

Transportation Brokerage Advisory Committee

HYBRID MEETING
Thursday, April 16, 2026
11:00am – 12:30pm

IN PERSON AT ALBANY UPSTAIRS CONFERENCE ROOM
1400 Queen Ave SE, Albany OR 97322

or Via Teams by clicking [HERE](#)

Meeting ID: 249 197 831 466 8

Passcode: AA7Za263

Mobile Call-in Number: [+1 872-242-8088](tel:+18722428088)

Phone Conference ID: 194 121 468#

Contact: Emma Martinez-Chavez Sosa, echavez@ocwcog.org

- | | | | |
|-----|-------|--|--------------------------|
| 1. | 11:00 | Call to Order | 2025 Chair, Jesse Oakley |
| 2. | 11:05 | Introductions and Roll Call | All |
| 3. | 11:10 | Chair and Vice Chair Elections | Staff |
| 4. | 11:15 | Public Comments | Chair |
| 5. | 11:20 | October 16, 2025, Meeting Minutes
<i>(Attachment A pg. 03)</i> | Chair |
| | | <i>ACTION: Decision on Minutes</i> | |
| 6. | 11:25 | New Client Growth <i>(Attachment B pg. 07)</i> | Staff |
| | | Attachment to detail new clients for Cascades West Ride Line for the months of January, February, and March. This attachment details the previous quarter's information for 2025 and 2026. | |
| 7. | 11:30 | TNC Update <i>(Attachment C pg. 08)</i> | Staff |
| | | An Informational update on TNC. | |
| 8. | 11:40 | Grievances Analysis <i>(Attachment D pg. 09)</i> | Staff |
| | | Three-month snapshot on grievances, appeals, and denial counts. | |
| 9. | 11:50 | Program Reports <i>(Attachment E pg. 10)</i> | Staff |
| | | Staff will walk through Ride Line Program Reports. | |
| 10. | 12:00 | New Additions to TBAC Membership
<i>(Attachment F1 pg. 18 and Attachment F2 pg. 20)</i> | Staff |
| | | The TBAC will be onboarding 3 new primary member positions, and 3 alternates to those positions, once approved by the OCWCOG Board of Directors. These positions will become effective at the July TBAC meeting, and the new officers will begin presiding at that time. As a reminder, TBAC operates on a fiscal year of July through June. | |

11. 12:20 Other Business: **Staff/All**

- Impact Story Share
- Ride Line Staff Updates
- Member Updates (any committee specific updates from members on their jurisdictions)

12. 12:30 Adjournment **Chair**

The next regularly scheduled TBAC meeting will be on Thursday, July 16th.

Current TBAC Membership for Quorum and Voting Purposes:

Name	Jurisdiction	Voting Member
Cynda Bruce	Lincoln County	Yes
Jesse Oakley	Oakley’s Medical Transport – Ride Line Provider	Yes
Ian Keene	Confederated Tribe of Siletz Indians (CTSI)	Yes
Ashley Bogue Brown	Senior and Disability Services	Yes
Gary Stockhoff	Benton County	Yes
Gaby Esquivel	Samaritan Health Services	Yes
VACANT	Linn County	Yes
Jillian Trinkaus	City of Corvallis	Yes
Ex-Officios	Jurisdiction	Voting Member
Donny Jardine	Medicaid Transformations Program Manager, OHA, Health Services Division	No
Rachael Manely	Operations and Policy Analyst, Medicaid Systems Division	No
Joan Stephane Lofamia	Operations Department, Oregon Health Authority	No

TBAC Bylaws, Article 6 Section B Quorum Requirements: “To conduct official business, a quorum shall exist when one-third of voting members of the Committee are present. If a member of the Committee is unable to participate, that member may designate an alternate to participate in their place. The alternate shall declare their status at the start of the meeting.

Transportation Brokerage Advisory Committee
Thursday, October 16, 2025
11:00am – 12:30pm
HYBRID MEETING
Albany ABC Conference Room
1400 Queen Ave SE, Albany Oregon 97322
or virtually via Microsoft Teams Technologies

Committee Members Present: Jesse Oakley, Ashley Bogue-Brown, Gaby Esquivel

Guests: Paul Egbert (OCWCOG Agency Director), Matt Lehman (OCWCOG Planning Manager); Abbie Davie-Cameron (Quality Medical), Tima O'Malley (Quality Medical), Eric Slyter (Ride Line Scheduler), Savannah (Priority One Medical)

Staff Present: Jesus Jara, Andres Ojeda, Cassandra Atlas, Ashlyn Muzechenko

TOPIC	DISCUSSION	DECISION / CONCLUSION
1. Call to Order and Chair Election	The October Transportation Brokerage Advisory Committee (TBAC) meeting was called to order at 11:00am by the Chair Jesse Oakley.	Meeting called to order at 11:00 am by Chair Jesse Oakley.
2. Introductions and Roll Call	The group conducted introductions of those present to determine quorum and give the new TBAC members a chance to get to know the committee and staff.	Introductions and Roll call were conducted.
3. Public Comments	There were no public comments presented to the TBAC Members and Guests present.	There were no public comments.
4. April 03, 2025, Meeting Minutes (Attachment A) ACTION: Approval of Minutes	TBAC member Ashley Bogue-Brown noted changes to the minutes to correct her name for "Bouge" to "Bogue". These changes will need to be made throughout the minutes. Additionally, Bogue-Brown shared she is not an SSAC/DSAC representative but instead an SDS representative. Ashley Bogue-Brown moved to approve the minutes of the April 03 TBAC meeting with corrections, Jesse Oakley seconded. The motion carried unanimously. Jesse Oakley voted in favor Ashley Bogue-Brown voted in favor.	Ashley Bogue-Brown moved to approve the minutes of the April 03 TBAC meeting with corrections, Jesse Oakley seconded. The

