



Southwest Transit Coordinating Council

Regular Meeting Agenda

Thursday, September 23, 2021, 1:00-2:30 p.m.

Video/Phone Conference – See connection details below

- I. Introductions
- II. Consent Agenda:
 - 1. July 2021 Meeting Minutes
- III. Discussion Items
 - 1. Transit Ticketing App
 - 2. Four Corners Regional Mobility Hub update
- IV. Reports
 - 1. Transit Provider Updates
 - 2. Human Service Provider Updates
 - 3. Regional Coordination Updates

Video/Phone Conference Info:

<https://zoom.us>

1-669-900-6833 (US Toll)

Meeting ID: 988 8606 4474

295 Girard Street, Ste B, Durango, CO 81303
970.779.4592
www.swccog.org

Transit Council Meeting Minutes
Thursday, July 15, 2021, 9:00 a.m.
Webinar

In attendance:

Sarah Hill – City of Durango
Patrick Davis – Southwest Rides
Julie Bingham – Dolores County
Jennifer Morris – Montezuma County
Matt Nesbitt – City of Durango
Laura Vanoni – Archuleta County
Clyde Church – La Plata County
Lori Niewold – Roadrunner Transit
Lisa Streisfeld – CDOT Office of Innovative Mobility
Jarett Hughes – Policy Advisor on Aging for the Office of the Governor
Jessica Laitsch - Southwest Colorado Council of Governments
Bryce Bierman - Southwest Colorado Council of Governments
Kalisha Crossland – San Juan Basin Public Health
TJ Burr – CDOT
Gordon South – Southwest Rides

I. Introductions

The meeting was called to order at 9:07 a.m.

II. Consent Agenda

1. May 2021 Meeting Minutes

There were no questions or comments.

III. Discussion Items

1. Discussion with the CDOT Office of Innovative Mobility and the Policy Advisor on Aging for the Office of the Governor regarding NEMT Coordination and Collaboration

Jarett Hughes asked what issues others are experiencing and some ideas they have for solutions. Patrick Davis mentioned Southwest Rides provides complimentary Paratransit within Durango City limits 7 days a week from 7am/7pm and have been working with Archuleta County and RoadRunner Transit. Julie Bingham stated that Dolores County provides NEMT services for a 100-mile radius. TJ Burr asked what gaps Julie sees in her area. She replied that they need 4x4 vehicles for the county roads in the wintertime. Kalisha Crossland stated that San Juan Basin Public Health contracts in the region's 5 county area. She mentioned there are some gaps in rural Archuleta County, including that residents outside of city limits are out of the service area for ride pickups. Patrick mentioned that they are an NEMT provider and added that they have two vans now but would like to add a third van this year.

Jarett asked about the common NEMT needs in the communities. There was discussion about dialysis treatments a specific and regular need. Jarret asked what the largest hospital in the region is. Sarah Hill responded that Mercy Region Health Center is the largest, and that Animas Surgical Hospital is available for more specialized needs. Jennifer Morris and Julie mentioned they do at least one ride per day to and from Durango. Laura Vanoni mentioned that Archuleta County could not be an Intelliride member due to county restrictions. She added that there are a lot of seniors in the outlying areas outside of Pagosa

and Durango that are out of the transportation service area. Patrick said they have been challenged with trying to fill the gaps for these residents who are outside of the current service area.

Lisa Streisfeld asked how many seniors per week need rides for La Plata County. Patrick mentioned that his two vans are both wheelchair accessible. Lisa asked how the ride service works in La Plata County. Patrick replied they try to get a call into the office 2-3 days ahead of time for scheduling. They will help riders from their house and into the van and they will do the same at the hospital for drop-offs and pickups. Lisa asked if the riders ride with caregivers, family members, or service animals. Patrick replied they will take up to two extra guests per rider if needed. Lisa asked what the core issues are. There was discussion about a lack of drivers, lack of vehicles, and distances, some trips are 200 miles and could be an all-day event for one person. There was discussion about difficulty hiring staff. Patrick mentioned challenges advertising to potential riders at some medical facilities.

Jennifer mentioned that she is considering a grant to investigate a fixed route service and a stop between Mancos and Durango to allow more sharing between systems. There was discussion about cooperation for fare sharing between the two areas.

Jarrett asked how often the attendees interact with their Area Offices on Aging and if voucher programs are used, for example healthcare providers could be given the vouchers to hand out to patients who need rides. Lisa said the vouchers could be used with the medical providers or even the transit providers. Lisa mentioned a car share program with an app, this way cars could be parked in different areas of the community. There were concerns about the feasibility of such a program considering population density. Jennifer mentioned that an additional vehicle with AWD would be most useful in Montezuma County. Lisa asked how the Area Agency on Aging operates voucher programs. Jarrett said it is unique to every different area. Jennifer mentioned she is aware of voucher programs that are in place at the senior centers. Laura mentioned a voucher system would be well received in her area. Patrick thinks the vouchers would be beneficial for people in the outlying areas where there are service gaps. Sarah asked if the SWCCOG could function as a center point for the voucher program for the area. Jessica thought that may be possible and the idea could be investigated further.

Lisa asked who the typical drivers are and plans for finding new drivers. There was discussion that the majority of drivers are retired and want to work part time. There was discussion about the various challenges related to volunteer drivers including upkeep on vehicles and insurance implications. Jessica mentioned the COG is working to setup a CDL training program as the closest CDL training is in Farmington. Patrick mentioned the CDL training programs are usually short, from 2-4 weeks long, and the license must be renewed every four years.

Lisa asked what some of the most common needs for rides are. There was discussion about NEMT rides for physical therapy, heart specialists, oncology visits, vision care and dental appointments. Kalisha added that pediatric patients have to go to Denver to visit a children's hospital. Patrick mentioned the Intelliride rebates are extremely slow to receive, the consensus was that a voucher system would be quicker in issuing rebates.

Lisa asked if there are any mobile health providers in the region. Kalisha Health is working with a Denver-based mobile dental provider that would set up a station in Pagosa Springs. Lisa asked how many days a week that would be provided. Kalisha said they would have a three-day weekend service on a quarterly basis. Kalisha is also looking to provide a similar service in Silverton, where they do not have dental services.

Lisa asked what types of additional vehicles the attendees are seeking. Patrick mentioned Southwest Rides would like to get two more ADA vans in the next couple of years. Patrick mentioned only Medicaid reimburses in this area, nothing from Medicare. There was discussion about the match required for CDOT capital grants.

Lisa mentioned that the southwest region clearly has unmet needs. Clyde Church mentioned that the most remote areas would be impractical for mobile medical providers as it would still be cheaper to drive the riders to the clinics. Patrick suggested the senior centers are the best hubs for getting people together in a central location for mobile health services.

IV. Reports

Patrick said the Public Utilities Commission cancelled the Medicaid Client Transport permits; the Colorado Department of Health Care Policy & Financing is the new contact. They will be contracting with a private partner after January 1, 2022.

Kalisha mentioned that some ride companies have been asking riders to sign non-compete agreements to prevent them from riding with other providers, she can provide a consumer reporting phone number if anyone has clients that encounter this situation.

V. Adjournment

The meeting was adjourned at 10:29 a.m.