



# SOLANO TRANSPORTATION AUTHORITY

**Member Agencies:**

Benicia ♦ Dixon ♦ Fairfield ♦ Rio Vista ♦ Suisun City ♦ Vacaville ♦ Vallejo ♦ Solano County

*Solano Transportation Authority  
... working for you!*One Harbor Center, Ste. 130, Suisun City, CA 94585-2473 ♦ Phone (707) 424-6075 / Fax (707) 424-6074  
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## CTSA-AC CONSOLIDATED TRANSPORTATION SERVICES AGENCY ADVISORY COMMITTEE (CTSA-AC) 9:30 a.m., Thursday, October 22, 2020

**Join Zoom Meeting**<https://us02web.zoom.us/j/81089742452?pwd=cW0rVGFKzQzM1Q4azZHWnloZ29oZz09>**To Join by Telephone****Dial: 1(408)-638-0968****Meeting ID: 810 8974 2452# Password: 784184**Click here for [Zoom Instructions](#)**MEETING AGENDA**

<b><u>ITEM</u></b>	<b><u>STAFF PERSON</u></b>
<b>1. CALL TO ORDER</b> (9:30 – 9:35 a.m.)	Jim Spering, Chair
<b>2. INTRODUCTIONS</b> (9:35 – 9:40 a.m.)	Group
<b>3. APPROVAL OF THE AGENDA</b> (9:40 – 9:45 a.m.)	Committee Members
<b>4. OPPORTUNITY FOR PUBLIC COMMENT</b> (9:45 – 9:50 a.m.)	

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**CTSA-AC MEMBERS**

<u>Richard Burnett</u> Lifeline Committee	<u>Elaine Clark</u> Area Agency on Aging	<u>Lori DaMassa</u> Vacaville City Coach	<u>Diane Feinstein</u> Fairfield and Suisun Transit (FAST)	<u>Gerald Huber</u> Solano County Health & Social Services	<u>Ronald Kott</u> STA Board Member	<u>Louren Kotow</u> Dixon Redit-Ride	<u>Beth Kranda</u> Solano County Transit (SolTrans)
<u>Harry Price-</u> <u>Vice Chair</u> STA Board Member	<u>Kari Rader</u> Community Action North Bay-Veteran/Low Income	<u>Ernest Rogers</u> PCC Committee Chair	<u>Susan Rotchy</u> Independent Living Resources	<u>Bob Sampayan</u> STA Board Vice-Chair	<u>Jim Spering-</u> <u>Chair</u> STA Board Member	<u>Brandon Thomson</u> Rio Vista Delta Breeze	

- 5. CONSENT CALENDAR** Committee Members  
Recommendation: Approve the following consent item.  
 (9:50 – 9:55 a.m.)
- A. Minutes of the CTSA-AC Meeting of July 23, 2020** Cecilia de Leon, STA  
Recommendation:  
 Approve the CTSA-AC Minutes of July 23, 2020  
**Pg. 5**
- 6. PRESENTATIONS**
- A. None**
- 7. INFORMATIONAL ITEMS – DISCUSSION**
- A. Expansion of Medical Trip Concierge (GoGo) Program with CARES Act Funding** Debbie McQuilkin, STA  
 (9:55 – 10:00 a.m.)  
**Pg. 9**
- B. First/Last Mile and Microtransit Pilot Programs**
- 1. First/Last Mile Benicia** Lloyd Nadal, STA  
 (10:00 – 10:10 a.m.)
- 2. MicroTransit Pilot Benicia/Rio Vista** Brandon Thomson, STA  
 (10:10 – 10:20 a.m.)  
**Pg. 15**
- C. Transportation Partnerships with Medical Providers**
- 1. STA Partnership with Sutter Solano** Ron Grassi, STA  
 (10:20 – 10:30 a.m.)
- 2. Fairfield-Suisun Transit (FAST) Partnership with NorthBay Medical Center** Diane Feinstein, FAST  
 (10:30 – 10:40 a.m.)  
**Pg. 17**
- D. Implementation of the Solano Mobility Study for Older Adults and People with Disabilities** Elizabeth Richards, STA  
Ron Grassi, STA
- 1. SolTrans Priorities**
- 2. Future Allocation**  
 (10:40 – 10:50 a.m.)  
**Pg. 19**
- 8. CTSA-AC MEMBER COMMENTS**