	Gaby Esquivel voted in favor. There were no votes against.	motion carried unanimously.
5. Provider Requested Discussion	<p>Abbie Davie-Cameron, a Ride Line Provider, spoke on the topic of agenda to discuss the following with the TBAC members and Ride Line Staff:</p> <ul style="list-style-type: none"> • Scheduling drop times. • Planning one week in advance and working together to reconcile a solution. • Reconsidering the current meeting frequency for the TBAC committee. • Proposal to consider holding meetings every other month. • Alternative Proposal, if meeting schedule stays the same – reschedule a cancelled meeting to occur sooner, rather than just cancel. <p>Davie-Cameron shared Tima O’Malley’s testimony written about the above topics.</p> <p>Tima O’Malley who called in, noted there isn’t a lack of providers, it is an issue with not utilizing the providers we have correctly.</p> <p>Ride Line Manager Jesus Jara shared a thank you for thoughts and in context will be reviewed with the Ride Line Leadership Team.</p> <p>Cassandra Atlas inquired how many more days would be more ideal for scheduling.</p> <p>Davie-Cameron noted 2-3 days would be more ideal for the Ride Line Providers.</p>	
6. Introduction to TBAC (Attachment B)	<p>Ride Line Staff, Ashlyn Muzechenko shared a TBAC 101 presentation for new members. This presentation also serves as a reminder of roles and expectations for returning members.</p> <p>If members have any questions about the TBAC, or their role please reach out to Ashlyn at amuzechenko@ocwcoq.org.</p>	

<p>7. New Client Growth (Attachment C)</p>	<p>Jara shared Attachment C, New Client Growth, with the TBAC members and guests in attendance.</p> <p>This attachment detailed new clients for Cascades West ride Lien for the months of April, May, June, July, August, and September in both 2024 and 2025.</p> <p>The TBAC members and guests had no further questions about this attachment.</p>	
<p>8. TNC Update (Attachment D)</p>	<p>Jara shared Attachment D, TNC Update, with the TBAC members and guests in attendance.</p> <p>This attachment discussed the status of the TNC Pilot with Cascades West Ride Line.</p> <p>The TBAC members and guests had no further questions about this attachment.</p>	
<p>9. Grievances Analysis (Attachment E)</p>	<p>Jara shared Attachment E, Grievances Analysis, with the TBAC members and guests in attendance.</p> <p>This attachment discussed a six-month snapshot on grievances, appeals, and denial counts.</p> <p>The TBAC members and guests had no further questions about this attachment.</p>	
<p>10. Program Reports (Attachment F)</p> <ul style="list-style-type: none"> • Utilization Report • Trip Medical Reasoning • Quality Assurance Report 	<p>Jara shared Attachment F, Program Reports, with the TBAC members and guests present.</p> <p>This attachment displayed the following reports: Utilization Report since the QRyde Implementation, Trip Medical Reasoning since the QRyde implementation, Quality Assurance Report for call center metrics of the last quarter, Performance reports of the call center, and a ride Line Heat Map covering the state of Oregon.</p> <p>The TBAC members and guests had no further questions on these programmatic reports.</p>	

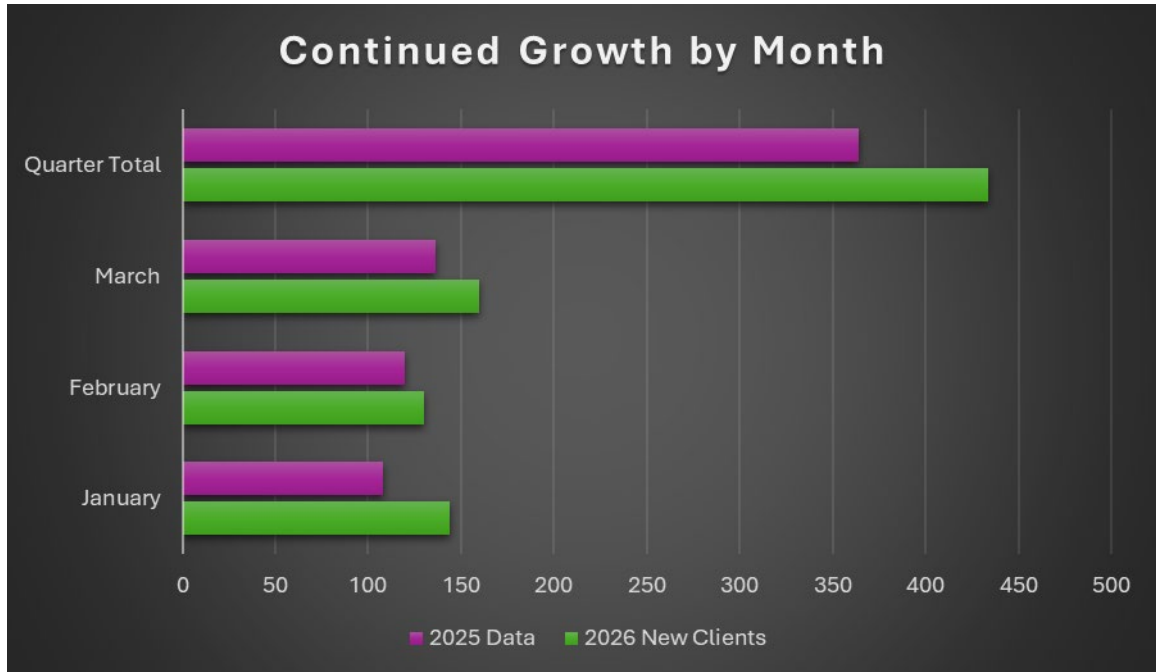
<ul style="list-style-type: none"> • Performance Reports • Ride Line Heat Map 		
<p>11. Other Business</p> <ul style="list-style-type: none"> • Ride Line Staff Updates • Member Updates 	<p>Jara shared Ride Line staffing updates. There have been multiple new hires onboarded into Ride Line. One of those is Jesus Jara the new Brokerage Manager. In addition, there were 3 screeners brought on, along with five new positions posted for internally.</p> <p>Andres Ojeda was recently promoted to Provider Relations Supervisors. Cassandra Atlas is back from leave and has taken on the Customer Service Supervisor.</p> <p>There were no updates from TBAC members provided at this meeting.</p>	
<p>10. Adjournment</p>	<p>The TBAC meeting was adjourned at 11:45pm by Chair Jesse Oakley.</p> <p><i>The next regularly scheduled TBAC meeting will be in 2026. The 2026 meeting schedule will be sent out to members and posted to the TBAC website before the end of this calendar year.</i></p>	<p>Meeting adjourned at 11:45pm by Chair Jesse Oakley.</p>



