



Solano Transportation Authority

... working for you!

SOLANO TRANSPORTATION AUTHORITY

Member Agencies:

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

One Harbor Center, Suite 130, Suisun City, CA 94585-2473 ♦ Telephone (707) 424-6075 / Facsimile (707) 424-6074

Email: staplan@sta-snci.com ♦ Website: sta.ca.gov

PCC
SOLANO
PARATRANSIT COORDINATING COUNCIL (PCC)
SPECIAL MEETING AGENDA

12:30 – 1:30 p.m.
Monday, June 16, 2014
One Harbor Center, Ste. 130
Conference Room 1
Suisun City, CA 94585

ITEM

STAFF PERSON

1. CALL TO ORDER

Edith Thomas, Chair

2. APPROVAL OF AGENDA

(12:30 – 12:35 p.m.)

3. OPPORTUNITY FOR PUBLIC COMMENT

(12:35 – 12:40 p.m.)

4. COMMENTS FROM STAFF AND REPRESENTATIVES
FROM ADVISORY COMMITTEES

(12:40 – 12:50 p.m.)

5. CONSENT CALENDAR

Recommendation: Approve the following consent item.

(12:50 – 12:55 p.m.)

A. Minutes of the PCC Meeting of May 15, 2014

Recommendation:

Approve PCC minutes of May 15, 2014

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6. ACTION ITEMS

A. FY 2014-15 TDA Claims for Solano County Transit
(SolTrans) and the Cities of Dixon, Fairfield, and Rio Vista.

Liz Niedziela, STA

Recommendation:

- 1. Review and forward a recommendation to MTC to
approve the Solano County Transit's (SolTrans) FY
2014-15 TDA Claim for \$4,088,444 for operating and
capital projects.

PCC MEMBERS

Richard Burnett
MTC PAC
Representative

Curtis Cole
Public Agency -
Health & Social
Services

Vacant
Member at Large

Judy Nash
Public Agency
- Education

Vacant
Social Service Provider

Vacant
Transit User

Edith Thomas, Chair
Social Service Provider

Kyrre Helmersen, Vice-Chair
Transit User

James Williams
Member at Large

Vacant
Transit User

Anne Payne
Social Service Provider

2. Review and forward a recommendation to MTC to approve the City of Dixon's FY 2014-15 TDA Claim for \$293,526 for operating and capital projects.
3. Review and forward a recommendation to MTC to approve the City of Fairfield's FY 2014-15 TDA Claim for \$6,461,477 for operating and capital projects.
4. Review and forward a recommendation to MTC to approve the City of Rio Vista's FY 2014-15 TDA Claim for \$410,092 for operating, capital projects and planning.

(12:55 – 1:05 p.m.)

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**B. PCC Membership Status and Appointment**

Tiffany Gephart, STA

Recommendation:

1. Forward a recommendation to the STA board to appoint Lyall Abbott to the Paratransit Coordinating Council for a three (3) year term as a Member-at-Large.

(1:05 – 1:10 p.m.)

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**C. Mobility Management: Consolidated Transportation Services Agency (CTSA) Designation**

Liz Niedziela, STA

Recommendation:

1. Authorize the PCC Chair to write a letter of support to Metropolitan Transportation Commission (MTC) for Solano Transportation Authority (STA) being designated as the Consolidated Transportation Services Agency (CTSA) for Solano County.

(1:10 – 1:20 p.m.)

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**7. INFORMATIONAL ITEM (Discussion)**

**A. Transit Ambassador Program Update**

Tiffany Gephart, STA

Informational

(1:20-1:25 p.m.)

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**8. FUTURE AGENDA ITEMS AND COUNCIL COMMENTS**

Discussion

(1:25-1:30 p.m.)

**9. ADJOURNMENT**

The next regular meeting of the PCC is scheduled at **1:00 p.m., Thursday, July 17, 2014, at Fairfield Community Center in the Vista Conference Room located at 1000 Kentucky Street in Fairfield, CA 94533.**

*For questions regarding this agenda:*

Please contact Tiffany Gephart at (707) 424-6075 or [tgephart@sta-snci.com](mailto:tgephart@sta-snci.com)



**PCC**  
**SOLANO PARATRANSIT COORDINATING COUNCIL**  
**AGENDA**  
**Draft Minutes for the meeting of**  
**May 15, 2014**

**1. CALL TO ORDER**

Edith Thomas called the meeting to order at 1:00 p.m. at the City of Benicia.

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

Richard Burnett	MTC PAC Representative
Curtis Cole	Solano County Health and Social Services
Anne Payne	Social Service Provider - Area Agency on Aging
Edith Thomas	Chair, Social Service Provider
James Williams	Member at Large

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

Kyrre Helmersen	Vice-Chair, Transit User
Judy Nash	Public Agency – Education

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

Lyall Abbott	Care Provider to Ernest Rogers
Emily Flynn	Independent Living Resources
Tiffany Gephart	STA Staff
Ken Grover	Benicia Resident
Sheila Jones	STA PCC Committee Clerk
TJ Kumar	North Bay Transit
Emily Flynn	Independent Living Resources
Liz Niedziela	STA Staff
Taramisha Leonard Ragsdale	Milestones
Ernest Rogers	Transit User
Elizabeth Romero	Solano County Transit/SolTrans
Brian McLean	City of Vacaville/Vacaville City Coach
Debbie McQuilkin	STA Staff
Wayne Lewis	City of Fairfield/FAST

**2. APPROVAL OF AGENDA**

James Williams requested to *move the presentations after the action items.*

On a motion by Cole Curtis and a second by Richard Burnett, the PCC unanimously approved the May 15, 2014 Agenda as amended above in ***bold and italics.***

**3. OPPORTUNITY FOR PUBLIC COMMENT**

None.

**4. COMMENTS FROM STAFF AND REPRESENTATIVES FROM THE PARATRANSIT COORDINATING COUNCIL**

Liz Niedziela provided a brief summary of the Title VI Participation Survey that was handed out to the PCC members. She stated that the survey is part of the Title VI Civil Rights Act and its purpose is to guide STA Staff to ensure that nobody is discriminated. She stated that the STA is in the process of developing their Title VI plan and is asking all advisory committee members to participate. She stated that the Title VI draft plan is under review and will be presented to PCC.

Liz also stated that the City of Fairfield and SolTrans will also be submitting their TDA Claims and with consent from Chair Thomas, a special PCC meeting may need to be scheduled in order to have those TDA Claims reviewed by the PCC.

Liz also stated that the STA received a request from the county to manage the Intercity Paratransit program in which the STA hired some consultants to do an assessment. She stated that a presentation was presented to the STA Board last night and they are currently in the process of developing a recommendation. Brian McLean also provided a synopsis of the presentation that was presented to the STA Board regarding the Intercity Paratransit program.

Tiffany Gephart provided an update on a concern that Molly Leavitt brought to the PCC members in March regarding difficulties in identifying signage at the Berkeley BART Station. She stated that she took the opportunity to visit and followed up with the Department of Customer Access and found that BART is currently in the process of updating all of their signage throughout the downtown systems and that funding has been set aside to improve signage and lighting for the Berkeley BART Station.

**5. PRESENTATIONS**

(1) Kristen Mazur provided a presentation on the Consolidated Transportation Services Agency (CTSA). (Attachment A)

Richard Burnett asked if the STA is interested in a CTSA?

Liz Niedziela replied that the STA is exploring the possibility of establishing a CTSA in Solano County. She stated that the presentation was also presented to the STA Board yesterday. She provided an overview of what other CTSA's are doing in California and how well it works within each community, as no CTSA is identical.

Tiffany Gephart stated that she recently visited a CTSA operation that houses everything under one roof - such as dispatchers, assessors and occupational therapists. She stated that the service was robust and the program was impressive.

Edith Thomas commented that she also spoke with the same agency regarding 5310 funding and was amazed that their vehicles and transportation modes for the developmentally disabled population intermingled with paratransit as a blended service.

