



## Southwest Transit Coordinating Council

### Regular Meeting Agenda

Thursday, November 19, 2020, 9:00 – 10:00 a.m.

Video/Phone Conference – See connection details below

- I. Introductions
- II. Consent Agenda:
  - 1. September 2020 Meeting Minutes
- III. Discussion Items
  - 1. Open discussion
  - 2. Grant Coordination Discussion
    - a. Summary of Existing Services
- IV. Reports
  - 1. Transit Provider Updates
  - 2. Human Service Provider Updates
  - 3. Regional Coordination Updates

Video/Phone Conference Info:

<https://zoom.us/j/98886064474>

1-669-900-6833 (US Toll), Meeting ID: 988 8606 4474

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**Transit Council Meeting Minutes**  
Thursday, September 17, 2020, 9:00 – 11:00 a.m.  
Webinar

In attendance:

Kalisha Crossland – San Juan Basin Health Department  
Ellen Stein - Community Connections  
Kate Garrett - La Plata County  
Patrick Davis - Southwest Rides  
Sarah Hill – City of Durango  
Jennifer Morris – Montezuma County  
Gordon South – Southwest Center for Independence  
TJ Burr – Colorado Department of Transportation  
Jessica Laitsch - Southwest Colorado Council of Governments

**I. Introductions**

The meeting was called to order at 9:02 a.m.

**II. Consent Agenda**

1. July 2020 Meeting Minutes

There were no questions or comments.

**III. Discussion Items**

Patrick mentioned that Southwest Rides is exempt from Intelliride due to their business model. Ellen asked for more information. Patrick explained that Intelliride is a third-party central dispatch for Medicaid in Colorado. TJ asked why they are exempt. Patrick replied because they are a non-profit, their service model isn't typical for Medicaid transportation service, and they bill Medicaid directly. Sarah added that there are no Intelliride service providers in La Plata County. Jennifer added that MoCo is the only Intelliride provider in Southwest Colorado, and they are being asked to accept rides across the state. TJ added that there have been issues with the roll out, CASTA is working to address the issues. There was discussion about the impacts to riders. Sarah asked if MoCo is having requested rides originating and ending in La Plata County. Jennifer replied that they have been asked to accept rides to and from Durango, as well as other further locations. Patrick mentioned that trips could be referred to Southwest Rides. TJ asked how ridership has been impacted. Patrick replied there was a slow period, right now increasing by approximately 20% per month. Sarah added that it is hard to see the impact of Intelliride because complications with COVID. Ellen asked for history on this issue. TJ explained that Intelliride was contracted to provide a statewide brokerage for Medicaid rides, there have been issues with implementation in rural Colorado. The change is that riders schedule rides through the brokerage rather than directly with providers. Jennifer added that MoCo has had rides requested as far away as Aurora. There was discussion about the challenges resulting from dispatchers being unfamiliar with the area. Ellen asked what the purpose was for this change. There was discussion about direct billing of Medicaid versus billing through counties. There was discussion about communication challenges through this process. Ellen asked if there are ridership statistics. Patrick replied that while tracking is complicated with COVID, they do have prior statistics. TJ added that CDOT has statistics for DTR partners. Jennifer described some challenges they have experienced. TJ stated that CDOT is compiling information about impacts and encouraged providers to share experiences. There was discussion about misinformation that has been shared and efforts to help individuals navigate the system.

Sarah reported the City of Durango has been notified that they have to move the bus stop off Walmart property due to inappropriate behavior, there is not a good alternate location so they are working to figure out a solution. She added that the behavior has not been from transit riders, rather from individuals just spending time at the stop. There was discussion about how the issues are not resulting from residents of the Purple Cliffs community and challenges addressing the issue.

Sarah reported that Fort Lewis College is back in session, service has been challenging with capacity limits. Durango transit operations have been going well despite the challenges over the past months. TJ asked how the drivers are doing. Sarah replied that some drivers are having a rough time, they have installed sneeze guards and require masks. TJ asked about turnover. Sarah replied there has not been any COVID related turnover.

Patrick reported that Southwest Rides ridership is down about 2/3. They lost a lot of funding, and are doing medical rides, non-medical rides, and AAA meal deliveries. TJ asked how many meal deliveries. Patrick replied approximately 1,500 per month.

Jennifer reported that Montezuma County is getting busy again. They are delivering meals on wheels. One employee left due to COVID concerns, and they lost a couple drivers for other reasons. TJ asked about the status of a potential fixed route through Cortez. Jennifer replied that they are waiting to hear about a grant for a feasibility study.

Ellen reported that Community Connections has remained operational. They are expecting transportation to increase. They are focusing on a single-entry point program. There was discussion about how the single-entry point program works.

TJ reported that the CDOT Division of Transit and Rail is busy working on SB 267 funds, MMOF funds, capital funds, admin and operating funds, and CARES Act funds.

Ellen added that they are seeing reduced revenue and are looking at long term plans. Sarah asked about SB 267 funds for regional equity for senior transportation providers. TJ replied that they are working on the distribution formula.

Sarah reported that the City of Durango selected a new city manager, his wife had worked on the SWCCOG's regional plan. She added that they will be holding interviews for a multimodal manager. There was discussion about the plan for Clean Commute Week. There was discussion about a crash at a bump out in Durango.

Ellen asked about the grant coordination discussion. Jessica replied that this will be a standing discussion item to enhance collaboration. TJ added that showing coordination is helpful as funding becomes tighter. Sarah added that the agencies do provide distinct services, but it will be important to work together to show how agencies are collaborating and not duplicating services. There was discussion creating a summary of the various services, locations, and populations being served.

There was discussion about hosting a virtual transit town hall.

#### **IV. Adjournment**

The meeting was adjourned at 10:24 a.m.