

Regional Coordinating Council Meeting Notes
July 17, 2013
2:00 pm

Attending:

Curtis Garner and Tara Styer- TTD
Judy Weber- TRPA (Tahoe Regional Planning Agency)
Gerri Grego-El Dorado County Commission on Aging (EDC)
Ray Goodenough- OPEN (Ordinary People meeting Extraordinary Needs)
Paula Lambdin- El Dorado County (EDC)
Will Garner- Tahoe Area Regional Transit (TART)

Tara: Informal meeting, since there are only a few participants. It is great to have meetings on different shores to get different perspectives. Any transportation updates from Paula or Ray?

Ray: Ray was contacted by the Public Health Department in Placerville. Ray provided them a program description and he was put in touch with the owner of a new taxi company in South shore. The owner wants to volunteer to help with transportation. Ray has not connected with him yet, but believes it is promising. Believes this developed from a situation where a child needed to go to the Kings Beach dentist, who accepts Medi-Cal, and did not know about OPEN. The child's father used a cab to get to North shore. Ray is looking forward to having another volunteer in South shore. If there are additional drivers he suggested the senior center van.

Tara: Confirms that the senior center van will be discussed.

Gerri: Since the last meeting Gerri was able to connect with Susan Haas from RSVP to discuss operations and funding for volunteer program and hopes to bring the model to the region. Plans to discuss ways to get volunteer drivers for the senior center van at the Commission on Aging meeting. Inquires if Tara's work with the senior center van is more of a long term item or will something be in place soon.

Tara: Let's move to the topic of volunteer drivers and the senior center van. Curtis, Tara and Lauren Thomaselli discussed approaches to find out exactly how to locate the seniors who will utilize the van, what their needs are, and if they are interested in, specifically trips to Carson City. Tara is drafting a survey to determine the needs of seniors. Locations also need to be identified to reach out to older adults, besides the senior center and meals on wheels; what are other venues to reach additional seniors?

Gerri: Will look into that.

Paula: Currently taking applications for the energy assistance program and it requires a brief appointment. Once the survey is finalized, Paula is willing to capture input from seniors. What about persons with disabilities?

Tara: Both seniors and individuals with disabilities are eligible for the van. Option to add questions if additional information should be collected (e.g. commission on aging).

Ray: Does the form include the basic needs of the client?

Tara: Yes

Ray: Ray uses a similar form with his clientele.

Tara: More on the volunteer driver topic...Curtis and Tara recently met with a representative from Logisticare. This company will be contracting with transportation providers in the area who offer non-emergency medical transportation; which are very few. Logisticare provides a mileage reimbursement for volunteer drivers, so this could be an opportunity for additional funding for OPEN or other volunteer drivers who take people out of the area for medical services. Very tentative timeline, that is dependent on how and when the state contracts with the Medi-Cal managed care organizations. September was the tentative timeline, but it is likely it will be pushed back.

Gerri: What are the qualifications for the volunteer drivers?

Tara: Drug and alcohol test, background check, fraud check, training in CPR, First Aid, PASS (passenger safety and sensitivity), and wheelchair securement.

Gerri: Who provides that?

Tara: They offer a discounted rate for the drivers, but much of the information from the representative was tentative since this is a new region. The representative should be sending some additional information.

Ray: First Aid is offered at the college. Do they ask for a live-scan?

Tara: I believe so.

Gerri: Is this the city; who does this?

Tara: Those were the requirements from Logisticare.

Curtis: Will, you may find it interesting that Logisticare is willing to reimburse \$13 per trip to transit. This might be a way to get better reimbursements for taxi trips.

Will: It will be interesting to see how to get that reimbursement.

Curtis: Logisticare generally contracts with partners like TTD or TART and transit agencies can set limits on how many tips are provided. It is a way to offset some of the transportation costs for trips that are already provided.

Ray: Ray states that he was a driver for the senior center van and did not have to go through these types of requirements.

Gerri: What do they require?

Ray: Previously a DMV printout and Ray was trained to use the lifts.

Tara: The regulations were changed and Lauren is looking into what type of training would need to be in place. Curtis has offered that TTD could provide some of the training. The city is requiring a background check since the driver is interacting with sensitive populations.

Anything else on volunteer drivers; any idle resources on the north shore, similar to the senior center van that could be put to use?

Will: I am not sure, other than the taxi program.

