

Transportation Brokerage Advisory Committee

HYBRID MEETING
Thursday, July 16, 2026
11:00am – 12:45pm

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 Sosa, echavez@ocwcog.org

- | | | | |
|----|-------|---|-------------------------------------|
| 1. | 11:00 | Call to Order | 2025 Chair,
Jesse Oakley |
| 2. | 11:05 | Introductions and Roll Call
Welcome new TBAC Members! | 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. 04)</i>

ACTION: Decision on Minutes | Chair |
| 6. | 11:25 | Presentation on Process for member loss of Coverage and Resources provided | Cassandra Atlas |
| 7. | 11:30 | SHIBA Presentation (Attachment C pg. 08)
Taylor needs 15min for this presentation. And will have slides to attach | Taylor Thorn |
| 8. | 11:45 | TBAC 101 Presentation (Attachment D pg.16)
Welcome to new members and an overview of the Transportation Advisory Committee and its expectations for members. | Ashlyn
Muzechenko |
| 9. | 12:00 | Call Center Reports (Attachment E pg. 27)

<ul style="list-style-type: none"> • New Client Growth • Grievance Analysis • Grievance, Appeals, and Denials • Top 10 Trip Purposes • Total Calls vs Answered Calls • Abandoned Calls • Average Talk Time • Queue Call Backs | Cassandra Atlas |

- | | | | |
|-----|-------|--|------------------------|
| 10. | 12:15 | Transportation Reports (Attachment F pg. 31) <ul style="list-style-type: none"> • TNC Update • Total Rides Booked • Total Rides Completed • Cancelled by Rider • Cancelled by Driver • Total Fares • Average Cost per Ride • Percentage of Same and next day trips • Trip Count by Status • Trip Count by Funding Source • Trip Count by Vehicle Count • Pick-Up Location by County (Heat Map) • After-Hours Report • Top 10 Facilities • Average distance driven per pick up county | Andres Ojeda |
| 11. | 12:30 | Phone Tree Presentation (Attachment G pg. 38)
Presentation on the Ride Line Call center phone tree. | Cassandra Atlas |
| 12. | 12:35 | Other Business: <ul style="list-style-type: none"> • Impact Story Share • Ride Line Staff Updates • Member Updates (any committee specific updates form members on their jurisdictions) | All |
| 13. | 12:45 | Adjournment
The next regularly scheduled TBAC meeting will be on Thursday, October 15, 2026. | Chair |

Name	Jurisdiction	Voting Member
Ron Oliver	Benton County	Yes
Ihab Obeidi	Benton County	Alternate
Kelli Thompson	Lincoln County	Yes
Ashley Bouge Brown	Senior and Disability Services (SDS)	Yes
Gaby Esquivel	Samaritan Health Services	Yes
Jillian Trinkaus	City of Corvallis	Yes
Savannah McIntrie	Linn County	Yes
Jesse Oakley	Linn County	Alternate
Jay Mayernik	Lincoln County	Alternate
Maya O'Neal	Benton County	Yes
Cynda Bruce	Lincoln County	Yes
Ian Keene	Confederated Tribes of the Siletz Indian (CTSI)	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	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: • 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. Davie-Cameron shared Tima O'Malley's testimony written about the above topics. 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. Ride Line Manager Jesus Jara shared a thank you for thoughts and in context will be reviewed with the Ride Line Leadership Team. Cassandra Atlas inquired how many more days would be more ideal for scheduling. Davie-Cameron noted 2-3 days would be more ideal for the Ride Line Providers.	
6. Introduction to TBAC (Attachment B)	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. If members have any questions about the TBAC, or their role please reach out to Ashlyn at amuzechenko@ocwcog.org.	

7. New Client Growth (Attachment C)	Jara shared Attachment C, New Client Growth, with the TBAC members and guests in attendance. 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. The TBAC members and guests had no further questions about this attachment.	
8. TNC Update (Attachment D)	Jara shared Attachment D, TNC Update, with the TBAC members and guests in attendance. This attachment discussed the status of the TNC Pilot with Cascades West Ride Line. The TBAC members and guests had no further questions about this attachment.	
9. Grievances Analysis (Attachment E)	Jara shared Attachment E, Grievances Analysis, with the TBAC members and guests in attendance. This attachment discussed a six-month snapshot on grievances, appeals, and denial counts. The TBAC members and guests had no further questions about this attachment.	
10. Program Reports (Attachment F) • Utilization Report • Trip Medical Reasoning • Quality Assurance Report	Jara shared Attachment F, Program Reports, with the TBAC members and guests present. 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. The TBAC members and guests had no further questions on these programmatic reports.	

• Performance Reports • Ride Line Heat Map		
11. Other Business • Ride Line Staff Updates • Member Updates	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. Andres Ojeda was recently promoted to Provider Relations Supervisors. Cassandra Atlas is back from leave and has taken on the Customer Service Supervisor. There were no updates from TBAC members provided at this meeting.	
10. Adjournment	The TBAC meeting was adjourned at 11:45pm by Chair Jesse Oakley. <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>	Meeting adjourned at 11:45pm by Chair Jesse Oakley.



SHIBA

Senior Health Insurance Benefits Assistance

What is SHIBA?

Senior Health Insurance Benefits Assistance

- SHIBA provides free, unbiased and confidential help to all Oregon residents with Medicare choices.
- Locally, the Linn, Benton, and Lincoln County SHIBA program is sponsored by Cascades West.
- Nationally, the program is known as SHIP (State Health Insurance Assistance Program).
 - There are SHIP programs in all 50 states, as well as Puerto Rico, Guam, the District of Columbia, and the U.S. Virgin Islands.
 - Programs are federally funded by the Administration for Community Living, U.S. Department of Health and Human Services.

What do we do?

- All our counselors are volunteers!
 - Before they are certified, they go through rigorous training: online modules, new volunteer training webinars, a background check, and 10+ hours of shadowing.
 - Yearly, they must earn 12 hours of recertification credits to remain certified.
- Counselors offer 1 on 1 appointments, teach group classes, answer phone inquiries, create worksheets/info sheets, and attend community events.
- Counselors can help Medicare beneficiaries, soon to be beneficiaries, caregivers/family members of beneficiaries, and individuals who work with beneficiaries understand the complex Medicare system – such as navigating timelines, options, costs, etc.

Our volunteer counselors are trained to give you the latest Medicare coverage information.



We educate beneficiaries about their options and help to compare insurance plans.



We tell beneficiaries about programs that might save them money.



We are unbiased – we do not sell anything or tell someone what to sign up for.

When should you reach out to SHIBA?

Turning 65 or on disability for 24 months!

- Individuals are eligible for Medicare when they turn 65 or have been on Social Security Disability for 24 months.

Retiring!

- Whether retiring at 65 or later, individuals will want to understand their Medicare insurance options before they lose their employer health plan.

Anytime you have Medicare questions!

- We can help with all types of Medicare related questions!
 - *Medicare costs are too expensive? Received a bill you don't understand? Have an employer retirement insurance option and want to compare it to Medicare? How do you find a doctor in network? Got a new Rx that isn't covered? And more!*

**We recommend
individuals reach
out at least once a
year!**

Our busiest season is Medicare Annual
Enrollment (October 15 – December 7th)

Plans change

Coverage changes

Costs change

Your needs change

**SHIBA
counselors
can help with
finding
resources to
save money
on Medicare
costs!**

Programs are available for people with lower income and assets.

SHIBA can help you apply!

Thank you!

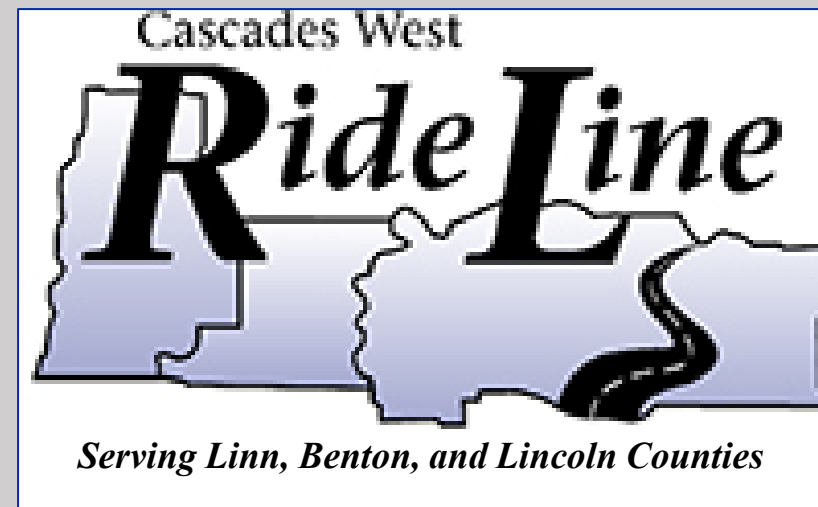
To schedule a SHIBA appointment or attend a class:

- Linn/Benton – 541-812-0849
- Lincoln – 541-574-2684
- aseniors@ocwcog.org

Questions for me?

