

Regional Coordinating Council Meeting Notes

June 19, 2013

2:00 pm

Attending:

Curtis Garner and Tara Styer- TTD

Ralph Powers- Transit Plus

Judy Weber- TRPA (Tahoe Regional Planning Agency)

Julie Day- Tooth Travelers

Steve Teshara- Chair of TTD Board of Directors

Kelly Beede-Town of Truckee

Gerri Grego-El Dorado County Commission on Aging (EDC)

Susan Haas- RSVP Rural Counties Carson City

Cherrill C. Cristman and Julie Kotchevar- Nevada Aging and Disability Services Division (ADSD)

Wendi McCray- Alta Regional

Ray Goodenough- OPEN (Ordinary People meeting Extraordinary Needs)

Lauren Thomaselli- City of South Lake Tahoe (City of SLT)

John Pillsbury- Department of Rehabilitation (DOR) for Tahoe

David Kelly- Tahoe Area Coordinating Council for the Disabled (TACCD)

Paula Lambdin- El Dorado County (EDC)

Deborah McCarthy and Pam Stoddart- Barton Community Clinic

Jan Colyer and Jaime Wright - TNT-TMA (Truckee North Tahoe- Transportation Management Association)

Rob Albin- CHOICES Transitional Services

Solvi Sabol- Placer County Transportation Planning Agency (PCTPA)

Candace Roeder- Seniors First

Curtis welcomed participants and introductions begin at 2:03 pm.

Audio begins with Susan Haas; RSVP has been working with the Carson City Regional Planning Group. The concept for a mobility manager was brought up to provide transportation to rural Nevada.

Gerri- El Dorado County Commission on Aging. Not a lot has happened regarding transportation in the eastern portions of El Dorado, plans in western El Dorado County to help seniors with transportation.

Kelly- Parking and Transit Services Manager with Town of Truckee; recent work with LSC Consulting. Nevada County is split and there has not been a lot of attention paid to eastern Nevada County and they are trying to change that. Looking at additional funding opportunities to provide non-emergency medical transportation services between the resort triangle and potentially to Reno and even Sacramento, as they develop new programs and find funding for those programs.

Steve- South Shore Transportation Management Association, Truckee North Tahoe Transportation Management Association, and currently serves as the Chair of the TTD Board of Directors.

Julie- ED of Tooth Travelers, mobile dental program based in Placerville; looking to open a dental clinic that focuses on Medicare, Medi-caid and those without insurance. The building they are interested in (1286 Kybers Ave) belongs to County Office of Education and it is just short of the last (BlueGO) bus stop. Curtis's name was mentioned to inquire about a route change.

Judy- TRPA Transportation Planner; learning about the program.

Pam and Debbie from Barton Community Clinic (audio is difficult to hear)

Tara- TTD, Mobility Manager; Initiates phone introductions

Candace- ED Seniors First. Organization has a few different transportation programs that they are trying to bring up to the Region.

Jan- ED for the TNT-TMA for a few more days

Paula Lambdin- Program Coordinator for EDC Human Services, includes Area Agency on Aging and low income assistance programs.

David Kelly- Chairman of TACCD, President of Tahoe Senior Plaza and Kelly Ridge, VP of disabled housing on Emerald Bay Road, Board member for Area Board 3 for the State of CA for developmental disabilities for EDC and Alpine County and other things.

John Pillsbury- Vocational Rehabilitation Counselor for Tahoe Area; also serves Truckee area; works with Dave on TACCD and Senior Plaza Board.

Lauren Thomaselli- Recreation Manager for the City of South Lake Tahoe; oversees the senior center and transportation services that used to be provided. Over 30 percent reduction in workforce eliminated staffing of an ADA assessable van. Currently the van is underused; hope to coordinate and qualify drivers to put the van to use.

Ray Goodenough- ED of OPEN, Private non-profit cooperation providing medical needs to those experiencing hardships. A lot falls through the cracks with insurance. Ray and another driver totaled over 14,000 miles in 2012 to medical appointments out of the Region (USD, San Francisco).

