



PROFESSIONAL SERVICE AGREEMENT

between Yamhill County
Yamhill County Transit and
Access and Mobility Solutions

THIS AGREEMENT (“Agreement”) is between **Yamhill County** (County), a political subdivision of the State of Oregon, acting through the Yamhill County Transit Area (YCTA) and Access and Mobility Solutions LLC (Contractor), located at 8950 SW Midea Lane, Portland, Oregon 97225.

RECITALS

1. Yamhill County, through its Yamhill County Transit Area, an ORS 451 County Service District, furnishes and operates public transportation services. In order for the County to provide these public transportation services it is necessary for the County to contract with qualified consultants to perform professional consulting services in connection with transit services and perform related duties required by County as detailed in the attached Scope of Work.
2. Contractor is licensed as required by law and is qualified to perform the duties outlined in this Agreement. County is authorized to enter into this agreement under ORS 203.010(3).

NOW THEREFORE

AGREEMENT

In exchange for the promises and other consideration set forth below, IT IS HEREBY AGREED:

Section 1. Effective Date. The term of this Agreement is from September 15, 2020 to September 2021 unless terminated in accordance with Section 5 below. It is understood by both parties that no commitments have been or are made by either party beyond the termination of this agreement.

Section 2. Services. Contractor agrees to perform the services (“Services”) included in the Scope of Work attached as Exhibit A to this Agreement and incorporated herein by this reference.

Section 3. Reporting. County and Contractor agree to prepare and furnish reports to each other upon request. County and Contractor agree to and do hereby grant to each other the right to reproduce, use and disclose for each party’s internal administration purposes only, all or any part of the reports, data, and technical information furnished under the Agreement.

Section 4. Payment. County agrees to pay Contractor for the services provided under this Agreement \$32,000. Scope of Work Phase 1 is not to exceed \$50,000. County shall make payment to Contractor within 30 days following receipt, review, and approval of an itemized statement for services provided in the preceding month.

Section 5. Termination; No Encumbrance or Expenditure after Notice of Termination.

A. Either party may terminate this Agreement upon thirty days written notice to the other party. Termination shall not excuse liabilities incurred prior to the termination date.

B. In addition, in the event County no longer receives funds adequate to enable it to continue this Agreement, it will provide written notice of termination of this Agreement to Contractor. Upon issuance of notice, this Agreement is terminated. However, any obligations existing at the time of termination will survive termination

C. Contractor shall not make expenditures, enter into agreements, or encumber funds in its possession, or to be transferred by County, after notice of termination or termination as set out above, without prior written approval from County.

Section 6. Independent Contractor. Contractor is engaged under this Agreement as an independent contractor, and will be so deemed for purposes of the following:

A. Contractor will be solely responsible for payment of any federal or state taxes required as result of this Agreement.

B. This Agreement is not intended to entitle Contractor to any benefits typically granted to County employees. Without limitation, but by way of illustration, the benefits that are not intended to be extended by this Agreement to Contractor are vacation, holiday and sick leave; other leaves with pay; tenure; medical and dental coverage; life and disability insurance; overtime; Social Security; Workers' Compensation; unemployment compensation; or retirement benefits, except as required by law.

C. Contractor is an independent contractor for purposes of the Oregon Workers' Compensation Law (ORS Ch. 656) and is solely liable for any Workers' Compensation coverage under this Agreement. If Contractor has the assistance of other persons in the performance of this Agreement, Contractor will qualify and remain qualified for the term of this Agreement as a carrier-insured employer or a self-insured employer as provided by ORS 656.403 et. seq.

Section 7. Compliance with Applicable Laws. Contractor agrees to comply with the rules and regulations of County, applicable state and federal regulations and all other provisions of state and federal law relating to Contractor's performance of Services under this Agreement. To the extent applicable Contractor certifies it will comply with ORS 279B.220 through 279B.235, which provisions are hereby incorporated into this Agreement by reference. Contractor will provide services to County clients without regard for race, color, religion, or national origin in compliance with Title VI, Civil Rights Act, 1954. Additionally, Contractor certifies that Contractor has complied with the tax laws of the state of Oregon or a political subdivision of the state of Oregon, including ORS 305.620 and ORS Chapters 316, 317 and 318.

