



# 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 SPECIAL MEETING CONSOLIDATED TRANSPORTATION SERVICES AGENCY ADVISORY COMMITTEE (CTSA-AC) 2:00 p.m., Thursday, December 3, 2020

### Join Zoom Meeting

<https://us02web.zoom.us/j/88608742140?pwd=TjZud2tETlVRc20vZDIyVjArUjFHQT09>

### To Join by Telephone

**Dial: 1(408)-638-0968****Meeting ID: 886 0874 2140# / Password: 431359****Click here for [Zoom Instructions](#)**

### MEETING AGENDA

<u>ITEM</u>	<u>STAFF PERSON</u>
1. <b>CALL TO ORDER</b> (2:00 – 2:05 p.m.)	Jim Spring, Chair
2. <b>INTRODUCTIONS</b> (2:05 – 2:10 p.m.)	Group
3. <b>APPROVAL OF THE AGENDA</b> (2:10 – 2:15 p.m.)	Committee Members
4. <b>OPPORTUNITY FOR PUBLIC COMMENT</b> (2:15 – 2:20 p.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 Spring-</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.  
(2:20 – 2:25 p.m.)

**A. Minutes of the CTSA-AC Meeting of October 22, 2020**

Cecilia de Leon, STA

Recommendation:

Approve the CTSA-AC Minutes of October 22, 2020

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**6. INFORMATIONAL ITEMS – DISCUSSION**

**A. Solano Mobility Study for Older Adults and People with Disabilities Project Funding Priorities**

Elizabeth Richards, STA Consultant

Ron Grassi, STA

(2:25 – 2:50 p.m.)

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**7. 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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707-399-3239

**CTSA-AC  
CONSOLIDATED TRANSPORTATION SERVICES AGENCY  
ADVISORY COMMITTEE  
Draft Minutes for the Meeting of October 22, 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 via roll call by Debbie McQuilkin, STA’s Transit Mobility Coordinator.

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

Richard Burnett	Lifeline Committee
Lori DaMassa	Vacaville City Coach
Diane Feinstein	FAST
Joyce Goodwin	Solano County Health & Social Services ( <i>for Gerald Huber</i> )
Ronald Kott	STA Board Member/Mayor of Rio Vista
Beth Kranda	SolTrans
Kari Rader	Community Action North Bay
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
Gerald Huber	Solano County Health & Social Services
Louren Kotow	Dixon Rendi-Ride
Harry Price	CTSA Vice Chair/STA Board Member/Mayor of Fairfield

**Also Present: *In Alphabetical Order by Last Name***

Cecilia de Leon	STA
Ron Grassi	STA
Daryl Halls	STA
Debbie McQuilkin	STA
Lloyd Nadal	STA
Elizabeth Richards	STA Consultant/ERC
Tina Tran	FAST
Amber Villarreal	FAST

**2. INTRODUCTIONS**

**3. APPROVAL OF AGENDA**

On a motion by Beth Kranda, and a second by Board Member Sampayan, the CTSA-AC approved the July 23, 2020 agenda. (12 Ayes.)

**4. OPPORTUNITY FOR PUBLIC COMMENT**

None.

**5. CONSENT CALENDAR**

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

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

On a motion by Board Member Sampayan, and a second by Board Member Kott, the CTSA-AC approved the CTSA-AC minutes. (12 Ayes)

**6. PRESENTATIONS**

A. None.

**7. INFORMATIONAL ITEMS – DISCUSSION**

**A. Expansion of Medical Trip Concierge (GoGo) Program with CARES Act Funding**

Ron Grassi discussed the expansion of Solano Mobility’s Medical Trip Concierge Program, operated by GoGo Grandparent, which was approved by the STA Board and funded through Federal CARES Act provided by the Solano County Board of Supervisors to the STA. The program expansion includes participation of ADA eligible Solano County residents and expands the eligible trips for older adults to include essential trips.

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

- STA staff was asked to obtain feedback from participants using the program.