Wendi McCray- Alta California Regional Center, serves eastern EDC and Alpine County. Non-profit agency contracted with the State of CA to provide services to children and adults with disabilities. Alta funds a lot of transportation needs for adults and would like to get more transportation out to rural areas.

Solvi Sabol - Placer County Transportation Planning Agency. MyRides program is a volunteer driver program (also have door-to-door driving program). Created to help people get to non-emergency medical transportation (NEMT) appointments and there is a volunteer pool that Seniors First connects them with. New program, Rural Mileage Reimbursement Program, is where individuals enlist drivers to take them to NEMT and they get reimbursed for their mileage.

Curtis- TTD has responsibility for the Basin, all five counties, both states, and everyone who is coming in and out of the basin. Geographical and political boundaries make it difficult for people who need services to get services. There is not a dialysis center, so people have to travel to Nevada to get treatment. Also lists other examples of service destinations. Need to coordinate resources (vehicles, drivers) and funding sources. There is a fractured situation that does not lend itself to efficient allocation of resources. Must do more with less and with the demographics are shifting. With the

population getting older more services are going to be needed, so TTD applied for a grant to hire a mobility manager. RCC will be focused on action and finding solutions to improve lives.

Ralph-Transit Plus is involved in a number of mobility management and coordination projects throughout South West. Program is ahead of the curve. Transportation coordination came about in 2008 when the federal government mandated that human services, transportation, NEMT, and VA providers develop a way to coordinate services. Need for more efficient services throughout the country over a five year period. Ralph commented that he has reviewed plans that have no action, remains at vision level with minimal action. A new funding formula (MAP 21) was introduced this year, so the government will take a closer look, increase vigilance and increase expectations regarding coordinated transportation moving forward. RCC members should document participation. The Coordinated Plan affects funding sources at every level (human services or FTA). There are high expectations for what the region has to accomplish. Need to have representation from Veteran's Administration. This meeting will have a couple objectives; first is to establish a vision, as everyone needs to have input. The other objective is to establish an action group, so there will be work after this meeting.

Tara- Mobility Management has become a buzzword and it has different meanings to different audiences, so it is helpful to describe her role and the characteristics of the program. A mobility manager is typically seen as the nexus or liaison between transportation providers and community agencies and riders. They develop partnerships, provide education and outreach, and coordinate services.

The focus of Mobility Management is to move individuals with specific needs and this program is focused on three populations: older adults, individuals with disabilities, and persons with low incomes.

Over the last couple of months Tara has met with most of the attendees to inventory existing transportation resources and current health and human services offered in the region to be able to offer referrals and ultimately synchronize transportation services. These meetings also allowed her to revise the Coordinated Human Services Transportation Plan which will guide the actions of the mobility management program. For example, efforts to establish a volunteer driver program and provide travel training are underway.

The primary function of the RCC meetings will be to keep a REGIONAL conversation going. Bringing multiple disciplines to the table will provide an opportunity to share different viewpoints. RCC participants represent a larger group and have unique perspectives regarding specific needs and ideas for coordination. The issues or needs are the same around the Lake, but efforts are often polarized, so the dialogue generated here will help bridge some of these gaps.

This group will be fulfilling some of the more technical aspects of that Social Services Transportation Advisory Council (SSTAC). The SSTAC roster needs to be updated, so previous members or anyone who is interested in participating will need to submit a new application which will be reviewed by the RTPA (*Regional Transportation Planning Agency*). There are applications here or they can be accessed online.

Ralph (Transit Plus) - Asks for questions? When constructing a vision, RCC should consider the following elements, Economic Efficiency, Livability, Environmental Protection, Equity and Social Interaction, Safety and Economic Growth. Do all of these make sense as cornerstones for foundational elements to a vision? Anything to add?

John (DOR)-In this area, it is links between the communities that are involved

Lauren (City of SLT)-Regional Collaborative effort

Susan (RSVP) - Access, people lack access to transportation and may not understand what resources are available.