CASCADES WEST RIDE LINE

Phone 541.967.8551 • Fax 541.967.4651 • www.ocwcog.org
Address 1400 Queen Avenue, Suite 205, Albany, OR 97322

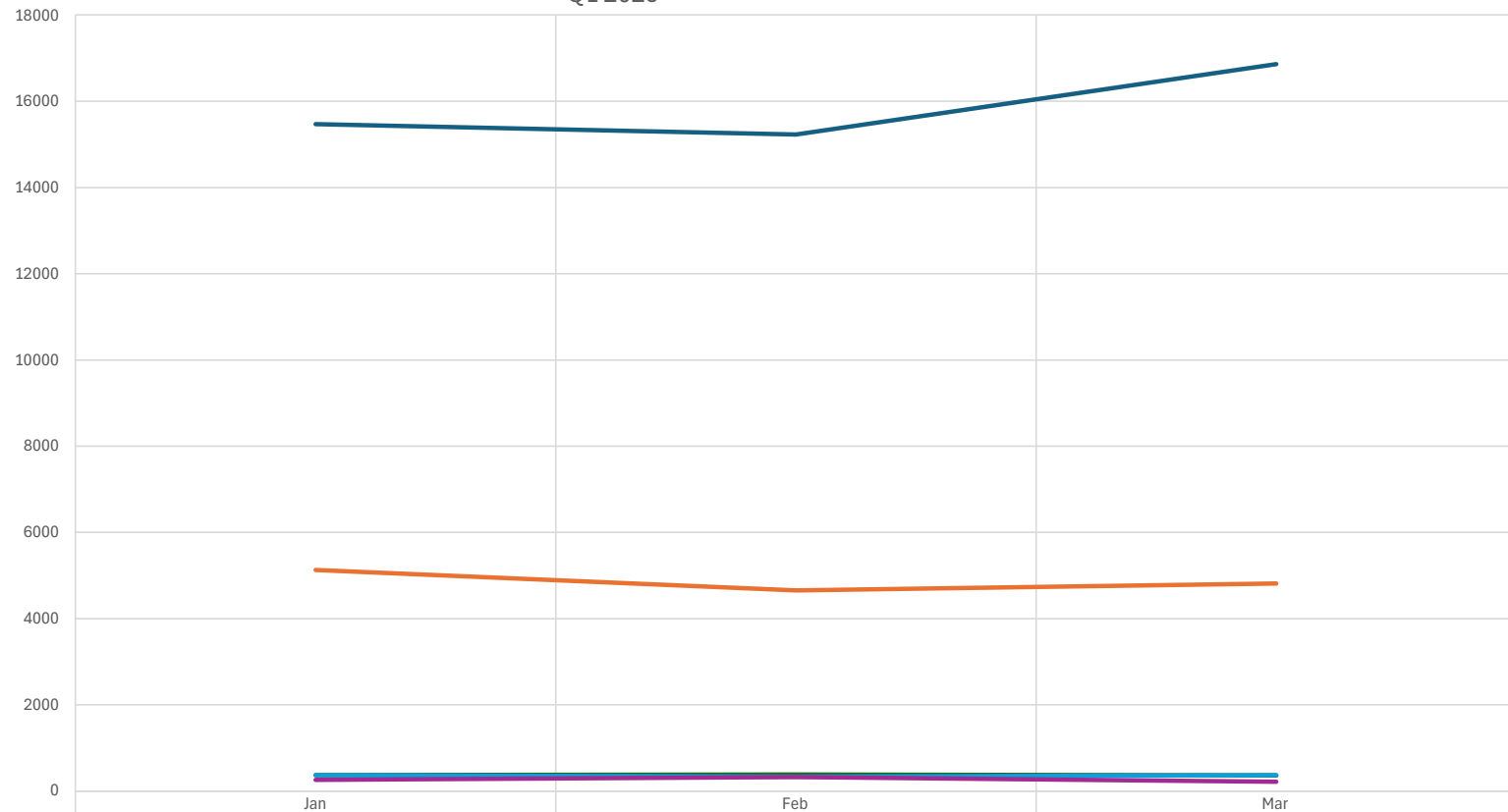
Overview: In the last quarter, we successfully added 434 new clients via our Ride Line call-in system. This represents an increase in new client sign-ups compared to this time last year. Ride Line Continues to do outreach and increase awareness of our program’s services to better serve the communities of our region.



CY2026	January	February	March	Q1 Total
Total Rides Booked	46	92	90	228
Total Rides Completed	38	81	85	204
Cancelled by Rider	3	7	4	14
Cancelled by Driver	4	3	1	8
Ambulatory	37	81	85	203
Percentage of Ambulatory	97%	100%	100%	2.97
Total Fares	\$ 1,765.77	\$ 3,505.77	\$ 3,317.94	\$ 8,589.48
Average Cost per Ride	\$ 46.47	\$ 43.28	\$ 2.63	\$ 92.38