Anne Payne commented that these services need to be conveyed within the county to find out what other communities are doing.

James Williams expressed concerns on the occurrence of a transportation vehicle/bus that breaks down during service hours and its 50 miles away from the garage yard but there is another garage within five miles, is there cooperation between agencies for servicing vehicles?

Brian McLean replied that the CTSA model being discussed is not similar Solano County which is a rural county.

Wayne Lewis commented that the idea of combining maintenance with FAST would be difficult and complex due to oversight and inspections.

Kristen Mazur commented that other county resources such the Intercity Taxi program could also play into a role in Solano CTSA model.

(2) Liz Niedziela presented an informational item on the CTSA as it pertains to the Solano County Mobility Management Plan. Positive comments were received by the PCC members. (Attachment B)

## 6. **CONSENT CALENDAR**

### A. **Minutes of the PCC Meeting of March 20, 2014**

#### Recommendation:

Approve PCC minutes of March 20, 2014.

On a motion by Richard Burnett and second James Williams, the PCC approved Consent Calendar Item A.

## 7. **ACTION ITEMS**

### A. **Fiscal Year (FY) 2013-14 Transportation Development Act (TDA) Matrix – May 2014**

Liz Niedziela provided an overview of the Fiscal Year 2013-14 Transportation Development Act Matrix. She stated that as required by MTC Resolution 1209, County of Solano is submitting their FY 2013-14 Transportation Development Act (TDA) Article 4 and 8 claims for consideration by the PCC. She stated that Solano County recently submitted its FY 2013-2014 TDA Claim Letter to STA (Attachment A). She stated that the County of Solano is claiming \$563,000 in TDA funds for FY 2013-14 of which \$358,000 will be used for operating programs such as Faith in Action, Intercity Taxi Scrip and Transit Coordination and \$205,000 will be claimed against transit operators' TDA for the Intercity Paratransit Services.

#### Recommendation:

Review and forward a recommendation to MTC to approve County of Solano FY 2013-14 TDA Claim for \$563,000 for operations.

On a motion by James Williams and second Curtis Cole, the PCC unanimously approved the recommendation.

### B. **FY 2014-15 TDA Claims for Solano Transportation Authority and the City of Vacaville**

Liz Niedziela provided an overview of the FY 2014-15 TDA Claims for Solano Transportation Authority and the City of Vacaville. She stated that TDA funds are shared among agencies to fund joint services such as SolanoExpress intercity bus routes and Intercity Taxi Scrip Program. She stated that the TDA matrix is approved by the STA Board and submitted to MTC to provide MTC guidance when reviewing individual TDA claims which must be consistent with the TDA matrix. She stated that at this time, the TDA for the FY 2014-15 matrix will be submitted to the STA Board for approval June 11, 2014. She stated that as required by MTC Resolution 1209, Solano Transportation Authority and the City of Vacaville are submitting their FY 2014-15 Transportation Development Act (TDA) Article 4 and 8 claims for consideration by the PCC. She stated that Solano Transportation Authority is requesting \$447,586 in TDA funds and the City of Vacaville is requesting \$1,739,013 in TDA funds.

Recommendation:

1. Review and forward a recommendation to MTC to approve the Solano Transportation Authority's FY 2014-15 TDA Claim for \$447,586 for planning and administration and passenger rail service.
2. Review and forward a recommendation to MTC to approve the City of Vacaville's FY 2014-15 TDA Claim for \$1,739,013 for operating and capital projects.

On a motion by James Williams and second Anne Payne, the PCC unanimously approved the recommendation.

**C. PCC Membership Status Update**

Tiffany Gephart provided an update on the PCC Membership Status. She stated that there are currently (4) vacancies, two for (2) Transit Users, one (1) vacancy for a Member at Large, and one (1) vacancy for Social Services Provider. STA staff received three interest forms from Ernest Rogers (Attachment A), Emily Flynn (Attachment B) and Kenneth Grover (Attachment C).

Recommendation:

1. Forward a recommendation to the STA board to appoint Ernest Rogers to the Paratransit Coordinating Council for a three (3) year term as a Transit User.
2. Forward a recommendation to the STA Board to appoint Emily Flynn to the Paratransit Coordinating Council for a three (3) year term as a Social Service Provider representative.
3. Forward a recommendation to the STA board to appoint Kenneth Grover to the Paratransit Coordinating Council for a three (3) year term as a Transit User.

On a motion by Anne Payne and second Curtis Cole, the PCC unanimously approved the recommendation.

**8. INFORMATIONAL ITEMS (Discussion)**

**A. Mobility Management Call Center Update**

Tiffany Gephart provided an update on the Mobility Management Call Center. She stated that in addition to the call center's regular duties the SNCI department will process applications for the Regional Transit Card (RTC), sell FasTrak, BikeLink locker cards and Senior Clipper Cards.

**B. Mobility Management Program Update**

Tiffany Gephart provided an update on the **Mobility Management Program**. She stated that the Mobility Guide for Seniors and People with Disabilities summarizes public, private, and medical transportation options the community. She stated that the Mobility Transportation Guide will also be translated into Spanish and be made available in the near future. Ms. Gephart provided an update on the **Countywide In-Person ADA Eligibility Program**. She stated that the month of March was the 9<sup>th</sup> month of the contract between STA and CARE Evaluators. This update summarizes the activities of CARE Evaluators in the third quarter of the program (Attachment A). She stated that STA staff is working with the selected consultant, MIG, to develop the Solano Mobility Management Website which is scheduled to be implemented in June 2014.

Richard Burnett requested quarterly reports on ADA Eligibility Assessments.

Ms. Gephart stated that STA Staff is working with Nelson/Nygaard to develop the Countywide Volunteer Travel Ambassador Program for Solano County. She stated that STA staff is drafting scopes for work for Connections 4 Life and Independent Living Resource Center to expand their one-to-one travel training in Solano County. She stated that the one-to-one travel training is scheduled to be implemented in July.

**9. INFORMATIONAL ITEMS (No Discussion)**

**A. 2014 PCC Meeting and Locations**

**10. FUTURE AGENDA ITEMS AND COUNCIL COMMENTS**

After discussion amongst the committee and transit operators it was suggested that future transit operator (ridership numbers) updates be provided to Liz Niedziela ahead of time and placed in the agenda packet as an informational no discussion item.

Anne Payne commented that she would like to have updates on new trends and or needs with regard to ridership.

**11. TRANSIT OPERATOR UPDATES**

SolTrans:

Elizabeth Romero provided brief update on SolTrans service and promotions.

Dixon Read-Ride:

Liz Niedziela provided a brief update on Dixon Read-Ride ridership service.

Fairfield and Suisun Transit:

Wayne Lewis provided an update on FAST ridership and promotions.

Rio Vista Delta Breeze:

Liz Niedziela provided brief update on Rio Vista Delta Breeze service.

Vacaville City Coach:

Liz Niedziela provided an update on Vacaville City Coach ridership and promotions.