?-education and outreach

Ralph (Transit Plus) -Some elements are inherent in the definition of coordination and mobility management. Mobility management is the actual technical function, whereas coordination is the programmatic function. What else?

Note the individual and agency who responds in notes to see different perspectives from different types of providers. What are some areas that are important to you and your agency?

What represents economic efficiency from your agencies perspective?

Julie (ADSD) - Remaining in home

Julie (Tooth Travelers) - Availability, service must be available to population being served

Ray (OPEN) - Fundraising

Ralph (TransitPlus) - Passengers per hour or mile

Gerri (EDC Commission on Aging) - Efficient use of volunteer programs

John (DOR) - Access to colleges, other training programs, jobs outside of 8-5 pm, and to some of the main lines.

Susan (RSVP) - Program focuses on maximizing resources for volunteer program, finding ways to collaborate.

Kelly Town of Truckee- Public-private partnerships

Ralph (Transit Plus) - What does livability mean in this Region?

Julie (ASAD)?-Access to basic services.

Wendy (ALTA) - Access to the community, clients feel limited because they do not drive.

Ralph (Transit Plus) - Comments that there is a problem, but working together will offer opportunities.

Kelly (Truckee) - Basic access

Ralph (Transit Plus) - Aging in place

Curtis (TTD) - Improved health care outcomes

Gerri (Commission on Aging) - Include access to recreational components

John (DOR) - Problem with snow in the winter; clients who do not leave their home in winter because they do not have snow removal.

Ralph (Transit Plus) - Will refer to snow conditions as 'coping with conditions'

David (TACCD) - Better NEMT; need same day service.

Ralph (Transit Plus) - Comments that David would like more flexibility in transportation systems

Solvi (PCTPA) - Affordability (transportation, education and health care), if it is not affordable it is not livable.

Ralph (Transit Plus) - If we can reduce unit cost of transportation from 30 to 15, it will increase the range of what can be accomplished.

Environmental Protection; this area has commitments to the environment above what most communities do.

Cherrill (ADSD) - Reducing the number of vehicles reduces pollution and need for fuel

Ralph- Coordinate trips to reduce carbon emissions

David (TACCD) - Brought up issue of pharmacy drive-up window, which limits accessibility for disabled. An accessibility issue that will probably go to court in the next year.

Ralph (Transit Plus) - Unique and friendly community

Equity and Social Interaction; how to maintain living in Tahoe? Comes back to access to transit-dependent populations.

Lauren (City of SLT) - Outreach to the target population and many facilities do not support growing needs.

Ray (OPEN) - Growing population of elderly people

Ralph (Transit Plus) - A cornerstones activity is information referral/sharing, database or computer generated or everyone having a copy of information. It is a no-cost activity and it begins to achieve equity, as more people are able to access more services because they know about them. Safety is in all transportation missions.

Cherrill (ADSD) - Protecting seniors who are no longer able to drive to ensure they have a safe alternative.

Ralph (Transit Plus) - Looking at safe alternative mode to the automobile.

Paula (EDC) - Timeliness is also a factor. A rider might get to a destination safely, but if they do not have a timely return ride and there are health issues it is still not a safe way to travel.

Ralph (Transit Plus) - Dialysis patients have to wait to have an uncomfortable ride back.

Kelly (Truckee) – Drivers need to be well-trained, patient, caring. If a rider feels threatened by the driver, they will not get back on the bus.

Ralph (Transit Plus) - Joint training programs are one way to establish coordination; this also establishes consistency in service. This concept goes back to economic factors and impact. Training introduces personnel and brings everything together- homogeneity.

Susan (RSVP) - Safety requires trust ask well. Trust that the driver has a valid driver's license, a background check, the agency respects your privacy and you will not be exploited on any level. Agencies that provide services must trust that funding agencies will be supportive as well.

Ralph (Transit Plus) - Trust becomes an issue when you begin to discuss information sharing and client databases.

Julie (ADSD) - Issue of self-neglect; individuals may not go to the doctor because it is too much trouble. People skip treatment because they do not have transportation.

