



Minutes
Health Express/I-med Charrette
July 10, 2008

Attendees: Candace Roeder, Holly Harper, David Melko, Mike Wixon, Will Garner, Gail Williams, Megan Siren, Tink Miller, Amy Bakker

Absent: Laura Webster, Bonnie Gore

1) Updates/Review -

- a. David is in the process of meeting with member jurisdictions to review the new CTSA which will be a Joint Powers Authority (JPA) between: Placer County Transportation Authority, City of Lincoln, City of Rocklin, City of Roseville, and City of Auburn, City of Colfax and City of Loomis.
- b. The current month-to-month PRIDE contract requires a 60-day notice of termination. If notice is given 9/1 then a new MOU could take place effective 11/1.
- c. David reviewed various stats of the CTSA transportation program under PRIDE. Key statistics for I-med:
 - i. 481 passengers – monthly average (about 400-450 one way trips)
 - ii. 16 passengers travel outside Placer--most go to Sacto County (46% from Rocklin, 22% Lincoln, 12% Roseville, 11% Auburn)
- d. It was noted that the current capacity of Health Express is about 450 one – way rides. If there is a small overlap of users of Health Express and PRIDE, this pilot could be looking at a close to doubling of service, or 900 one-way rides/mo.
 - i. We will estimate a budget based on 600 and 900 one-way rides.
 - ii. Most likely the contributions of the 2 partners will not be enough to accommodate the existing and growing demand. We will determine this more accurately as the Pilot moves forward.

2) Definitions & Agreements

a. Term of Pilot Program:

- i. The group agreed to a 2-year Pilot program
- ii. **Action: A draft MOU and Scope of Work will be created based on today's meeting and some additional research. – Lauren /David**
 1. The MOU will include a clause which will allow for an extension of the time frame assuming the partnership is working

b. Service Area Definition:



- i. Placer County – Western Placer County along Highway 80 to Colfax. Service from Auburn to Colfax will be provided west of 80 to the County line, and $\frac{3}{4}$ mile east of Hwy. 80 up to Route 174.
 1. Forest Hills will not included

c. Types of Transportation Requests Permitted (medically related)

- i. Doctor – health & wellness
- ii. Vision
- iii. Adult day care (respite)
- iv. Chiropractor
- v. Mental health provider –therapist, family counseling included
- vi. Physical therapy
- vii. Dialysis – referred out
- viii. Labs

Note: Pharmacy will not be included in this phase of the Pilot Program.

d. Eligibility

- i. Elderly and Disabled
 1. Pilot must provide rides in relationship to the % of TDA funding of the pilot (currently \$375k of \$500k or 75%)
 - a. 75% of rides must accommodate Seniors or Disabled community members
 - b. Need to track % ADA, Disabled and Sr.
 - c. Get formal TDA definition – David
 - i. Disabled, ADA & Sr..
 - d. 60 yrs. old and above is definition for senior
 - ii. Underserved/Indigent – case by case (25% served)
 - iii. Health Express Screening to other transportation sources:
 1. Health Express is currently marketed as Last Resort- Pilot will move away from this term in marketing materials, however, it will still try to route requests to alternative public transportation services if applicable.
 2. Screening Process– Amy will let **all callers** know about alternative public transit option
 - a.

e. Policies Needed:

- i. Abuse of Service –
- ii. No show policy – take from Roseville
- iii. Complaint process
- iv. Door to Door Service – when applicable, what are policies and guidelines for transit operator
- v. In MOU – put that Health Express should solicit an RFP for the transit operations every 2-3 yrs.



- vi. Customer Service / Quality Standards
- vii. Transportation/Maintenance Requirements
- viii. Other operations standards

f. Hours of Operation

i. Placer

- 1. Scheduling: 7:00 am to 3:30pm (need to make next day appt. by 1pm previous day)
- 2. Rides: First pick up 8:30 am to last pick up 4:30 pm

ii. Sacramento

- 1. One day per week (half day TBD)
 - a. Look at database of current requests - Amy
 - b. Coordinate with Vic and Roseville trips and determine appropriate placement on schedule
 - c. Note: Paratransit was considered as drop off potential, but given their ADA requirement it does not seem like an option for current customers going to Sacto.

g. Door to Door vs. Curb to Curb

- i. Health Express will provide "Door to Door" On request
 - 1. Add to policy – the law, and liability?
- ii. Ask Vic- can you leave the sight of the vehicle, what is the current procedure? – Amy
 - 1. Suggestion: 1st threshold / door →TBD
- iii. Marketing: keep out language of Door to Door

h. Fares/sliding scale – Health Express is a no cost service / donation based

- i. 10% - Fair revenue to operating costs – use partner \$'s to meet this
 - 1. \$125k firm contribution (local support) * 75% seniors (TDA)/\$500k – 19%
 - a. local cash grants or subsidies (Kaiser/Sutter)

3) Liability - Who is liable under this contract?