- SHIBA Coordinator, Taylor Thorn, 541-812-0849, tthorn@ocwcog.org

Overview of the Transportation Brokerage Advisory Committee



Travis Overvig
Administrative Assistant

Ashlyn Muzechenko
Reporting Coordinator

Emma Sosa
Ride Line Manager

Andres Ojeda
Ride Line Supervisor

Cassandra Atlas
Ride Line Supervisor

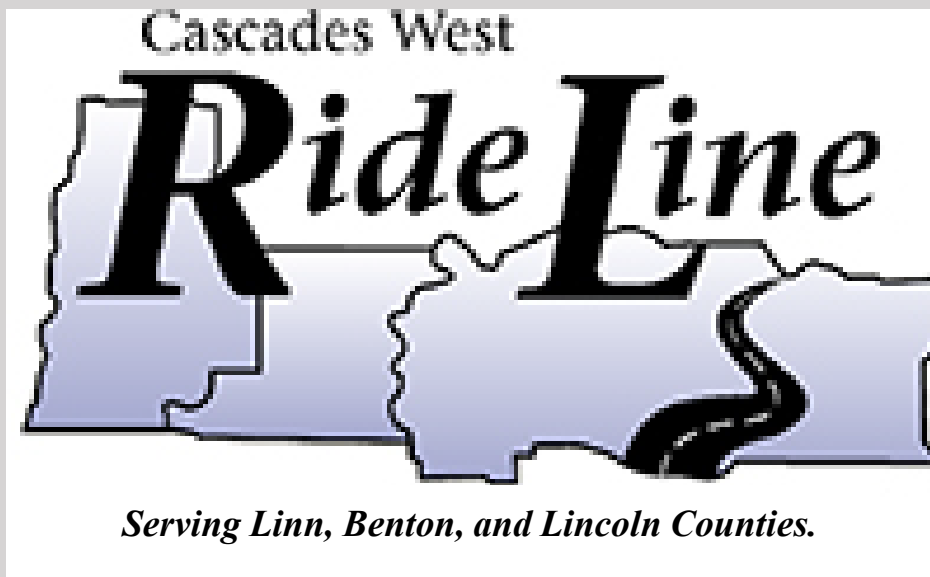
Part One: About the TBAC

- What is the Transportation Brokerage Advisory Committee(TBAC)?
- Who are our Members?
- What is our Jurisdiction?
- Who are the staff?

Part Two: Member Roles and Responsibilities

- Member Roles/Responsibilities
- Upcoming Meetings to save the dates for

Part One: About The Transportation Brokerage Advisory Committee (TBAC)



What is the Transportation Brokerage Advisory Committee?

The Transportation Brokerage Advisory Committee (TBAC) is established by the Oregon Cascades West Council of Governments (OCWCOG) to advise OCWCOG staff and Board on matters relating to development and ongoing operation of *Cascades West Ride Line*, the transportation brokerage serving Linn, Benton, and Lincoln Counties and on other means of improving transportation for seniors and persons with disabilities.

TBAC Website: [Cascades West Ride Line | Oregon Cascades West Council of Governments](https://orcw.gov/transportation/cascades-west-ride-line/#tbac)
(<https://orcw.gov/transportation/cascades-west-ride-line/#tbac>)



The TBAC meets quarterly and convenes to review information provided by staff and to review the operations of the Ride Line Brokerage. Ride Line itself has grown to 28 staff who coordinate transportation services and mileage reimbursement for eligible Oregon Health Plan (OHP) and Medicaid clients traveling to and from covered non-emergency medical services. The primary service coverage area includes Linn, Benton and Lincoln counties.

Transportation is arranged through locally contracted transportation providers. Rides are limited by the availability of providers, so it is important to schedule rides in advance.

Who are our members?

Article 2 Membership
A. The voting membership of the Committee shall not exceed seventeen (17) and shall consist of a mix of the following representatives from Linn, Benton and Lincoln Counties.
a. The Special Transportation Coordinators for Linn, Benton and Lincoln Counties.
b. Representatives of the Inter-Community Health Network Coordinated Care Organization (IHN-CCO).
c. Community representatives (including but not limited to Seniors People with disabilities, representatives of Children, Adults and Families) People with low income and representatives of people with low income.
d. Public transportation providers, public transportation coordinators, and users of public transportation.
e. People who use brokerage transportation services, representatives of people who use brokerage transportation services and providers of brokerage transportation services.
f. Representatives of organizations providing health services.
g. Representatives of organizations providing human services.
h. Representatives of residential care facilities.
i. Members of the Oregon Cascades West Senior Services Advisory Council.
j. Members of the Oregon Cascades West Disability Services Advisory Council.
k. Members of City Councils, Tribal Councils, and County Boards of Commissioners.

Article 2 Membership Section B.

The COG Board may also appoint Ex-Officio, non-voting members such as representatives of the Oregon Department of Human Services, the Oregon Health Authority and the Oregon Department of Transportation whose involvement, advice and expertise will enhance the ability of the Committee to fulfill its responsibilities.

ARTICLE 3 TERM OF OFFICE
A. Committee members shall be appointed by the COG Board to serve a term of two (2) years, effective July 1 through June 30 with overlapping terms (e.g. the terms of one half of the members will end on June 30, 2018, and the terms of one half of the members will end on June 30, 2019). Under the provisions of these revised bylaws, in order to maintain overlapping terms, the Board may decide to initially appoint members to one-, two-, or three-year terms ending on June 30.
B. The COG Board may appoint an Alternate for a specific person appointed to the Committee. Alternates will be invited to participate in all meetings but will not hold voting privileges unless the appointed (regular) member is absent from the meeting.
C. If a vacancy occurs the COG Board may appoint a person to the remainder of the unexpired term.
D. In the event that a member has three (3) unexcused absences within a twelve (12) month period, the Committee will review the circumstances and make a recommendation to the COG Board on whether the member’s position shall be considered vacated.

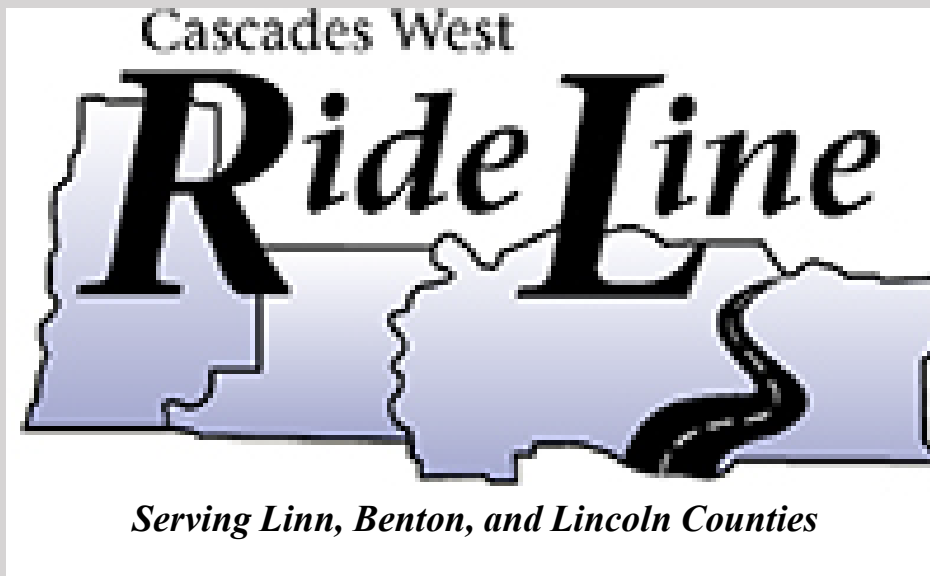
Term	Name	Jurisdiction
2027 Primary	Ron Oliver	Manager, Compansion Medical Transport,
2027 Alternate	Ihab Obeidi	Operator, Portland Medical Transport
2027 Primary	Kelli Thompson	Operator, Easy Ride Medical Transport
2027 Primary	Ashley Bouge Brown	Program Supervisor, Senior and Disability Services (SDS)
2027 Primary	Gaby Esquivel	Maternity Care Coordinator, Samaritan Health Services
2027 Primary	Jillian Trinkaus	Special Transportation Coordinator, City of Corvallis
2028 Primary	Savannah McIntire	Staff, Priority One Medical Transport
2028 Alternate	Jesse Oakley	Operator, Oakley's Medical Transport
2028 Alternate	Jay Mayernik	Manager, Deluxe/Direct Medical Transport
2028 Primary	Maya O'Neal	Transportation Coordinator, Benton County
2028 Primary	Cynda Bruce	Special Transportation Program Coordinator, Lincoln County Transit District
2028 Primary	Ian Keene	Planning Director, Confederated Tribes of the Siletz Indian (CTSI)
	Ex-Officios	Jurisdiction
PERM	Rachael Manley	Operations and Policy Analyst, Medicaid Systems Division
PERM	Donny Jardine	Medicaid Trainsformations Program Mangaer, OHA, Health Services Division
PERM	Joan Stephanie Lofamia	Operations Department, Oregon Health Authority
		*5 members needed for quorum

What is our Jurisdiction?

The TBAC's jurisdiction follows the jurisdiction of Oregon Cascades West Council of Governments (OCWCOG) which includes Linn, Benton, and Lincoln counties.



Part Two: Member Roles and Responsibilities



TBAC Member Roles and Responsibilities:

- TBAC members are responsible for attending the assigned meetings sent out at the beginning of the calendar year. If you are unable attend, please do assign an alternate to attend for you. If no one is able to attend in your place, please let staff know you are unable to make the meeting. Note: There are alternates in place for some of the positions for TBAC, if you are a primary member and unable to attend, please coordinate with the assigned alternate and let them know you will be unable to attend and will need them to fill in for you.
- Members are responsible for providing TBAC Staff with transition contacts when preparing to leave the TBAC, or when the TBAC membership is assigned to a new member at the same jurisdiction.
- Members are responsible for notifying TBAC staff of personnel or contact information changes.
- Members are responsible for reviewing the TBAC Meeting Agenda Packet and providing updates or recommendations to staff when requested.
- Members also can provide regionally specific jurisdictional updates during the other business part of the TBAC meeting if they so choose in order to share updates around the region on non-emergent medial transportation.

TBAC Member Roles and Responsibilities:

Please hold the following dates of this calendar year on your schedule for TBAC Meetings. If you are missing the calendar invite holds – please reach out to Travis (Tovervig@ocwcog.org) to confirm you email and get you added to the TBAC membership email list.

A new list of meeting holds will be sent out in December 2026 with dates to hold for the 2027 Calendar year.