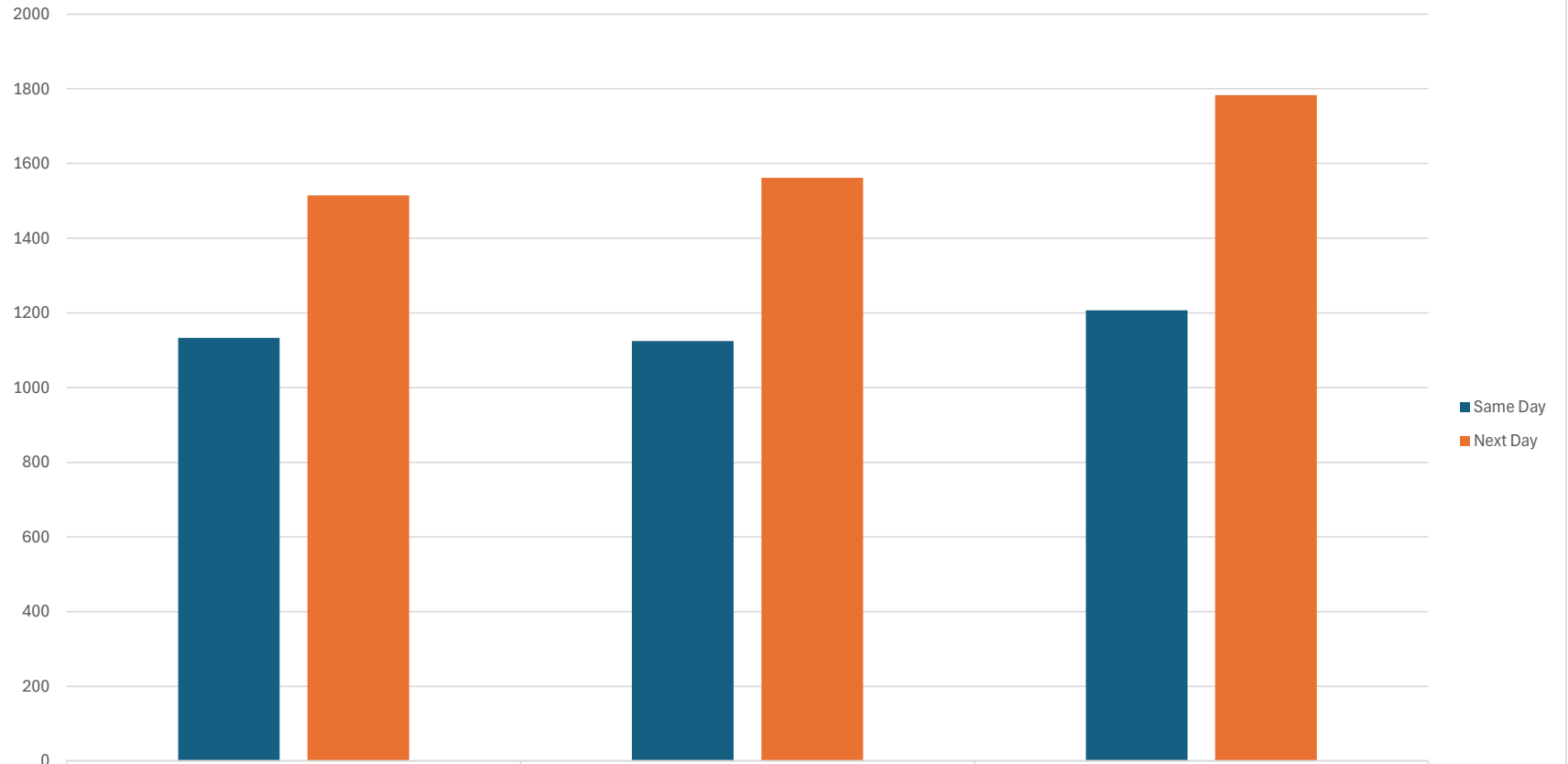
Q1 Total	
Greivances - SAHP	0
Greivances - IHN	61
Denials	292
Appeals	3
Appeals - Overturned	0
Appeals - Upheld	3

Trip Count by Status
Q1 2026



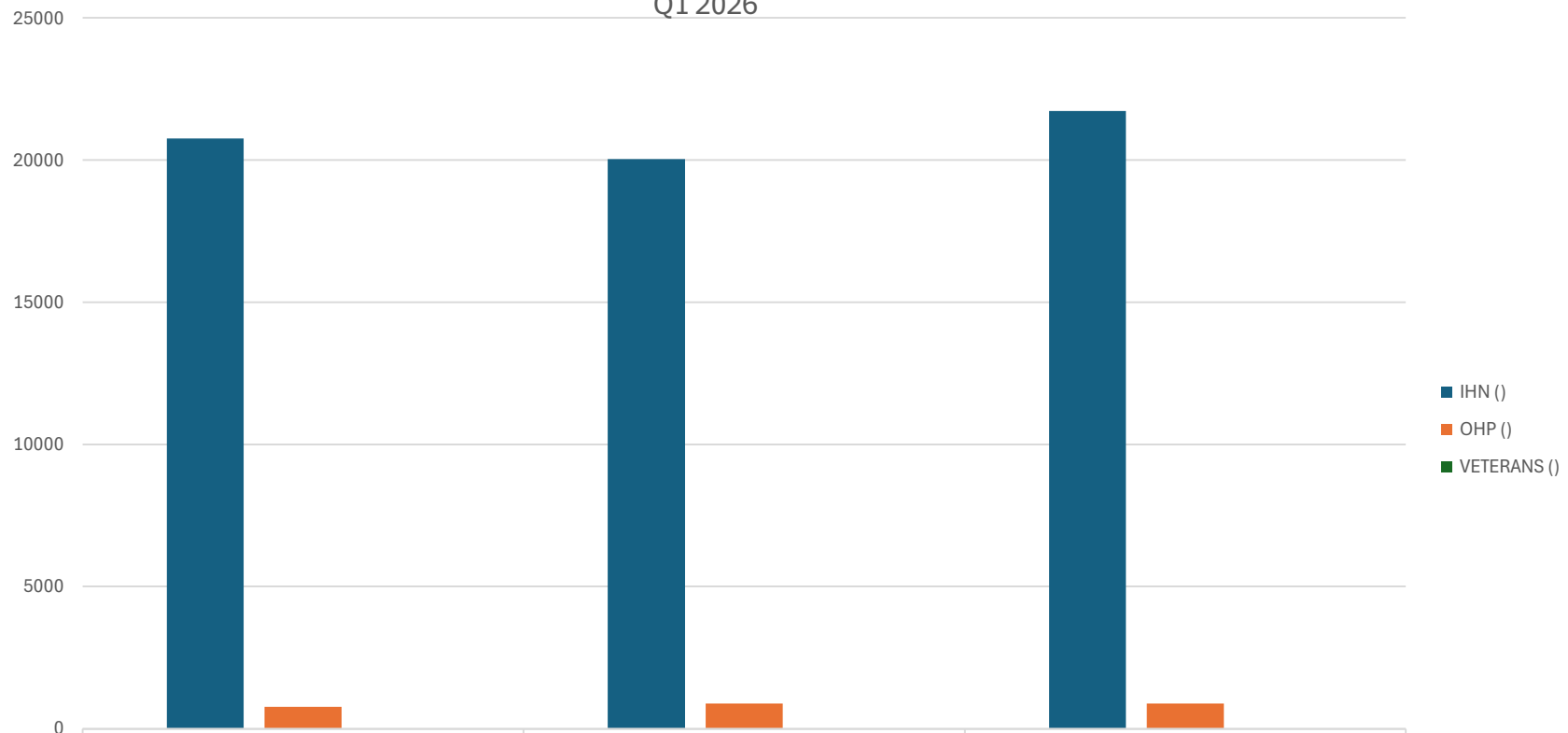
Status	Jan	Feb	Mar
Confirmed	15466	15224	16856
Cancelled	5129	4656	4814
No-Show	372	385	362
Cancel-On-Arrival	368	337	371
Denied	261	325	217