**9. FUTURE AGENDA ITEMS**

**A. Appointment of CTSA-AC Members**

**B. STA Transportation Equity Chapter**

**10. ADJOURNMENT**

The next CTSA-AC meeting is scheduled for **9:30 a.m., Thursday, January 28, 2021 via Zoom.**

**NOTE:** During the COVID-19 virus shelter-in-place time period, CTSA-AC meetings will be conducted via Zoom.

**CTSA-AC 2021 Meetings**

**9:30 a.m., Thursday, January 28, 2021 via Zoom**

**9:30 a.m., Thursday, April 22, 2021 *at a location to be determined***

**9:30 a.m., Thursday, July 22, 2021 *at a location to be determined***

**9:30 a.m., Thursday, October 28, 2021 *at a location to be determined***

**For questions please contact Ron Grassi, STA’s Director of Programs,  
at (707) 399-3233 or [rgrassi@sta.ca.gov](mailto:rgrassi@sta.ca.gov)**

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**CTSA-AC**  
**CONSOLIDATED TRANSPORTATION SERVICES AGENCY**  
**ADVISORY COMMITTEE**  
**Draft Minutes for the Meeting of July 23, 2020**

**1. CALL TO ORDER**

Pursuant to Governor Newsom's Executive Order N-29-20 and the Shelter at Home order issued by Solano County Public Health, the CTSA-AC members and other invited participants attended the meeting via Zoom.

Chair Sperring called the CTSA-AC virtual meeting to order at 9:31 a.m. A quorum was confirmed.

**Voting Members Present: *In Alphabetical Order by Last Name***

Richard Burnett	Lifeline Committee
Lori DaMassa	Vacaville City Coach
Diane Feinstein	FAST
Gerald Huber	Solano County Health & Social Services
Ronald Kott	STA Board Member/Mayor of Rio Vista
Louren Kotow	Dixon Read-Ride
Beth Kranda	SolTrans
Kari Rader	Community Action North Bay
Harry Price	CTSA-AC Vice Chair, STA Board Chair/Mayor of Fairfield
Ernest Rogers	PCC Committee Member
Susan Rotchy	Independent Living Resources
Bob Sampayan	STA Board Member/ Mayor of Vallejo
Jim Sperring	CTSA Chair, STA Board Member/Solano County Supervisor
Brandon Thomson	Rio Vista Delta Breeze

**Voting Members Not Present: *In Alphabetical Order by Last Name***

Elaine Clark	Area Agency on Aging
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**Also Present: *In Alphabetical Order by Last Name***

Pat Carr	SolTrans
Catherine Cook	Office of Supervisor Sperring
Cecilia de Leon	STA
Ron Grassi	STA
Daryl Halls	STA
Debbie McQuilkin	STA
Elizabeth Richards	STA Consultant/ERC
John Sanderson	SolTrans
Drennen Shelton	MTC
Rochelle Sherlock	STA Consultant/Potentiate LLC
Amber Villarreal	FAST

**2. INTRODUCTIONS**

Chair Spering made the introductions.

**3. APPROVAL OF AGENDA**

On a motion by Vice-Chair Price, and a second by Ernest Rogers, the CTSA-AC approved the January 23, 2020 agenda. (14 Ayes.)

**4. OPPORTUNITY FOR PUBLIC COMMENT**

None.

**5. MTC’s Blue Ribbon Transit Recovery Task Force (BRTRTF) Update**

Chair Spering discussed transit challenges during the COVID-19 pandemic and reported MTC’s CARES Act funding allocation to transit agencies. Chair Spering commented that additional resources are being sought to help with issues related to disabled and transit-dependent riders.