Ray (OPEN) - Need for training that emphasizes sensitivity and trust.

Ralph (Transit Plus) - Need for background checks should be included in the standardized hiring process.

Cherrill (ADSD) – The capacity of the type of transportation. Mobility manager needs to understand each client's needs to make safe selection for each individual.

Lauren (City SLT) - Maintenance and upkeep of vehicles.

Ralph (Transit Plus) - Look into joint procurements and maintenance plans.

Curtis (TTD) - Improve public safety by promoting driving retirement for people who have outlived their driving abilities.

Ralph (Transit Plus) - Transitioning people to public transportation.

Kelly (Town of Truckee) - Effective communication (e.g. miscommunication between driver and rider resulted in client navigating motorized wheelchair from Tahoe Forest Medical Center to the Senior Apartments in Truckee during a snow storm).

Ralph (Transit Plus) - Economics; building a bus shelter or transit center will bring people to that location, which also brings revenue. Functioning transit will result in economic growth. What does this group see in coordinated transportation?

Cherrill (ADSD)? - Increased revenue for businesses

Ray (OPEN) - Healthy populations

?- Creates jobs

Susan (RSVP) - Less liability for NV counties who have to take care of indigent populations who are in institutions, so if individuals can live independently in their homes there is less impact and they can still be functioning members of the community.

Julie (Tooth Travelers) - Brings in more people (visitors and residents); people want to be in areas with better transportation.

Susan (RSVP) – When people look at regions where needs are being met they are more likely to bring their business to that area.

Ralph (Transit Plus) - Businesses should support the project. Here is a draft vision. Does this capture the essence of what we are trying to do? How do we modify it? This is an action group, so we want everyone to believe in the vision and make sure it is covering everyone's bases. What can be added?

Cherrill (ADSD) - Change preserve to enhance

Susan (RSVP) – Creating partnerships should be added, because maximizing partnership is essential to realize the vision.

Ralph- RCC will continuously create partnerships as a group. The document is living, so efforts and successes will be documented. Talk about the successes, why it happened and who was involved. Easy things to accomplish right away and more difficult things to accomplish (i.e. technologically detailed, like a joint call center or scheduling).

Susan (RSVP) - Promote access because access it is key.

Steve (TTD) – Change 'conservation' to 'stewardship'; it is more of a personal action. Conservation implies that someone else is responsible.

Ralph (Transit Plus) – After these changes are incorporated into the vision, is this the direction that the group wants to go? Notes general agreement by nodding of participants and reviews vision.

Steve (TTD) – Suggests that 'basin' is changed to 'region'; basin is too confining.

Ralph (Transit Plus) – **The adopted vision will be sent out.** Moving forward, participants will need to look at the governance structure of the group. Must determine which agency manages the group; TTD or AAA? Decisions also need to be made regarding the meetings, formal versus informal, and inclusion of by-laws. Ralph recommends a private nonprofit governance structure with varying contributing members on the board. It is a sound governing structure because you have access to funding that government and private companies do not have and more flexibility and creativity. RCC must decide moving forward to maximize on the vision.

Tara (TTD) - From my meetings and a review of existing documents discussing unmet human services transportation needs, I found these overarching gaps in service. Elicit group thoughts about gaps; additions. NEMT seems to be primary area of focus. Numerous dialysis patients take public transportation to Gardnerville, Reno and Carson City.

Curtis (TTD) - Main function of the SSTAC is to conduct an official assessment of unmet service needs and whether or not those needs could be reasonably met. This assessment determines if the Transportation Development Act (TDA) funds can be used for transportation, otherwise funds may not go areas where we know people need services. An official SSTAC is vetted by the TRPA governing board. Four meetings need to be held annually with a document that states the gaps that are reasonable to meet, unreasonable to meet, or if there are no gaps. Previous unmet service needs documents focus on their jurisdiction; real unmet need is multi-jurisdiction. For example, Nevada Department of Transportation funded Tahoe Douglas Senior Center who previously transported CA residents to Nevada. Since it was supported by NV funds, it was shut down.