Same & Next Day Requests Q1 2026



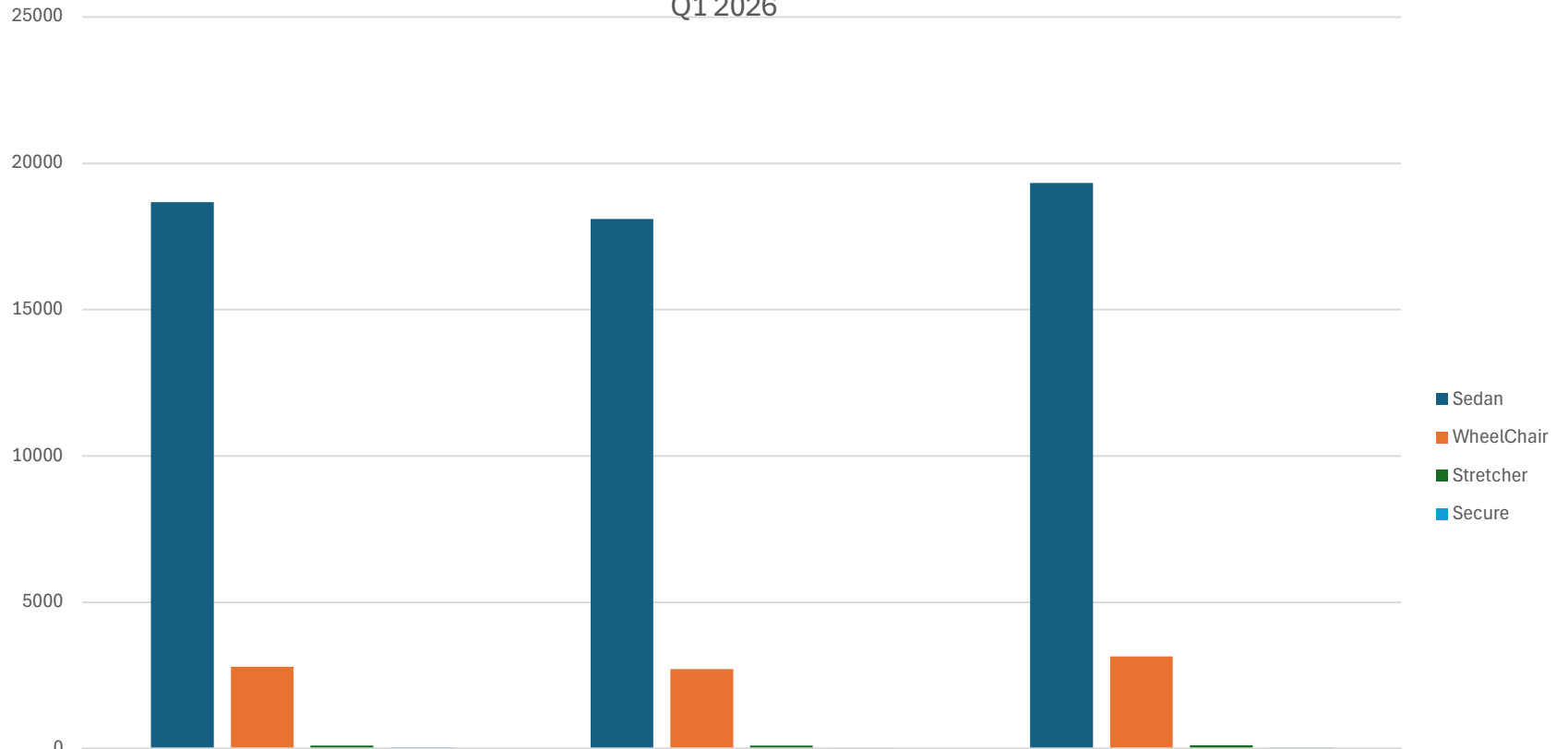
	Jan	Feb	Mar
Same Day	1133	1124	1207
Next Day	1515	1562	1783

