

FALL 2006

INSIDE THIS ISSUE:

SAFE DRIVING TIPS PG 2

WHERE'S MY RIDE ? PG 3

TRANS. ALA MODE PG.3

UPCOMING TRAINING PG 4

TRIP LINK CHANGES

TRIP LINK STATS

As of Oct 2006 there are 27 companies contracted to provide transportation.

169 vehicles in the program

194 drivers eligible for TripLink service.

1625 cancelled trips in Oct. 2006

1268 Shared Rides in Oct. 2006

242 no-shows in Oct. 2006

Total rides by month:

| | |
|---------|--------|
| Jun. 06 | 12,606 |
| July 06 | 11,380 |
| Aug. 06 | 12,471 |
| Sep.06 | 11,253 |
| Oct. 06 | 12,183 |

Lately, rumors have been spreading about TripLink being taken over by TriMet, about schedulers being fired, about certain companies going out of business, and so on. Who starts these rumors? They seem to be more prevalent around the Full Moon, so perhaps that has something to do with it.



The *FACT* is, there are some changes coming, but not any as dramatic as listed above. In September, the Salem-Keizer Board of Directors approved a recommendation to hire a new company to run the TripLink Call Center. This new company, First Transit, won the contract in a very close competition with the current Contractor, Veolia Transportation.

A total of five companies submitted proposals to run TripLink, and First Transit was selected based on the qualifications of the firm and staff, technical proposal, references and price. Coincidentally, First Transit also runs the call center at TriMet in Portland.

First Transit has assured us that all current TripLink staff will be given an opportunity to continue working in the call center. So even with the changing of companies, chances are you will be dealing with the same smiling voices you've grown to appreciate.

Beginning January 1, 2007, TripLink will double in call volume and trips scheduled when we begin to schedule an additional 10,000 CherryLift trips per month. CherryLift is Salem-Keizer Transit's ADA paratransit program, currently operated under contract with Oregon Housing and Associated Services (Wheels). The Federal Transit Administration requires that alternative curb-to-curb transportation be provided to people who are unable to ride Cherrilots fixed-route buses because of age or disability. Watch for more information on this and other changes in the next issue of TripLink Connections.

SAFE DRIVING TIPS FOR FALL & WINTER

(FROM THE NATIONAL SAFETY COUNCIL AND
THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION)

START fall with an engine tune-up. Check your battery and voltage regulator; make sure battery connections are good. Clean the battery terminal posts. Be sure all fluids are at proper levels. Antifreeze should not only be strong enough to prevent freezing, but fresh enough to prevent rust. Make sure wiper blades are cleaning properly – consider changing to winter wiper blades.

Winter is the most difficult driving season. Not only do you have snow and ice to deal with, but there are fewer hours of daylight as well.

If you must drive, clear the ice and snow from your vehicle, ALL windows and windshield wipers. Be sure the windshield washer reservoir is adequately filled with a freeze-resistant cleaning solution.

Drive slowly. Even if your vehicle has good traction in standing water, ice and snow, other drivers will be traveling cautiously. Don't disrupt the flow of traffic by driving faster than everyone else.

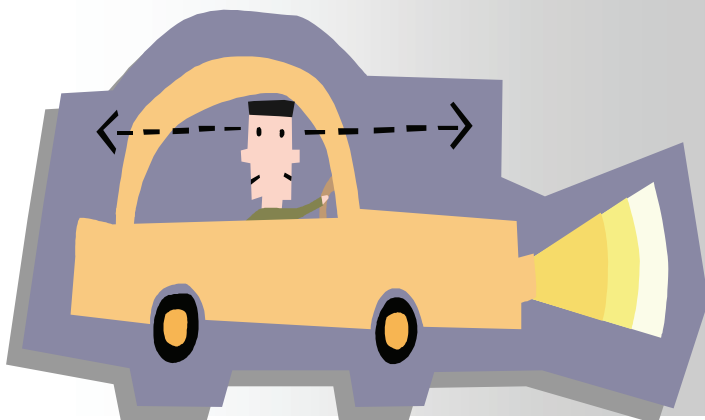
To avoid skids, brake carefully and gently on water, snow or ice. "Squeeze" your brakes in slow, steady strokes. Allow the wheels to keep rolling. If they start to lock up, ease off the brake pedal. As you slow down, you may also want to shift into a lower gear.

A wet road is more slippery than a dry road. Your tires lose traction because there's a film of liquid between them and the asphalt. Leave extra space between you and the car in front of you.

Brake earlier and with less force than you would normally use. This increases the stopping distance between you and the car in front of you. It also lets the cars behind you know you are stopping.

Take precautionary measures. Allow more travel time; keep in mind the traffic and the fact that you should be driving slower.