Tara: Discuss the Coordinated Human Services Transportation Plan that was introduced at the last meeting; the comments and revisions have been incorporated. The vision was included on the agenda for a final review; other comments on the Plan at this point?

Tara: The mobility management plan, chapter five in the Coordinated Human Services Transportation Plan is the driving force behind the RCC. The objectives are the actions of the RCC, so feedback and comments are welcome. Tara reviews the goal and objectives within the mobility management plan.
5.1 Phase One

Goal 1: Ensure Access through Coordination

Objective 1.1: Engage Stakeholders and Develop a Regional Coordinating Council (RCC)

- Optimize community participation

Objective 1.2: Public Awareness

- Ten monthly meetings with RCC
- TTD website updates reflecting developments and accomplishments
- Press release to launch program and invite public participation
- Ongoing media campaign to promote efforts

Gerri: Projects are only as good as people's awareness. This is a huge part and a lot of emphasis must be placed there. Consider senior mailings.

Tara: Meals on Wheel program in South Lake Tahoe serves ninety homes and it would be a good start to promote program to those individuals. Many of those folks are homebound and if they could utilize the senior center van to get out in the community that would be great. Also heard that the program will be expanding into the County; asks Paula about her involvement.

Paula: There is a new individual who will be picking the meals up at the Senior Nutrition site. The individual's grandparents live near Upper Truckee where there is not a current Meals on Wheels route, so Paula records this need and shares it with Susie at the Senior Nutrition site and David Kelley at TACCD...they are all working together on this.

Tara: Tara plans to mention the topic of reaching seniors at the TACCD meeting to get group input on additional outlets.

Objective 1.3: Improve Eligibility and Intake Process

- Standardize client intake forms
- Identify eligibility
- Provider profiles to inventory current services

The provider profiles have been collected for most of the Region.

- Document trip characteristics

The senior center van would collect this information regarding the passenger's specific needs.

Ray: Are those forms available?

Tara: Not yet, there are still a few questions regarding where the forms will be submitted.

Ray: OPEN clients fill out a request, so they could fill out the survey at the same time. Many of his clients are immobile and do not have a way to get to the senior center. The radio might be another way to promote.

Tara: These approaches could be the first round of promotion to see how many people are interested and go from there.

Additional deliverables under objective 1.3:

- Coordinate trip planning and reduce travel time
- Explore brokerage system

Objective 1.4: Service Area Expansion

- Explore additional fixed route services or vanpools
- Facilitate trips outside of the Region
- Develop partnerships
- Coordinate with medical providers
- Review bi-state regulations and other interstate transportation programs

Goal 2: Improve the Rider Experience

Objective 2.1: Safe, Consistent, and Quality of Service Delivery

- Ensure passenger comfort
- Develop uniform standards and protocols
- Facilitate community travel training, including travel buddies

This was on the agenda for today, because it is one of the easier deliverables to accomplish, at least in South shore. Providing minimal travel training will reduce the anxiety that using public transportation may cause some people.

Objective 2.2: Improve Ease of Use among Riders

- Record of ridership

Having demographics and other information recorded will help with the following deliverables.

- Seamless transfers between providers
- Consistent external marketing
- Universal fare media

Goal 3: Increase Service Capacity

Objective 3.1: Improve Efficiency and Decrease Unit Cost

- Utilize fixed route options instead of demand response
- Explore taxi-voucher program
- Utilize underused vehicles
- Vehicle selection and maintenance
- Coordinated use of available resources

- Cooperative purchasing agreements

Two of these deliverables are in progress; putting the senior center van to use and TTD is exploring a taxi-voucher program to augment on-demand services in South shore.

5.2 Phase Two

Goal 4: Develop a Single Point of Contact System

Objective 4.1: Centralized Phone Number

- Standardize information across agencies

Objective 4.2: Web-Based Applications

- Enable riders to register online
- Integrate existing referral matrix/database
- Secure online system

One comment from the initial review of the Plan suggested the 211 system. The 211 system is operational in Nevada; however, El Dorado and Placer Counties do not have an operational 211 system. Barton (Community Advisory Council) is looking into a 211 system and transportation would just be one element within many social services in that system. It is another option.

4.3: Electronic Referrals

- Facilitate online referrals
- Send reservation requests electronically
- Allow providers to review trip details and reimbursement information

This would go nicely with the Logisticare model, if that comes to fruition.