Trip Count by Funding Source
Q1 2026



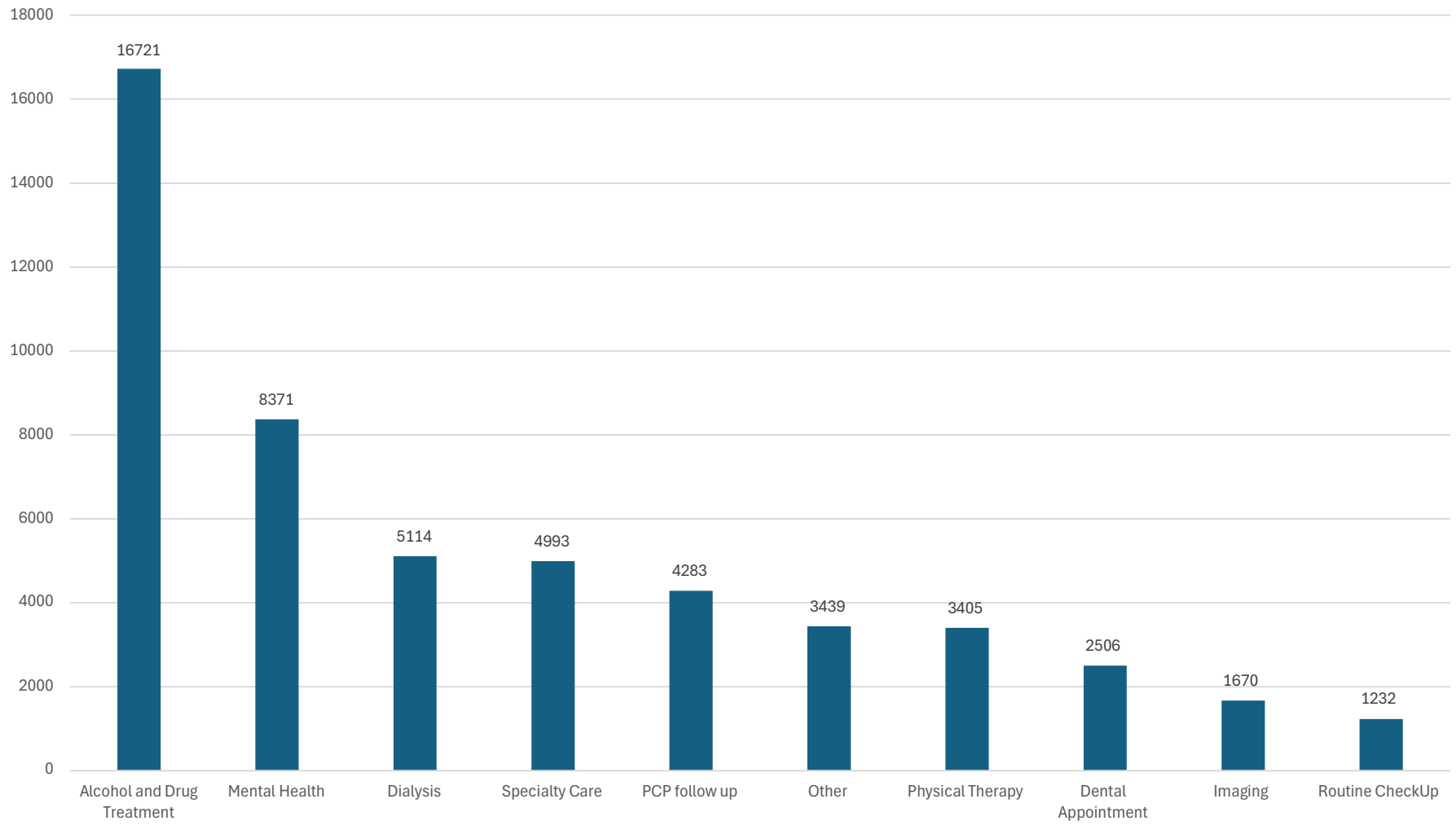
	Jan	Feb	Mar
IHN ()	20762	20032	21721
OHP ()	773	889	886
VETERANS ()	3		