Daryl Halls suggested discussion on the Equity Chapter recently adopted by the STA Board at a future meeting.

**6. CONSENT CALENDAR**

**Minutes of the CTSA-AC Meeting of January 23, 2020**

Recommendation: Approve the CTSA-AC minutes of January 23, 2020.

On a motion by Vice-Chair Price, and a second by Board Member Sampayan, the CTSA-AC approved the CTSA-AC minutes. (14 Ayes)

**7. PRESENTATIONS**

**A. Update to the Bay Area’s Coordinated Public Transit-Human Service Transportation Plan**

*Presented by: Drennen Shelton, MTC*

Drennen Shelton provided an overview of the Bay Area’s Coordinated Public Transit-Human Transportation Plan. She discussed the recommended regional priorities and coordination strategies and next steps.

**Members and Participants provided the following comments/concerns:**

- Updating community based transportation plans if planning resources is available.
- Make resources available for smaller rural communities that are transit dependent to provide basic services.

**B. Solano Mobility Study Plan for Older Adults and People with Disabilities *Presented by: Elizabeth Richards, STA Consultant***

Elizabeth Richards reviewed the background and purpose of the Solano Mobility Study Plan for Older Adults and People with Disabilities. Her presentation highlighted the top countywide challenges, community priority solutions, and broad solutions to common issues. She also discussed near, medium and long term strategies, and concluded with next steps.

**Members and Participants provided the following comments/concerns:**

- Homelessness issues at bus shelters and diminished physical capabilities at bus stops.
- Staff was asked to re-engage with other healthcare providers to participate in providing mobility services.
- FAST staff was asked to present at a future meeting regarding partnership with NorthBay Medical Center.

**C. Presentation of Community Based Transportation Plans (CBTP)**

*Presented by: Ron Grassi, STA*

Ron Grassi provided a brief overview and planning process for a Community-Based Transportation Plan (CBTP). He outlined several CBTP's previously completed by STA, and cited Suisun City expressed interest in updating its CBTP.

**D. Presentation of Vallejo community Based Transportation Plan (CBTP)**

*Presented by: Elizabeth Richards, STA Consultant*

Elizabeth Richards reviewed the purpose and development process for the Vallejo CBTP. Ms. Richards emphasized on community participation in prioritizing transportation needs and identifying potential solutions. She outlined the 16 projects for community voting and summarized the six priority projects selected for Participatory Budgeting (PB) funding. She also explained projects that were not selected for funding though this process will remain in the CBTP along with additional projects to address the transportation challenges raised by the community.

**Members and Participants provided the following comments/concerns:**

- Reckless driving is a major problem for pedestrian safety. Traffic enforcement should be addressed within the community.
- Staff were commended for their efforts with the CBTP process in Vallejo.
- Caltrans allocated SHOPP funds for highway improvements on SR 29.
- FAST requested to be included with Suisun's CBTP process.
- SolTrans announced the CBTP plan had recently been taken to their Board and was ready to move forward with the projects.

**8. INFORMATIONAL ITEMS – DISCUSSION**

**A. SolanoExpress COVID-19 Protocols**

FAST and SolTrans staff shared COVID-19 protocols to ensure the health and safety of SolanoExpress riders and drivers.

**Members and Participants provided the following comments/concerns:**

- Staff was asked to look into distributing single-use hand sanitizer packet to riders.

**B. Transit Providers Update on COVID-19**

Transit providers for Dixon Readi-Ride, FAST, Rio Vista Delta Breeze, SolTrans, and Vacaville City Coach shared updates on safety protocols for their respective transit system.

**C. Paratransit COVID-19 Protocols**

Brandon Thomson discussed the planning process to develop a standardized paratransit safety protocols, and reviewed policies and procedures implemented by FAST, SolTrans, and Vacaville City Coach to ensure drivers and passengers safety.

**D. Partial Restoration Service Plan Update**

Transit providers from SolTrans and FAST discussed implementation of partial restoration service for SolanoExpress and local routes as well as service improvements. Both transit providers will continue to monitor bus capacity and overall system operation.