Contractor also agrees to comply with the Federal Transit Administration Required Terms and Conditions, attached hereto as Exhibit B and incorporated herein by this reference.

Section 8. Indemnification. Subject to Article XI, Section 10 of the Oregon Constitution and the Oregon Tort Claims Act, County agrees to indemnify, hold harmless, save and defend Contractor, its officers, agents and employees against any and all claims, suits, actions, damages, costs, losses, fees, expenses or judgments resulting from, arising out of or connected with any such injury or the Services provided by County pursuant to this Agreement. Contractor agrees to indemnify, hold harmless, save and defend County, its officers, agents and employees against any and all claims, suits, actions, damages, costs, losses, fees, expenses or judgments resulting from, arising out of or connected with any such injury or the Services provided by Contractor pursuant to this Agreement.

Section 9. Insurance. Contractor, at Contractor's expense, shall obtain the following insurance coverage and keep such coverage in effect during the entire term of this Agreement (except with respect to Professional Liability Insurance, which shall be kept in effect for a period of the term of this Agreement plus two years):

A. Workers' Compensation Insurance in compliance with statutory requirements.

B. Commercial General Liability Insurance (including contractual liability and completed operations coverage, and coverage for liability resulting from hazardous substances), on an occurrence basis, with not less than \$1,000,000 per occurrence for bodily injury and property damage liability, with an annual aggregate limit of \$2,000,000;

C. Professional Liability Insurance, including errors and omissions coverage, covering Contractor pursuant to this Agreement, with a per occurrence and aggregate limit of not less than \$1,000,000, to protect against all loss suffered by County or third parties, including financial and consequential loss, caused by error, omission, or negligent acts related to provision of the Services;

D. Automobile Liability Insurance, with a combined single limit, or the equivalent of not less than \$250,000 per occurrence, for bodily injury and property damage with respect to Contractor's vehicles, whether owned, hired, or non-owned, assigned to, or used by Contractor in connection with the Services;

The Commercial General Liability Insurance shall (i) name the County, its directors, officers, employees and agents as additional insureds and (ii) include a cross-liability and severability of interest clause and a waiver of subrogation clause but only with respect to Contractor's activities to be performed under this Agreement. Coverage must be primary and non-contributory with any other insurance and self-insurance.

The required insurance coverages shall be (i) with insurance companies admitted doing business in the state of Oregon and rated A or better by Best's Insurance Rating, and (ii) acceptable to County. At County's request, Contractor shall furnish County with certificates of insurance for each of the required insurance coverages. The certificates of insurance shall indicate (a) the types

of insurance coverage, (b) the identity of all persons or entities covered, (c) the amounts of insurance coverage, and (d) the period of insurance coverage. Any required insurance coverage shall provide that it may not be canceled except after at least 30 days written notice to County.

Section 10. Confidentiality. Contractor acknowledges that Contractor or his agents may, during their performance under this Agreement, be exposed to or acquire information that is the confidential information of County or County clients. Any and all (i) information provided by County and marked confidential, or (ii) information identified as confidential in a separate writing, that becomes available to Contractor or its agents in the performance of this Agreement, shall be deemed to be confidential information of County (“Confidential Information”). Any reports or other documents or items, including software, that result from Contractor’s use of the Confidential Information are also deemed Confidential Information. Contractor agrees to hold Confidential Information in strict confidence, using at least the same degree of care that Contractor uses in maintaining the confidentiality of its own confidential information, and not to copy, reproduce, sell, assign, license, market, transfer or otherwise dispose of, give or disclose Confidential Information for any purposes whatsoever, except as may be provided elsewhere under this Agreement. Contractor agrees that, upon termination of this Agreement or at County’s request, Contractor will turn over to County all documents, papers and other matter in Contractor’s possession that embody Confidential Information.

Section 11. Subcontracts; Assignment. Contractor shall not enter into any subcontracts for any of the Services required under this Agreement without County’s prior written consent. This Agreement shall not be assigned by Contractor without the prior written consent of County.

