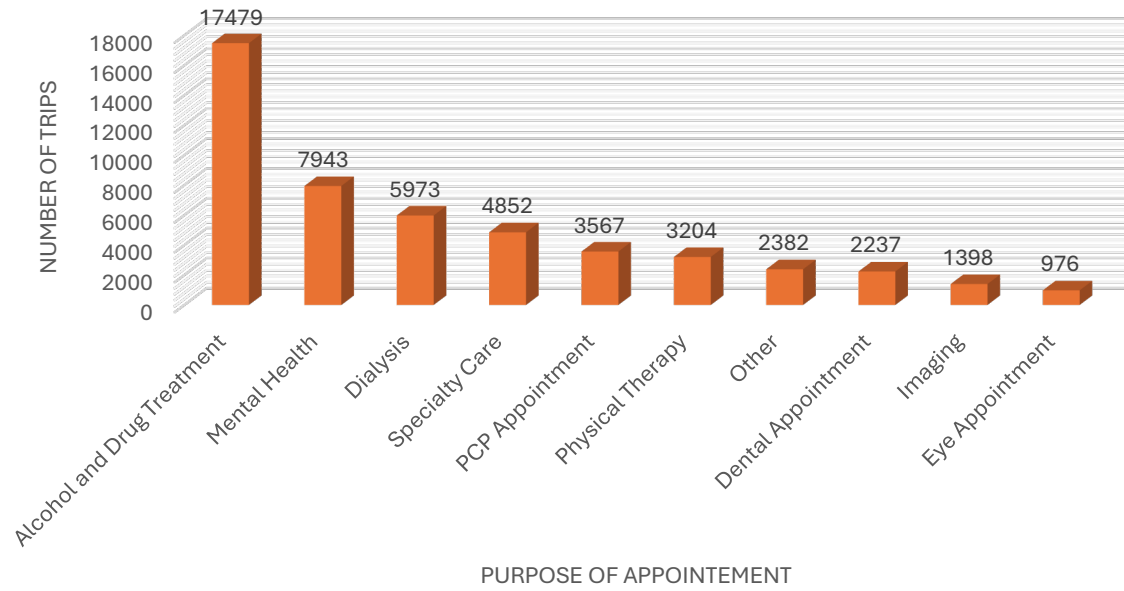


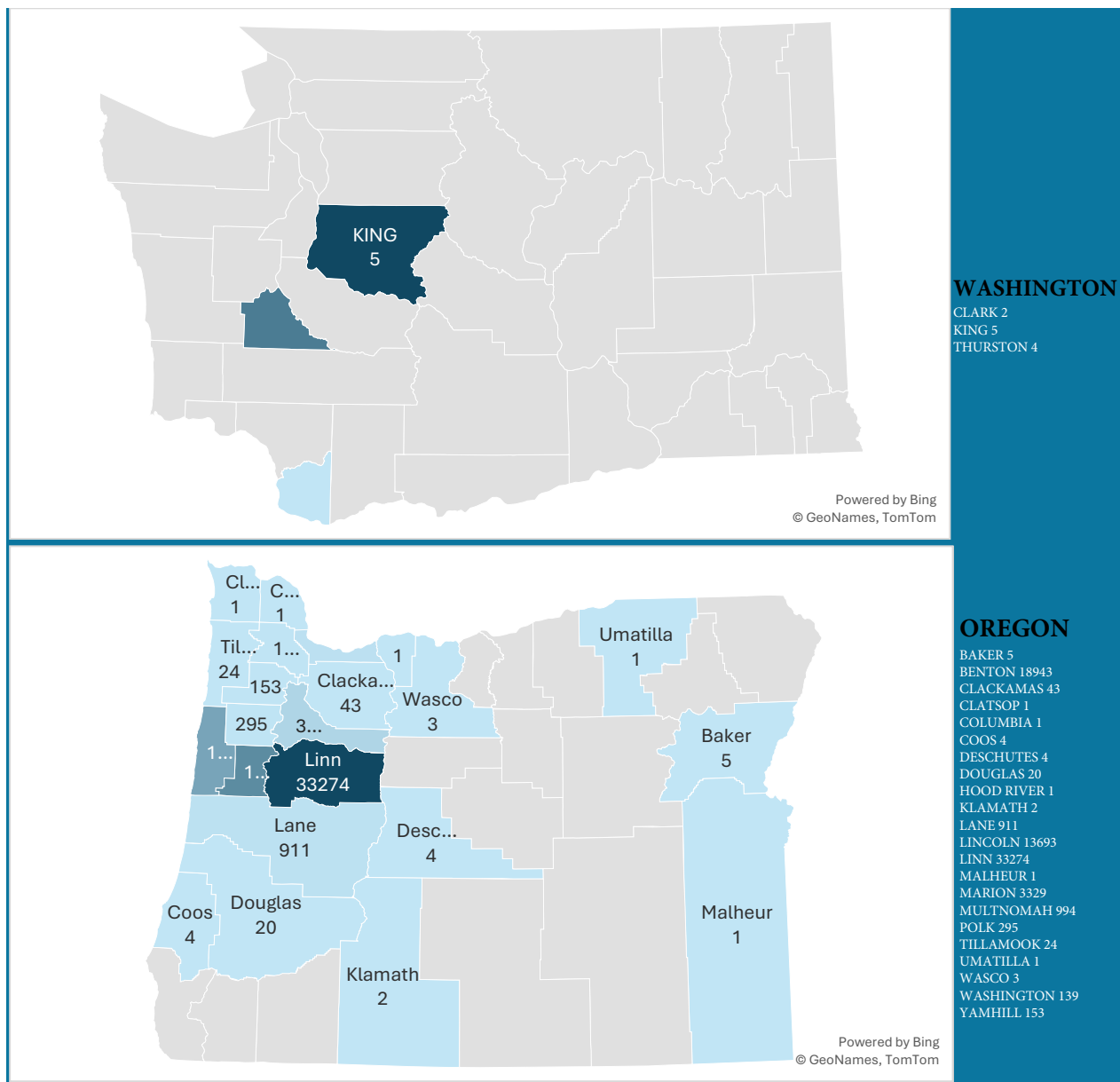






Top 10 Trip Purpose Count





In quarter 4 Ride Line scheduled 71,891rides

Provided transportation in 21 Counties in Oregon and 3 in Washington

With Linn County being the highest with 33,274 trips