**B. First/Last Mile and Microtransit Pilot Programs**

**1. First/Last Mile Benicia**

**2. MicroTransit Pilot Benicia/Rio Vista**

Brandon Thomson provided an update on the Benicia Lyft Program and Microtransit Service for the Solano Mobility Program. He summarized the Lyft usage and commented the Program has proven to be cost effective. He stated staff is currently compiling a microtransit resource guide for operators and cities that will consist of both Mobility as a Service (MaaS) and Software as a Service (SaaS) models. He announced STA’s partnership with City of Rio Vista to release a Request for Qualification (RFQ) to pilot microtransit services within the City of Rio Vista as Phase 1 and potentially with additional cities in Phase 2.

**C. Transportation Partnerships with Medical Providers**

**1. STA Partnership with Sutter Solano**

**2. Fairfield-Suisun Transit (FAST) Partnership with NorthBay Medical Center**

Ron Grassi discussed the proposed partnership between STA and Sutter Solano Medical Center for a pilot program which 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. SSMC case managers will be able to access the platform to register clients and arrange GoGo Grandparent rides to or from the Sutter Solano Medical Center in Vallejo.

Tina Tran discussed FAST’s partnership with North Bay Medical Center in connection with the installation of westbound and eastbound ADA accessible bus stops, which provides patients with enhanced transit options and safer access to its facilities. The partnership included designing and creating a pedestrian-friendly intersection with clearly-marked crosswalks, ADA friendly pad, and attention-grabbing rectangular rapid flashing beacons to slow down traffic and support local transit service. She mentioned future collaboration with NorthBay to install new stops on Business Center Drive.

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

- Lack of shelters and benches at the new bus stops.

**D. Implementation of the Solano Mobility Study for Older Adults and People with Disabilities**

Ron Grassi and Elizabeth Richards reviewed the development process for the Solano Mobility Study for Older Adults and People with Disabilities. They presented 12 potential projects for discussion about allocating the remaining \$125,000 of State Transit Assistance Funds (STAF). They conveyed some of the projects listed are funded and operating, but could be augmented or expanded, while other programs would be completely new projects.

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

- STA staff was asked to circulate the draft list of projects for CTSA committee members to evaluate and for discussion at the next CTSA Special Meeting on December 3, 2020.

**8. CTSA-AC MEMBERS COMMENTS**

Board Member Sampayan announced that it was his last meeting as a CTSA member. He thanked the group for its commitment and for the opportunity to be part of the committee.

**9. FUTURE AGENDA ITEMS**

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

**B. STA Transportation Equity Chapter**

**10. ADJOURNMENT**

The meeting adjourned at 10:17 a.m. The CTSA-AC Special Meeting is scheduled for **Thursday, December 3, 2020 at 2:00 p.m. via Zoom.**

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# CTSA-AC

DATE: November 23, 2020  
TO: Consolidated Transportation Service Agency Advisory Committee (CTSA-AC)  
FROM: Ron Grassi, Director of Programs  
Elizabeth Richards, STA Consultant  
RE: Solano Mobility Study for Older Adults and People with Disabilities Project  
Funding Priorities

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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 Study 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 and transit options identified as highly desirable.

Based on the seven Mobility Summits, 2000 surveys and other outreach, each city 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 needed 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 targeted 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 has been 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. These funds could be allocated to other mobility issues and solutions that were raised and identified in the Solano Mobility Study for Older Adults and People with Disabilities. These were initially presented at the October CTSA-AC meeting. Staff was directed to poll CTSA-AC members on their project funding priorities and bring the results for discussion at the December meeting.

### **Discussion:**

In October 2020, the STA Board approved the Solano Mobility Study for Older Adults and People with Disabilities. The Study included recommended strategies to address the priority issues raised. Twelve of those strategies were presented to the CTSA-AC committee in October.

Given direction from the CTSA-AC, staff polled the committee to rank their top five priority projects (see Attachment A, Solano Mobility Project Prioritizing). A response was received from 100% of the 15 CTSA-AC committee members. All twelve projects received at least 1 vote. A complete list of the project priorities is shown on Attachment B. Based on the committee's rank voting and listed in order of highest ranking to lower ranking, the top five project priorities are:

- 1) Solano Older Adults Medical Trip Concierge Call Center Program
- 2) Sutter/Solano Medical Trips
- 3) Medical – Other
- 4) Veterans Mobility Study
- 5) Improve Non-Profit Partnerships

The prioritizing of the projects was intended to guide the discussion of the December CTSA-AC meeting. By the end of the December meeting, the committee will make a recommendation to



the STA Board on the allocation of \$125,000 of STAF to implement projects to improve mobility for older adults and people with disabilities.