**E. Solano Mobility Programs Pre/Post COVID-19**

Debbie McQuilkin provided an update on changes made to the mobility programs since COVID-19 and provided statistics for pre/post COVID-19 which included comparisons from Fiscal Year (FY) 2018-19 and through March 2020 of FY 2019-20.

**Members and Participants provided the following comments/concerns:**

- Staff was asked to provide a breakdown for GoGo Grandparent for the City of Rio Vista.

**9. CTSA-AC MEMBERS COMMENTS**

- Forward Equity Chapter link to committee members for review and include a discussion at a future meeting.

**10. FUTURE AGENDA ITEMS**

- A. GoGo Grandparent**
- B. Solano Mobility Management Plan**
- C. Farebox Modification Update**
- D. STA Equity Chapter**

**11. ADJOURNMENT**

The meeting adjourned at 11:08 a.m. The next meeting of the CTSA-AC is scheduled to meet on **Thursday, October 22, 2020 at 9:30 am via Zoom.**



## CTSA-AC

DATE: October 5, 2020  
TO: Consolidated Transportation Service Agency Advisory Committee (CTSA-AC)  
FROM: Debbie McQuilkin, Transit Mobility Coordinator  
RE: Expansion of Medical Trip Concierge (GoGo) Program with CARES Act Funding

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### **Background:**

The Medical Trip Concierge (GoGo) Program serves Solano County Older Adult residents (60+) by providing subsidized Uber and Lyft rides to and from medical appointments only. The riders pay either 20% or 40% of the cost depending on their income and, pre-COVID-19, are limited to 10 total trips per month. The Program, which began in April 2019 and is funded with State Transit Assistance Funds (STAF) has been and remains a popular mode of transportation for the older adult community (Attachment A). Recently, STA staff has received requests from transit dependent program participants asking to use the service to make essential trips, such as the pharmacy.

The Intercity Taxi Card program serves Americans with Disabilities Act (ADA) eligible County residents, regardless of age, by providing taxi rides within Solano County. The rides are subsidized with riders paying 20% or 40% as with the GoGo Program. Recently, STA's Solano Mobility staff has received complaints from program participants about the lack of availability of taxis and have been told that since COVID-19, some taxi drivers are preferring not to drive. This leaves an already vulnerable population even more so by not providing them access to essential services.

Solano County will be augmenting the STA Mobility Programs with \$150,000 in Coronavirus Aid, Relief, and Economic Security (CARES) Act Funding to help provide assistance to this vulnerable population.

### **Discussion:**

STA staff recommended a pilot program, which was presented to and approved by the STA Board on September 9, 2020, expanding the Medical Trip Concierge (GoGo) Program to include the following:

- Include participation of ADA eligible Solano County residents; and
- Increase the number of rides per person per month to 20 (pre-pandemic limit was 10).

ADA eligible individuals are currently eligible for the subsidized Taxi Card program. The expansion provides those ambulatory residents access to additional rides to medical trips, including pharmacies, that are currently being limited due to taxi availability. There are currently 751 registered users in the program with 77 of those registering since the program's expansion. Prior to the expansion, the average registration was between 9-10 persons per month. It is estimated, based on current usage of both programs, that the number of rides will increase

considerably (Attachment B). While the CARES Act Funding requires funds to be expended by December 31, 2020, if the pilot is successful, STA will seek to fund the program with current STAF funds.

**Fiscal Impact:**

Program expansion would be funded using CARES Act Funds in the amount of \$150,000 that will be added to the STA Budget.

