

Rogue Valley Transportation District TransLink Advisory Committee Meeting

Via Zoom Video Conference

**May 13, 2021
at 10:00 a.m.**

Committee Members

George Adams	Chairperson
Andrea Fenner	
Michelle Wilkinson	

Guest

None

Staff

Tim Fountain	Brokerage Manager, TransLink
Cory Benton	Operations Manager, TransLink

1. Call to Order/Roll Call.

The meeting was called to order at 10:06am.

2. Approval or correction of the February 11, 2021, minutes

Minutes were moved to next meeting as there was no quorum present for approval.

3. Staff Reports/Monthly Reports

Mr. Fountain reported that it looks like ridership has dropped quite significantly between March and April. He stated he is curious why that is happened. He stated that the report provided is from February and shows 768 trips and 130 unique members use the service. He stated that there is starting to be a slow increase in ridership from April which apparently is not a popular month for travel.

Mr. Fountain reported that he saw a RAC (Rules Advisory Committee) meeting that was held, and there were some proposed changes. He stated that one of the changes that was proposed was meals and lodging. He stated right now, an individual is eligible for meals and lodging if they travel a total of four hours round trip outside of their area. He stated that the new rule states that it is the total duration that they're gone. He stated that would mean two hours plus

their appointment time, so two hours to get there and if they had two hours of their appointment, they would qualify for meals, even without having to include the two hours going back home.

Mr. Fountain stated that TransLink has run into a problem with a new PACE program in the area. He stated that All Care operates the PACE program which is for individuals 55 and over to where the CCO takes care of all their needs of transportation for medical. He stated that there is a funky way that the eligibility is storing their information and makes it look like the individual is fee for service when really they are under the PACE program.

He stated a ride was scheduled after hours and was provided, but later found out that the individual was with All Care PACE program. He stated that Translink communicated with OHA that there was a trip that was showing up as fee for service and there was back and forth emails over it. He stated that TransLink decided to just bill for it, and it was actually paid. He stated that there is an obvious issue on the OHA side in the way that it handles those billing submissions. He stated that OHA is working to getting it all straightened out and hopefully, any of the PACE requests will now start showing up as non-eligible.

Mr. Fountain stated he does not have anything else to report and asked if there were any questions on the reports or RAC changes.

Mr. Adams asked with this new rule does TransLink or the consumer pay for the meals.

Mr. Fountain stated that TransLink pays for meals based off criteria, and travel time. He stated that right now with the total of four hours travel time that does not include appointment duration. He stated that you can qualify for up to \$12 a day for meals, it is \$3.00 breakfast, \$3.50 lunch and \$5.50 for dinner. He stated that those amounts will stay the same, but if they include travel and appointment time duration, then there may be an increase in the number of meal requests. He stated that TransLink does not require receipts and the payment is based off the information that is received.

Mr. Adams asked where do the funds come from.

Mr. Fountain stated that the funds are part of TransLink's contracts, and it is built into the pm/pm (per member, per month) fee that is provided by the CCO's. He stated that OHA fee for service side it is billed and paid for.

Mr. Adams asked if this goes into effect if there can be a separate category reported on.

Mr. Fountain stated that TransLink does report meals. He stated to clarify what you see in the report, the meal direct pay is reimbursement paid directly to a facility, like to Ronald McDonald House or the hospital where they provided the meal and then are asking for reimbursement. He stated lodging reimbursement is lodging paid directly to the client or their escort and escorts are eligible for meals and lodging as well.

Mr. Fountain gave the committee a screen shot of the new RVTD website and showed them where programs were located.

Mr. Fountain reported that TransLink sent out a RFI (Request for Information) requesting information on new software. He stated that TransLink is using software called OBSS and it is very old and have been using it since the early 2000s. He stated it is to a point where it is no longer supported and does not meet the minimum requirements we need for contractual requirements. He stated that TransLink sent out an RFI to request for information and got 12 responses back that can meet the needs for TransLink's, our ADA and Micro Transit service. He stated that all three programs right now are operating under different software.

Mr. Fountain reported that some of the issues that TransLink has is the software does not allow you to automatically schedule rides and every ride in the system must be manually scheduled. Other issues are tracking of vehicles or the driver being able to report when they arrive to a location and depart. He stated that these are metrics that are required to report to the CCOs. driver.

Mr. Fountain stated that TransLink is hopeful that any new software will help coordinate better. He stated he is getting ready to create an RFQ (Request for Quote) to those companies that meet some of the minimum requirements.

Mr. Fountain stated that TransLink is in a big audit right now with Care Oregon but once that is done, he can pull together the RFQ and start getting back information.

Mr. Fountain explained some items on the Financial Report with Mr. Adams.

Mr. Adams asked if CMS decides to combine both Medicare and Medicaid together, would TransLink be required to take both Medicaid and Medicare.

Mr. Fountain responded that everything for Translink is a contractual agreement, so if contractually TransLink entered into an agreement where it was requested, we do both, then yes.

Mr. Adams talked about the numbers on the ridership report.

Mr. Fountain discovered that something was wrong with the ridership report and offered to run it again and send it out. He stated that TransLink has a new process with reports.

Mr. Adams gave an update on the Medicaid Waiver.

4. COVID-19 Update

5. RVTD new website

Mr. Fountain reported on RVTD's new website. He stated that he was just told initially that it was a new website, and he was excited about having a new website with the opportunities of

exploring different pages and functions. He stated unfortunately it was not the way it turned out, and the existing website was just moved to another platform where RVTD could bolster the fixed route schedules, so they were more interactive. He stated that the management of the website, the content and the pages are harder for staff. He stated that those challenges have been communicated with the main office so they can get with the website host and work through them. He stated he can keep the Committee in the loop on how it looks and the changes that we were able to be made through the web host. He stated that there is a cool area for fixed route, and it is more interactive with being able to click on sections and stops.

6. Other Business - Concerns, Compliments, and Questions.

Ms. Fenner reported that they had a few cases lately where their new system does not want to play well with MMIS, so they had consumers that they have had to fight to make them eligible. She stated that one of the things that stood out for her was the main reason these individuals came forward was they were not able to get transportation. She stated that TransLink was so flexible, that when they did finally force the issue and got them on to fee for service, TransLink was able to schedule the rides for these people. She stated even for the next day when a person had to go to Medford. She stated that TransLink made such a great impression on these two consumers, and she just wanted to give TransLink a compliment on that.

Mr. Adams talked about increasing membership from other Counties.

7. Agenda items for next meeting.

Nothing new was added.

8. Next meeting date – August 13, 2021, from 10 to 12

9. Adjournment.

Having no further discussion, the meeting was adjourned at 11:21am

Cory Benton, Recording Secretary