Kelly (Town of Truckee) - Are representatives needed from the county and state?

Curtis (TTD) - Must have representation from different groups; there is a formal structure regarding who can participate. This is an area where we have been lacking for a while, so the unmet needs must be acknowledged and what can be done to address those that are reasonable to ensure we are maintaining TDA funding and it is not being diverted to other programs.

John (DOR) - The discussion about the SSTAC must include thought from those who served on the Council previously. Spent a great deal of time formulating information from meetings, but members did not feel that they had a vote. There was no say in TTD or TRPA, but at that time it was different. Concern that there are many meetings to attend and if it is going to result in just talk and no vote or no say in the ultimate decisions, then he would rather not be involved. Regarding the SSTAC, there needs to be some say at the table where the decisions are actually made. Those in the service community know what the issues are, but there is not a say when we are sitting at the table and having a vote.

Steve (TTD) - John, can you describe what you mean by a vote at the table; what table? Help me understand.

John (DOR) - Where those decisions are actually made that is going to result in the improvements that we are actually talking about. Want to be involved with something that has an outcome and knowing where that outcome is going to be.

Steve (TTD) - Appreciates frustration, as he has been on the TTD board since 1999. The SSTAC in the past has had its ups and downs. The north and south have never successfully melded and certainly not by the larger region represented by the folks here today. District's commitment was manifested in hiring a mobility manager (Tara) and having a professional transit person (Curtis). Believes that colleagues on the board would welcome input from this group; the key is going to be identifying some funding source. That is always the frustration. Difficult to understand the matrix of the social service needs; limited funding to provide solutions to challenging services; long distance trips, with a small number of people served even though it is very important. It is hard to find the money to get to where we want with the vision and to fill these gaps in services. It is a funding challenge, if there is something to take to the board that shows there is a chance to get to where we are talking about. There are experts in the field based on this federal direction. Now the group has a broader perspective; I would support any vote that the group has and would not expect participation if you did not have that.

John (DOR) - Appreciates statement

Ray (OPEN) - Asked which board Steve was referring to.

Steve (TTD) - Clarified TTD board. Noted the transit operations committee and that some of the needs could be brought to that committee. No ability to add seat to Board, but it can be done through the committee or this group could report back to the Board. Open to those possibilities as a board member. Does not expect anyone to make a commitment when the District Board was not going to support valuable time in this collaborative effort.

Curtis (TTD) - Conversation has been had at the TACCD meetings and understands frustration with the influence that the SSTAC has had in the past. Looking at less policy and more at pragmatic solutions. For example, City of South Lake Tahoe has empty vans and has the potential to recruit volunteers, so the missing piece was training. TTD can work with contractor to provide Passenger Assistance Safety and Sensitivity (PASS) training to these volunteers. This is not necessarily a policy solution, but it is a practical situation that makes more transportation available to people. It is not that we are trying to get policies enacted, but how can we come up with practical solutions that get people from point A to point B- which is the focus of this group and it is a little different than what the SSTAC does. Rather than having an SSTAC and a RCC they should be folded together to maximize efficiencies.

David (TACCD) - So, you are not going to have both? An SSTAC and a RCC?

Curtis (TTD) - Exactly, we would want to fold the SSTAC into this effort as well. The purpose of the SSTAC to identify the gaps in service and determine if those can be reasonably addressed.

David (TACCD) - But, the SSTAC is for California, so anyone from Nevada...

Curtis (TTD) – We are not looking for Nevada residents to serve on the SSTAC, but we want to have Nevada involved in the larger group. It is a subgroup of the RCC, so we can accomplish more things at once.

John (DOR) – In the past TACCD has come up with some great ideas that are pragmatic and workable that do not cost, but not having a seat or vote at the table has led to those ideas being totally discarded immediately by those in the position of power. Truckee and the Community Collaborative is a great example of where I have a vote and there is a directors group and I have a say. It puts people together and connects people and it is incredibly valuable to have that connection to the community. Need pragmatic ideas to be given some consideration, not just dismissed when it comes to the vote.