Transportation Brokerage Advisory Committee (TBAC)

2026 Meeting Schedule

Microsoft Teams Meeting:

[Join the meeting now](#)

Meeting ID: 262 773 668 243

Passcode: EzNPET

Dial in by phone

[+1 872-242-8088,,177950503#](#)

Phone conference ID: 177 950 503#

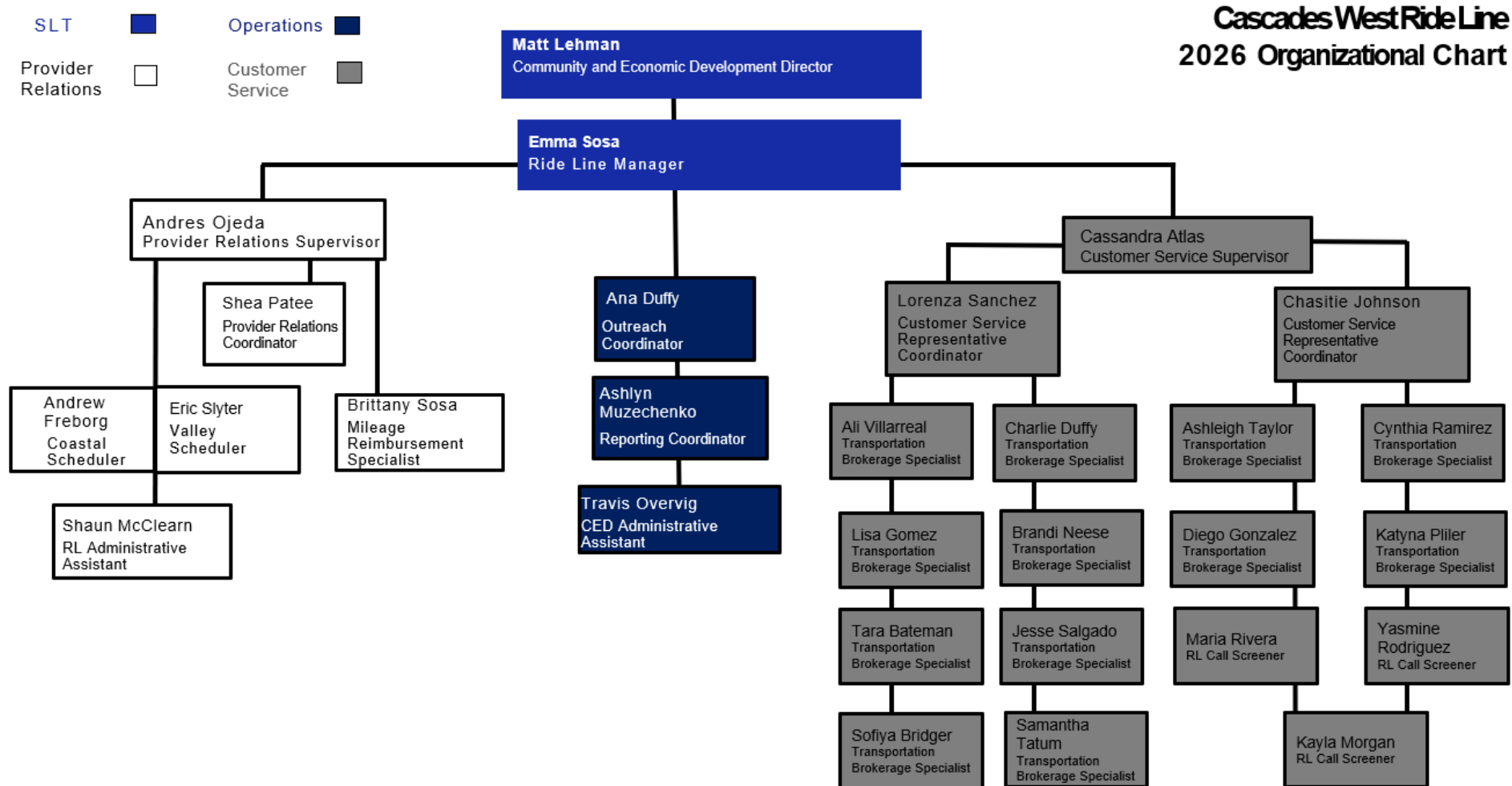
Third Thursday of every 3 Months 11:00 am – 12:30 pm
January 15 – Albany Upstairs Conference Room
April 16 – Albany Conference Room
July 16 – Albany Conference Room
October 15 – Albany Upstairs Conference Room

Transportation Brokerage Advisory Committee (TBAC)

2027 Meeting Schedule (DRAFT)

Third Thursday of every 3 Months 11:00 am – 12:30 pm
January 21 – Location TBD
April 15 – Location TBD
July 15 – Location TBD
October 21 – Location TBD

Ride Line Organizational Chart



Staff Contact Information:

Emma Sosa

Ride Line Manager

esosa@ocwcog.org

Andres Ojeda

Ride Line Program Supervisor

aojeda@ocwcog.org

Cassandra Atlas

Ride Line Program Supervisor

catlas@ocwcog.org

Ashlyn Muzechenko

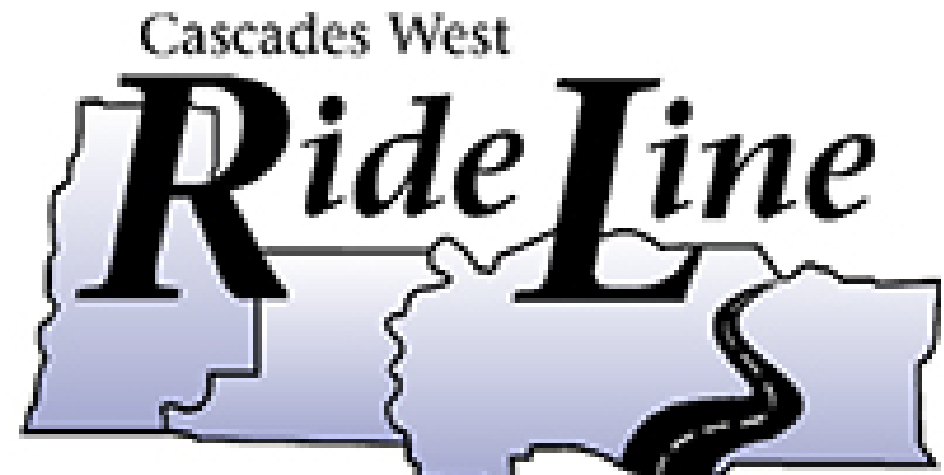
Reporting Coordinator

amuzechenko@ocwcog.org