**12. ADJOURNMENT**

The meeting adjourned at 2:51 p.m. The next meeting of the PCC is scheduled to meet at **1:00 p.m. on Thursday, July 17, 2014, at the Fairfield Community Center in the Vista Conference Room, located at 1000 Kentucky St, Fairfield, CA 94533.**

# Mobility Management in the Bay Area: The Regional Vision and Role of CTSAs

PCC

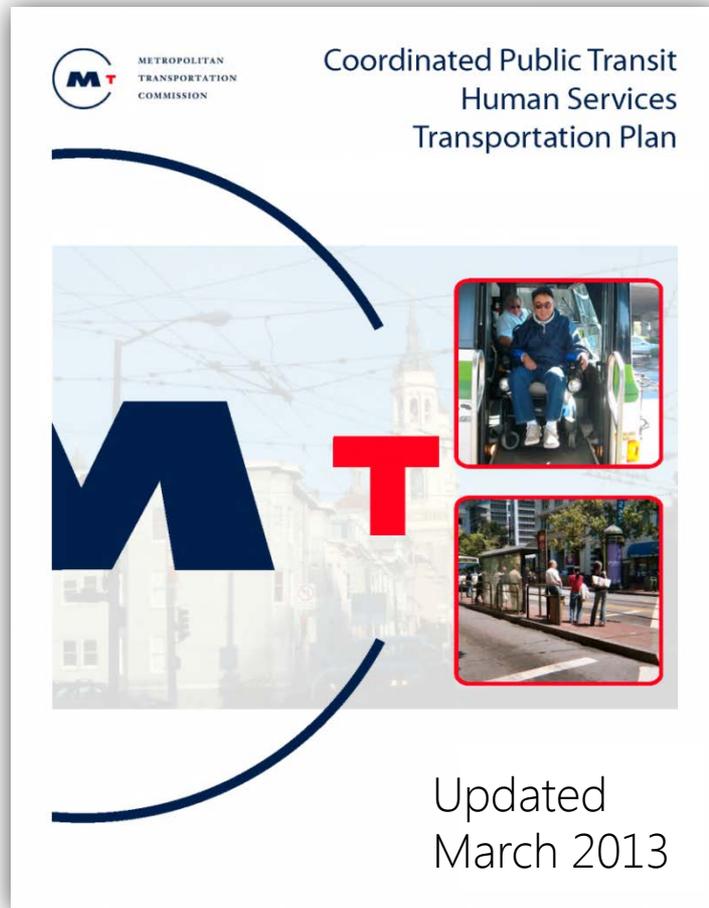
May 15, 2014

# Overview

- MTC's Regional Vision for Mobility Management
- Key Mobility Management Activities
- Introduction to Consolidated Transportation Service Agencies (CTSAs)
- CTSA Examples
- Questions



# Mobility Management: A Regional Vision for the Bay Area



“A strategic, cost-effective approach to **connect people needing transportation to available transportation resources** within a community. Its focus is **the person’s individual needs**, rather than a particular transportation mode.”

# The Mobility Management Vision: A Range of Related Activities



Provide a **“one call/one click” resource center** for consumers seeking information about local community transportation options



**Coordinate ADA paratransit certification** at the county or subregional level



Provide **referrals to a family of coordinated transportation services and programs**, including public transit services, travel training, and other community-based services such as volunteer driver programs, taxi voucher programs, etc.

# Mobility Management: A Range of Related Activities



Monday thru Friday					
Northbound			Southbound		
Ly 1000	87th	77th	87th	Madison	Arden
Woods	Jeffery	Jeffery	Woods	Washington	Washington
					Leaves
5:28.4	4:58.4	4:46.4	5:28.4	5:11.4	5:20.4
4:47	4:17	4:06	5:13	5:02	5:20
4:36	4:06	3:56	5:03	4:53	5:02
4:47	4:17	4:06	5:13	5:02	5:20
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5:16	4:46	4:36	5:43	5:33	5:42
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4:06	3:36	27:26	4:33	28:23	4:32
4:16	3:46	27:36	4:43	28:33	4:42
4:26	3:56	27:46	4:53	28:43	4:52
4:36	4:06	27:56	5:03	28:53	5:02
4:46	4:16	28:06	5:13	29:03	5:12
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5:06	4:36	28:26	5:33	29:23	5:32
5:16	4:46	28:36	5:43	29:33	5:42
5:26	4:56	28:46	5:53	29:43	5:52
5:36	5:06	28:56	6:03	29:53	6:02
5:46	5:16	29:06	6:13	30:03	6:12
5:56	5:26	29:16	6:23	30:13	6:22
6:06	5:36	29:26	6:33	30:23	6:32
6:16	5:46	29:36	6:43	30:33	6:42
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7:36	7:06	30:56	8:03	31:53	8:02
7:46	7:16	31:06	8:13	32:03	8:12
7:56	7:26	31:16	8:23	32:13	8:22
8:06	7:36	31:26	8:33	32:23	8:32
8:16					

# What Are Consolidated Transportation Service Agencies?

- **State-recognized** designation since 1979 (AB 120)
- Can be **public agency** or **private non-profit**
- Can receive and coordinate **multiple funding sources** to maximize and optimize use of all available funds (federal, state, local)
- **Flexible approach** to addressing service gaps and reducing duplication

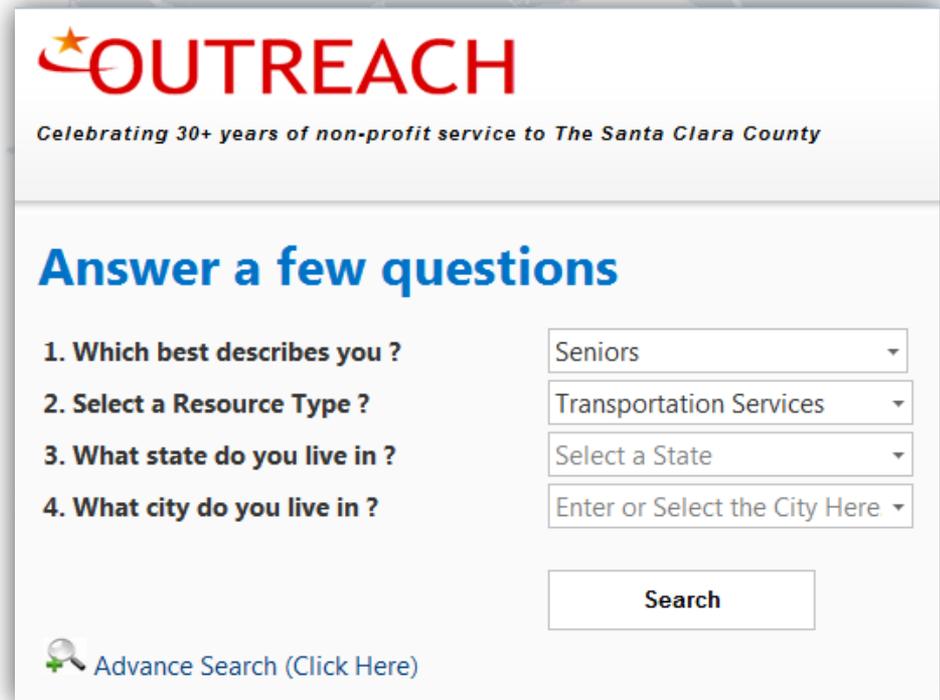


# Common CTSA Functions and Benefits

Function		Benefit
Combined purchasing of social service transportation equipment	➔	Lower costs, less duplication
Adequate training of social service transportation drivers	➔	Improved safety and customer experience, lower insurance costs
Centralized dispatch of social service transportation services	➔	More efficient use of vehicles
Centralized maintenance of social service transportation vehicles	➔	Adequate scheduling of maintenance, improved customer experience
Centralized administration of various social service transportation programs	➔	Reduce duplication of services, better respond to specific needs
Identification and consolidation of all existing sources of funding for social service transportation services	➔	More effective and cost-efficient use of scarce resource dollars

# Bay Area Case Study: Outreach Mobility Management Center and CTSA

- Individualized case management and mobility management plans
- ITS brokerage for ADA plus transportation for seniors, CalWorks, low-income, veterans, homeless, HHS programs, managed care
- Online mobility options and emergency preparedness via TripNET web portal
- Online community search system database
- Varied mobility options offered



**OUTREACH**  
*Celebrating 30+ years of non-profit service to The Santa Clara County*

### Answer a few questions

1. Which best describes you ?
2. Select a Resource Type ?
3. What state do you live in ?
4. What city do you live in ?

 [Advance Search \(Click Here\)](#)

# Bay Area Case Study: Outreach Mobility Management Center and CTSA

Mobility Services Offered	Outreach	STA
One-call/One-click info and referrals	✓	✓
ADA certification	✓	✓
Travel training programs	✓	✓
Discount taxi programs	✓	
Volunteer drivers	✓	
Mileage reimbursement and gas cards	✓	
Fixed-route passes	✓	
Vehicle sharing	✓	
Vehicles to non-profits and taxi companies	✓	
Bicycles	✓	
Healthy walking	✓	

# Other CTSAs in Action

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**COMMUTER SERVICE**

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Ride-On has been meeting the transportation needs of residents and visitors of San Luis Obispo County since 1983. Our fleet of vehicles and professional drivers provide door-to-door transportation 24 hours a day every day with advance reservations. Take a moment to explore our wide range of services and give us a call if you have any questions.