Staff has prepared more detailed project descriptions, background information, and cost proposals for these five projects. These are presented on Attachment C.

The committee has a range of funding options to choose from. All projects could be funded to some degree, one project could be allocated all the funds, or a variety of funding options in between. Attachment C includes staff recommended funding for the five projects as a starting point for discussion. Attachment D is a project funding worksheet for use during the committee's funding allocation discussion.

Finally, the committee could also discuss the balance of the projects. No questions or comments were submitted during the project polling process on any of the twelve projects. All projects received at least one vote. This is an opportunity to clarify projects and interests, ask questions and offer a broad sense of direction to staff for the future.

Recommendation:

Recommend to the STA Board to allocate \$125,000 of STAF funds to the priority projects.

Attachment:

- A. Solano Mobility Study Prioritizing
- B. CTSA Vote Project Ranking
- C. Five Priority Project Details
- D. Project Funding Worksheet

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### **Solano Mobility Study Prioritizing Menu of Projects for Potential Funding**

In March 2019, the STA Board approved \$250,000 in State Transit Assistance funds (STAF) for priority programs identified by the Solano Mobility Study for Older Adults and People with Disabilities. Subsequently, the STA Board allocated \$50,000 for management of the new Vehicle Share Program, a priority of the Consolidated Transit Services Agency Advisory Committee (CTSA-AC). Also an allocation of \$75,000 for the Solano Older Adult Medical Trips Concierge pilot program was approved by the STA Board, which leaves a balance of \$125,000 for additional projects to be prioritized for recommendation to the STA Board by the CTSA-AC from the STA's Solano Mobility Study.

At the October 22, 2020 CTSA meeting, 12 potential projects were presented for a discussion about allocating the remaining \$125,000 of STAF in FY20-21. Some of the projects are funded and operating, and could be augmented or expanded, while others would be completely new projects or programs. The CTSA requested STA staff to circulate the draft list of projects for the CTSA committee members to prioritize. This will guide further discussion at the next CTSA meeting to be held December 3, 2020.

Please prioritize the projects below. In the first column, rank your **top 5 projects** for near-term STAF funding with 1 being the top priority. If you have any questions or comments, please contact Ron Grassi, STA's Director of Programs at [rgrassi@sta.ca.gov](mailto:rgrassi@sta.ca.gov) or (707) 399-3233.

Please return this document with your priorities noted by **Friday, November 20, 2020**.

## Solano Mobility Study for Older Adults and People with Disabilities CTSA Project Funding Prioritization

Rank (1-5)	Project	Project Title	Description/Status/Funding Benefit	Estimated Funding Need
<b>Projects to improve mobility to medical appointments</b>				
	A	Solano Older Adult Medical Trips Concierge Program ( <i>Operations</i> )	<p>This is an existing program that began in Spring 2019. This STA program transports ambulatory Solano seniors curb-to-curb between home and medical appointments within the county via subsidized rides on Lyft/Uber that are arranged through the GoGo Grandparent phone-based service.</p> <p>This program was recently expanded to 1) allow Rio Vista residents to use the service to go to several medical destinations in Antioch and 2) for ADA qualified ambulatory individuals of all ages.</p> <p>The program is currently funded through FY20/21 with \$70K CARES<sup>1</sup> Act funding provided by Solano County.</p> <p>Additional funding could extend service in one or more ways. Two examples: 1) to serve non-ambulatory individuals by securing other transportation partners; 2) offering more trips/month per person (current limit is 20 trips/month); 3) extending the program beyond FY 20/21</p>	\$10,000 - \$125,000

<sup>1</sup> CARES: Coronavirus Aid, Relief and Economic Security Act – Federal funds