Section 12 Non-discrimination. Contractor agrees that no person shall, on the grounds of race, color, religion, national origin, sex, gender, marital status, or age, suffer discrimination in the performance of this Agreement when employed by Contractor.

Section 13. Waiver; Remedies. County and Contractor acknowledge that any breach, violation, or default by either party of the provisions contained in this Agreement might result in damage to the other party. No failure or delay by either party in exercising any right under this Agreement shall constitute a waiver of that right. Other than as expressly stated herein, the remedies provided herein are in addition to, and not exclusive of, any other remedies of a party at law or in equity.

Section 14. Governing Law; Jurisdiction; Venue. This Agreement shall be governed by and construed in accordance with the laws of the State of Oregon, without regard to principles of conflicts of law. Any claim, action, suit or proceeding, (collectively “Claim”) between County and Contractor that arises from or relates to this Agreement shall be brought and conducted solely and exclusively within the Circuit Court of Yamhill County for the State of Oregon. By execution of this Agreement, Contractor consents to the in person and jurisdiction of the Yamhill County Circuit Court.

Section 15. Severability. The parties agree that if any term or provision of this Agreement is declared by a court of competent jurisdiction to be illegal or in conflict with any law, the validity



of the remaining terms and conditions shall not be affected and the rights and obligations of the parties shall be construed and enforced as if the Agreement did not contain the particular term or provision held to be invalid.

Section 16. Counterparts. This Agreement may be executed by facsimile and in counterparts, which taken together shall form one legal instrument.

Section 17. Attorney Fees and Costs. In the event an action, suit or proceeding, including appeal therefrom, is brought for failure to observe any of the terms of this Agreement, each party shall be solely responsible for its own attorney’s fees, expenses, costs and disbursements for said action, suit, proceeding or appeal.

Section 18. Entire Agreement. This Agreement is the entire agreement between the parties, and no statements, promises, or inducements made by either party or agent of either party that are not contained in this written Agreement shall be valid or binding. No alterations, changes, or additions to this Agreement shall be made except in a written document signed by both parties.

Section 19. Exhibits and Recitals. All exhibits and schedules referenced herein are incorporated herein. The recitals set forth above are incorporated into this Agreement as a material and substantive part of this Agreement.

IN WITNESS WHEREOF, the parties have executed this Agreement on the dates set forth adjacent to their signatures.

YAMHILL COUNTY, OREGON

Name: Ross Peterson
Access and Mobility Solutions

Tax ID No.: 85-1942651 _____

Date: September 13, 2020 _____

APPROVED AS TO FORM

Christian Boenisch
County Counsel

Name:
Chair: Board of County Commissioners

Date: _____

Ken Huffer
County Administrator

Date: _____



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YAMHILL COUNTY, OREGON

Name:
Chair: Board of County Commissioners

Date: 9/10/2020

Name: Ross Peterson
Access and Mobility Solutions

Tax ID No.: _____

Date: _____

APPROVED AS TO FORM

Christian Boenisch
County Counsel

Ken Huffer
County Administrator

Date: 9/17/2020

Accepted by Yamhill County
Board of Commissioners on
9/10/2020 by Board Order
20-313

Bus Stop Improvement & Implementation Program

For Yamhill County Transit



Proposal Prepared by

Access + Mobility Solutions, LLC

Contact

C. Ross Peterson Principal | 503.421.1163 | ross@accessmobility.us

September 4, 2020

B.O. 20-313
Exhibit "A"

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Expertise

Firm Overview

Access + Mobility Solutions, LLC specializes in the implementation, management, operations, and continual improvement of public and human service transportation programs.

Founded during the 2020 COVID-19 crisis, and building on over 15-years experience in management and operations of specialized transportation programs, **our mission** is to build more resilient and sustainable transportation services so everyone can enjoy the benefits of access and mobility.

Our Principal, **C. Ross Peterson**, is a leader in human service transportation programs whose career has spanned a wide range of roles in public- and private-sector management of human service transportation programs. Ross has served in Director-level roles in non-profit and private-sector consulting firms focused on improving access and mobility for people who experience transportation barriers. Ross is a subject matter expert in demand responsive transportation programs, a skilled technology integration consultant, a continual improvement evangelist and an inspirational transportation sector leader.