Curtis (TTD) – All of us representing a group have funding sources and there are outcomes that our funders like to see that we achieve. Collectively when we find out how our cooperation generates success, it is not so much about policy as it is about resources and volunteers that can be put forward for transit services for their clients. There is a certain amount of discretion within our programs to find ways to cooperate. There are deeper institutional problems that go to the heart of some of the federal programs and we are not going to get there right away or in five years, like Medicaid funding for instance. What can we do now - can we start sharing scheduling and dispatching, or share a common intake process that identifies what the needs are of the person and what programs they are eligible for. This is where we are headed, as opposed to being a policy body. This is an action group, where can we cooperate and how can we help each other.

Tara (TTD) – This requires a certain amount of trust.

Julie (Tooth Travelers) – Anticipated that she would just attend the meeting to express her need. Understands that there is a dividing line between California and Nevada, but this (effort) is amazing. It would not have occurred to her that we could or should be looking for transportation; that Tooth Travelers could request that grants include transportation funds. Would like to partner with Alta Regional, TACCD and the program is very active with veterans and are trying to make sure they can access care. The meeting has opened up an opportunity that she was not aware of.

Ray (OPEN) – Participated in a previous committee that was forming a bus line to Carson City, which involved 17 dialysis patients who needed transportation to Gardnerville. Believes that committee achieved the bus route change to Carson City. It was a very positive experience. May have some impact on policy, but it is not about policy it is about helping each other.

Ralph (Transit Plus) – For a group like this to be an action group, it needs a champion. After consultants set up these groups a mobility manager needs to be hired to facilitate. Consultants cannot establish accountability, so a local mobility manager takes on this role. This group is already on track by having this position filled. Everyone works together on the planning process, but requires execution. There is a vision, champion, and some good ideas that have been put on the table today. This plan also impacts you; it allows you to remain here; it allows you to look at your own vitality and economic issues. The RCC is halfway there, since there is a Coordinated Plan draft, a mobility manager, and a vision. Tara will get back to you regarding comments. Are there additional needs the group thinks that we need to add?

Lauren (City of SLT) - Ninety meals delivered to home-bound seniors every day. It is volunteer dependent and it does not always happen.

David (TACCD) – David is helping the County work on this.

Ralph (TransitPlus) - Anything else? Comprehensive job of going over everything. As you participate further, think about your agency and the agencies that you are working with and how to work with them. Good start to getting things organized, kicking things off, and moving things in the right direction. This group is an action group. **The Coordinated Human Services Transportation Plan was revised and will be distributed to all of you to provide comments by July 10th.** If you do not provide comments you cannot say that you did not have a say at the table. Here is an opportunity to look through the document and provide feedback. Put serious input into it, it is a serious effort and it is not going away. Why shouldn't Tahoe be the best at it? This assignment keeps the momentum rolling. New agenda items next time, sometimes the action items will be tough, so let Tara know if there are questions. This opens up lines of communication; direct face to face, or phone calls.

Tara (TTD) - Schedule of the remaining RCC meetings for this year. Rooms have been booked for representation in both north and south shores. Agendas will be sent out the week before each meeting, but this gives you an idea for planning. She is looking forward to future meetings.

David (TACCD) - Is the 2:00 pm meeting time set? It is in the middle of the afternoon and it will be difficult for David sometimes.

Tara (TTD) - Check with the group about changing the time, but a Doodle survey was sent out to get a consensus on a good time. Three times were proposed and 2:00pm on the third Wednesday was selected as the most popular. The time can always be revisited in the future.

Meeting minutes and PowerPoint will be sent out. Plan will be sent out in Word format, so comments can easily be inserted and she will compile comments for July meeting.

Meeting adjourned at 3:32 pm.

Next meeting: Wednesday, July 17 at 2:00 pm at the Parasol building in Incline Village, NV.

**The meeting was recorded in its entirety, if anyone is interested in listening to the tapes; please contact Tara Styer tstyer@tahoetransportation.org or 775-589-5509*