

SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL MEETING
at 11:00 AM on MONDAY JUNE 23, 2023
WASTEWATER TREATMENT PLANT COMMUNITY ROOM
210 BATTERY STREET, CRESCENT CITY, CA 95531

This meeting is in person.

This is an in-person meeting. We strive to offer an electronic option but cannot guarantee reliable Internet access. If you cannot attend in person, register in advance for this webinar:

[HTTPS://US02WEB.ZOOM.US/J/82029975201?PWD=WUF2BFK0SMOVY2JFMEC4MX
H6A2HBZZ09](https://us02web.zoom.us/j/82029975201?pwd=WUF2BFK0SMOVY2JFMEC4MXH6A2HBZZ09)
PASSCODE: 601692 WEBINAR ID: 820 2997 5201

1. Call meeting to order
2. Introductions
3. Public Comment Period
4. Redwood Coast Transit Authority update
 - Presentation on Medical Shuttle Study
 - Project update
 - Transit Advisory Committee update
5. Roundtable Status Reports from Council Members, including a review of your situation, service gaps, and new projects.
6. Review Unmet Needs
Suggested Action: Identify and prioritize unmet needs. Report to DNLTC.
7. Adjourn

Anyone requiring reasonable accommodation to participate in the meeting should contact the Executive Director Tamera Leighton, at (707) 465-3878, at least two days prior to the meeting.

June 12, 2023

MEMO TO: Board of Directors

FROM: Joe Rye, General Manager

SUBJECT: Receive Presentation on Final South Oregon Medical Shuttle Study and Approve Recommendations for Implementation



RECOMMENDATION:

Receive Presentation on South Oregon Medical Shuttle Study and approve implementation of recommendations: extension of Route 20 into Eureka, and a twice-weekly DAR shuttle to Medford.

BACKGROUND:

RCTA was approached during the 2022 Del Norte Local Transportation Commission Unmet Transit Needs (UTN) process about the need to provide transportation to either Southern Oregon or Humboldt County to meet the needs of folks who must travel out of the area for specialty medical services. The Del Norte Healthcare District pledged \$20,000 to help fund a planning study, and RCTA pledged to match this with \$20k for a total planning study budget of \$40,000.

RCTA awarded the consultant contract to Mark Shaffer Consulting of San Luis Obispo on October 22, 2022 and work began. Phase 1 included a scan of the existing conditions to ascertain the nature of the market for out-of-county specialty medical transportation, followed by Phase 2 where implementation options were evaluated. The need turned out to be real, and about equal to both Eureka and Medford area medical resources.

The Final Study recommends the following be implemented on a pilot basis to most efficiently meet these emergent transportation needs. Options that were too expensive or would be considered in direct competition to existing Non-Emergency Medical Transportation (NEMT) providers were discarded to leave a set of recommendations that are sustainable for RCTA yet will meet this need in a manner that should improve Del Norte resident's access to healthcare.

Call Center

While a very modest recommendation both on staffing and cost impacts, this "call center" will be staffed by existing RCTA dispatchers but will elevate their game by the provision of (and periodic updating) of a binder full of information on all available transportation options in the region, along with eligibility information on each provider. A new phone number will be marketed in the community as a "one-stop shop" for transportation information, directing people to the RCTA Call Center, where a (long overdue) new phone system is being provided by Transdev (formerly First Transit) that will host the new phone number, retain the existing RCTA phone number, and allow for quick transferring of callers to outside agencies.

Extend Route 20 from Arcata into Eureka

This recommendation was an easy one to make, considering the information RCTA received on the high number of medical trips from Del Norte to Eureka, PLUS the fact that Humboldt Transit Authority had already reached out to RCTA about extending the 20 into Eureka to the Eureka

Transit Center to improve connectivity and be an integral part of the upcoming co-branded Redwood Express service that will connect multiple agencies (RCTA, HTA, MTA) with timed transfers and contactless fare offerings to enable same-day travel to and from Smith River and the Bay Area, with connections to the SMART train in Santa Rosa on the southerly end. The Redwood Express concept is very well supported by Caltrans, and Caltrans has increased RCTA's apportionment of FTA 5311(f) funding to cover the costs of the Eureka extension. While in Eureka to meet HTA buses as part of the Redwood Express schedule, RCTA will do a loop around Eureka, stopping at General and Providence Hospitals, and the Eureka VA Clinic.