**Recommendation:**

Informational

Attachments:

- A. Medical Trip Concierge Program (GoGo Grandparents) Data FY 2018-19 and FY 2019-20 & Trips Taken by City (starting FY 2018-19 and through FY 2019-20)
- B. Estimated GoGo Program Data
- C. Current FY20-21 1<sup>st</sup> Quarter Usage

Medical Trip Concierge Program (GoGo) Data FY 2018-19 and FY 2019-20

Medical Trip Concierge Program (GoGo) Data FY 2019-20		
Month	FY 2018-19	FY 2019-20
July	0	491
August	0	894
September	0	740
October	0	809
November	0	277
December	0	273
January	0	282
February	0	264
March	0	155
April	3	83
May	90	178
June	304	267
<b>Totals</b>	<b>397</b>	<b>4,713</b>

GoGo Program Usage by City for FY 2019-20

GoGo Ride Usage by City through FY 2019-20		
City	Ride Start Location	Ride End Location
Vallejo	1342	1341
Benicia	145	143
Fairfield	2064	2084
Suisun	426	378
Dixon	45	43
Rio Vista	151	130
Vacaville	923	949
<b>Total Rides</b>	<b>5096</b>	<b>5068</b>

Reflects the number of trips both from and back to each city using the Medical Trip Concierge Program with GoGo Grandparent between April 2019 through June 2020.

**ATTACHMENT B**

<b>Estimated GoGo Program Data FY 2020-21</b>		
<b>Combined Regular &amp; Low Income</b>		
Month	# of Trips	STA Ride Cost Paid
July	240	\$ 3,679.28
August	250	\$ 3,832.58
September	1600	\$ 24,528.53
October	2000	\$ 30,660.67
November	2000	\$ 30,660.67
December	2000	\$ 30,660.67
<b>Totals</b>	<b>8,090</b>	<b>\$ 124,022.40</b>

Active Users:

- 231 PEX Card Holders
- 652 Registered GoGo Participants

July Usage:

- 33 GoGo users took 240 trips = approx. 7 rides per person (several took more than 10)
- 79 PEX card users took 440 trips = approx. 5.5 rides per person

The estimates for the CARES fund spending (STA Cost) are based on the following:

- August no difference – no expansion
- September increase based on adding GoGo users. If 40 registrants used 20 rides per month, that would equal 800 rides. If just half of the 79 PEX card users also began using GoGo, it would also add 800 more rides. Between current GoGo users and the projected PEX card users, there could be 1600 rides per month
- October – December adding more users based on word of mouth, specifically to the ADA community.

**ATTACHMENT C**

<b>GoGo Program Data FY20-21 Q1 Usage</b>						
<b>Combined Regular &amp; Low Income</b>						
<b>Month</b>	<b>Mileage</b>	<b>Hours</b>	<b># of Trips</b>	<b>GoGo Cost</b>	<b>Customer Paid</b>	<b>STA Ride Cost Paid</b>
July	1613	65	240	\$ 5,563.85	\$ 1,470.66	\$ 3,679.28
August	1061	40	146	\$ 3,474.83	\$ 995.07	\$ 1,383.54
September	1298	52	228	\$ 4,746.22	\$ 1,676.67	\$ 3,003.62
<b>Totals:</b>	<b>3972</b>	<b>158</b>	<b>614</b>	<b>\$ 13,784.90</b>	<b>\$ 4,142.40</b>	<b>\$ 8,066.44</b>

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# CTSA-AC

DATE : October 13, 2020  
TO: Consolidated Transportation Services Agency Advisory Committee (CTSA-AC)  
FROM: Lloyd Nadal, STA Program Services Division Manager  
Brandon Thomson, STA Transit Mobility Coordinator  
RE: First/Last Mile and Microtransit Pilot Programs

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**Background:**

In September 2019, the Solano Transportation Authority (STA), Solano County Transit (SolTrans) and Lyft started the Benicia Lyft program in order to provide discounted rides to commuters, older adults, individuals with disabilities, military and low-income residents in the City of Benicia. The Benicia Lyft Program replaced fixed-route (Route 20) and demand responsive services (Dial-a-Ride) that currently serve the city. The program provides rides within the city limits, as well as to select fixed-route, transfer points in Vallejo, allowing for quick connections to school campuses, medical services, social services and retail centers.