	B	Solano Older Adult Medical Trips Concierge Program ( <i>Marketing</i> )	<p>This project is marketing of the program described above. This project would be to fund Marketing and Outreach to promote the Older Adult Medical Trips Concierge Program to increase program participation.</p> <p>The program is currently marketed as part of general Solano Mobility Call Center program marketing.</p> <p>New funding could expand promotion of the service to target populations most in need particularly those who engaged in the Mobility Study such as those living in lower income housing, affiliated with organizations (senior centers, non-profits, faith community, etc.) and all areas of the county including those that lack other options such as the unincorporated areas, etc.</p>	\$5,000 – \$10,000
	C	Sutter Solano/STA pilot program	<p>This is a new partnership between STA and Sutter Solano to improve access to Sutter Solano Medical Center in Vallejo for low-income patients of all ages. It will utilize STA’s Older Adult Medical Concierge Program with a 50/50 cost sharing arrangement and Sutter Solano case managers registering clients and arranging rides directly to/from Vallejo medical center.</p> <p>This pilot program was approved by the STA Board 10/14/20 and funded through FY20/21 in the amount of \$25,000.</p> <p>Additional funding could expand the program in one or more ways. Examples: 1) to extend to other medical providers such as North Bay, Kaiser, others; 2) expand to other Sutter Solano locations in Solano; 3) extend the program into future fiscal years.</p>	\$10,000 – \$25,000
	D	Work with medical providers to develop additional pilot programs	<p>The projects above have been created with coordination among medical providers, STA and transit operators. There is not currently an on-going forum for coordination between medical providers and STA/transit operators.</p>	\$10,000 – \$25,000

			<p>Establish regular communication to evaluate/adjust existing projects and develop new ones. This could include additional partners such as dialysis centers and County HSS.</p> <p>Funding could be used to develop new tools such as, but not limited to, transportation information tools that make it easier for medical patient service staff to utilize, more proactive transportation communication channels using latest technology, patient-facing medical campus transportation access plans and/or other strategies.</p>	
<b>Projects to improve mobility to daily activities</b>				
	E	Modify eligibility of <b>existing services</b> (local or intercity taxi, other)	<p>For ADA eligible individuals, there are 2 local subsidized taxi programs (SolTrans, Vacaville City Coach) and STA's intercity subsidized taxi card program. These are currently funded via the CARES Act.</p> <p>Eligibility for these services (one or more) could be modified to be inclusive of individuals with disabilities beyond ADA eligibility. The Bay Area's MTC's RTC<sup>2</sup> card could be used as the eligibility. A trade-off may be a minor negative impact on transit ridership.</p>	\$70,000
	F	<b>First/Last Mile Lyft</b> to transit hubs program expansion/modification	<p>Since June 2020, STA and Lyft have partnered to provide 80% off Lyft rides up to \$25 to/from designated transit hubs in Solano County: all SolanoExpress bus stops and the 2 train stations. It is funded with Air District grants in the amount of \$65,000 which will fund it through at least FY21.</p> <p>The program currently targets employees. Additional funding could promote this service to Older Adults and People with Disabilities for travel to medical appointments and other activities beyond Solano County.</p>	\$65,000

<sup>2</sup> RTC: Regional Transit Connection Discount ID card. This is a card that can be used for fare discounts on participating Bay Area transit operators. Eligibility is determined through a defined process that can be found at <https://511.org/transit/rtc-card>. A few examples of eligibility include DMV disabled placard holders, veterans with disability of 50% or higher, dialysis patients and sight and hearing impairments.

Other				
	G	<b>Add/improve local bus stops, shelters, amenities</b>	<p>Increase the number of local bus stops that have seating, shelters and other amenities. STA and local transit operators would identify locations and needs. The number of bus stops that could be improved depends upon the location condition and the type of improvement.</p> <p>Estimated costs:  Simme Seating (pair of seats attached to pole) – under \$1,000/stop  Bench - \$5,000- \$10,000/stop  Shelter w/bench - \$10,000 - \$20,000/stop</p>	\$20,000 – \$125,000
	H	<b>Develop/implement targeted proactive outreach</b> (partner w/senior centers & other organizations and utilize tools like Facebook, YouTube, etc.)	<p>Currently outreach occurs through print and other forms including some electronic mediums.</p> <p>Additional funding could systematically and more proactively outreach to this population as well as transition to more technologically current and personalized strategies.</p> <p>This project would aim to supplement and expand communication channels including direct mail, increase frequency of messaging, fine-tune/target messages, and partner to push relevant transportation/transit information as well as advance real-time information.</p> <p>Initial steps would involving scoping needs, opportunities and partner interest.</p>	\$10,000 – \$20,000
	I	<b>Expand Partnerships with non-profit organizations</b> that offer highly specialized transportation services	<p>Several local non-profits provide highly personalized transportation services to older adults and people with disabilities thanks to volunteer drivers. Some, but not all, are supported by public agencies.</p> <p>Increase efforts to build relationships with the existing, and potentially new organizations to support their mobility efforts. Each serve specific niches in terms of geography, travel distance, type of disability or illness. Information and vehicle</p>	\$10,000 – \$20,000

