

## **Steering Committee meeting via Zoom, April 21, 2021**

### **Meeting notes:**

The meeting began shortly after 8:30 am with 18 participants. After the zoom housekeeping and the agenda were presented, the roll call was taken.

Regional Performance Measures results from the survey that was sent to all RCC and Steering members was presented. For each of the 8 measures that were selected, the measurement that received the biggest vote by members will be adopted. For each criterion there was a clear and obvious choice selected by members by a significant margin. By verbal vote, the Steering Committee adopted the eight measures. CY2021 will serve as a baseline for the performance measures.

Two of the measures, Denials and No Shows, required a consensus vote as to the specific definition the region will use for those terms. For the term “trip denial”, the group was presented with the FTA definition. Also discussed was the FTA definition of “trip refusals”. Both these FTA definitions are also compliant with ADA requirements, and both are already mandated to be used by all public transits and providers receiving ODOT funding. There was a group discussion about each term and a decision was made for the region to use both measurements as performance measures as they provide different but equally significant data for the region and both measures can be used in different ways to support regional needs requirements to ODOT as the region advances. It was decided that the same percentage measurement chosen for trip denials would be used for trip refusals. This change brings the number of regional performance measures to nine in total.

Next, the definition of “no show” was discussed. Though there is no specific language in the ADA circular regarding this term, there was guidance provided by ODOT compliance, and this is what was presented to the group for discussion. The public transits were asked, specifically, what their agencies have as public policy with no shows. It was discovered that agencies have different “windows” of time allotted for a pick- up window (some 15 minutes before and 15 minutes after the scheduled pick- up time, some 30 minutes before and after). Another difference between transit agencies is the required wait time before a vehicle moves on with some choosing 3 minutes, some 5 and some 15. The cancellation policies also differed with some being one hour before a trip and some two hours before. The parts of the definition that could be agreed upon were that a “no show” occurs when the client does not present themselves for transportation within the pick- up window time allowance and/or when the client does not cancel the trip within the agency’s cancellation policy window. It was agreed that this performance measure definition would be rewritten in terms that all agencies agreed

upon (generic terms) but that each public transit, or provider, would use their stated public policy regarding the specific number of minutes and this specificity would not be included in the definition but implied in the data. The regional performance measures will be presented for comment and final adoption at the May Steering Committee meeting.

Next the FTA5310 funding application cycle was presented and reviewed one last time. All 5310 applications are due to ODOT by April 30, 2021 with awards announced in June but no later than July 1, 2021. OMEGA again offered support to any applicant. The required OMEGA letters of support will be supplied to each applicant who requested one by April 23, 2021.

The meeting dates for the rest of CY 2021 were provided. Members were reminded that every third meeting is a combined RCC and Steering Committee meeting in the interest of best respecting members' time.

The May 19, 2021 Steering Committee meeting will feature a presentation by Howard Stewart and Andrea Dupler of SEAT on their strategies used to create and sustain a contract driver force, how to offer 24/7 transportation for employment and other needs, and how to secure contracts with medical centers and share scheduling portal access effectively. There will also be an open forum question and answer period.

Peggy Hickenbottom was recognized for her 20 years of service. She retires at the end of April. Peggy unfailingly showed excellence in all areas of transportation provision and provided strong, innovative, unstoppable leadership in support of the citizens of Belmont County especially to the senior populations. Her service and commitment always went above and beyond expectations and was evident many times but especially when she personally drove a client at 3am to a hospital out of region for a lung transplant operation. He credits Peggy, personally, with saving his life. A short video presentation was made highlighting Peggy's many accomplishments and comments from the group wishing Peggy all the best in her retirement were heard.

For the good of the region, an announcement was made that Medicaid has NO plans at this time to pursue regionalized transportation or transportation by a system of regional brokerage.

The meeting closed with more personal recognitions of Peggy and Peggy thanking everyone. The meeting ended at approximately 9:40 am.