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- Special event group transportation
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Call (805) 541-8747 to learn more about our transportation services in SLO County, California.

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San Diego County

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Your Pick Up Location  
Enter a ZIP, City, Address, Hospital, or Facility

Going To  
Enter a ZIP, City, Address, Hospital, or Facility

**Find a Ride**

Browse all service providers  
Need help planning your trip?  
FAQs

*You Are MOBILE*

# Questions

Jennifer Yeamans  
Metropolitan Transportation Commission  
(510) 817-5764  
jyeamans@mtc.ca.gov

Coordinated Plan Info:  
<http://www.mtc.ca.gov/planning/pths>

# *Consolidated Transportation Services Agency (CTSA)*

## **Solano County Mobility Management Plan**

PCC

May 15, 2014



# Mobility Management and CTSA's

- **Mobility Management:** A collection of complementary services and programs targeted to improve mobility for specific segments of the population (Seniors, People with Disabilities, and Low-Income)
- **Consolidated Transportation Services Agency (CTSA):**
  - Organizational designation to deliver mobility management and other services
  - Designation granted by regional transportation planning agency



# CTSA History and Purpose

- California passed SB 120 “Social Services Transportation Improvement Act” in 1979
- SB 120 created CTSA designation
- CTSA purpose:
  - Promote coordination of social service transportation to benefit human service clients including seniors, people with disabilities and low income.
  - Proactively facilitate among agencies to create solutions.
  - Provide services and/or thru agreements share funding, services, training, procurement, facilities, capital assets and other functions.
- Preceded American for Disabilities Act (ADA) of 1990



# Interest in Mobility Management and CTSA's

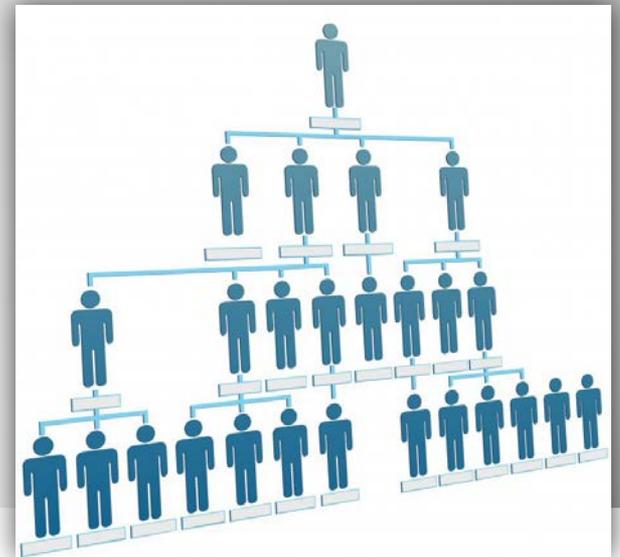
- MTC Coordinated Plan – strengthen mobility management
  - Providing info and managing demand across a family of transportation services
  - Communicating with human service agencies to identify resources to sustain coordination activities
  - Identifying and designating CTSA's to facilitate sub-regional mobility management and coordination of efforts.
- State Mobility Action Plan
  - Recommend stronger role for CTSA's
  - Preferences for some statewide funding processes for CTSA's
- Federal Guidance
  - FTA eligible Mobility Management activities include
    - Coordination of services for seniors, individuals with disabilities and low income individuals
    - One-stop transportation call centers
    - Management activities to plan and implement coordinated services
    - Support of State and local coordination policy bodies and councils



# CTSA

## Organizational Structure Options

- Structural options:
  - Public, non-profit
  - Single purpose, multiple purpose
  - Single agency, multiple agencies
  
- One CTSA currently in Bay Area
  - Designation granted for four years



# CTSA Examples

## Non-profits

- Outreach and Escort Inc. (Santa Clara County)
- Ride-On (San Luis Obispo)

## Transit Agencies

- Monterey-Salinas Transit (MST)
- Mendocino Transit

## JPA's

- Placer County Transportation Planning Agency (PCTPA)
- Riverside County Transportation Commission (RCTC)



# Service Comparison

Mobility Services Offered	Outreach	PCTPA	RCTC	MST	STA
One-call/One-click info and referrals	✓	✓			✓
ADA certification	✓				✓
Travel training programs	✓	✓	✓	✓	✓
Discount taxi programs	✓			✓	
Volunteer drivers	✓	✓	✓	✓	
Mileage reimbursement and gas cards	✓				
Fixed-route passes	✓	✓	✓		
Vehicle sharing	✓				
Vehicles to non-profits and taxi companies	✓				
Bicycles	✓	✓			
Healthy walking	✓				

# Additional Potential Mobility Management activities

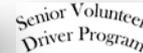
- Operate/fund specialized shuttles (seniors, medical, children, other)
- Technical Support (grants management, etc.) for social service transportation
- Coordinate driver training of social service transportation
- Coordinate dispatch of social service transportation
- Bus Pass Discounts
- Emergency Ride Home program (non-employer based)
- Other



# Mobility Management Pilot Program Funding



- Four initial programs are funded for 2-3 year pilot periods.
- Grant Funded: JARC, New Freedom
- Other Funding: STAF
  - ADA In-Person Assessment Program
  - Travel Training
  - Mobility Management Call Center
    - Senior Driver Safety Program Information
    - Mobility Management Website



# CTSA Designation Proposal

## **Designation:**

Solano Transportation Authority (STA) makes request to Metropolitan Transportation Commission (MTC) for CTSA designation on behalf of STA.

## **Governance:**

The recommended governance will be the STA Board consisting of the mayor of each of seven Solano County's Cities and a Solano County Board of Supervisor.

## **Funding:**

CTSA function funding provided by STA through allocation of STAF and STAF paratransit, Lifeline, New Freedom grants, JARC grants, future MAP-21 Section 5310, and future regional funds.

## **Proposed CTSA Advisory Committee Appointed by (10 Members):**

- (1) Seniors and People with Disabilities Transportation Advisory Committee
- (1) Paratransit Coordinating Council
- (1) Lifeline Advisory Committee
- (3) SolanoExpress Intercity Transit Consortium (Transit operators only)
- (1) Solano County Department of Health and Social Services
- (1) Area Agency on Aging
- (3) Board Members

# CTSA Designation Proposal

## **Reason for CTSA Designation:**

To enhance and expand Solano County's ability to identify and obtain future federal, state, and Mobility Management at the regional level by identifying and designating Consolidated Transportation Service Agency (CTSA)

- To facilitate mobility management and transportation coordination efforts in Solano County
- Provide information and manage demand across a family of transportation regional services
- Coordinate advocacy with human service agencies to identify resources to sustain coordinated transportation service delivery.

## **Purpose:**

To pursue Mobility Management funding and identify and facilitate implementation of various Mobility Management Programs and Services to support Mobility for Solano County Seniors, People with Disabilities and Low Income.

## **Current Mobility Management Programs and Services:**

- To continue administering the Countywide In-Person ADA Eligibility Program Contract
- In coordination with the transit operators assist in the development of Ambassador Programs and partner with social services agencies to provide more intensive one-to-one travel training for people with disabilities, intercity transit trips, and all other as requested.
- Establish a Mobility management Call Center by expanding the SNCI call center to include services for the seniors, people with disabilities, and low income with a complementary website including Senior Safe Driving Information.
- Update Solano Seniors and People with Disabilities Mobility Guide as needed.