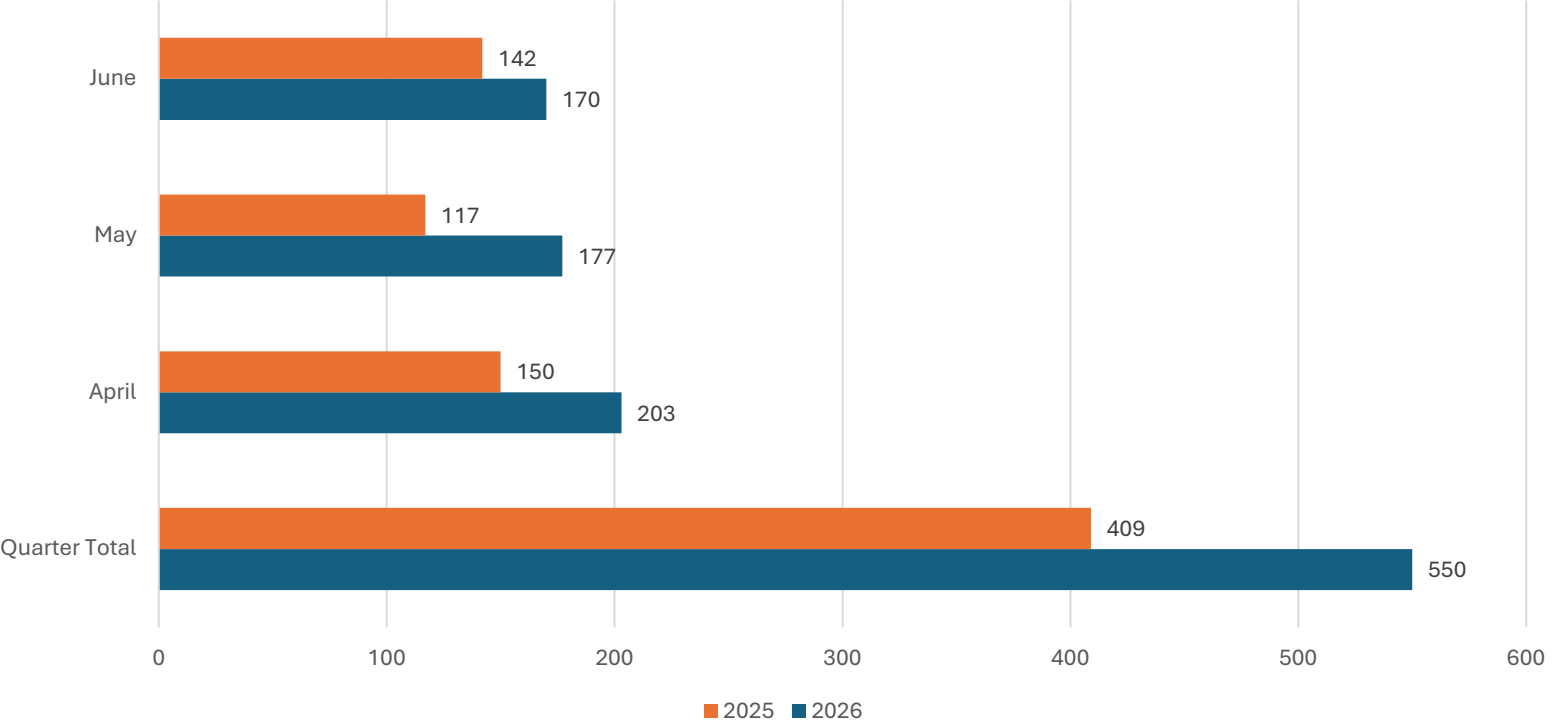
Travis Overvig

Administrative Assistant

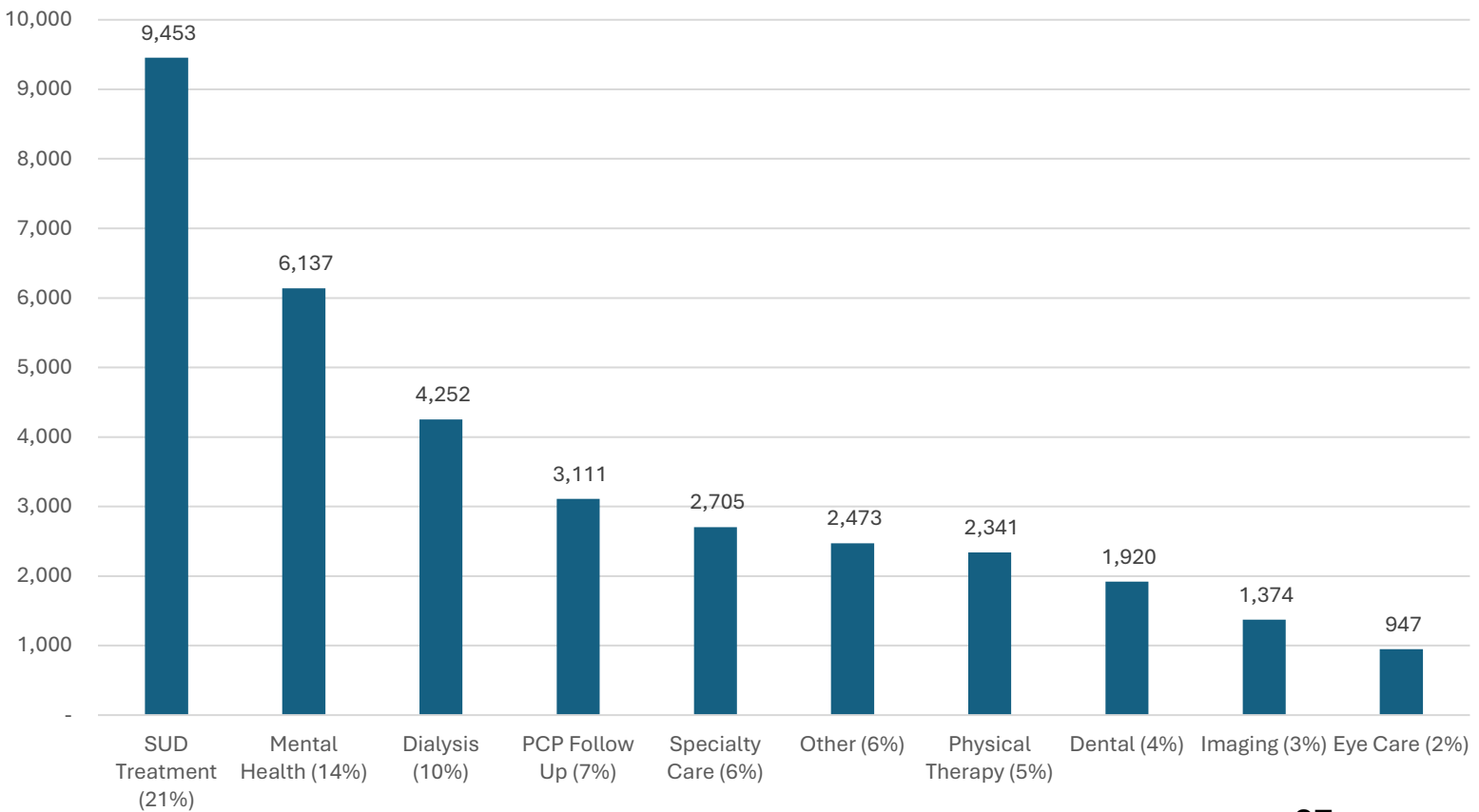
tovervig@ocwcog.org



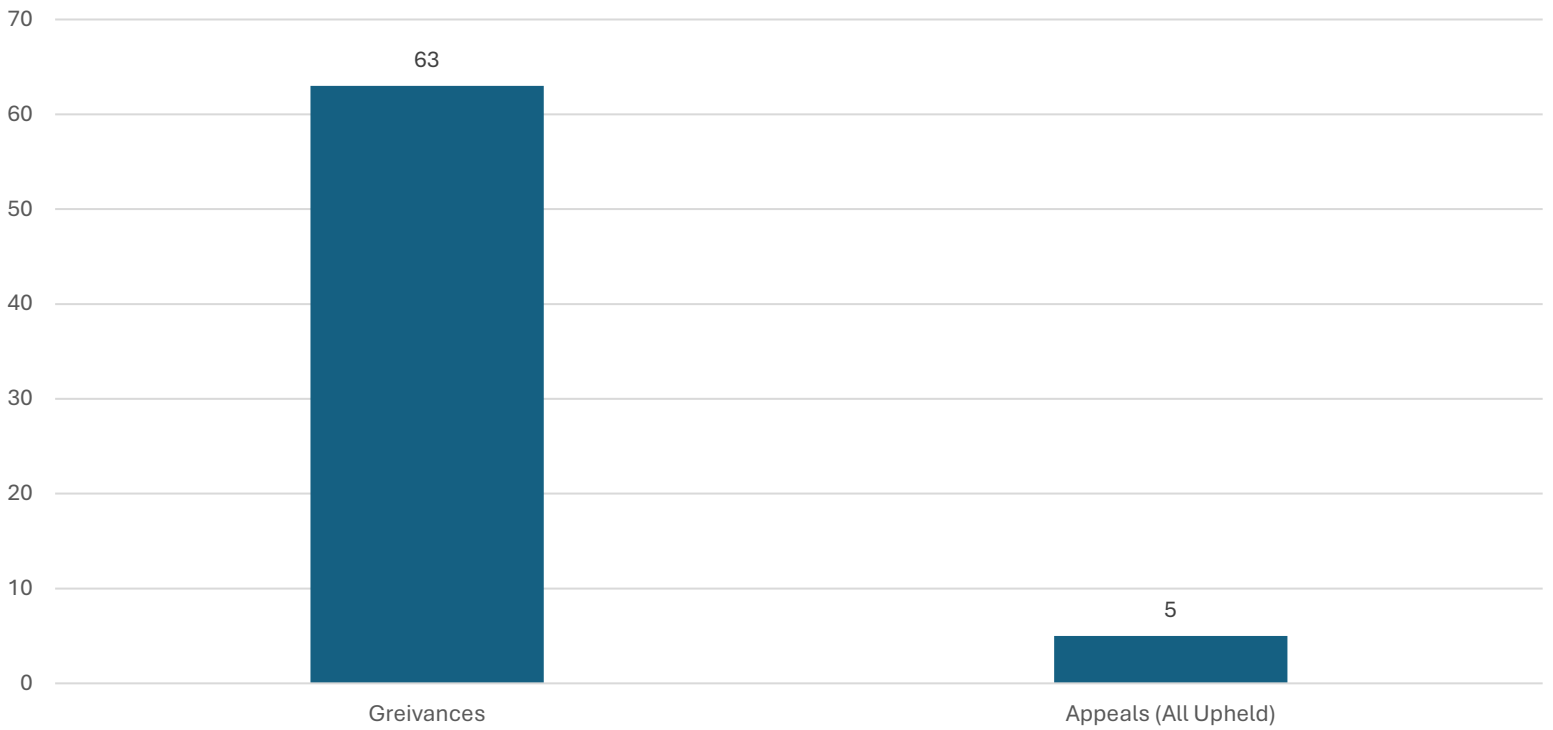
Continued Growth - New Members
Q2 2026



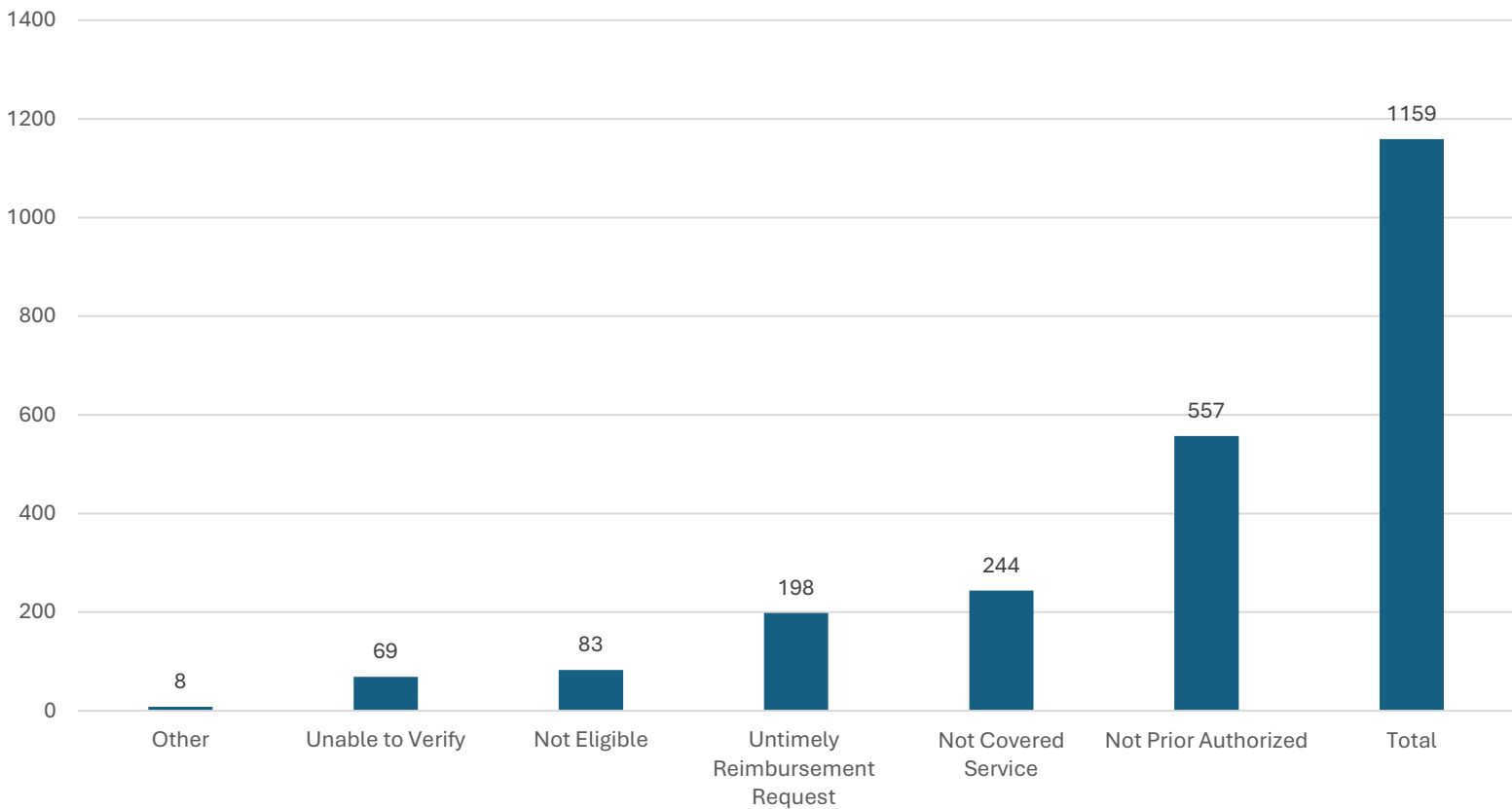