- Send electronic trip reservation to client
- Mobile applications

Gerri: Must make sure that people do not need a computer to access services because so many older people do not have computers.

Tara: Most systems are called 'one call one click', so there would still be an option to call and would not go exclusively to a computer-based model.

Tara believes that the last needs assessment was conducted by the Community Collaborative of Tahoe Truckee for the North shore communities in 2010 and it was an informal assessment. A needs assessment is a function of the SSTAC (Social Services Transportation Advisory Council) and Judy Weber is the lead of the TRPA SSTAC and she is here to answer any questions.

Judy: Judy has received a couple inquiries and applications. There are four potential applicants, which is great and will cover a few categories. She is hoping for nine on the council, if possible. The function of the SSTAC is to perform the annual needs assessment and transit forums; hopes to have nine participants in total. California law requires that there is a SSTAC and also requires that there is at least one public meeting per year. Once the assessments are reviewed it goes to the TRPA governing board; whether there are unmet needs or if the needs were met in the area. The governing board will make a final resolution or decision. Judy is stepping into this role, so she is learning and is open to information, comments or questions. She is very excited that there is some interest in the Council. Hopes are to have three meetings; one on the north shore, one on the south shore and one that brings information from both sections of the lake together. The final meeting will review what transit needs are out there and what has feasibly been met or what has not been met and if these are reasonable to meet and if something can be done about it. This is where the RCC will come in. The RCC will meet more regularly

and will have participants from all over the region to bring their agencies or areas unmet needs ideas together to work together and resolve some of the issues in the Tahoe Region. Judy's hope is that information that is gathered at the RCC will be funneled into the SSTAC. The information can then be sorted and moved forward whether it is a resolution to the governing board or if everything has been covered in the Tahoe Region.

Tara: Asks Will to provide any history about the SSTAC and how the needs assessment usually work on the north shore.

Will: SSTAC has not convened for a few years. Previously staff had made the (council) active for a while, but there has been an unmet transit needs hearing or public workshop every year in the North shore, but not an SSTAC. The SSTACs that have happened have all been on the South shore and there has not been much North shore representation. The SSTAC is really only a requirement if a transportation agency plans to use LTF funds (in CA) for something other than transit. That is when an unmet transit needs go through a SSTAC and make a finding to the Governing Board before any funds are approved for streets and that is not the case in the Tahoe basin, to spend money outside of transit.

Tara: Any possibility of the Nevada County, Placer County and TRPA SSTACs all collaborating, has this happened before?

Will: No, it has not. NCTC, PCTPA, and TRPA have conducted a joint unmet transit needs workshop, not a Social Services TAC. Will is on the PCTPA SSTAC and that group meets once a year to make a recommendation on the unmet transit needs findings.

Judy: Asks Will where the unmet transportation needs information is gathered; through surveys, agencies, or through other councils?

Will: PCTPA uses information blasts by any means practical and holds about eight public workshops around the County and then a public hearing through their Board. They take email, public input and phone calls. It is assembled into an unmet transit needs document that is taken to the Board to be adopted and an unmet transit needs finding is also made- those that are reasonable to meet or not.

Curtis: Asks Will about the level of participation in this process.

Will: It varies from community to community and year to year. There are a lot of emails and less people attending meetings. Once in a while there is a group of people interested in a particular advancement in the transit service, other times it is only staff. Process is about to begin again in October or September.

Judy: Judy states that it seems in past years Placer has a workshop and TRPA comes in as a participant.

Will: Correct. It is challenging when someone in Kings Beach wants nighttime transit service to get to work. PCTPA does not deal with it because it is in the Tahoe Basin, but TRPA says that all the LTF money is currently being spent on transit, so there cannot be an unmet transit need 'reasonable to meet' finding. A finding is only made and applied to a jurisdiction if LTF money is being spent on streets, which is not done in the Tahoe Basin. The hang up is in the technical unmet needs process...Will thinks it is used as an information gathering and to help gather community input and help set priorities for service improvements. Under TDA, if a comment comes in from Nevada it is null and void, but that is not the

approach. TRPA will still view it as an important comment, but it does not fall into a 'finding' under TDA because it is California only.

Curtis: Discusses next steps, where to move forward, and also take questions and comments about the Plan. The overarching goal and mission here is to make it easier for people who are eligible for different types of transportation service and have needs that are outside the traditional transportation service programs to access the services that they need to improve community health outcomes and improve the quality of life here in the Basin. Input on the Plan; what might be achievable and the order in which the steps should be taken is greatly appreciated.