- SLOW DOWN. Drive slowly, particularly through puddles.
- Keep your distance. A car needs 2-3 times more stopping distance on wet pavement.
- Use the center lanes. When driving during heavy rain, use center lanes of the road. Avoid outside lanes where water collects at curbside.
- Avoid distractions. Avoid eating, drinking, using your cell phone, tuning the stereo, or applying makeup while driving, particularly in the rain.
- Stay informed. Tune in to radio and television weather reports to learn where flood warning areas or traffic.



SLOW DOWN
INCREASE FOLLOW DISTANCE
DRIVE DEFENSIVELY

WHERE'S MY RIDE???

Where's my ride? They forgot me! What do you mean I don't have a return ride?

These are some of the comments we hear when passengers call in a panic to find out where their ride is. They swear they booked a ride home and the driver that took them says that she/he doesn't have a trip home for them. What am I going to do? I don't know anyone who can come get me.

The real story is yes, they did book a return ride home. However, it is not scheduled with the provider who took them. Please assure the clients and tell them that another provider is going to pick them up and if they have any concerns to call TRIPLINK.



TRIPLINK has call-back cards drivers can give to clients who need to contact us about their return rides. If you need cards, call Dave at 503-588-2424.

TripLink has call-back cards drivers can give to clients who need to contact us about their return rides.



Concerned about your Medicaid transportation pick up time? Please call:

503-315-5544 or 888-315-5544

TRANSPORTATION ALA MODE SECURED TRANSPORTATION

The least used and most expensive form of transportation TripLink provides is secured transportation.

When someone is a danger to themselves or to others, secured transportation is arranged to transport them to a Medicaid approved facility. Companies who provide secured transportation must be licensed and approved by the State and County. Drivers receive special training. The State requires all vehicles to have a secured rear seat in an area separated from the driver.



Safety shield between the backseat and driver in a secured vehicle

In addition, they must have Plexiglas or secured window guards covering any windows in the secured area, the secured area must be washable, and no inside door locks or handles are allowed. All secured transports require 2 peo-

ple. In some cases, clients must be restrained with hand-cuffs or special restraints. TripLink has two companies that are registered to provide secured transportation.

Since January 1, 2006, TripLink has only scheduled 73 secured trips. Average cost per trip this year is \$263.37. Compare this specialized mode of transportation to other more common modes and it's easy to see how expensive it is. The average cost per trip in 2006 for ambulatory is \$21.70, and the average cost per trip for wheelchairs in 2006 is \$32.37.

One thing that drives up the cost is that many secured transports are outside of the three counties served by TripLink. State of Oregon Office of Medical Assistance (OMAP) rules are very clear that secured transportation clients can only be transported to approved facilities, and there are limited numbers of approved facilities within the three counties TripLink serves, as well as the entire state of Oregon. The longer the distance, the more expensive the trip. Secured vehicles must have a safety shield that prohibits physical contact with the driver (much like a police car).

******* TRIPLINK TRAINING *******

P.A.S.S.

**PASSENGER ASSISTANCE
SERVICE AND SAFETY CERTIFICATION**

We are offering **CTAA PASSENGER SERVICE AND SAFETY (PASS) CERTIFICATION** training in January, 2007. The objective of the training is to become familiar and proficient with customer assistance, sensitivity and evacuation techniques. This training program consists of: Coaching, Exercises, and Hands-On Applications. It is recognized nationally as a key training program for the Paratransit industry.

This **three day class** is offered on the following dates:

| | |
|------------------------------------|---------------------------|
| WEDNESDAY, January 24, 2007 | 5:30 PM to 9:30 PM |
| THURSDAY, January 25, 2007 | 5:30 PM to 9:30 PM |
| FRIDAY, January 26, 2007 | 8:00 AM to 5:00 PM |

These trainings will be held at a location to be announced.

PASS is being offered to all TripLink Contractors and drivers at no cost. The certification training is intended to raise the skill level of all drivers in service with TripLink. The certificate is good for 3 years.

D E F E N S I V E D R I V I N G

This class is the National Safety Council's Defensive Driving 8/6 course. The course is recognized nationally for Driver's Safety Training. The class focuses on how to be safe on the road, driver habits, attitudes and behaviors. Class is offered to all TripLink providers at no cost. Certificate is good for 2 years. Training locations to be announced.

| | |
|------------------------------------|---------------------------|
| FRIDAY, February 16, 2007 | 8:00 AM to 5:00 PM |
| SATURDAY, February 17, 2007 | 8:00 AM to 5:00 PM |



MAKE YOUR RESERVATION NOW BY CALLING
Missy Bradley at
503-588-2424