Top 10 Trip Purposes
Q2 2026



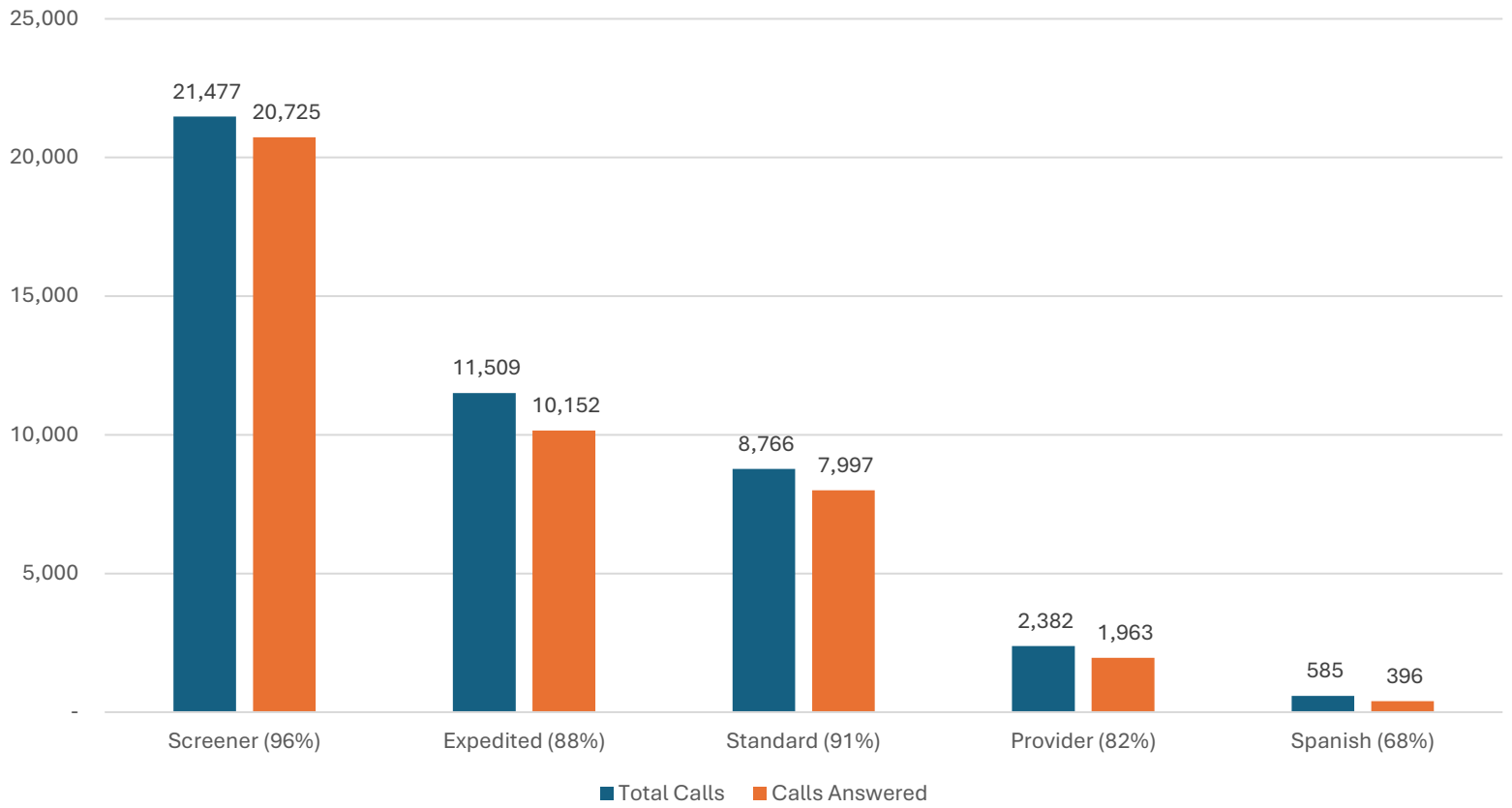
Grievances and Appeals Received Q2 2026



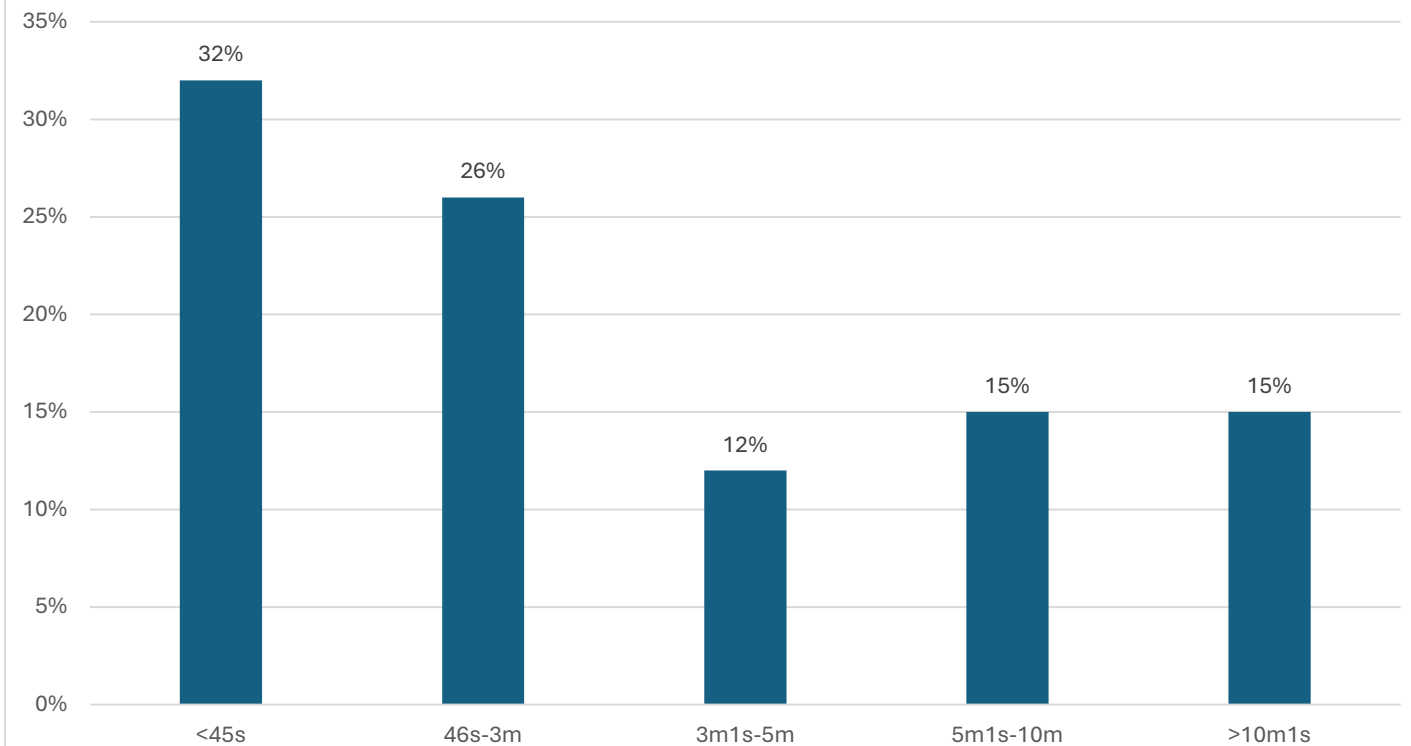
Denials Received Q2 2026

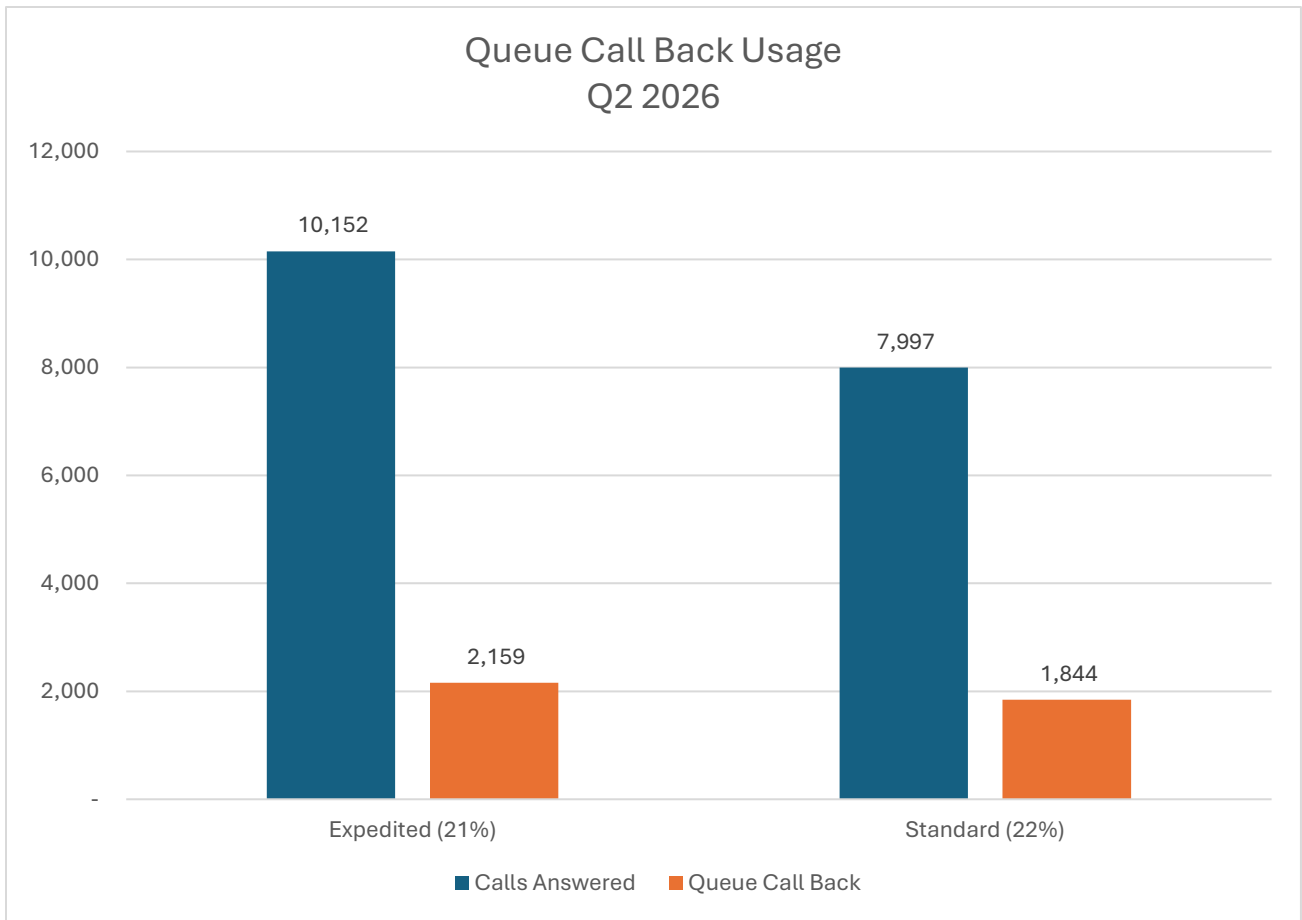
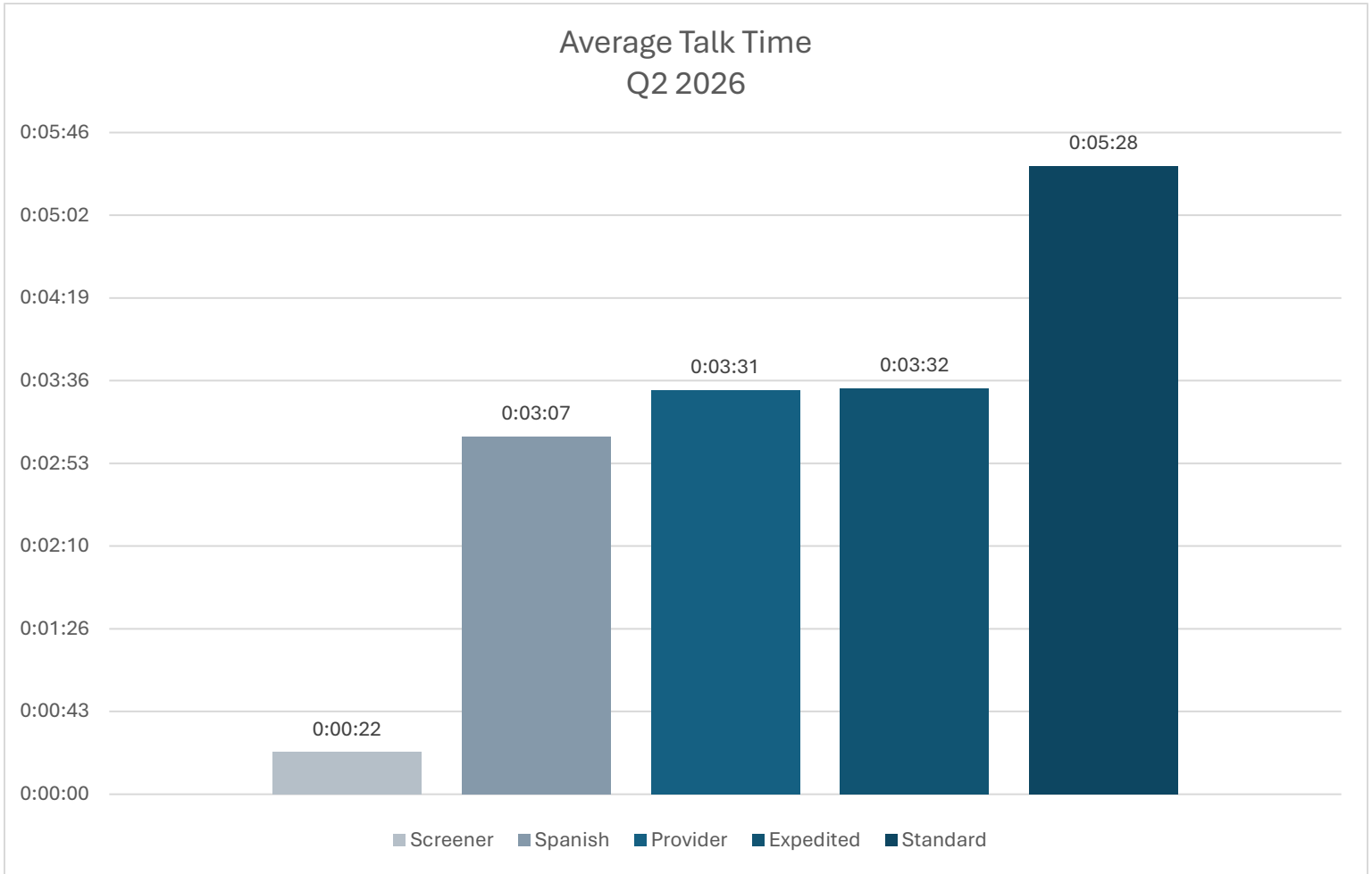