# Consortium Comments

- A CTSA must bring value to county and transit operators
- Funding for CTSA must not impact operators' TDA funding
- Increased coordination between social services and transportation providers could be beneficial
  
- New partners should bring resources to table not just needs
- A non-profit CTSA could be an excellent partner
- STA could be lead CTSA agency; governance and transit operators' role should be clarified as transit operators are interested in being involved in decision-making
- Concern expressed about STA role as 'impartial facilitator' if operating CTSA programs
  
- CTSA could relieve transit of difficult to serve trips and improve mobility for riders

# Other Committee Comments

- Paratransit Coordinating Council – CTSA  
Presentation Scheduled May 15, 2014
- Solano Seniors and People with Disabilities  
Committee – Presentation Scheduled May/June -  
TBD

# Information Item

- Comments and Questions



# PCC

Date: June 10, 2014  
To: Solano Paratransit Coordinating Council  
From: Liz Niedziela, Transit Program Manager  
RE: FY 2014-15 TDA Claims for Solano County Transit (SolTrans) and the Cities of Dixon, Fairfield, and Rio Vista

---

## **Background:**

The Transportation Development Act (TDA) was enacted in 1971 by the California Legislature to ensure a continuing statewide commitment to public transportation. This law imposes a one-quarter-cent tax on retail sales within each county for this purpose. Proceeds are returned to counties based upon the amount of taxes collected, and are apportioned within the county based on population. To obtain TDA funds, local jurisdictions must submit requests to regional transportation agencies that review the claims for consistency with TDA requirements. Solano County agencies submit TDA claims to the Metropolitan Transportation Commission (MTC), the Regional Transportation Planning Agency (RTPA) for the nine Bay Area counties.

TDA funding is used for public transit services, transportation for seniors and people with disabilities, regional transportation planning, and bicycle and pedestrian programs. MTC requires agencies to have public review of the TDA Article 4 & 8 claims by the Paratransit Coordinating Council (PCC) before they can be approved. However, MTC is not obligated to the recommendations made by the PCC.

## **Discussion:**

TDA funds are shared among agencies to fund joint services such as SolanoExpress intercity bus routes and Intercity Taxi Scrip Program. To clarify how the TDA funds are to be allocated each year among the local agencies and to identify the purpose of the funds, the STA works with the transit operators and prepares an annual TDA matrix. The TDA matrix is approved by the STA Board and submitted to MTC to provide MTC guidance when reviewing individual TDA claims. The claims must be consistent with the TDA matrix; each jurisdiction may not claim more from another agency than has been approved.

As required by MTC Resolution 1209, SolTrans and the Cities of Dixon, Fairfield, Rio Vista are submitting their FY 2014-15 Transportation Development Act (TDA) Article 4 and 8 claims for consideration by the PCC.

## **SolTrans**

Solano County Transit (SolTrans) is requesting \$4,088,444 in local TDA funds covering the Benicia and Vallejo service area. TDA funds in the amount of \$3,101,277 will be used for operating and the amount of \$987,167 will be used for capital projects. SolTrans' capital projects include Vehicle and Facility Maintenance, Information Technology, Vehicles, O&M Facility Renovation, Automatic Vehicle Locators, Curtola Park & Ride Hub Renovation, Farebox/Clipper Upgrades, Security Cameras and Branding/Decals

### Dixon Read-Ride

On behalf of Dixon Read-Ride, the City of Dixon is requesting \$293,526 in TDA funds from Dixon's local TDA funds. TDA funds in the amount of \$285,105 will be used for operating and the amount of \$8,421 will be used for capital projects. The capital project is one (1) bus replacement.

### Fairfield and Suisun Transit

On behalf of FAST, the City of Fairfield is requesting \$6,461,476 in TDA funds from Fairfield and Suisun City's local TDA funds. TDA funds in the amount of \$5,099,025 will be used for operating and the amount of \$1,362,451 will be used for capital projects. Fairfield's capital projects include Maintenance/Miscellaneous Capital.

### The City of Rio Vista

On behalf of Rio Vista Delta Breeze, the City of Rio Vista is requesting \$410,092 in TDA funds. TDA funds in the amount of \$393,903 will be used for operating, the amount of \$3,239 be used for a capital project and \$12,950 will be used for planning. The capital project is a Park and Ride Lot and the planning project is Rio Vista Service and Outreach Analysis.

### **Recommendation:**

1. Review and forward a recommendation to MTC to approve the Solano County Transit's (SolTrans) FY 2014-15 TDA Claim for \$4,088,444 for operating and capital projects.
2. Review and forward a recommendation to MTC to approve the City of Dixon's FY 2014-15 TDA Claim for \$293,526 for operating and capital projects.
3. Review and forward a recommendation to MTC to approve the City of Fairfield's FY 2014-15 TDA Claim for \$6,461,477 for operating and capital projects.
4. Review and forward a recommendation to MTC to approve the City of Rio Vista's FY 2014-15 TDA Claim for \$410,092 for operating, capital projects and planning.

### Attachments:

- A. Draft FY 2014-15 Matrix for July 2014

9-Jun-14

FY 2014-15

AGENCY	TDA Est from MTC, 2/26/14 (1)	Projected Carryover 2/26/14 (1)	Available for Allocation 2/26/14 (1)	FY2013-14 Allocations after 1/31/14	Paratransit		Local Transit					Intercity							Total	Balance						
					ADA Subsidized Taxi Phase I (2)	Paratransit	Dixon Read-Ride	FAST	Rio Vista Delta Breeze (3)	Vacaville City Coach	SolTrans	FAST	FAST	FAST	SolTrans	SolTrans	SolTrans	FAST			FAST	SolTrans				
												Rt 20	Rt 30	Rt 40	Rt. 78	Rt. 80	Rt 85	Rt. 90			Intercity Subtotal (4)	Intercity Subtotal (4)	STA Planning (6)	Other Swaps (7)	Transit Capital/Planning (8)	
Dixon	643,546	524,633	1,168,179	5,000	5,000	285,105							\$ 2,530	\$ 30,791	\$ 10,041	\$ 4,998	\$ (582)	\$ 7,424	\$ 11,695	\$ 55,057	\$ 11,840	\$ 17,566		8,421	\$ 387,989	780,190
Fairfield	3,774,523	1,498,668	5,273,191	40,000	40,000	1,380,568		1,569,893					\$ 79,035	\$ 41,940	\$ 127,681	\$ 32,944	\$ (8,252)	\$ 180,034	\$ 324,682	\$ 573,338	\$ 204,726	\$ 102,215		1,362,451	\$ 5,273,191	0
Rio Vista	265,072	349,274	614,346	72,405	5,000				393,903				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 0	\$ -	\$ 7,127		16,189	\$ 494,624	119,722
Suisun City	984,871	-7,932	976,939	0	0	184,607		499,123					\$ 14,460	\$ 6,588	\$ 43,912	\$ 9,838	\$ (2,837)	\$ 40,162	\$ 104,204	\$ 169,164	\$ 47,163	\$ 26,882	\$ 50,000		\$ 976,939	0
Vacaville	3,232,799	3,532,629	6,765,428	270,000	70,000	347,401				651,612			\$ 142,546	\$ 63,927	\$ 117,119	\$ 27,531	\$ (5,492)	\$ 45,500	\$ 111,672	\$ 435,264	\$ 67,540	\$ 88,487		740,000	\$ 2,670,305	4,095,123
Vallejo/Benicia (SolTrans)	5,032,663	93,251	5,125,914	85,000	85,000	804,198					1,203,892		\$ 30,287	\$ 32,734	\$ 35,095	\$ 454,142	\$ (41,830)	\$ 292,410	\$ 45,415	\$ 143,531	\$ 704,722	\$ 137,255		987,167	\$ 4,150,765	975,149
Solano County	660,883	1,025,533	1,686,416	358,000									\$ 17,563	\$ 10,531	\$ 22,062	\$ 33,771	\$ (7,366)	\$ 30,892	\$ 38,324	\$ 88,480	\$ 57,297	\$ 18,054			\$ 521,831	1,164,585
<b>Total</b>	<b>14,594,357</b>	<b>7,016,056</b>	<b>21,610,413</b>	<b>830,405</b>	<b>205,000</b>	<b>2,716,774</b>	<b>285,105</b>	<b>2,069,016</b>	<b>393,903</b>	<b>651,612</b>	<b>1,203,892</b>		\$ 286,420	\$ 186,511	\$ 355,911	\$ 563,224	\$ (66,359)	\$ 596,422	635,993	\$ 1,464,835	\$ 1,093,287	\$ 397,586	\$ 50,000	\$ 3,114,228	\$ 14,475,643	7,134,770