Our mission is to build more resilient and sustainable transportation services so everyone can enjoy the benefits of access and mobility.

Access + Mobility Solutions' Services

The services we offer improve transportation for people who don't drive. Our knowledge, tools and resources enable our clients to manage the cost of their transportation offerings while also improving quality.

Subject Matter Expertise

- Public Transit Operations
- ADA Paratransit
- Demand Responsive Transportation
- Senior Transportation
- Volunteer Driver Programs
- NEMT
- Transportation Safety Systems

Continual Improvement

- Analytics/KPI Development
- Cost Allocation Modeling
- Cost/Benefit Analysis
- Geospatial Information Systems
- Grant Writing
- Financial Analysis
- Forecasting
- Policy Analysis

Transportation Technology

- Agile Software Development
- Cloud Systems
- CRM
- Information Systems Security
- Real-Time Dispatch
- Ride Assignment Algorithms
- Systems Integration Using APIs
- HIPAA

Access + Mobility Leadership

- Change Management
- Contact Center Leadership
- Government Relations
- Participatory Research & Design
- Public Speaking
- Third-Party Contractor Oversight
- Training & Motivational Speaking

Personnel

C. Ross Peterson, Principal



Our proposed project manager for this engagement is Ross Peterson. For the past 15-years Ross has worked with transit agencies and local governments in a variety of small urban and rural communities throughout the Western United States to evaluate cost and operational aspects of specialized transportation programs. Ross holds a Master's of Business Administration Degree and a Bachelor of Science in Urban Planning. Please see Ross's attached resume for additional information.

Ross will serve as Project Manager and will lead the analysis, planning and permitting aspects of the project.

Heather Johnson, Managing Partner

Heather Johnson is the Managing Partner of Access + Mobility Solutions, LLC. Heather provides administrative leadership for the firm's activities. Heather is a skilled manager with a wide variety of experience running small teams, preparing written deliverables and keeping projects organized. Heather has undergraduate and masters degrees in natural resource management and previously held an office manager role in the local soil conservation district.



Heather's role on the project will include invoicing, scheduling, and document preparation to ensure top quality of deliverables and on-time delivery of key project milestones. In addition, Heather will provide contractor oversight of stop signage and marking activities.

Proposed Scope of Work

Project Understanding

Yamhill County Transit operates a public transportation system that more people need to know about. Despite having a relatively well-developed public transportation program with strong ridership for a program of its size, in many ways YCT is an unknown for many local residents. YCT is invisible to potential riders because the majority of its bus stops are unmarked. Indeed: the recently completed YCT Transit Development Plan identified poor legibility of bus stops and branding inconsistency in general as key barriers to YCT achieving its full ridership potential.

With the TDP completed and other priorities addressed, YCT is now ready to implement one of its most important strategic pursuits: marking and signing of bus stops so that more people can easily access and use the YCT system.

While simple in concept, achieving comprehensive signing is a complex task. We understand YCT is seeking assistance with this task from an experienced consultant who can help the agency meet the following needs:

- **Permitting and Approvals:** Depending on the location of each stop, YCT may need land use approvals for signs and stops that fall under the jurisdiction of the 10 different municipalities where YCT operates. Right of way ownership further complicates matters by adding one more layer of approvals for activities occurring within ODOT and other publicly owned rights of way.
- **Promptness and Flexibility:** Because the need for legible signing and consistent branding has been unmet for so long, this project cannot wait for a drawn out process of approvals that could take many months or years. And, recognizing that YCT will be making changes to the transit network as it

begins implementing the recently completed TDP, the approach for signing and marking stops needs to be flexible and supportive of YCT's vision for the future of its services.

- **To Build on Prior Work:** Lastly, YCT has already completed work that paves the way for this project. As part of the TDP, YCT's consultant developed a rich database of stop locations with geo-coordinates for all of its 172 stops and 15 shelters. Furthermore, YCT staff recently completed a review of applicable land use code that may be applicable to signing and marking stops. And perhaps most importantly, YCT recently completed a 20-year transit development plan that sets the vision for transit development in Yamhill County for the next two-decades.