Call Answer Rate Q2 2026

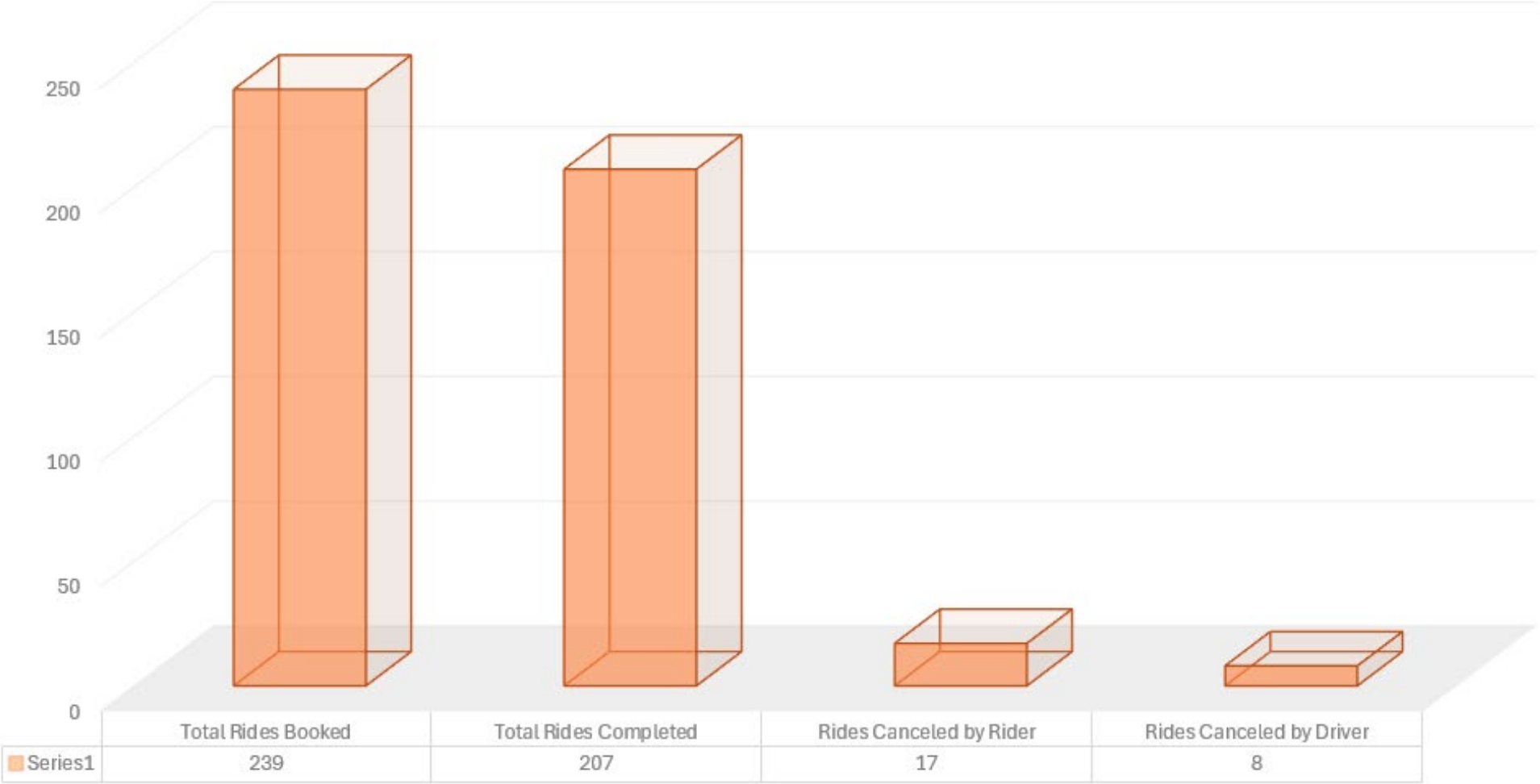


Abandoned Calls - Breakdown Q2 2026





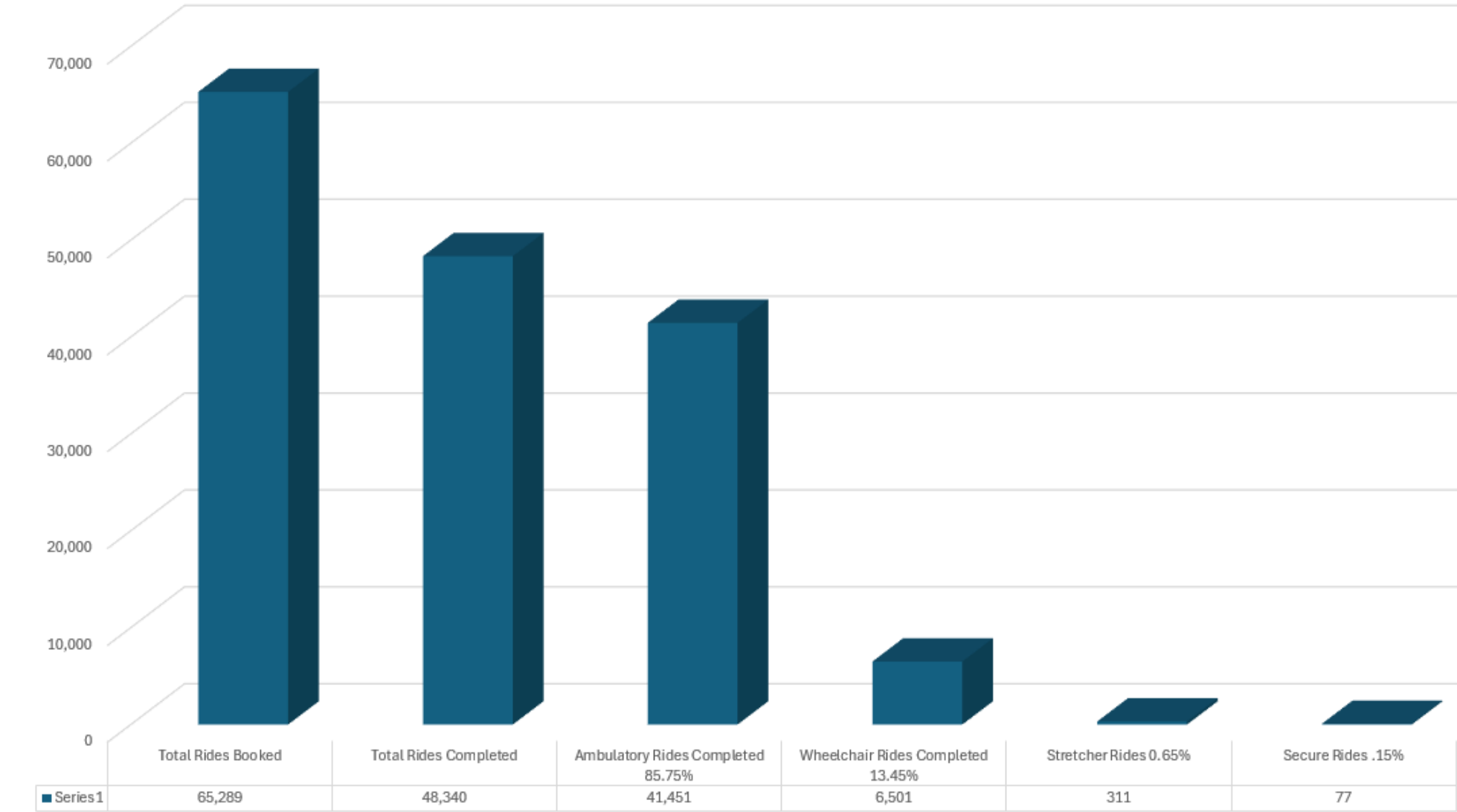
2026 Q2 TNC Ride Count



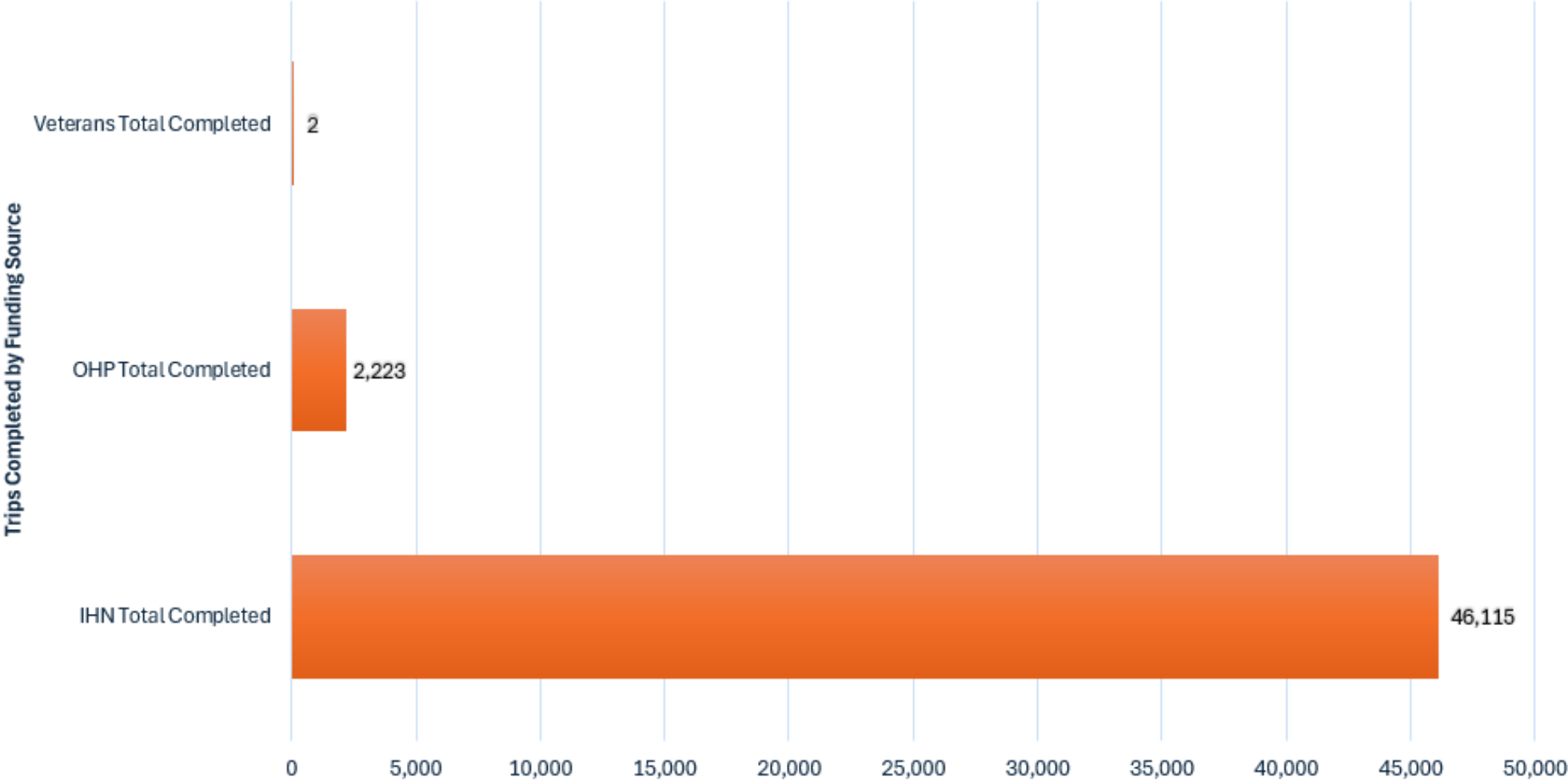
The total for all rides completed in quarter two came to \$9,831.54 with an average cost of \$47.50 per ride.

Out of the 239 total rides booked, 44% or 105 were called in for same day or next day transports.

