

Regional Coordinating Council (RCC) Meeting Notes
July 21, 2015
2:00 pm

Attending:

Tara Styer - TTD
Graham Dollarhide- JAC
Julie Shanks- Kelly Ridge
Gerri Grego- EDC Commission on Aging
Desiree Wright- Keolis
Gia Richards-Tahoe Senior Plaza
Lizzy Henasey- Tahoe Forest Hospital
Leanne Wagoner- Barton Health

Introductions and updates

Julie commented that Kelly Ridge residents do not have access to fixed route transportation; difficult for residents to walk to closest stop.

Gia commented that Tahoe Senior Plaza residents need transportation to Carson City for dialysis.

Graham announced the Hands-Up Resource Fair (Orvis School of Nursing) at Mills Park in Carson City (additional information attached).

Tara announced free rides on weekends on local routes 50 and 53 through July.

North Tahoe/Truckee Transport (NTTT) program update

- Contract renewed for FY16- continue to grow ridership
- Annual FY 15 total ridership:
 - Placer County:**
 - Unduplicated passengers: 26/35
 - One-way passenger trips: 144/100-exceeded objective

- Nevada County:**
 - Unduplicated passengers: 16/20
 - One-way passenger trips: 92/80- exceeded objective

- A4AA approved \$50,000 for FY16
 - Local match (\$5556) was supported by the Tahoe Truckee Community Foundation in FY 15 and TTD will be seeking the same amount for FY16

- Grant objectives for FY 16:
 - Nevada County**
 - Unduplicated passengers: 25

One-way passenger trips: 100

Placer County

Unduplicated passengers: 15

One-way passenger trips: 80

- Trips added throughout FY 15 to meet requests
 - Quincy trip added to provide transportation to a Medi-Cal dental provider

NTTT outreach was conducted through home delivered meal programs, caregiver services, and the service was promoted to 41 agencies.

South Lake Tahoe Specialized Transportation Service

- Caltrans and CTC approved grant application; TTD expected to begin the program in December 2015 or January 2016
- SLT Senior Center van is intended to be used; TTD and EDC are drafting an agreement to transfer the van
- Intend to model South Lake Tahoe program after the NTTT
- Funding has not been secured for trips to Nevada
 - TTD submitted a grant to Nevada Aging and Disability Services Division (ADSD) to support residents in Douglas County, but it was not awarded
 - A grant was also submitted to NDOT and no decisions have been made
 - Currently no VA funding sources are available for transportation to the Sierra Nevada VA in Reno

Graham inquires about interstate trips and mileage splits if NV funding is secured.

Tara confirms that the process would be similar to the existing bi-state mileage methodology used by TTD.

The Caltrans funding source is 5310, Enhanced Mobility of Seniors and Individuals with Disabilities. Target populations will have priority and others will ride on a space available basis.

The goal is to make the service as efficient as possible; therefore open seats will be available to the public.

Name or Title Suggestions:

South Lake Tahoe Specialized Transportation Service is a long title for the program; asked for name/title suggestions.

Key Destinations:

Identify key destinations in Placerville, Sacramento, North Lake Tahoe, and Truckee (i.e., medical/dental offices and social service locations).

Placerville (eastern EDC):

- Dr. Goodis (dental)
 - Diamond Springs and Placerville
 - Accepts all ages, but no sedation dentistry
- Tribal Health in Shingle Springs
- Social Security office
- Dr. Han (dental)
- Tooth Travelers
- Dr. Wolf (cataract surgeon)

Reno/Carson City (contingent on funding):

Julie and Gia request transportation for dialysis centers in Carson City and Renown in Reno.

The intention of the SLT-STS program is to provide monthly trips to selected destinations. Where, dialysis requires patients to visit the clinic three times per week. The TTD Valley and Lake Express offers daily service between SLT and Carson City. At this time, the Express service is the best option for dialysis patients; there are stops near Liberty (Carson City) and DCi (Gardnerville) clinics.

Tahoe Area Coordinated Council for the Disabled (TACCD) recently submitted a grant to assist with the cost of one-way taxi transportation for individuals coming from dialysis. For example, dialysis patients could take public transit to the clinic and return via taxi, as the return trip is more difficult.

Trips to Renown can be taken via public transit, by using the Valley and Lake Express and connecting to RTC Intercity in Carson City.

Gia mentions Sierra ENT in Carson City for hearing aids.

North Lake Tahoe/Truckee:

- Placer Clinic in Kings Beach (dental and medical)
- Tahoe Forest Hospital
 - Cancer Center- Barton has an agreement with Tahoe Forest; follow-up visits can be administered at Barton via telemedicine
 - Concussion program; sports medicine and physical therapy
 - Three Audiologists- ENT specialists
 - Health system accepts Medi-Cal

Leanne mentions that veterans with VA health insurance can be treated at Barton; preauthorization is required. Exact process is still being determined and there may be out of pocket costs.

Program Logistics:

Passengers should call three days in advance to schedule a trip, confirmation calls are made two days before the trip and vacant seats are open to the public.

Weather will be monitored to give passengers advance notice about trip cancellations. Passengers are advised to tell their appointment offices that they are using public transportation.

Wendi inquires if trips will be made for only one passenger. Tara comments that efficiency is a concern, but anticipates that the need is greater in SLT. Ultimately those parameters have not been determined.

Destination information will be used to contact offices and coordinate a mutually beneficial schedule. Trips will likely be scheduled on Tuesdays, Wednesdays, and Thursdays to avoid offices that are closed on Mondays and Fridays. Destination offices may assist with promotion.

Sacramento:

- UC Davis: Challenging to coordinate; referrals go to various departments
- Sutter Health: pediatric ophthalmologist and pediatric GI specialist
- Western Dental
- Immigration and Naturalization Service (INS)

Outreach and promotional opportunities:

- Kelly Ridge
- Tahoe Senior Plaza
- Lake Tahoe Collaborative
- Barton
- Tahoe Forest
- Senior Center
- Sky Forest Acres
- 211
- Chamber newsletters
- TBSCC and Seniors Inc.

Rack cards and posters are recommended as promotional materials.

Desiree inquires about scheduling. When passengers call to schedule transportation, dispatchers advise them to schedule appointments at the destination within a certain timeframe or window (e.g., 11am and 2 pm). Once confirmation calls are made and locations are determined the dispatchers will provide pick-up times to passengers. Passengers go to the destination as a group and return as a group. The service is shared ride and flexibility among passengers in needed. Under this model, transportation should be scheduled before making appointments.

Gerri suggests promotion through:

- EDC Commission on Aging website
- Senior Center newsletter

- EDC magazine-Senior Times

Once all the details are finalized Tara will present the service to community groups.

Community input is encouraged regarding effective outreach methods and recommendations to make the program successful and sustainable. If the program is successful in the first year, it will be renewed for a second year.

A local weekly trip will also be considered (e.g., provide local transportation every Tuesday between 8 am and 12 am). Gerri suggests providing local transportation to the food bank and Christmas Cheer.

Kelly Ridge update:

- Road Supervisors are examining route 53 to revise the timing and determine how to serve Kelly Ridge
- Once the stop is added, ridership must support the stop

Next meeting: October 13th 2:00 Parasol Building.