Demand-Response South Oregon Medical Shuttle

The need to reach specialty medical services in Southern Oregon requires a different type of service, as Oregon Department of Transportation (ODOT) already provides a slimmed-down version of our Route 20, called the Southwest POINT (SW POINT). SW POINT is funded by FTA 5311(f) funding like RCTA's Route 20, but only offers one daily round trip between Brookings and Klamath Falls, with stops in Crescent City, Hiouchi, and Gasquet, as well as towns in Southern Oregon along the route alignment. However, the SW POINT schedule makes same day trip taking from Del Norte impossible, as the lone eastbound trip leaves Crescent City in the late morning and quickly returns to Crescent City in the late afternoon, allowing no time for errands in Medford. Accessing medical in Medford via the SW POINT is pricey (\$30 fares each way) and requires an overnight stay.

The RCTA demand-response model will require advance reservations, and has funding to operate twice per week, on Tuesdays and Thursdays, if demand warrants. The DAR vehicle will schedule morning pickups at riders' homes in the 7am hour targeting an 8am departure from Crescent City, to arrive in Medford (after any stops at Grants Pass medical facilities) by 11am. The bus driver will then take a long lunch while passengers attend their appointments, with return trip pickups beginning in the 2pm hour, arriving back in Crescent City in the 5pm hour, dropping riders back off at their homes. The service area (eligibility area) for pickups on the South Oregon Medical Shuttle will be the RCTA Dial-A-Ride service area (City of Crescent City and surrounding developed areas) although if passengers can get a ride into the service area (and back home) they are welcome to use the service. This is true of Hiouchi and Gasquet residents, who can be picked up at the existing Route 199 bus stops on the way to/from Medford.

Fares are set to be about equal to RCTA Route 20 (going about the same distance in the other direction) with fares to be \$10 each way to Grants Pass, and \$12 to Medford. The Healthcare District intends on helping to subsidize fares for passengers with medical appointments, assuming funding is available. The DNHD has applied for a grant to support the first year(s) of this project, and is awaiting word on the grant award. The service as described is expected to cost in the range of \$67k total per year, including fuel and labor, but not including fares. The DNHD has pledged to pay for half of the service, approximately \$33,500 per year, with or without the pending grant. This will help make the service sustainable, as RCTA will cover the remaining \$33,500, using its CTSA budget. RCTA CTSA receives in the range of \$45,000 per year and will have enough remaining funds to sustain its ADA Eligibility and Travel Training programs.

RECOMMENDATION

That the Board receive the presentation on the Medical Shuttle and authorize staff to implement the recommendations as soon as July 2023 for a one-year pilot project to improve access to specialty medical services in Eureka and Southern Oregon.

ITEM 6

DATE: JUNE 23, 2023
TO: SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL
FROM: TAMERA LEIGHTON, EXECUTIVE DIRECTOR
SUBJECT: REVIEW UNMET NEEDS

The California State Transportation Development Act (TDA) requires the Unmet Transit Needs Process be conducted annually by Regional Transportation Planning Agencies. DNLTC is the Regional Transportation Planning Agency for the Del Norte region. The TDA requires that DNLTC makes a determination whether there are "unmet transit needs that are reasonable to meet" in in this region. It's important to acknowledge that 100% of the transit funding is already spent on transit related services. There are no additional funds to meet the unmet needs, though we are required to document the needs annually. After the SSTAC provides a recommendation, Del Norte Local Transportation Commission will make a determination by resolution regarding whether the unmet needs are "reasonable to meet."

In 2022, the SSTAC unanimously confirmed its prioritized list of identified unmet needs:

- One: Non-Emergency Medical Transportation
- Two: Comfortable and secure seating for waiting transit riders.

This list needs to be reconsidered on an annual basis and a confirmed or new determination for "reasonable to meet" must be made by DNLTC.

The excerpt from the Transportation Development Act relating to Consolidated Transportation Service Agency is attached.