From October 2019 – August 2020, the program has 81 individuals registered for the program with a total of 1,080 rides taken. Despite the COVID-19 pandemic which happened in mid-March 2020, program ridership across the board has remained relatively steady. Both the Lyft and Taxi components are the most utilized due to older adults and people with disabilities being some of the most transit dependent in the city. For the Lyft coded programs in Vallejo, Mare Island has seen the highest usage based on the Mare Island employers and Touro University accessing the ferry.

The cost of the Benicia Lyft Program to date is \$4,523 with an estimated cost of \$6,785/year. The previous SolTrans Dial-a-Ride in Benicia had an estimated yearly cost of \$180,000/year so the cost savings is tremendous with a similar amount of ridership.

Lyft Program Services with SolTrans Oct 2019 – Oct 2020	Trips Taken YTD
Benicia Dial-A-Ride Replacement (Lyft)	496
Benicia Dial-A-Ride Replacement (Taxi)	584
Vallejo Lyft Codes	
Mare Island	126
Carquinez Heights	61
Gateway Plaza	0

Cost Comparison	YTD	Estimated Yearly Cost
SolTrans Dial-a-Ride in Benicia		\$180,000
Benicia Lyft Program (Taxi & Lyft)	\$4,523	\$6,785

**Discussion:**

As seen in the cost comparison, utilizing a “pay as you go” model as opposed to a fixed route has shown a significant cost savings in less than a year. Over the past few months, Solano Mobility staff has met with Lyft and other companies that offer similar first/last mile microtransit services to gain a better understanding of business models as a supplement or alternative to local transit service.

At the June STA Board Transit Workshop, Solano Mobility staff provided an update of the Benicia Lyft Program and microtransit examples within the cities of Sacramento, Los Angeles, Monrovia, Dublin and Napa. Suisun City, Rio Vista and Dixon expressed interest in microtransit first/last mile pilots using both Mobility as a Service (MaaS) and Software as a Service (SaaS) models.

In September 2020, STA released an RFQ to pilot microtransit services within the city of Rio Vista as Phase 1 and potential to add additional cities in Phase 2.

**Fiscal Impact:**

The funding for the Benicia Lyft Program is provided by both SolTrans and STA using a combination of Bay Area Air Quality Management District (BAAQMD) funds, Transportation Fund for Clean Air (TFCA) funds and Transit Development Act (TDA) funds. STA has budgeted \$50,000 next fiscal year from TFCA for future microtransit pilots as part of the First/Last Mile Pilot Program.

**Recommendation:**

Informational



## CTSA-AC

DATE: October 13, 2020  
TO: Consolidated Transportation Services Agency Advisory Committee (CTSA-AC)  
FROM: Ron Grassi, STA Director of Programs  
Diane Feinstein, FAST Transit Manager  
RE: Transportation Partnerships with Medical Providers:  
1. STA Partnership with Sutter Solano Medical Center  
2. Fairfield-Suisun Transit (FAST) Partnership with NorthBay Medical Center

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### **Background:**

Since early 2017, STA has been working with consultants to update the Solano Mobility Plan for Older Adults and People with Disabilities. Extensive public outreach was conducted throughout the county. Mobility Summits were held in all seven cities. In addition, over a dozen community focus groups were conducted and over 2,200 surveys were received from the public. The purpose of the community outreach was to identify the current and projected mobility challenges of Solano older adults and people with disabilities as well as to hear ideas about solutions. The top mobility challenge identified in all seven cities was travelling to medical appointments.

The Solano Older Adults Medical Trip Concierge Program in Partnership with GoGo Grandparent was implemented in March 2019 to improve access to community health care providers. Since inception, over 5,000 round trip rides have been provided to Solano County residents. In September 2020 the STA Board approved expanding the Medical Trip Concierge Program to include participation of Americans with Disabilities Act (ADA) Eligible Solano County residents.