			sharing could be beneficial to backstop their efforts. They could also use support in terms of volunteer driver recruitment.	
<b>Studies</b>				
	J	ADA Service Customer Satisfaction Study	<p>This would be a new study. The purpose would be to focus on ADA<sup>3</sup> qualified Solano residents and how current transportation services meet their mobility needs.</p> <p>The study would focus on ADA qualified residents and their travel patterns within and among ADA services (local and intercity taxi programs, paratransit, fixed-route, TNC<sup>4</sup> programs and similar programs) to determine supply, demand and quality of travel for local, inter-city, and intercountry trips. Collect quantitative and qualitative information. Evaluate how well existing ADA services, and other services, are meeting the mobility needs of ADA eligible residents. Evaluate if there are opportunities for improvement in terms of service operation, capital, customer service, information, promotion or other areas.</p> <p>STA staff currently monitoring development of CPUC<sup>5</sup> Access for All program that is a legislative directive mandating TNCs offer accessible service.</p>	Estimated cost between \$50,000 and \$100,000
	K	Veterans Mobility Study: countywide, particularly focusing on medical trips within and beyond county	<p>This would be a new study. The purpose would be to identify and address mobility challenges of Solano veterans. Initiate coordination with local organizations that work with this population and the mobility challenges to solicit input on study scope.</p> <p>Over 25% of Solano adults 65 older are veterans. The purpose of this study would be to identify and address the unique mobility challenges of Solano veterans focusing on access to medical appointments at VA facilities in and beyond the county. To define direction of study engage stakeholders such as veterans' groups, County Office of Veterans Affairs, VA shuttle,</p>	Estimated cost between \$75,000 and \$100,000

<sup>3</sup> ADA: Americans for Disabilities Act

<sup>4</sup> TNC: Transportation Network Companies (e.g. Lyft, Uber)

<sup>5</sup> CPUC: California Public Utilities Commission



			VA clinics (2 in Solano), CAN-B and other non-profits. Other veteran transportation needs could be included.	
	L	Technology Study	<p>This would be a new study. The purpose would be to identify, strategize, coordinate and plan funding for technology needs countywide to improve older adult and people with disabilities mobility service and information.</p> <p>With advances in communication systems, more information can be made available to the public faster. With more information, the public and organizations can make better mobility decisions. This study would evaluate existing technology being used by Solano transit operators and other transportation providers, their plans for the future, compare and contrast with technology available and projected, identify opportunities to enhance information for the public on single and multiple transit systems, and develop a coordinated countywide transit technology plan.</p>	Estimated cost between \$50,000 and \$100,000

**Please note questions or comments below**



<b>Mobility Study CTSA Voting</b>
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	Project	Description	Ranked Score
1	A	Older Driver Medical Concierge Program - Operations	49
2	C	Sutter/Solano Medical Trips	35
3	D	Medical - Other	22
4	K	Veterans Mobility Study	22
5	I	Improve non-profit partnerships	19
	G	Improve Bus stops	16
	B	Older Driver Medical Concierge Program - Marketing	16
	E	Change Eligibility	14
	F	First/Last Mile Program - Marketing	13
	J	ADA Customer Service Study	9
	H	Proactive, technology based marketing	6
	L	Technology Study	4

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## Five Priority Project Details

### #1 Priority

#### Project A: Older Driver Medical Concierge Program - Operations

**Project Status and Background:** The Medical Trip Concierge (GoGoGrandparent) Program serves Solano County Older Adult residents (60+) by providing subsidized Uber and Lyft rides to and from medical appointments within the county only<sup>1</sup>. The riders pay either 20% or 40% of the cost depending on their income and, pre-COVID-19, were limited to 10 total one-way 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. STA staff received requests from transit dependent program participants asking to use the service to make essential trips, such as the pharmacy, and simultaneously received complaints from ADA<sup>2</sup> Eligible residents about a lack of taxi drivers for the Intercity Taxi Card Program due to COVID-19 causing long waits or an inability to secure a taxi ride.