Total Rides Booked and Completed by Type

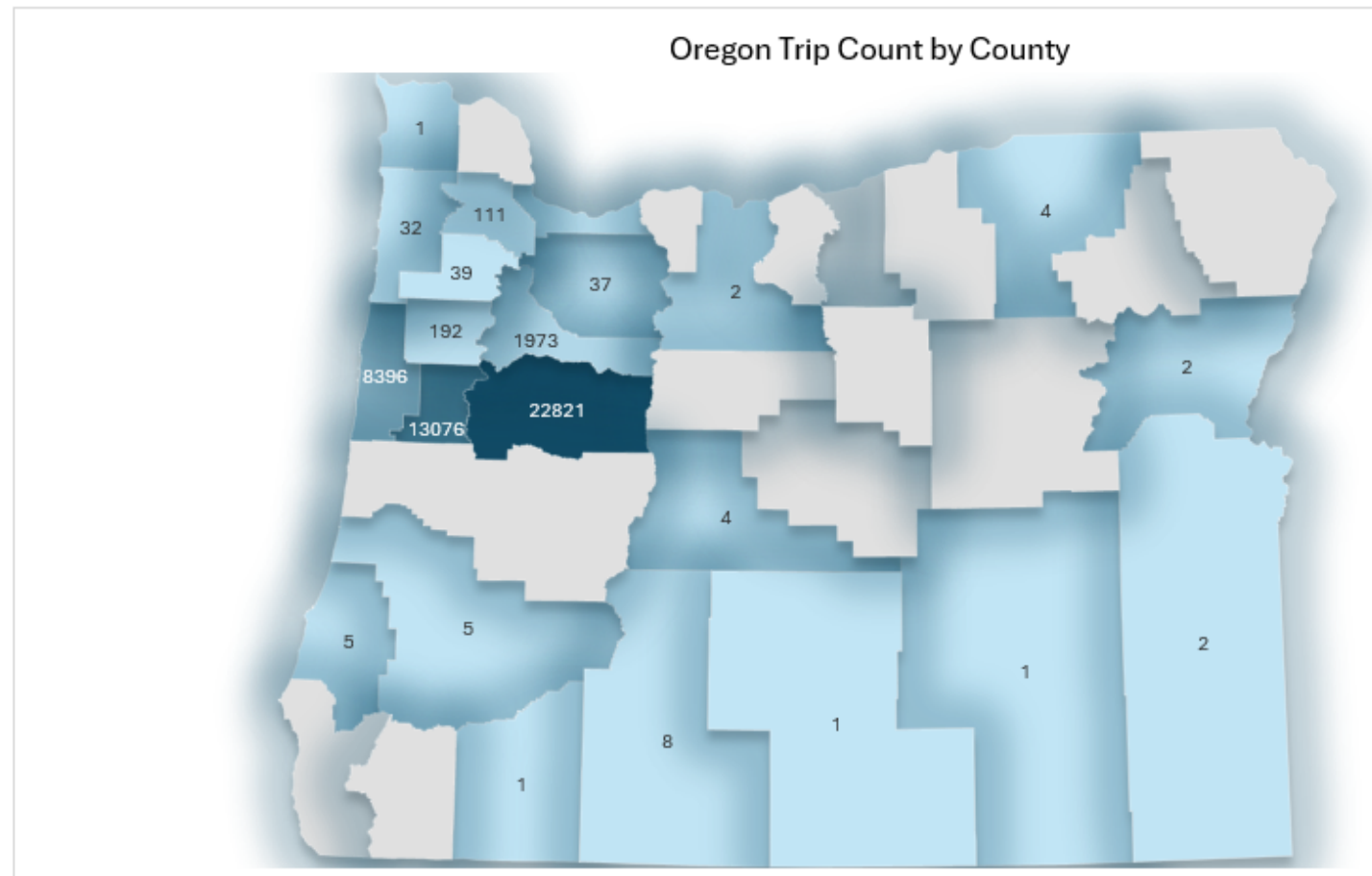


Trip Count

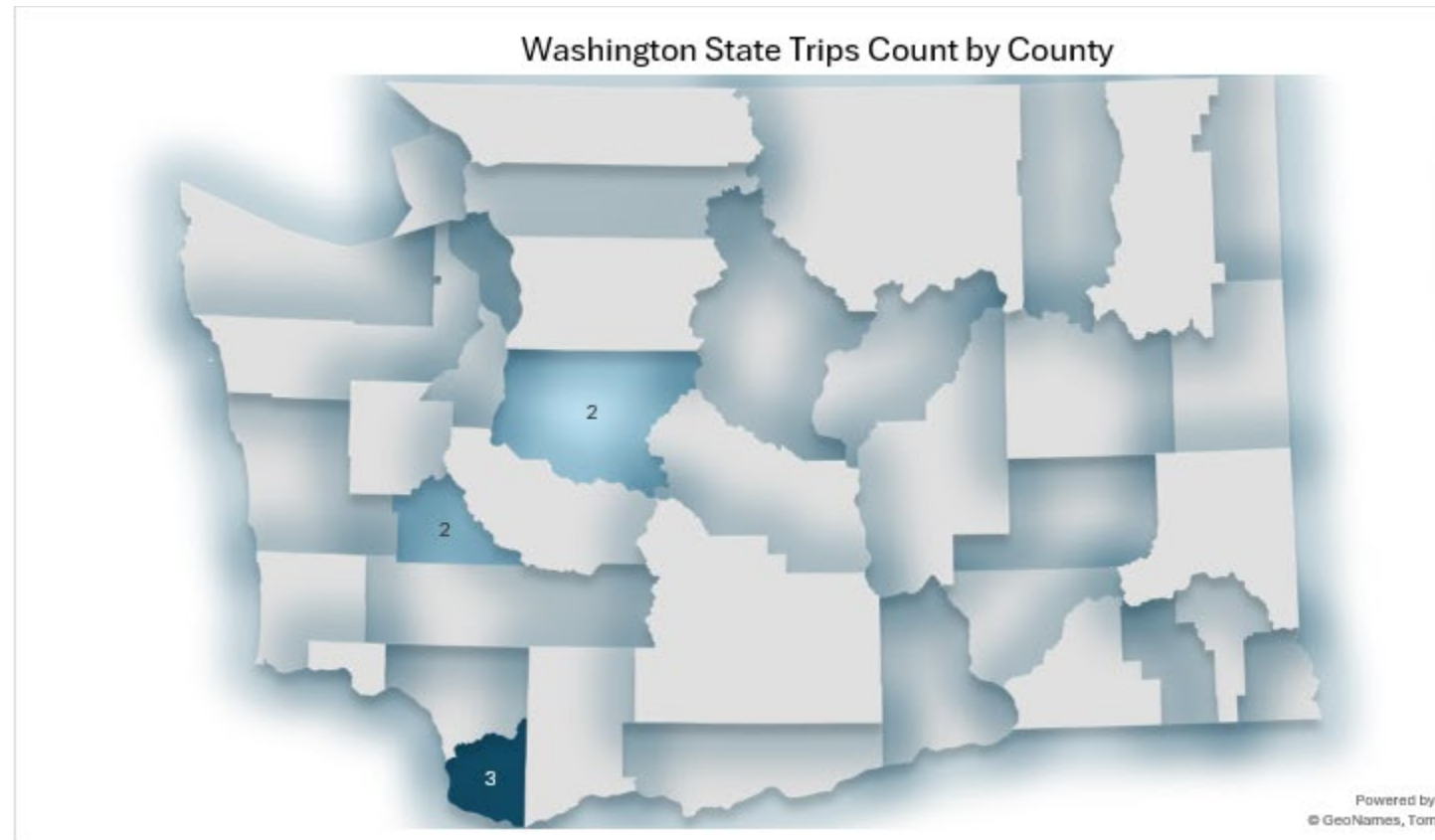


	IHN Total Completed	OHP Total Completed	Veterans Total Completed
■ Trip Count	46,115	2,223	2

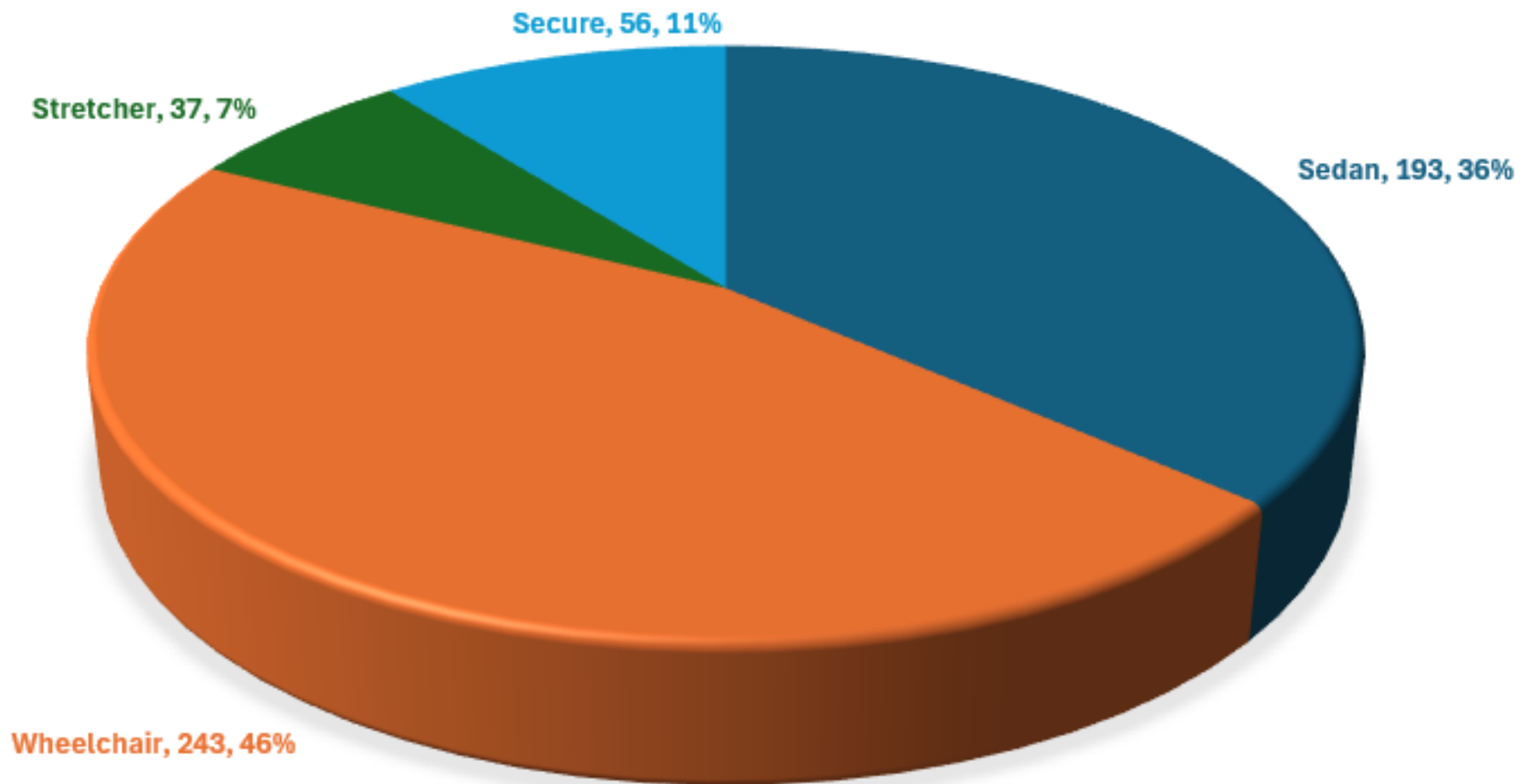
County	State	Trip Count
Baker County	Oregon	2
Benton County	Oregon	13076
Clackamas County	Oregon	37
Clatsop County	Oregon	1
Coos County	Oregon	5
Deschutes County	Oregon	4
Douglas County	Oregon	5
Harney County	Oregon	1
Jackson County	Oregon	1
Klamath County	Oregon	8
Lake County	Oregon	1
Lincoln County	Oregon	8396
Linn County	Oregon	22821
Malheur County	Oregon	2
Marion County	Oregon	1973
Multnomah County	Oregon	848
Polk County	Oregon	192
Tillamook County	Oregon	32
Umatilla County	Oregon	4
Wasco County	Oregon	2
Washington County	Oregon	111
Yamhill County	Oregon	39



County	State	Trip Count
Clark County	Washington	3
King County	Washington	2
Thurston County	Washington	2



AFTERHOURS TRIPS BY TYPE



2026 Q2 Total Afterhours Trips 529

Completed Trips, Miles, and Average Distance Per County

