

Recommendations of the Paratransit Coordination Task Force For the RTC

Action: This list of recommendations was unanimously approved with two abstentions by the Paratransit Coordination Task Force on February 16, 2005. However, specific recommendations may not have been approved by consensus. The majority-rule votes for these recommendations are noted.

[E/D TAC input shown in brackets, after the responsibility.]

GOAL #1 – THE SYSTEM WILL USE FUNDING AS EFFICIENTLY AND EFFECTIVELY AS POSSIBLE.

I. Issue: How to manage eligibility under various programs (clear criteria, centralized information and/or registration)

Short term recommendations:

- 1.1.1 Print Spanish and large print versions of the Guide to Specialized Transportation. (This action is already underway and should be complete by April 2005.)

Responsibility: RTC (or its committee, *See Goal 1, Issue II, Recommendation 2*)
[Underway]

- 1.1.2 Post the Guide on the RTC website in a manner that is Section 508-compliant making the information accessible to people with screen readers etc... (This accessibility is planned in RTC's current website redesign project.)

Responsibility: RTC (or its committee, *See Goal 1, Issue II, Recommendation 2*)
[Underway]

- 1.1.3 Develop a "cheat sheet" for use by service providers and related agencies to help direct riders to appropriate service providers. The sheet should include eligibility criteria and phone numbers and could be indexed to more complete information available in the RTC's "Guide for Specialized Transportation," ADA legislation or other detailed information. This could be done in collaboration with Community Bridges operating as the CTSA and other interested parties.

Responsibility: RTC (or its committee, *See Goal 1, Issue II, Recommendation 2*)
[Use condensed version of Guide on RTC web site with decision making tree on the other side, insert in center page of Guide, training groups recommended/experiment with test groups, Steve Paulson and Karena Pushnik will work on it together]

- 1.1.6 Clarify the expectations regarding the level of knowledge and extent of the information and referral services to be provided.

Responsibility: Service providers and funders
[Use cheat sheet]

Long term recommendations:

- 1.I.8 Research establishing a Mobility Management Center (or centralized information point) in Santa Cruz.

Responsibility: RTC (or its committee, *See Goal 1, Issue II, Recommendation 2*)
[Need to determine where it would reside, a high priority]

- 1.I.9 Research establishing a 511 telephone system in Santa Cruz County, similar to what currently exists in the San Francisco Bay Area, to provide transportation information including specialized transportation.

Responsibility: RTC (or its committee, *See Goal 1, Issue II, Recommendation 2*)
[Pursue when funding scenario is better]

II. Issue: Available Funding and ResourcesShort term recommendations:

- 1.II.1 Develop a process for determining duplication and report to the RTC annually. Input would be solicited from the RTC's advisory committee, funding agencies, social service agencies and specialized transportation service providers. This should include compiling a list of concrete examples of areas of duplication. The effort could be combined with the annual unmet needs process.

- a. Have funding agencies review the performance and use of funds for specialized transportation to make sure that duplication is being avoided and that service is provided as cost effectively as possible.

Responsibility: RTC and Metro

- b. Interested parties should be able to submit to staff examples of duplication. This could then be analyzed by relevant agencies, reviewed by the E/D TAC or RTC advisory committee and a report submitted to the RTC on ways to deal with these issues.

Responsibility: Paratransit TF, RTC staff, service providers (or its committee, *See Goal 1, Issue II, Recommendation 2*)

- c. Clarify various categories of "duplication." For example, a person may qualify for rides under many different programs. That's not duplication of rides, that is duplicate eligibility. MediCal rides vs. medical voucher rides are a totally different type of duplication.

Responsibility: RTC (or its committee, *See Goal 1, Issue II, Recommendation 2*) and service providers

[Incorporate into Unmet Needs process, have in-service trainings (cross training), increase coordination/knowledge of what's out there, better outreach for unmet needs]

1.II.2 Redefine the RTC's advisory committee to empower it to play a stronger role in the oversight of paratransit services so that the committee's recommendations are taken seriously by both the RTC and Metro.

- a. Create a structure that works mutually, where staffs can work together, where interested parties can work together to deal with issues that may arise that concern both of these services, whether it's the E&DTAC as its formed now or a revised E&DTAC or some other entity altogether. (* 9 to 3)

Responsibility: RTC & Metro

- b. Establish a structure that assures that the efficiency and duplication issues are dealt with effectively so problems are solved. This structure needs to have the respect and credibility with both the RTC and Metro. This would provide for continuity with the work that the Task Force has started. (* 9 to 3)

Responsibility: RTC & Metro

[Consider requiring more members to be seniors or people with disabilities (potential specialized transportation clients), add a position for Metro's Advisory Committee, strengthen the low income/limited means representation, add a Hispanic/bi-cultural representative. Consider having E/D TAC representative attend board meetings and give committee updates.]

Long term recommendation:

1.II.3 Include review of available countywide funding and resources for specialized transportation as a sub-task of the Regional Transportation Plan update (every three years).

Responsibility: RTC

[Ongoing and coordinated w/ RTP updates]

Short and long term recommendation:

1.II.4 Lobby state and federal representatives for waivers or policy changes to broaden the transportation options for MediCal/Medicare recipients. This could include providing fixed route bus passes for non-emergency medical trips such as is done in Florida.

Responsibility: Service providers and RTC

[Request Central Coast Alliance for Health representative Barbara Flynn to attend a future E/D TAC meeting. Include residential facilities in discussion. Broaden item to include non-medical trips also.]

III. Issue: Coordination between paratransit services (ADA, TDA, other)

Short term recommendation:

1.III.1 Develop an effective information and referral system. *(See recommendations 1.3 and 1.4.)*

Responsibility: RTC, Metro, and Community Bridges
[See item 1.I.3]

1.III.2 Develop a committee that is respected by all transportation players (or its committee, *See Goal 1, Issue II, Recommendation 2*)

Responsibility: RTC and Metro
[See item 1.I.2]

1.III.4 Set up a process whereby the Metro, the Community Bridges and other program operators meet on a regular (quarterly or semi-annual) basis to discuss service and eligibility issues in order to try and avoid potential duplication.

Responsibility: RTC (or its committee, *See Goal 1, Issue II, Recommendation 2*)
to coordinate start up
[Twice a year meetings facilitated by a non-provider recommended. Could be integrated with trainings.]

1.III.5 Research roles and responsibilities for CTSA's throughout the state

Responsibility: RTC Staff (already complete and provided to Task Force 2/16/06)
[done]

1.III.6. Maintain the current CTSA designation

Responsibility: Community Bridges/RTC
[no action needed]

Long term recommendation:

1.III.7. Explore feeder paratransit service options.

Responsibility: Service providers and RTC

[Metro responsibility]

1.III.8. Develop a long range strategic plan designating one public agency to consolidate (and potentially provide) services eliminating the need to coordinate service between multiple service providers.

Responsibility: RTC
[no recommendation]

1.III.9 Monitor the Long Range Strategic Plan developed by the state to incorporate relevant components.

Responsibility: RTC (or its committee, *See Goal 1, Issue II, Recommendation 2*)

[Good idea]

* All recommendations by consensus except those noted in parenthesis with vote counts

\\Rtcserv1\Internal\E&DTAC\Paratransit\Task Force\Recommendations\FINALe&dtacRecs0405-A.doc