Approach

Recognizing YCT's needs as stated above, our approach to this project is captured in the following bullets:

- **Start simply:** To build momentum and create a sense of urgency, we will start by identifying a sub-set of stops that can be signed and/or marked with the least effort. By the end of this task order, signs will be on the street at key stops.
- **Move quickly and build on prior work:** To move quickly, we will utilize the work already completed by YCT's staff and consultants, including the existing database of stops and any usable information derived from the prior land use code scan.
- **Use GIS and rich graphic tools to improve communications:** We will use GIS tools to build a geospatial database and basemap for the project so that maps can be produced quickly for presentations, as part of land use approvals, and for general use by YCT.

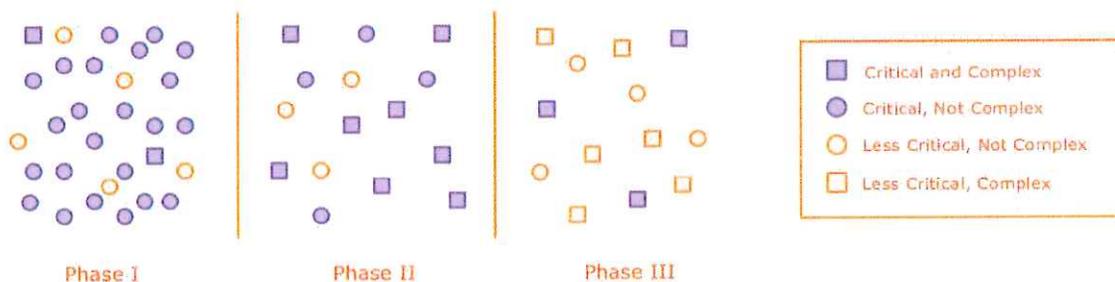
- **Align with and support agency strategic objectives:** Our efforts on this project will reflect YCT’s larger goals for optimizing the system to better meet the needs of its customers. With this in mind, we propose a phased approach that enables us to put signs out now at critical locations while also taking a longer-term approach to strategic signing for high-priority transfer hubs within the network.

Phasing

We propose a three-phase project spanning a period of up to 2-years. Phase I, which is the subject of this proposal, will focus on identifying the easiest-to-implement stops while laying the groundwork for more complicated and strategically important stops in phases II and III.

Phase I will span a 9-month period beginning now with implementation of the phase I signs and markings taking place as soon as possible within that time frame. Project phases II and III will allow for additional time to plan, seek approvals for, and when appropriate, design and construct more elaborate stops at areas where that kind of an approach helps optimize the system as a whole. Phasing will also help to set a pace for implementation, with Phase I building momentum for the later phases. Figure 1 below illustrates how a balanced approach can ensure priority placement of critical stops, focusing on ease of implementation while leaving room for a few complex but critical stop upgrades in Phase I.

Figure 1. Project Phases



Phase I Scope of Work

Task 1: Data Analysis

Consultant will convert the existing excel stop database files to GIS shapefiles for use in maps and geo-spatial analysis. Consultant will overlay the stops with municipal boundary data to confirm the municipal jurisdiction and land ownership status for every stop in the network. Consultant will prepare a basemap from which additional maps can be produced, up to a total of 20 individual map files, as needed throughout the project. This includes a printing budget to produce up to 10 large-format color maps and no more than 100 11X17" color printed maps.

Deliverables:

- Augmented stop database fields
- Geo-spatial database files in .shp format
- Basemap and layer files in .mxd format
- Printed maps, as needed and according to the quantities defined above.

Task 2: Permitting Scan

Consultant will conduct a simple scan of municipal requirements for sign and marking placement. Consultant will categorize stops according to municipality, complexity, and scope so that clusters of stops can be identified for batch approvals in project Task 4. Consultant will identify the path of least resistance for each cluster of stop types for prioritization purposes.

As part of this effort we will review any files or work products from the information YCT staff have already researched to avoid duplicating prior efforts, including the TDP, as well as other relevant land use, circulation and wayfinding plans to understand opportunities for more strategic signing and marking of stops.