NOTES:  
 Background colors on Rt. Headings denote operator of intercity route  
 Background colors denote which jurisdiction is claiming funds

(1) MTC February 26, 2014 Fund Estimate; Reso 4133; columns I, H, J  
 (2) Claimant to be determined.  
 (3) Includes flex routes, paratransit, local subsidized taxi  
 (4) Consistent with Intercity Transit Funding Agreement and FY2012-13 Reconciliation  
 (5) Note not used.  
 (6) Claimed by STA from all agencies per formula; STA memo to Consortium April 15, 2014.  
 (7) To be claimed by STA for Suisun Amtrak station maintenance.  
 (8) Transit Capital/Planning purchases include bus purchases, maintenance facilities, etc. and planning

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# PCC

DATE: June 6, 2014  
TO: Solano Paratransit Coordinating Council  
FROM: Tiffany Gephart, Transit Mobility Coordinator  
RE: PCC Membership Status and Appointment

---

## **Background/Discussion:**

The Solano Transportation Authority's (STA) Paratransit Coordination Council (PCC) By-Laws stipulate that there are eleven members on the PCC. Members of the PCC include up to three (3) transit users, two (2) members-at-large, two (2) public agency representatives, and four (4) social service providers. At the May 15th meeting, there were four (4) vacancies; two (2) for Transit Users, one (1) vacancy for a Member at Large, and one (1) vacancy for Social Services Provider.

Currently, there are still four (4) vacancies, two for (2) Transit Users, one (1) vacancy for a Member at Large, and one (1) vacancy for Social Services Provider. STA staff received three interest forms from Ernest Rogers, Emily Flynn and Kenneth Grover and at the May 15<sup>th</sup> meeting, the PCC unanimously approved to forward a recommendation to the STA Board to appoint the above three applicants to the PCC for a three year term.

The PCC recommendation will be presented at the June 11<sup>th</sup> STA Board meeting. If the recommendation is approved by the STA Board, Ernest Rogers would fill the vacancy of Transit User, Emily Flynn would fill the vacancy of Social Services Provider and Kenneth Grover would fill the position of Transit User leaving one (1) Member-at-Large vacancy.

STA staff received an interest form from Lyall Abbott. He would like to participate in the STA Paratransit Coordinating Council. He cares and works for people with disabilities and is familiar with their transportation needs (Attachment B). If Mr. Abbott is appointed to the PCC, it will fill the remaining vacancy and the PCC will be fully appointed.

## **Recommendation:**

1. Forward a recommendation to the STA board to appoint Lyall Abbott to the Paratransit Coordinating Council for a three (3) year term as a Member-at-Large.

### Attachment:

- A. PCC Membership (June 2014)
- B. Lyall Abbott's PCC Interest Form

**Solano County**  
**Paratransit Coordinating Council**  
**Membership Status**  
**June 2014**

Member	Jurisdiction	Agency	Appointed	Term Expires
Edith Thomas	Social Service Provider	Connections 4 Life	March 2012	March 2015
James Williams	Member at Large	Member at Large	December 2012	December 2015
Judy Nash	Public Agency - Education	Solano Community College	April 2013	April 2016
Kyrre Helmersen	Transit User		April 2012	April 2015
Richard Burnett	MTC PAC Representative		December 2012	December 2015
Anne Payne	Social Service Provider	Area Agency on Aging	June 2013	June 2016
Curtis Cole	Public Agency – Health and Social Services	Solano County Mental Health	September 2013	September 2016
Emily Flynn	Social Service Provider	Independent Living Resource Center	June 2014 (pending STA Board Approval)	June 2017
Ernest Rodgers	Transit User		June 2014 (pending STA Board Approval)	June 2017
Kenneth Grover	Transit User		June 2014 (pending STA Board Approval)	June 2017
Vacant	Member at Large			

# Paratransit Coordinating Council interest

## CONTACT INFORMATION

Name: Lyall Abbott  
Street address: 53 Winslow Ave  
City, state, zip: Vallejo, CA 94590  
Home phone: Cell 707 - 333 - 1391  
Work phone: \_\_\_\_\_  
Email address: abbott.lyall@gmail.com

## I WOULD LIKE TO FILL THE FOLLOWING POSITION

- Transit user (3)    Member-at-large (2)    Public agency (2)    Social service provider (4)

## LETTER OF INTEREST TO SERVE ON THE STA'S PARATRANSIT COORDINATING COUNCIL

Summarize the reason you would like to participate in the STA's Paratransit Coordinating Council. Include what experience (paid or volunteer) qualifies you:

cl care for and work for people with  
disability and transportation needs.

## AGREEMENT AND SIGNATURE

By submitting this application, I affirm that the facts set forth in it are true and complete. I understand if I am accepted as a volunteer, any false statements, omissions, or other misrepresentations made by me on this application may result in my immediate dismissal.

Name (printed): Lyall Abbott  
Signature: Lyall Abbott  
Date: 5/15/14

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## PCC

DATE: June 9, 2014  
TO: Paratransit Coordinating Council  
FROM: Liz Niedziela, Transit Program Manager  
RE: Mobility Management: Consolidated Transportation Services Agency (CTSA)  
Designation

---

### **Background:**

#### *History of and what is a Consolidated Transportation Service Agencies (CTSA)*

In 1979, the State of California passed AB120, sometimes known as the Social Services Transportation Improvement Act, which allowed county or regional transportation planning agencies to designate one or more organizations within their areas as Consolidated Transportation Services Agencies (CTSAs). CTSAs are intended to promote the coordination of social service transportation for the benefit of human service clients including the elderly, people with disabilities and people with low income. An effective CTSA functions as a proactive facilitator of transportation coordination among multiple agencies creating solutions to travel needs. This could be done by directly providing services or through cooperative agreements to coordinate and/or share funding, procurement, training, services, capital assets, facilities and other functions.

In the Bay Area, the Metropolitan Transportation Commission (MTC) is the agency responsible for designating county CTSAs. In the 1990s, MTC became more focused on American with Disabilities Act (ADA) required paratransit service and they deferred designating CTSAs within the region to focus on the implementation of paratransit service. In recent years, MTC has become increasingly interested in mobility management and the re-establishment of CTSAs to coordinate services at the County level. In their recently updated Coordinated Public Transit-Human Service Transportation Plan (“Coordinated Plan”), MTC elaborates on why Mobility Management and CTSAs are coming to the forefront. The Coordinated Plans points out that the need to improve coordination between human service and public transportation providers has been well documented over the past ten years at the federal and state level. MTC describes mobility management as a strategic, cost-effective approach to connecting people needing transportation to available transportation resources within a community. Its focus is the person, the individual with specific needs, rather than a particular transportation mode.

To strengthen mobility management in the Bay Area, the Coordinated Plan identifies three major points:

- Identifying and designating Consolidated Transportation Service Agencies (CTSAs) to facilitate subregional mobility management and transportation coordination efforts.
- Providing information and manage demand across a family of transportation services.
- Promoting coordinated advocacy with human service agencies to identify resources to sustain ongoing coordination activities.