### **Discussion:**

Since 2019, to address the highest priority mobility issue of traveling to medical appointments, staff has been in discussions with Solano County medical providers to identify possible solutions that could be implemented. From these discussions, the roles of medical providers, facilities, and Medicare/Medi-Cal services were clarified along with existing transportation services. The Medical Trip Concierge Pilot program through GoGo Grandparent was developed as a result of these discussions.

On September 15, 2020, STA received a letter of interest from Sutter Solano Medical Center in which Sutter Solano Medical Center (SSMC) expressed a desire to partner with STA to support the transportation needs of SSMC clients. The proposed partnership between STA and SSMC is for a pilot program that provides a 50/50 cost sharing arrangement and supports the mobility needs of Solano County's low income residents to and from the Sutter Solano Medical Center in

Vallejo. The agreement would run through the current Fiscal Year (FY) 2020-21 with an option to extend for 2 additional years. STA would allocate \$25,000 of STAF towards this Program and utilize STA's existing provider GoGo Grandparent, to provide concierge transportation services through a dedicated SSMC platform. SSMC case managers would be able to access the platform to register clients and arrange Lyft and Uber rides to or from the Sutter Solano Medical Center in Vallejo.

In late 2018, NorthBay Hospital/Medical Center staff approached Fairfield and Suisun Transit (FAST) requesting installation of westbound and eastbound ADA accessible bus stops on B. Gale Wilson Boulevard. The project would provide patients with enhanced transit options and safer access to its facilities.

FAST, City of Fairfield Engineering and NorthBay staff collaborated to ensure property acquisition, design, and construction was completed on time and within budget. FAST began providing service on Local Route 3 to these new stops on Thursday, September 3, 2020. Passengers may now travel to/from NorthBay Medical Center by using the new bus stops on B Gale Wilson Boulevard and Dana Drive. The City of Fairfield staff collaborated with NorthBay Healthcare staff to design and create a pedestrian-friendly intersection with clearly-marked crosswalks, ADA friendly pads, and attention-grabbing rectangular rapid flashing beacons (RRFBs) to slow down traffic and support local transit service.

**Fiscal Impact:**

The SSMC component of the Medical Trip Concierge Program would be a shared cost 50% provided by the Sutter Solano Medical Center and 50% funded through the Medical Trip Concierge Program with an amount not to exceed of \$25,000 of STAF.

The cost of the new NorthBay Hospital/Medical Center bus stops was \$87,000.

**Recommendation:**

Informational

# CTSA-AC

DATE: October 13, 2020  
TO: Consolidated Transportation Service Agency Advisory Committee (CTSA-AC)  
FROM: Ron Grassi, Director of Programs  
Elizabeth Richards, STA Consultant  
RE: Implementation of the Solano Mobility Study for Older Adults and People with Disabilities

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## **Background:**

By 2050, people age 65 and older are expected to comprise 20% of the total U.S. population. In Solano County, people age 65 and older are expected to exceed 20% of the total Solano County population before 2030, twenty years sooner than the U.S as a whole. This is double the percentage of older adults in Solano County from just a few years ago. It is important and a STA priority to maintain and improve their quality of life. Solano seniors and people with disabilities need mobility and access to community Health Care Providers.

Since early 2017, STA has been working with consultants to update the Solano Mobility Plan for Older Adults and People with Disabilities. Extensive public outreach has been conducted throughout the county. Mobility Summits were held in all seven cities. In addition, over a dozen community focus groups were conducted and over 2,200 surveys were received from the public. The purpose of the community outreach was to identify the current and projected mobility challenges of Solano older adults and people with disabilities as well as to hear ideas about solutions.

A Countywide Mobility Summit was held in October 2018 where it was shared that the top mobility challenge in all seven cities was travelling to medical appointments. Solutions were discussed with door-to-door transportation identified as highly desirable. Other issues and solutions were raised and have been identified in the upcoming Solano Mobility Plan for Older Adults and People with Disabilities.