Deliverables:

- Key contacts with titles, names and contact information in table format for each municipality.
- Summary of applicable code

Task 3: Preliminary Phasing Plan

Using the code scan, stop database, and review of relevant plans as inputs, Consultant will categorize all of YCT's stops into one of three phases for implementation. Phase I signing and marking criteria will seek to balance ease of implementation with strategic importance to YCT and will be limited to the first 10 stops that meet the Phase I signing criteria.

Deliverable:

- Phasing plan

Task 4: Phase I permitting and implementation

As soon as the Phasing Plan is adopted by Client, Consultant will begin implementing the first phase of the signing and marking plan. This task includes a labor allowance for up to 5 meetings with municipal staff in connection with land use approvals and a direct expense and labor budget budget sufficient to oversee the installation of signs and markings at up to 10 stops as part of Phase I. This task assumes the materials necessary for signs will be provided by Client at Client's additional expense outside of this contract.

Deliverables:

- 80% of Phase I stops (up to a total of 10 stops) marked and signed according to the phasing plan.

Proposed Phase I Budget

Access and Mobility Solutions shall provide Phase I services on a fixed-fee per deliverable basis. Deliverable payments shall be made by Client according to the following payment milestones. Future phases to be priced separately.

Table 1. Implementation Fee Schedule

Payment Milestone	Description	Est. Hrs.	Fixed Fee
Task 1 Deliverables	Payment due upon delivery of basemap and source files	38	\$7,200
Task 2 Deliverables	Payment due upon delivery of contact list and summary of codes	42	\$6,100
Task 3 Deliverables	Payment due upon delivery of preliminary phasing plan	28	\$4,900
Task 4 Deliverables	Payment due upon successful installation of 80 percent of phase I signs and markings, or partial completion thereof on a prorata basis	90	\$12,900
Total Fee			\$31,100

Direct expenses for signage and marking materials such as posts, signs, specialty printing, roadway paint etc, including subcontractors shall be provided by Client. Consultant shall be permitted to bill prior-approved direct expenses in support of the project for printing, travel, and materials non-sign and stop materials not to exceed \$1,800.

Table 2. Total Budget

Line Item	Total Fee
Implementation fee	\$31,100
Direct expenses for travel, printing and materials.	\$1,800
Total Project Budget	\$32,900

Portfolio

Prior to forming Access + Mobility Solutions, our Principal and proposed Project Manager, Ross Peterson, completed numerous projects in communities of a comparable size to Yamhill County. Table 5 below summarizes projects selected to highlight our relevant experience.

Table 5. Summary of Relevant Project Experience

Client & Project Names	Project Location & Community Size	Consulting Services Provided & Accomplishments
San Luis Obispo Council of Governments	San Luis Obispo, CA Pop: 47,459	<ul style="list-style-type: none"> • Cost Allocation • Partnership Development • Operational Performance Assessment
City of Twin Falls	Twin Falls, ID Pop: 50,197	<ul style="list-style-type: none"> • Financial Analysis • Options Analysis • Ridership Forecasting • Policy Recommendations
Valley Regional Transit	Boise, ID Pop: 709,845	<ul style="list-style-type: none"> • Cost Allocation • Technology Integration • Marketing • Ridership Improvement
Denver Access & Mobility Council	Denver, CO Pop: 2,932,415	<ul style="list-style-type: none"> • Cost Allocation • Technology Integration • Partnership Development
AllCare Health Plan	Grants Pass, OR Pop: 34,533	<ul style="list-style-type: none"> • System Design • Cost-Effectiveness • Quality Improvement

San Luis Obispo Council of Governments

Coordinated Human Services Public Transit Plan and Implementation Services

San Luis Obispo Council of Governments hired Ross and his team to evaluate coordination of human service transportation programs for seniors and people with disabilities in this mostly rural county. This work included the development of a cost allocation model for services sponsored by the Council of Governments to ensure equitable distribution of limited municipal funds.

