

**Rogue Valley Transportation District
Accessible Working Group Meeting
March 20th, 2024 at 3:00pm – 4:00pm – Via Zoom Video Conference**

Attended:

George Adams
Robin Kissel
Stephen Slavik
Stanley Littrell

Staff:

Tim Fountain, Accessible Transportation Manager
Maria Carrillo, Valley Lift Coordinator

Absent:

Paige West, Planning & Strategic Programs Manager
Cory Benton, Translink Operations Manager
Edem Gomez, Associate Planner
Mickie Miner
Adrienne Boutin

Guests:

1. Welcome

Meeting called to order at 3:04pm.

2. Roll Call

Roll call conducted; 3 members were in attendance during roll call. Stanley Littrell joined the meeting at 3:14pm.

3. Review and Approve October 18th, 2023 & December 20, 2023, Minutes

Stanley made a motion to introduce the October 18, 2023, minutes, and Robin 2nd, all in favor, motioned passed.

Robin made a motion to introduce the December 20, 2023, minutes, and Stanley 2nd, all in favor, motion passed.

4. AWG Renewal Applicants

George Adams and Stanley Littrell submitted applications to renew their committee status.

Stephen made a motion to approve the renewals application for both candidates Robin 2nd, all in favor motion passed. Both applications will move forward to the Board of Directors for final approval.

5. QRyde Software Update

Tim expressed Valley Lift has been operating with the new software called QRyde. There have been some issues, such as bugs and scheduling problems. We are hoping to get those issues resolved as soon as possible. They are also working on a client portal that will allow clients to book their own transportation. This feature is expected to be available within the next few weeks, enabling clients to schedule, view, track, and even cancel rides.

Additionally, there will be a vendor portal specifically for agencies handling multiple client transports.

The portal booking will be available for both ADA and NEMT transport and will be available through an application called RVTD.

Tim stated that if anyone on the committee was interested, he would like them to test the portal. Robin asked if specific notes for the driver could be included and respected. Tim stated that notes could be added and included for the driver to see.

George suggested that mobility types should be fully written out instead of abbreviated, as some consumers might not understand the acronyms.

Tim agreed with George and appreciated the feedback.

George also suggested that a tutorial would be beneficial for Valley Lift consumers before launching the portal.

Tim mentioned that a video would be uploaded to the portal website, showing how to book a ride and other features.

6. New Valley Lift Vans

Tim stated that the new vans are now out in the community and asked the committee for their feedback.

Robin commented that the vans are very loud, and the windows rattle significantly. She mentioned that the seats are difficult to use and that the seatbelts are a tripping hazard. The bucket-style seats are uncomfortable for people with back problems, especially during long rides. She also noted that the suspension is terrible, causing her to constantly slide out of her seat.

Tim explained that there was a shortage of vehicles due to COVID, limiting the options based on the Valley Lift needs. He mentioned that they will be replacing the entire current fleet with these new vans. Unfortunately, he also hasn't received much positive feedback from the drivers either, which is disappointing. These were the only vans available that could accommodate two wheelchairs together.

Robin asked how two wheelchairs and a walker would fit in the van. Tim stated that the wheelchairs would be placed in the back, and any client with a walker would be seated in the front.

Tim thanked everyone for their feedback and said he would see if any changes could be made to the new vans, depending on the budget.

George suggested that Tim and the drivers review the fleet before bringing them into the yard.

Tim expressed these vans were basically their only option when purchased due to the high capacity of ridership and the urgent need for new vans.

7. Valley Lift Survey Questions

George suggested sending out a questionnaire to all Valley Lift clients to gather feedback for improvements.

Tim recommended looking at the Care Oregon survey questionnaire, as well as other surveys they've conducted in the past, which often focus on service, customer service, and technology.

Tim also mentioned that he would like to add a survey feature to the app when it is ready for the clients to use.

George proposed sending an email regarding the survey questions.

8. Stats and Graphs

Tim stated he did not have any stats and graphs during the meeting.

9. 2024 AWG Meeting Dates:

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

10. Next AWG Meeting Date:

June 19, 2024

11. Agenda items for the next meeting:

QRyde Software Update

Stats and Graphs

12. Other Comments, Questions or Concerns

Tim shared Edem's agenda item regarding the new upcoming service changes effective April 1. These include time changes on routes 61, 21, and 27. Route 61 will transition to a two-hour frequency, and stops at Poplar, Morrow, Royal, and Stevens will be discontinued. The Amy Kitchen facility will now be served by Route 61. Route 27's frequency will increase to every 20 minutes, and Route 21's frequency will increase to every 30 minutes. None of these changes will impact Valley Lift unless fixed routes expand to more areas or extend their route times.

Valley Lift is starting to see ridership return to pre-COVID levels. George mentioned that he received an automated call upon the driver's arrival. He really enjoyed receiving the notification 10 minutes before the driver arrived.

George suggested sending an announcement to all Valley Lift consumers about the call-upon-arrival notification.

Robin expressed a concern about scheduling, stating that she had been backtracking from Ashland to Medford and back to Ashland. Tim acknowledged this issue and that they are working on better organizing the trips.

George expressed that there are now over 100 electric wheelchair charging stations throughout Jackson County, which has been advertised in the news and newspapers. George hopes there will be charging stations statewide.

Robin asked if there is a map showing the locations of the charging stations.

George confirmed that there is a website where the locations of each station can be found.

13. Adjournment

Mr. Adams adjourned the meeting at 4:24pm.

Maria Carrillo

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Recording Secretary