## **Discussion:**

Based on the seven Mobility Summits, each city has identified traveling to medical appointments as their most common challenge. Medical appointments are often in different cities than where people reside. For smaller cities with few medical facilities, the travel distances are long and the transit options few. Transferring between transportation services is often cumbersome. Given the widespread and dispersed nature of this mobility challenge, a solution needs to be flexible, personalized and able to reach throughout Solano.

To address the highest priority mobility issue of traveling to medical appointments, staff had discussions with Solano medical providers to identify possible solutions that could be implemented. From these discussions, the roles of medical providers, facilities, and Medicare/Medi-Cal services were clarified along with existing transportation services and STA's role. During this process, it was learned that Partnership Health Plan (PHP) provides transportation to its Medi-Cal clients (including those who are older adults) as required by law. To avoid duplicating PHP transportation services, the proposed program targets older adults who have medical transportation needs with the exception of Medi-Cal clients.

The proposed Solano Older Adults Medical Trip Concierge Call Center Program began in 2019 as a pilot program based on a partnership among the STA, medical providers, County of Solano/Area Agency on Aging (AAoA), contracted transportation providers, and a contracted concierge call center. The AAoA is a key player in this pilot as it had \$75,000 in funding available through June 30, 2019. The STA matched this \$75,000 for a first-year pilot project budget of \$150,000. Given the time limit to spend the AAoA funds, initiating a program that addressed the issue and could be implemented quickly was imperative.

The Solano Older Adults Medical Trip Concierge Call Center Program was very popular and has had to evolve over the past year. It continues to offer subsidized door-to-door trips for Solano residents 60 and older destined to medical appointments within the county. \$125,000 of STAF was recently allocated to fund this program through this fiscal year.

There remains \$125,000 available to fund additional projects to improve mobility for Older Adults and People with Disabilities. Projects from the Mobility Study are presented in summary form on Attachment A for discussion and funding consideration.

Attachment:

A. Mobility Study Project Menu

**ATTACHMENT A**

<b>Solano Mobility Study Menu of Projects</b>			
	<b>Project</b>	<b>Status/Next Steps</b>	<b>Estimated Funding</b>
	Projects to improve mobility to medical trips		
1	Solano Older Adult Medical Trips Concierge Program (Ops)	Program operating; funding would extend service. Current program funded with \$70K CARES Act.	\$10-\$125k
2	Solano Older Adult Medical Trips Concierge Program (Marketing)	Program operating; funding would promote service to population in need - \$5-\$10K	\$5-\$10k
3	Sutter Solano/STA pilot program	Pilot cost is \$25K. STA Board Approved on 10/14/20	\$10-\$25k
4	Work with other medical providers to develop additional pilot programs.	Contact interested parties to develop additional pilot programs - \$10-\$50K	\$10-\$50k
	Improve mobility to daily activities		
5	Modify eligibility of existing services (local taxi, Dixon RR, other)	Extend essential service beyond CARES Act Pilot. Current CARES Act funding is \$70K	\$70K
6	First/Last Mile Lyft to transit hubs program	Existing service funded through Air Districts - \$65K	\$65K
7	Add/improve local bus stops, shelters, amenities	STA and local operators identify locations and needs. Average cost of bus improvements - \$5-\$10K	\$20-\$125k
8	Develop/implement targeted proactive outreach (partner w/senior centers & other orgs, FB, YouTube, etc.)	Post COVID - Scope opportunities, needs, partner interest. \$10-20K	\$10-\$20k
9	Expand Partnerships with non-profit organization that offer highly specialized transportation services.	Post COVID - Scope purpose and identify initial organizations to contact. Follow up on opportunities for partnership - \$10-\$20K	\$10-\$20k

10	ADA Service Customer Satisfaction Study: countywide, across services (public/private/non-profit)	Work with CPUC Access for All.	unknown
11	Veterans Mobility Study: countywide, particularly focusing on medical trips within and beyond county	Initiate coordination with local organizations that work with this population and their mobility challenges to solicit input on study scope.	unknown
12	Technology Study	Broad purpose: Identify, coordinate and plan technology needs countywide to expand older adult and people with disabilities mobility information.	unknown