The Medical Trip Concierge Program was expanded on September 18, 2020 after STA received CARES Act funding from the County of Solano. The expansion not only increased the number of one-way rides per person per month to 20 (pre-pandemic limit was 10), but also provided ADA eligible residents the opportunity to participate in the program.

The number of rides significantly increased after the expansion with 567 rides taken between Sept 18 – Oct 31. Rides in October more than doubled that of the previous month. 145 new participants registered between the September 18<sup>th</sup> and October 31<sup>st</sup>.

GoGoGrandparent Program Data FY20-21						
Combined Regular & Low Income Riders						
Month	Avg. Mileage	Hours	# of Trips	GoGo Cost	Customer Paid	STA Ride Cost Paid
July-Aug	1324	52	205	\$4,595	\$ 1,381	\$ 3,013
Mid-September program change. Initial impact- approximately double activity and cost						
October	2355	98	494	\$9,378	\$ 2,686	\$ 6,299
<b>Totals</b>	<b>6,487</b>	<b>255</b>	<b>1,108</b>	<b>\$ 23,162.67</b>	<b>\$ 6,827.99</b>	<b>\$ 15,338.22</b>

<sup>1</sup> One exception: Rio Vista residents may use the program to travel to select medical destinations in Antioch.

<sup>2</sup> ADA: Americans for Disabilities Act

**Current Funding:** \$125,000 budgeted to support project through FY20-21  
**October Project Expansion Estimated Cost Range:** \$10,000 - \$125,000

**Staff Recommended Funding: \$50,000**

With an allocation of \$50,000, the first priority for this project expansion would be to secure a transportation partner that would have equipment to transport non-ambulatory individuals in the entire county or pilot in a part of the county. If a vendor cannot be secured, the funds could be used to serve more individuals if the demand continues to increase significantly with the recent program change, offer more trips/month per person, or to fund the project for a longer period of time.

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## #2 Priority

### **Project C: Sutter/Solano Medical Trips**

**Project Status and Background:** This is a new and developing partnership between the STA and Sutter Solano to improve access to Sutter Solano Medical Center in Vallejo for low-income patients of all ages. It will utilize STA's Older Adult Medical Concierge Program with a 50/50 cost sharing arrangement and Sutter Solano case managers registering clients and arranging rides directly to/from the Vallejo medical center.

It was approved by the STA Board in October 2020 and is funded through FY2020/21 in the amount of \$25,000. Service has not yet been implemented.

**Current Funding:** \$25,000 budgeted for program through FY2020/21  
**October Project Expansion Estimated Cost Range:** \$10,000 - \$25,000

**Staff Recommended Funding: \$15,000**

Additional funding could expand the program in one or more ways. Examples: 1) to extend to other medical providers such as North Bay, Kaiser, others; 2) expand to other Sutter Solano locations; 3) extend the program funding into future fiscal years. As the program has not been implemented yet, the actual costs are unknown. The proposed funding is likely to support some but not all of the possible expansion options.

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### #3 Priority

#### **Project D: Medical - Other**

**Project Status and Background:** New project(s). This would fund specific projects or programs that may be developed through future coordination with Solano medical providers.

**Current Funding:** N/A, new project

**October Project Expansion Estimated Cost Range:** \$10,000 - \$25,000

**Staff Recommended Funding:** \$10,000

Increase communication and coordination with medical providers through formal, or informal, channels. The purpose would be to identify mobility challenges for older adult and people with disabilities in accessing medical services. Working together, develop strategies to improve access to medical services which may include, but not limited to:

- 1) Making transportation information easier to understand for front line medical provider staff and other key players;
- 2) Developing information materials to specific locations (print, electronic, other)
- 3) Proactively communicate with patients using newer methods (Facebook Live, YouTube, Transit Screens, etc.)
- 4) Developing patient transportation access plans and/or patient-facing transportation programs.

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### #4 Priority

#### **Project K: Veterans Mobility Study**

**Project Status and Background:** This would be a new countywide study. Over 25% of Solano adults 65 and older are veterans. The purpose of this study would be to identify and address the mobility challenges of Solano veterans who are older adults or have a disability and how they may differ from the general population.

