

**Rogue Valley Transportation District
Accessible Working Group Meeting
December 20th, 2023 at 3:00pm – 4:00pm – Via Zoom Video Conference**

Attended:

George Adams
Robin Kissel
Mickey Miner

Staff:

Tim Fountain, Accessible Transportation Manager
Maria Carrillo, Valley Lift Coordinator
Edem Gomez, Associate Planner

Absent:

Paige West, Planning & Strategic Programs Manager
Cory Benton, Translink Operations Manager
Stanley Littrell
Adrienne Boutin
Stephen Slavik

Guests:

1. Welcome

Meeting called to order at 3:08pm.

2. Roll Call

Roll call conducted; 2 members were in attendance during roll call. Mickey Miner joined at 3:13pm.

3. Review and Approve October 18th, 2023 Minutes

Because a quorum was not achieved, the approval of the meeting minutes for October 18, 2023, was not possible. These minutes will be deferred to the upcoming meeting on March 20, 2024, for approval.

4. Qryde Update

Tim provided an update on the progress of the new software, mentioning that the team is actively engaged in weekly interactions, addressing changes, and conducting extensive testing. Tim expressed hope about rolling out the ADA portion of the software around January or February. He stated he will be sending drivers with tablets to verify scheduling and batching. Upon successful implementation of this plan, a go-live date will be established, transitioning from Novus to Qryde. Tim acknowledged that there may be some hiccups during the rollout but emphasized that progress is ongoing. Tim is hopeful it will move in a positive direction despite the time it has taken.

George inquired whether the new software would notify the consumer about the arrival of their ride.

Tim confirmed that the IVR software will send interactive voice recordings to engage with callers, and it will also send messages regarding actions like canceling rides. Additionally, there will be an in-app feature enabling users to view their rides. While the app won't be available immediately, it will be introduced eventually.

George asked whether this software will also be introduced to Translink.

Tim stated yes it will be introduced to both Translink and Valley Lift.

5. Safety Service Animal Program

Tim mentioned that proceeding with the program might not be feasible due to challenges faced by individuals up North. Lane Transit has the same kind of program and had some issues with the fixed route service. Tim stated the importance of having a solid plan before implementation, ensuring that everyone involved, including drivers, especially because they will be doing all the interaction with the public. Tim explained the service animal program, which involves providing users with a card to avoid being asked the service animals questions. Essentially when boarding the bus routes, they simply need to present their card to the driver. There are pros and cons associated with this program.

6. New Valley Lift Vans

Currently, we have six new vans in the process of being wrapped before their arrival to Translink. These vans will replace some of our older models and offer increased capacity, featuring two wheelchair locations in the back. We're also considering additional space for groceries and securement for walkers. Tim said that these vans boast the best configuration we've seen yet and have a distinctive appearance, featuring newer graphics like those on some of our new fixed-route buses. Unlike our current vans, where the lift is in the middle, the new vans will have a lift at the back, providing a dedicated space for wheelchairs and avoiding disruption for passengers reaching their seats.

Robin stated she can't wait for the new vans to arrive. She stated the current vans do not have great suspension.

7. Stats and Graphs

Tim presented a decrease in miles traveled by Valley Lift between October and December 15th, 2023. Notably, in the last quarter there has been an increase in ridership among individuals aged 18 to 20, followed by those in their 30s. November recorded a total of 3478 trips, a decrease from the previous month, indicating a decline in unique ridership over the past couple of months. Furthermore, Tim noted that there continues to be a higher number of female travelers compared to males. He stated October is our busier month compared to others.

Robin asked Tim if his goal with all the ridership tracking is aimed at increasing ridership numbers.

Tim clarified that the purpose of tracking ridership is to identify trends and ensure adequate staffing and resources are available. This monitoring allows the team to respond to any unusual patterns effectively. While the goal isn't specifically to boost ridership, it's essential to ensure that sufficient resources are allocated as needed.

George expressed he expected ridership would increase during the holidays.

8. 2024 AWG Meeting Dates:

March 20, 2024, June 19, 2024, September 18, 2024, & December 18, 2024

9. Next AWG Meeting Date:

March 20, 2024

10. Agenda items for the next meeting:

Question regarding the Valley Lift survey.

Qryde Software Update

Stats and Graphs

Valley Lift Vans

11. Other Comments, Questions or Concerns

Robin stated she's happy with the Valley Lift services. There have been a couple hiccups but overall, the service is excellent.

George asked if the surveys regarding Valley Lift have gone out to consumers.

Tim responded that while surveys haven't been distributed yet, it's something they plan to do in the future, suggesting input from the group to develop appropriate questions.

George asked if an hour is enough time for the committee meetings. He asked the group if they would be available to meet for an hour and half instead of an hour.

Mickey stated if she knew a couple months in advance, she would be open to it.

Robin stated she would rather have the meetings only critical agenda items. She wouldn't mind the time but if everyone has the time as well.

George also asked how ride failure is being resolved.

Maria stated there will be retraining the call takers and making sure they are reading the entire ride information to the client.

George asked how Saturday phone service is going.

Tim stated you're going to have to leave a voicemail and your call should be returned from dispatch. Turn around should be 10-15 minutes after leaving a voicemail.

George asked Edem if he had any updates on the RVTD.

Edem stated he doesn't have much of an update other than they are recruiting for their STIF Advisory currently.

There will be services changes in Central Point and other existing routes. There is also a lot of construction projects that have been in movement and is hopeful it will be ready by fall of 2024. The construction near the front street station will be finished by the end of 2024.

12. Adjournment

Mr. Adams adjourned the meeting at 4:02pm.

Maria Carrillo

Maria Carrillo
Recording Secretary