MTC also incorporated seven regional priority strategies from the 2011 Transit Sustainability Project ADA Paratransit Study. The strategies include Travel Training and promotion to seniors, enhanced ADA paratransit certification process such as in-person eligibility and subregional mobility managers such as CTSAs. See Attachment A for the complete list.

The Federal Transit Administration (FTA) has recognized Mobility Management by issuing guidance stating what eligible Mobility Management activities may include (Attachment B). In California, Caltrans developed a Draft Strategic Implementation Plan of their Mobility Action Plan that recommended a stronger role for CTSAs as local or regional coordinating bodies as well as providing preference in certain statewide funding processes for CTSAs.

In May 2013, MTC approved Resolution 4097 (Attachment C) extending CTSA designation of the only CTSA in the Bay Area (the non-profit Outreach in Santa Clara county) for another four years. Resolution 4097 also outlined MTC's process for designating CTSAs. The six steps and how agencies are evaluated are shown on Attachment D. One of the steps is "MTC staff evaluates candidates for consistency with mobility management activities as outlined in the Coordinated Public Transit-Human Services Transportation Plan.

In July 2012, STA began working with consultants and the transit operators to develop a Mobility Management Plan for Solano County. The development of a Mobility Management Plan was identified in the 2011 Solano Transportation Study for Seniors and People with Disabilities as a strategy to assist seniors, people with disabilities, low income and transit dependent individuals with their transportation needs. The Solano Mobility Management Plan identified existing services and programs, explored potential partnerships, and analyzed how to address mobility needs in Solano County in a cost effective manner.

In April 2014, the STA Board approved the Solano Mobility Management Plan. The Plan identified four key strategies to assist seniors, people with disabilities, low income and transit dependent individuals with their transportation needs. These four strategies are:

- One Stop Transportation Call Center
- Travel Training
- Countywide In-Person ADA Eligibility and Certification Process
- Older Driver Safety Information.

In addition, various organizational options were discussed on where Mobility Management programs could be housed. The concept of a Consolidated Transportation Service Agency (CTSA) was presented with a discussion of a CTSA's overall purpose, potential functions, and potential organizational structure. A CTSA could be in the form of a non-profit, transit operator, cities/counties and other public agencies. The Plan did not recommend an agency, or agencies, to pursue CTSA designation in Solano, but rather recommended further analysis.

The Solano Mobility Management Plan outlined several options for designating a CTSA for Solano. These include:

1. Establishing a new non-profit or separate joint powers agency for this specific purpose.
2. Designating an existing agency such as a countywide transit operator or the county Congestion Management Agency to serve as the CTSA.

STA currently is managing or implementing the following:

1. Countywide in-person eligibility ADA assessment process was funded and began implementation July 2013.
2. The STA Board approved a RFP for a Travel Training program and selected a consultant. STA will also be working with local non-profits to expand and complement their existing Travel Training programs so that they complement Travel Training countywide and duplication of services is avoided.
3. In October 2013, the STA Board also approved the implementation of a Mobility Management Call Center as an expansion of the STA's Solano Napa Commuter Information (SNCI) program. The Call Center will also be responsible for maintaining the Mobility Management website. An RFP to create a Mobility Management website was approved by the STA Board and a consultant has been selected.

Other priority projects that would benefit seniors, people with disabilities and/or low-income are outlined in the STA's Solano Senior and People with Disabilities Transportation Study and the numerous Community Based Transportation Plans.

MTC staff has been monitoring Solano's development of the Mobility Management Plan and has been supportive with the progress made and the direction it is taking. The STA was invited to present Solano County process and progress on mobility management at a region-wide mobility management summit sponsored by MTC last fiscal year. Designation is typically granted for a finite period at which point it needs to be evaluated. In essence, this creates a pilot period for CTSA designation and the end of which an evaluation could occur to determine if CTSA designation should be continued.

#### *Consortium CTSA discussion*

The Transit Consortium has discussed CTSA designation at its meetings of November 2013, March 2014, April 2014, and May 2014. The Consortium has expressed that if a CTSA is formed, or designated, that it must bring value to the county and to the operators. With the right mix of services, a CTSA could provide more personalized services to individuals who have mobility challenges that are difficult for transit operators to serve, thus improving mobility for clients while freeing up transit resources to be reallocated more cost-effectively. Transit operators emphasized that the funding of a CTSA should protect existing transit funding. There was an interest in a CTSA structure that was inclusive of transit operators in terms of decision-making.

The Consortium requested STA present a draft proposal outlining a CTSA's potential goals, operations, and representation for review and a more in-depth discussion.

#### **Discussion:**

The CTSA proposal developed by STA staff was presented and discussed with Consortium members as well as the Board and other committees. Consortium feedback included a proposal that all or at least 3 transit operators be represented on the CTSA Advisory Committee rather than the proposal's 2 transit operators representing the Consortium; this has been incorporated into the revised proposal (Attachment H). In addition, there was a suggestion that the non-profit Faith in Action organization be added to the CTSA Advisory Committee.

In April 2014, the Transit Consortium and the STA TAC unanimously approved forwarding the attached summary of comments from the Consortium regarding STA seeking designation as a CTSA by MTC for Mobility Management as shown on Attachments F and G to the STA Board.

The proposal was presented to the STA Board on May 14<sup>th</sup> and to the Paratransit Coordinating Council (PCC) on May 15<sup>th</sup>. Board comments and questions included requesting clarification on other CTSA programs and a future tour of the Santa Clara CTSA, clarifying the role of Faith in Action, anticipating the value of coordinating County HSS social service transportation services to avoid duplication, and stating STA appears to be a natural fit as a CTSA. PCC comments were positive about STA seeking CTSA designation. They also inquired about other CTSA programs that Solano County may be able to implement.

At the Consortium meeting on May 27<sup>th</sup>, two issues were raised concerning designation. One issue concerned funding. There was a request to add language to the CTSA proposal (Attachment H) to clearly state that if STA sought CTSA designation the CTSA could not be funded with transit operators' Federal Transit Administration (FTA) 5307 or 5339 funds, nor from transit operator Transportation Development Act (TDA) funds without an agreement between the operator and STA. This request is consistent with the intent of the staff recommendation and Attachment H has been revised to incorporate this request.

The second issue raised was an interest in taking another look at considering a non-profit to function as a CTSA in Solano. County staff raised this issue as an opportunity to determine how intercity paratransit is to be delivered and the possibility that a CTSA could deliver intercity taxi/paratransit service in its current or an evolved state. More specifically, Partnership HealthPlan was mentioned as a possible non-profit that should be approached to be considered though the operators were also interested in exploring the possibility of a new non-profit agency as a CTSA. Staff explained that a CTSA could be an operator of an intercity taxi/paratransit program either as a non-profit or public entity. A majority of Consortium staff members voted to table the CTSA agenda action item and requested STA contact Partnership HealthPlan to discuss this issue before the next Consortium.

Establishing a new non-profit or JPA would require additional resources and time to set up. The recent mobility management efforts of the STA are consistent with MTC's Coordinated Public Transit Human Service Transportation Plan. The STA is already staffed to coordinate Mobility Management and/or CTSA activities, and has experience working with advisory committees, and pursuing and allocating resources. The STA Board includes representation of all seven cities and the County. The STA Board also represents all five transit operators.

At the STA TAC meeting on May 28<sup>th</sup>, the item was presented along with an update of what transpired at the Consortium. The TAC also voted to table a recommendation on the item.

On June 2<sup>nd</sup>, the STA Board's Executive Committee considered the item and recommended the STA Board approve STA requesting CTSA designation by MTC for Solano County as prescribed in Attachment H. STA staff recommends the STA Board approve STA requesting CTSA designation by MTC for Solano County.

This agenda item will be presented to the STA Board on June 11th to approve the following:

1. The STA request CTSA designation from MTC for Solano County as prescribed in Attachment H; and
2. Authorize the Executive Director to establish a CTSA Advisory Committee as outlined in Attachment H.