ARTICLE 7 - CONSOLIDATED TRANSPORTATION SERVICE AGENCIES

Designation

6680

Consolidated transportation service agencies shall be designated by the transportation-planning agency, except that within the area of the Southern California Association of Governments, they shall be designated by the county transportation commissions and the County of Imperial. ~~and that for the area of the San Diego Metropolitan Transit Development Board, they shall be designated by the Board.~~ The consolidated transportation service agencies shall be designated in accordance with the action plan adopted pursuant to section 15975 of the Government Code. Each consolidated transportation service agency shall be an entity other than the transportation planning agency and shall be one of the following:

- (a) A public agency, including a city, county, operator, any state department or agency, public corporation, or public district, or a joint powers entity created pursuant to Chapter 5 (commencing with section 6500) of division 7, title 1 of the Government Code.
- (b) A common carrier of persons as defined in section 211 of the Public Utilities Code, engaged in the transportation of persons, as defined in section 208.
- (c) A private entity operating under a franchise or license.
- (d) A nonprofit corporation organized pursuant to division 2 (commencing with section 9000 5000) of title 1 of the Corporations Code.

The transportation planning agency or other designating agency may designate one or more consolidated transportation service agencies. The geographic areas of consolidated transportation service agencies may be overlapping. For the purpose of filing claims, the division of responsibility between designated consolidated transportation service agencies shall be by the transportation service provided (i.e., by geographic area, route, time, clientele, etc.) and not by service function (i.e., operation, maintenance, marketing, etc.). This does not preclude a consolidated transportation service agency from contracting with various contractors to perform different service functions.

The transportation planning agency or other designating agency may rescind the designation of a consolidated transportation service agency if it finds that the agency has failed substantially to comply with the terms of its allocations, with the Act or with the action plan. The rescission of the designation of the consolidated transportation service agency may be appealed pursuant to Public Utilities Code section 99242 by any claimant, including the consolidated transportation service agency, even where the designating agency is not the transportation planning agency. Whenever the designation of a consolidated transportation service agency is rescinded or a new agency is designated, other than in the text of the action plan originally submitted, the transportation planning agency or other designating agency shall notify the Department within ten (10) days.

Claimant Eligibility

6681

A consolidated transportation service agency may file claims under article 4.5 of the Act for its operating costs, to the extent specified in section 6634(a), and for its costs in purchasing vehicles and communications and data processing equipment, to the extent specified in section 6634 (f). Claims may also be filed by a consolidated transportation service agency for state transit assistance funds as specified in section 6731.1.

A consolidated transportation service agency may provide transportation services itself or contract with one or more other entities to provide service in accordance with section 6683. In either case, the consolidated transportation service agency alone is the claimant for funds under the Act and bears all the responsibilities of a claimant under the Act. These include, but are not limited to, the filing of claims, the maintaining of complete and accurate records in accordance with the uniform system of accounts and records, complying with fare revenue requirements, and the submittal of fiscal and compliance audit reports. The consolidated transportation service agency shall meet all requirements of the Act and these regulations as a single claimant, even where it is responsible for services provided by more than one contractor. For example, the fare revenue requirements shall apply to all of the agency's transportation services jointly, not separately. The consolidated transportation service agency's responsibilities as a claimant may not be delegated or assigned to its contract services providers.

Vehicles and Equipment

6682

The consolidated transportation service agency may be allocated funds to purchase vehicles and equipment to be used either for transportation services that the agency provides itself or for transportation services provided by a service contractor. In either case, legal title to the vehicles and equipment (other than equipment included in operating cost) shall be vested in the consolidated transportation service agency, if it is a public agency, or in a public agency specified by the transportation-planning agency.

The consolidated transportation service agency may also be allocated funds to be used as the local match for a grant made for the purchase of vehicles under Section 16 (b)(2) of the Urban Mass Transportation Act of 1964, as amended, provided that the grant is to the consolidated transportation service agency or to an organization under contract to the agency to provide transportation services. Legal title to the vehicles shall be vested in accordance with the requirements of the grant program.

Vehicles and equipment purchased with funds allocated to a consolidated transportation service agency shall be used only for transportation services provided by or under contract to a consolidated transportation service agency.

Contract Service Providers

6683

The consolidated transportation service agency may contract with any entity to provide service. The contract shall be awarded on the basis of competitive bidding.