- a. By Contract Health Express assumes the liability
 - i. Candace to review her Liability and map to requirements
 - ii. Additional liability costs will be billed to Health Express
- b. Risk management needs to review—David
- c. David to send comparable PCT contract for liability language
- d. What are liabilities of Srs. First, PCN, -Candace. Lauren

4) Call Center Operations – method of referral



- a. Plan to transition to one call Center by end of pilot (Amy, Mike, Lauren, David)
 - i. Look at dispatch point too
- b. Amy continues to be call intake at first

5) Financial:

- a. Baseline funding
 - i. \$125k from Health Express hospital partners
 - ii. \$375k from CTSA
 - iii. End of 2 yr. period examine the baseline contributions
- b. Develop Funding plan & action plan – LO/DM
 - i. Cost/ trip , efficiency, serving 2x more for 70% of price!
 - ii. Lincoln could potentially give \$'s for it's I-med day
 - iii. Identify potential sponsors, funders
 - iv. Serve Seniors and Disabled (TDA definition of where funds need to go) based on TDA % contribution to pilot
 - 1. Currently 75%, if Health Express raises more than \$125k, then this percentage can be lowered
 - v. Note: CTSA doesn't assume Health Express shortfall funding goal of \$200k

6) Scope of Service

- a. Health Express covers existing rides
- b. Review parameters of today
- c. TOWG is public partner side of things

7) Organizational Structure

- a. TOWG/Health Express Team – Partnership
 - i. Oversight by : Board JPA / Board of Seniors First – ultimate decisionmakers
- b. Role: Partners (as opposed to contractors)
 - i. New partners can join Health Express/Pilot team if they contribute \$20k or more
- c. Health Express: Need to set quality, customer service and other operational standards → leverage TOWG group for existing materials (Will Garner)
 - i. Performance
 - ii. Vehicle Maintenance and liability – standards
 - iii. Quality of Service – Late arrival
- d. Role of group –
 - i. Define MOU
 - ii. Oversight of Pilot
 - iii. Work out budget & action plan (Lauren & David)
- e. Decision-making - Consensus – fall back to vote



8) Communications

- a. Reports on Ridership, etc.- monthly to TOWG
 - i. Lauren to send sample reports to TOWG group
- b. Team reviews all marketing content for comments
- c. Branding
 - i. Health Express - Candace to trademark along with logo
- d. Immediate communication needs
 - i. Press around partnership in Fall
 1. JPA formed , press
 - ii. Press conference
 - iii. Workshop for stakeholder review – David send emails of current stakeholders
 1. Design process, set the date – shoot for 1st week Sept. (LO/DM)
- e. Changes to Website
 - i. Make more interactive website – have an “ask amy”
 - ii. Tracker to web
 - iii. Schedule
 - iv. Include Policies & procedures
 - v. Hours of operation

Additional Actions:

- Communication with PRIDE. – David
 - What are PRIDE’s intentions? Medi-cal, volunteer trips?, cease the service?
- Reports/Data - Pilot will track – Amy
 - # of pharmacy requests
 - # of Medi-cal requests
 - Need to track % ADA, Disabled and Sr per the definitions
- Current List of Medi-Cal providers – Amy to send to David and rest of TOWG
- Confirm Uniform Standard of Accounts for Health Express - GASB ? - Candace
- Create an RFP and process to solicit transportation bids on new project which expects to double capacity of Health Express
 - Will be run in parallel with pilot (Macy will start pilot and if a preferred provider that is not Macy is selected, then a smooth transition plan for service will be created). (LO/HH/CR)
- Get Trapeze reports from PRIDE - David

NEXT MEETING TIME: AUGUST 13, 10:30 TO 1:30 PM PTCPA OFFICES