**Current Funding:** N/A, new project

**October Project Expansion Estimated Cost Range:** Unknown

**Staff Recommended Funding:** \$40,000

This project could be approached in phases as there are multiple paths that could be pursued. Those paths could include 1) improving service coordination with Veterans Administration (VA) free medical shuttles operating in Solano County and 2) addressing the mobility needs of homeless veterans, veterans living in veterans housing, and the most vulnerable veterans that non-profits and others assist. In addition, by partnering with organizations that work with veterans, a more comprehensive study scope could be developed for future study.

The proposed funding of \$50,000 could advance the two paths identified above and initiate communication with local organizations that work with the veteran population and may have an understanding of their mobility challenges. Stakeholders may include the County Office of Veterans Affairs, VA shuttle, VA clinics (2 in Solano), CAN-B, veterans' legions, and other non-profits and individuals.

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## #5 Priority

### **Project I: Improve non-profit partnerships**

**Project Status and Background:** Several local non-profits provide highly personalized transportation service to older adults and people with disabilities thanks to volunteer drivers and subsidy programs. Some, but not all, are supported by public agencies.

**Current Funding:** N/A, new project

**October Project Expansion Estimated Cost Range:** \$10,000 - \$20,000

**Staff Recommended Funding:** \$10,000

Increase efforts to build relationships with the existing, and potentially new, organizations to support their mobility efforts. Each non-profit serves specific niches in terms of geography, travel distance, type of disability or illness. Information and vehicle sharing could be beneficial to backstop their efforts. They could also use support in terms of volunteer driver recruitment.

Increased efforts to improve partnerships with non-profits should begin with improved communication to better understand existing non-profit mobility programs, needs and opportunities. Additional funding could be used to address identified priority issues to enhance mobility.

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## #6 Priority (tie)

### **Project G: Improve Local Bus Stops**

**Project Status and Background:** Improving local bus stops in a variety of ways was raised as a priority issue in the Mobility Study: more seating, more appropriate seating, more shelters, lighting, information, etc. Local transit operators place, fund, construct and maintain local bus stops. The estimated cost of seating and shelters are:

Under \$1,000/stop	Simme Seating (pair of seats attached to a pole)
\$5,000- \$10,000/stop	Bench
\$10,000 - \$20,000/stop	Shelter with bench



**Current Funding:** Varies by transit operator

**October Project Expansion Estimated Cost Range:** \$20,000 - \$125,000

**Staff Recommended Funding:** \$30,000

This funding would provide a modest amount of funding to one or more transit operators to add seating or other amenities to local bus stops.

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## #6 Priority (tie)

### **Project B: Older Driver Medical Concierge Program -Marketing**

**Project Status and Background:** This program is marketed as part of the overall Solano Mobility Call Center umbrella of services.

**Current Funding:** n/a

**October Project Expansion Estimated Cost Range:** \$5,000 - \$10,000

**Staff Recommended Funding:** \$10,000

New funding could expand promotion of the service to target populations most in need particularly those who were engaged in the Mobility Study such as those living in lower income housing, affiliated with organizations (senior centers, non-profits, faith community, etc.) and all areas of the county including those that lack other options such as the unincorporated areas, etc.

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**Project Funding Worksheet**

Project	Description	Projected Cost	Ranked Score out of 75 Total points	Funding Option A	Funding Option B	Funding Option C
1	A	Older Driver Medical Concierge Program - Operations	\$ 50,000	49		
2	C	Sutter/Solano Medical Trips	\$ 15,000	35		
3	D	Medical - Other	\$ 10,000	22		
4	K	Veterans Mobility Study	\$ 40,000	22		
5	I	Improve Non-Profit Partnerships	\$ 10,000	19		
6	G	Improve Local Bus Stops	\$ 30,000	16		
6	B	Older Driver Medical Concierge Program - Marketing	\$ 10,000	16		
		<b>Allocation of \$125,000 STAF</b>	<b>\$ 165,000</b>			
	E	Expand Program Eligibility		14		
	F	First/Last Mile Program - Marketing		13		
	J	ADA Customer Service Study		9		
	H	Proactive, technology based marketing		6		
	L	Technology Study		4		