Trip Count by Vehicle Type
Q1 2026

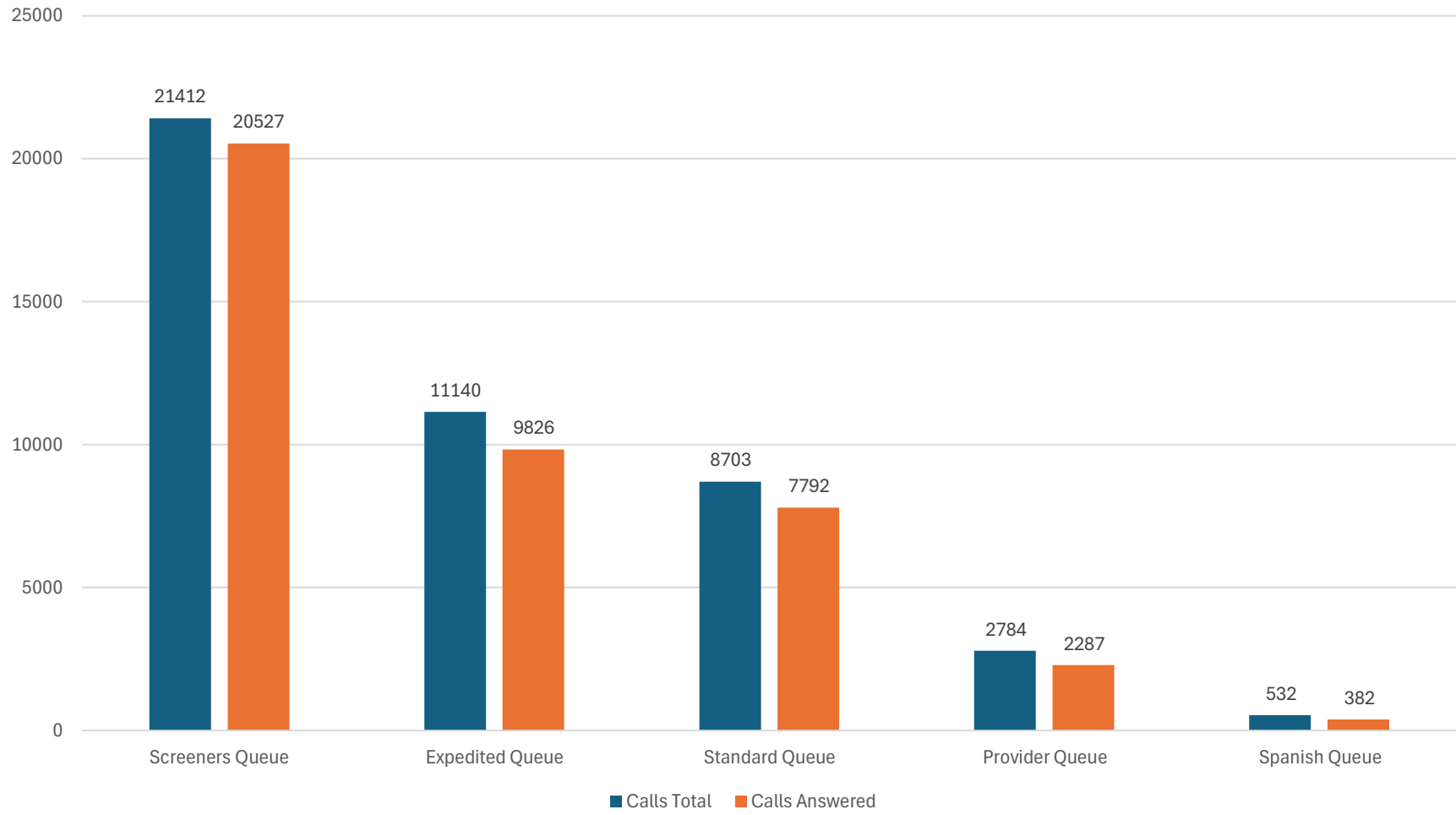


	Jan	Feb	Mar
■ Sedan	18671	18104	19330
■ WheelChair	2795	2710	3146
■ Stretcher	92	91	114
■ Secure	38	22	30

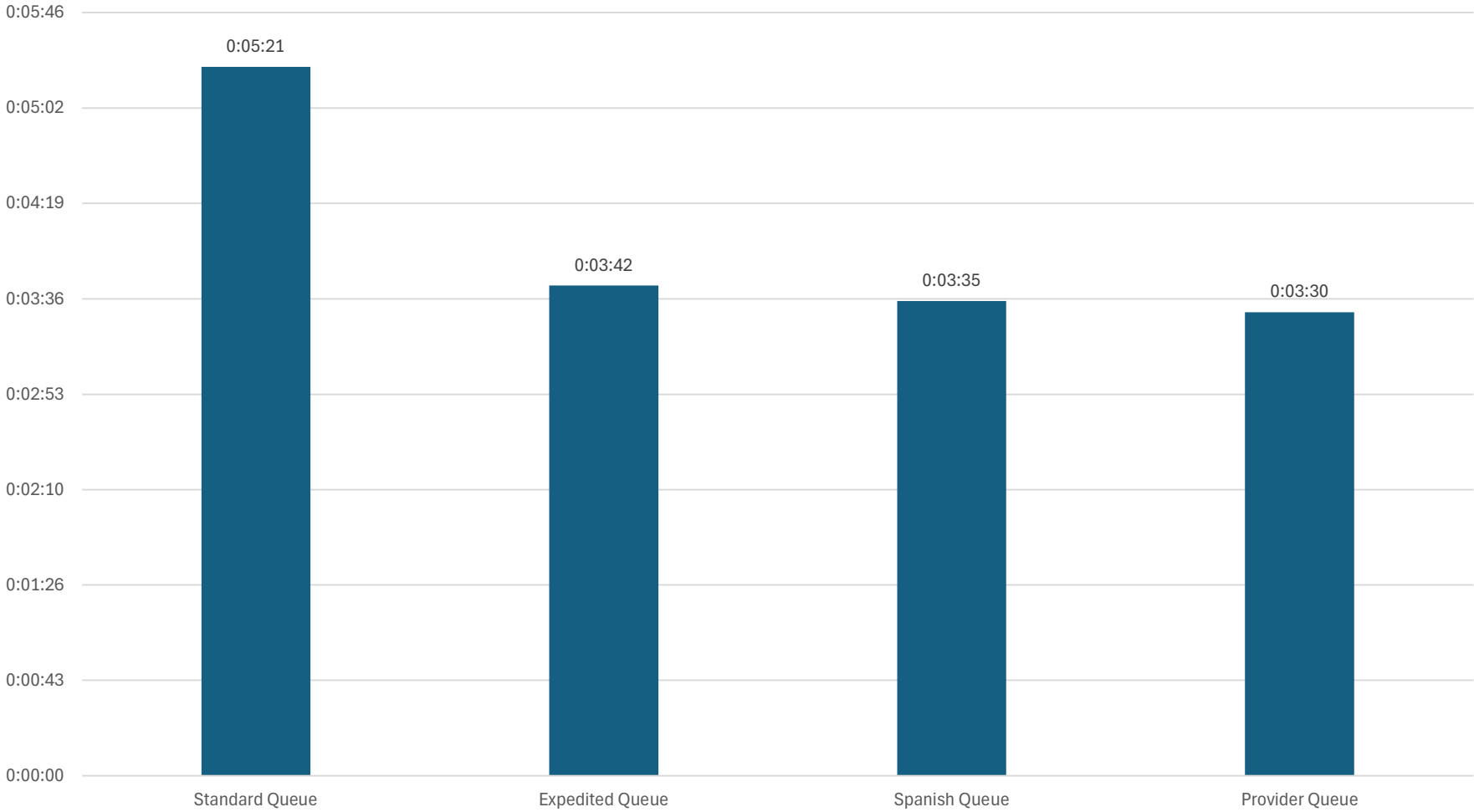
Top 10 Trip Purposes Q1 2026



Total Calls vs Calls Answered Q1 2026



Average Talk Time Q1 2026





MISSION To promote a thriving region through service, connectivity, and innovation.