Tara: Action items were basically covered. Outreach to seniors was discussed earlier. Tara is always looking for suggestions. The RCC is a product of those who participate in it, so suggestions and feedback on the plan are the action items for now.

Gerri: Another need for seniors is transportation to church services.

Tara: Tara will connect with some of the faith-based organizations.

Gerri: There is a set schedule and there could be transportation available for certain services.

Tara: Possibly someone from the congregation or organization could be the volunteer driver.

Ray: What is the best media to get this information out to the seniors?

Tara: At this point, utilizing the Meals on Wheels program and reach out to the people that are already on the radar. Also, Ray mentioned the radio, so possibly a PSA.

Paula: KRLT has a Wednesday broadcast that is dedicated to professional women and the guest picks what they talk about. The talk could be targeted to seniors and outreach through that avenue. Usually it is well received, the guest tailors what they say ahead of time, and it is free.

Gerri: Another option would be to have a booth at a popular fair where seniors could see what is available to them.

Tara: Asks if there are senior specific expos or anything of that nature.

Gerri: Not aware of any.

Paula: Not specific to seniors, but they get a good turnout of seniors at the Barton Health Fairs.

Gerri: It is good for seniors to have something in hand, so they do not have to remember a phone number.

Ray: Often hears that community does not know OPEN existed and it was been operating for 20 years. Ray would like for more people to know about the program. The radio stations cooperate with fundraisers and Ray has been asked to go on the local television program.

Gerri: The Commission on Aging is updating the website and there will be a list of places where people can go, but people do not even know about the website; must consider the audience.

Ray: Audience must be computer literate for the referral system to be online.

Tara: Has anyone had success with certain newspapers? Are newspapers generally a good media?

Ray: Ray has used both over the years when there is a fundraiser; both the Tribune and the Mountain News.

Paula: Several churches have outreach committees, who should be contacted individually since there is not a strong ministerial association. Outreach committees would probably help to distribute surveys to their members and collect them as well as part of their mission and outreach.

Ray: Inquires if the Care Coalition still meets.

Paula: The Collaborative meets; although, their focus is a bit different.

Tara: Plans to reach out to the churches.

Gerri: If eight churches came together and each offered one volunteer driver for a Sunday, it would provide rides for eight weeks.

Curtis: Next steps are based on the comments from the Coordinated Human Services Transportation Plan. Final revisions will be made and it will be published and open for public comment with public notice. It will be officially adopted with the TRPA at Governing Board, which is scheduled for September. It will also be brought to the Tahoe Transportation Commission and the TTD Board for adoption as well, so it will be more of an actionable document moving forward. Appreciate everyone's comments before the plan is promulgated; it will be an officially noticed document in the near future. Next steps are to get this document fully vetted.

Reconvene the South shore SSTAC to get unmet transit needs surfaced, get public comment and interest. Determine what the needs are and how they can be reasonably addressed or not. Not specific to the funds, but to get a better sense of how things are developing in the communities. Opportunity for synergy with the North shore, or a way to tie all of this together is a goal of mobility management program is to breakdown some of these barriers. Are there opportunities to combine what the PCTPA is doing with the TRPA and other South shore groups?

Will: Continue to conduct the joint unmet transit needs workshop. If the SSTAC is going to form, it would be good to get some North shore representation.

Curtis: Asks Will for suggestions on potential participants for the SSTAC from the North shore to round out the roster.

Will: Plans to talk to Jaime about North shore SSTAC participants, including the TMA. In the TRPA SSTAC are transit operator's members or participants?

Curtis: Had possibly included himself as transit member, but would also like for someone from Keolis to participate; or possibly Ray. Limited providers in South shore.

Will: TDA spells out what the membership should look like and it includes a transit operator.

Judy: It has two representatives from the local Consolidated Transportation Service Agency.

Will: There is no CTSA in North shore; is there one in South shore?

Curtis: Technically, TTD is it.

Will: TTD may be designated, but does not receive funding because it goes straight to Article 4 transit, not Article 4.5. TTD is a member.

Curtis: Alfred and Carl had been representatives in the past.

Tara: Closing...Discuss the meetings moving forward; there was not a room at the Parasol building in September, so the next two meetings will be held at the Stateline (TRPA) office, in August and September.