We partnered with the Council of Governments and its key stakeholders to diagnose and treat policy issues that were causing the region's human service transportation systems to fail. Applying our cost allocation model enabled us to identify inequitable distribution of funds due to unintended cross subsidies. These subsidies were causing funding constraints in other areas, and when removed, allowed increased investment in local transportation services. Our recommendations and insights paved the way to mending relationships by clarifying roles and by increasing transparency and accountability among partners. Our work helped restore over a half-million dollars in annual funds to local transportation programs.

Twin Falls Idaho

Transit Development Plan

As the City of Twin Falls approached a population estimate of 50,000 and the prospect of becoming an Urbanized Area, city leaders sought advice for restructuring the city's public transportation services. Like Rifle, the City was served by a small demand-responsive transportation program known as Trans IV. Recent growth in agriculture-linked manufacturing and tourism was changing the transportation needs of the City and city leaders wanted to know what they should be doing to prepare for census designation as an Urbanized area and the arrival of small urban transit funds.

Recognizing that fixed-route public transportation would be inefficient and underutilized without other changes to the city's circulation and land use patterns Ross took the challenging position of telling the City what they didn't want to hear. Instead of recommending the creation of a new fixed-route system, Ross recommended a series of small-scale and near-term changes in land use policy, active transportation infrastructure and parking policy to pave the way for a more efficient and effective public transportation system as part of a long-term strategy. With the emergence of Transportation Network Companies like Uber and Lyft and uncertainty about the future efficacy of fixed-route transportation for small urban communities, these strategies were given as simple changes city leaders could make now. As part of a longer-term strategy, these recommendations were intended to help the city create transit-supportive development patterns so when transit funds become available in the 5-year horizon, a transit system could be tailored to that environment. City officials appreciated the candid, direct and practical recommendations. One City Council member praised Ross for providing the most "honest consulting work" he'd ever seen as a city official.

Valley Regional Transit

Mobility Coordination Project

Valley Regional Transit works with Compass MPO to implement the ValleyConnect plan which encompasses the regional vision for alternative transportation options including transit, bicycling, walking, carpool, vanpool, volunteer drivers, paratransit and community transportation. As part of an effort to improve cost-effectiveness, VRT hired Ross to provide a variety of technical and management services. Key projects include an assessment of NEMT services, opportunities for enhanced coordination with healthcare providers, identification of performance measures specific to mobility management, integration of IT services, and recommendations for improving VRT's performance evaluation and operational procedures. Ross's recommendations positioned VRT to raise funds through multiple Rides to Wellness grants.

Denver Regional Access and Mobility Council

Transportation Systems Coordination Advisor Project

The Denver Regional Access and Mobility Council (DRMAC) is a non-profit membership agency responsible for coordinating human service transportation programs in the Denver Metropolitan Region. DRMAC hired Ross to serve as an advisor as the council explored options for improving the quantity, quality and cost-effectiveness of coordinated transportation services in the region.

In this role, Ross conducted an audit of individual trip data and expenditures of seven separate agencies to understand regional travel patterns and investment levels for a one-year period. Ross identified cost-effective coordination strategies that could be accomplished with increased investment in coordinated scheduling and dispatch technologies. This project enabled DRMAC and its partners to pursue a cohesive plan for utilizing available Federal funds to meet the regional vision for coordinated service delivery.

AllCare Health Plan

NEMT Program Design & Implementation

Situated in Grants Pass, Oregon, AllCare Health became responsible for providing Non-Emergent Medical Transportation to its 55,000 medicaid beneficiaries. AllCare hired Ross to design a high-quality, cost-effective transportation solution serving a three-county region surrounding Grants Pass. Ross designed and implemented a third-party contract and oversaw operations for the first year. The resulting NEMT brokerage quickly became Oregon's top performer in terms of quality and operated under budget during Ross's leadership. Local county commissioners have praised AllCare for its visionary leadership in improving access to medical treatment by improving transportation services.

References

City of Twin Falls, Idaho

Mandi Thompson, Assistant to the City Manager
mthompson@tfd.org
(208) 735-7237

San Luis Obispo Council of Governments

Pete Rodgers, Executive Director
prodgers@slocog.org
805.781.5712

Valley Regional Transit

Kelli Badesheim, Executive Director
kbadesheim@valleyregionaltransit.com
(208) 258-2712

Additional client references available upon request.