VISION We are a regional leader and partner providing inclusive services to meet individual and community needs.

April 16, 2026

MEMORANDUM

TO: OCWCOG Board of Directors

FROM: Emma Sosa, Ride Line Brokerage Manager (*Interim*)

RE: Transportation Brokerage Advisory Committee (TBAC) Membership

The Transportation Brokerage Advisory Committee (TBAC) was established by the Oregon Cascades West Council of Governments (OCWCOG) to advise the OCWCOG Board and staff on matters relating to the ongoing operation of the transportation brokerage serving Linn, Benton, and Lincoln Counties, and on other means of improving transportation in the region.

The Committee provides a forum for the discussion, understanding, and recommendations of Non-Emergent Medical Transportation (NEMT) services, and other transportation services to best meet the needs of residents, transportation providers, medical providers, human services providers, the Oregon Health Authority (OHA), Inter-Community Health Network Coordinated Care Organization (IHN-CCO), and other community stakeholders.

TBAC Staff recommends appointments of the following individuals to the Transportation Brokerage Advisory Committee with a term expiring **June 30, 2027**:

- ◆ **Ashley Bogue Brown**, Program Supervisor, Senior and Disability Services, OCWCOG.
- ◆ **Gaby Esquivel**, Maternity Care Coordinator, Sam Health Maternity.
- ◆ **Jillian Trinkaus**, Special Transportation Coordinator, City of Corvallis.
- ◆ **Ron Oliver**, Manager, Companion Medical Transport
- ◆ **Ihab Obeidi**, Operator, Portland Medical Transport (*Alternate to Ron Oliver*)
- ◆ **Kelli Thompson**, Operator, Easy Ride Medical Transport

Staff recommends appointment of the following individuals to the Transportation Brokerage Advisory Committee with a term expiring **June 30, 2028**:

- ◆ **Ian Keene**, Planning Director, Confederated Tribe of Siletz Indians.
- ◆ **Cynda Bruce**, STF Coordinator, Lincoln County Transit District
- ◆ **Savannah McIntire**, Staff, Priority One Medical Transport
- ◆ **Jesse Oakley**, Operator, Oakley's Medical Transport (*Alternate to Savannah McIntire*)
- ◆ **Jay Mayernik**, Manager, Deluxe/Direct Medical Transport (*Alternate to Kelli Thompson*)
- ◆ **Maya Oneal**, Transportation Coordinator, Benton County

Albany Office & Administration

1400 Queen Avenue, Suite 201
Albany, OR 97322

Phone 541.967.8630

Corvallis Office

1121 NW 9th Street
Corvallis, OR 97330

Fax 541.967.6123

Toledo Office

203 North Main Street
Toledo, OR 97391

www.ocwcog.org

Lastly, staff recommends appointment of the following individuals to serve as Ex-Officio Members of the Transportation Brokerage Advisory Committee with no expiring term.

- ♦ **Donny Jardine**, Medicaid Transformations Program Manager, Health Services Division
- ♦ **Rachael Manley**, Operations and Policy Analyst, Medicaid System Division
- ♦ **Joan Stephanie Lofamia**, Operations, Oregon Health Authority

TBAC Membership

Attachment F2

Term	Name	Jurisdiction	Email address	Phone	NOTES
2027	Ron Oliver	Manager, Compansion Medical Transport,	ron@companiontransport.com		<i>Serving Benton County Seat</i>
2027	Ihab Obeidi	Operator, Portland Medical Transport	habioo@gmail.com		<i>Alternate for Ron, Serving Benton County seat</i>
2027	Kelli Thompson	Operator, Easy Ride Medical Transport	easyride97365@msn.com		<i>Serving Lincoln County Seat</i>
2027	Ashley Bouge Brown	Program Supervisor, Senior and Disability Services (SDS)	abogue@ocwcog.org	541 812 6004	
2027	Gaby Esquivel	Maternity Care Coordinator, Samaritan Health Services	gabrielae@samhealth.org	541-451-7872	
2027	Jillian Trinkaus	City of Corvallis	Jillian.Trinkaus@corvallisoregon.gov	541-754-1759	
2028	Savannah McIntire	Staff, Priority One Medical Transport	smcintire@priorityonemedtrans.com		<i>Serving Linn County Seat</i>
2028	Jesse Oakley	Operator, Oakley's Medical Transport	jesseoakley80@yahoo.com	541-401-7035	<i>Alternate for Savannah, serving Linn County se:</i>
2028	Jay Mayernik	Manager, Deluxe/Direct Medical Transport	jay@directmedicaltrans.com		<i>Alternate for Kelli, serving Lincoln County Seat</i>
2028	Maya Oneal	Transportation Coordinator, Benton County	maya.oneal@bentoncountyor.gov	5417666285	<i>Took over for Gary stockhoff in April 2026</i>
2028	Cynda Bruce	Special Transportation Program Coordinator, Lincoln County Transit District	cbruce@co.lincoln.or.us	541-574-1292	
2028	Ian Keene	Planning Director, Confederated Tribes of the Siletz Indian (CTSI)	iank@ctsi.nsn.us	5414448323	<i>(Nathan Metcalf serves as Alternate)</i>
Ex-Officios	Jurisdiction	Email address	Phone	NOTES	
PERM	Rachael Manley	Operations and Policy Analyst, Medicaid Systems Division	Rachael.Manley@oha.oregon.gov	503.510.4734	
PERM	Donny Jardine	Medicaid Trainsformations Program Mangaer, OHA, Health Services Division	DONALD.JARDINE@dhsaha.state.or.us	503-422-5102	
PERM	Joan Stephanie Lofamia	Operations Department, Oregon Health Authority	joan-stephanie.t.lofamia@oha.oregon.gov		

***5 members needed for quorum**