An update will be provided to the PCC at the meeting.

**Fiscal Impact:**

Designation as a CTSA by MTC has the potential to open up future funding opportunities as mobility management is becoming a higher priority at the regional, state, and national level. It is recommended CTSA functions to be funded through grants and revenue sources excluding transit operators' TDA, FTA 5307 and 5339 funds unless an agreement has been established with the transit operator(s). These fund sources are outlined in Attachment H.

**Recommendation:**

1. Authorize the PCC Chair to write a letter of support to Metropolitan Transportation Commission (MTC) for Solano Transportation Authority (STA) being designated as the Consolidated Transportation Services Agency (CTSA) for Solano County.

Attachments:

- A. MTC Transit Sustainability Project ADA Paratransit Study Recommendations
- B. FTA View of Mobility Management
- C. MTC Resolution 4097
- D. MTC Process for Designating CSAAs
- E. Types of CSAAs Summary
- F. Summary of Initial Comments
- G. Summary of March Consortium comments
- H. Draft CTSA Proposal for Solano County

**MTC Transit Sustainability Project  
ADA Paratransit Study Recommendations  
(incorporated into Coordinated Plan)**

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1. Consider fixed-route travel training and promotion to seniors
2. Consider charging premium fares for trips that exceed ADA requirements.
3. Consider enhanced ADA paratransit certification process which may include in-person interviews and evaluation of applicant's functional mobility to confirm rider eligibility.
4. Implement conditional eligibility for paratransit users who are able to use fixed-route service for some trips.
5. Create one or more sub-regional mobility managers (e.g.CTSAs) to better coordinate resources and service to customers.
6. Improve fixed-route transit to provide features that accommodate more trips that are currently taken on paratransit.
7. Implement Plan Bay Area programs that improve access and mobility options for ADA-eligible transit riders.

### FTA View of Mobility Management

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According to guidance issue by FTA, eligible mobility management activities may include:

- The promotion, enhancement, and facilitation of access to transportation services including the integration and coordination of services for individuals with disabilities, older adults, and low income individuals.
- Support for short term management activities to plan and implement coordinated services;
- The support of State and local coordination policy bodies and councils;
- The operation of transportation brokerages to coordinate providers, funding agencies and customers;
- The development and operation of one-stop transportation call centers to coordinate transportation information on all travel modes and to manage transportation program eligibility requirements and arrangements for customers among supporting programs;
- Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems;
- Testing and implementing technology that could account for individual client activity on a vehicle supported with multiple fund sources.

**MTC's Process for Designating CTSAs  
(Reso 1076 revised and Reso. 4097)**

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1. Applicant makes request.
2. MTC notifies the County Board of Supervisors, the PCCs, and transit operators of its intent to designate a CTSA in the County.
3. MTC staff evaluates candidates for constancy with mobility management activities as outline in the Coordinated Public Transit-Human Services Transportation Plan.
4. MTC's Programming and Allocations Committee reviews and recommends CTSA designation.
5. Commission adopts CTSA designation.
6. MTC notifies CTSA, transit operators, State of California and PCC of CTSA designation.

MTC's evaluation of CTSA candidates takes into account various factors, including but not limited to:

- Past CTSA designations and performance
- Scale of geography covered by designation request
- Extent to which the applicant was identified as the result of a county or subregionally based process involving multiple stakeholders
- Applicant's existing and potential capacity for carrying out mobility management functions
- Institutional relationships and support, both financial and in-kind, including evidence of coordination efforts with other public and private transportation and human services providers.

## Metropolitan Transportation Commission Programming and Allocations Committee

May 8, 2013

Item Number 2d

### Resolution No. 4097

**Subject:** Renewal of Consolidated Transportation Service Agency (CTSA)  
Designation for Outreach & Escort, Inc. in Santa Clara County

**Background:** In 1979, the California Legislature enacted AB 120, the Social Service Transportation Improvement Act. The Social Service Transportation Improvement Act of 1979 (AB 120) mandated improvements to social services transportation, and led to the creation and designation of Consolidated Transportation Service Agencies (CTSAs).

Currently, CTSAs are a mechanism for promoting the concept of mobility management. By law, CTSAs in the San Francisco Bay Area are designated by MTC to identify and consolidate all funding sources and maximize the services of public and private transportation providers within their geographic area. Benefits of CTSA designations for non-profits in particular include the ability to purchase using state contracts, and reduced DMV fees.

In January 2013, MTC received a request from Outreach and Escort, Inc. (Outreach) for CTSA re-designation. Outreach is a private, non-profit organization that has a long history of providing human service transportation services and coordination in Santa Clara County. Outreach was designated as a CTSA for Santa Clara County in 2011. The current designation expires on June 30, 2013.

Consistent with the Coordinated Public Transit—Human Services Transportation Plan Update for the San Francisco Bay Area (MTC Resolution No. 4085), MTC notified the County Board of Supervisors, Santa Clara PCC, and Santa Clara Valley Transportation Agency (VTA) of Outreach's request. VTA responded with a letter of support; no other responses were received as of this mailing. Outreach has provided materials to support their request, including a description of their services and coordination activities.

Over the past two years Outreach has successfully demonstrated countywide consolidation and coordination activities that involve multiple stakeholders aimed at improving mobility and transportation outcomes for Santa Clara's transportation-disadvantaged populations.

Staff recommends extending CTSA status to Outreach until June 30, 2017 with the understanding that Outreach will be precluded from receiving either Transportation Development Act or State Transit Assistance funding except as awarded via competitive process through MTC's Lifeline Transportation Program. A four-year long designation will provide Outreach with planning and procurement advantages and is in line with the Coordinated Plan's expected update cycle.

**Issues:** None.

**Recommendation:** Refer MTC Resolution No. 4097 to the Commission for approval.

**Attachments:** VTA Support Letter  
MTC Resolution No. 4097

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February 22, 2013

Mr. Steve Heminger, Executive Director  
Metropolitan Transportation Commission  
101 Eighth Street, 3<sup>rd</sup> Floor  
Oakland, CA 94607-4700

RECEIVED  
FEB 27 2013  
MTC

RE: Support for Designation of Outreach and Escort, Inc. as a Consolidated Transportation Service Agency

Dear Mr. Heminger:

The Santa Clara Valley Transportation Authority (VTA) has received a request from Outreach and Escort, Inc. (OUTREACH) to support its' re-designation as a Consolidated Transportation Service Agency (CTSA).

OUTREACH held CTSA designation between 1982 and 1995 and then in 2011 OUTREACH again received designation for a two-year period that expires June 2013. Given their extensive efforts in providing transportation programs for seniors and persons with disabilities, we support a re-designation on an ongoing basis similar to that provided to other non-profit agencies in the state.

OUTREACH has been VTA's paratransit services broker since 1993. During this time, they have provided high quality, cost effective paratransit with exemplary customer service, broad community support and a commitment to pursuing non-VTA funds to support the program. The CTSA designation enables OUTREACH as a non-profit to reduce DMV fees and procure using the State contract, which in turn helps sustain a cost effective paratransit program.

VTA's ongoing support is conditioned on MTC's stipulation that OUTREACH will be precluded from receiving either Transportation Development Act or State Transit Assistance funding except as awarded via competitive process through MTC's Lifeline Transportation Program. This is an important issue as these funds are used by VTA to support our ADA mandated paratransit services. Further, if new grant fund programs are developed in the future, we request that MTC review and determine their applicability for CTSA use.

Please call Jim Unites, Deputy Director, Service and Operations Planning, at (408) 321-7032 if you require any additional information.

Sincerely,

A handwritten signature in black ink that reads "Michael T. Burns".

Michael T. Burns  
General Manager

- c: VTA Board of Directors  
VTA Committee for Transit Accessibility  
Katie Heatley, President/CEO, OUTREACH  
Michael Hursh, Chief Operating Officer  
John Ristow, Chief CMA Officer  
Marcella Rensi, Programming & Grants Manager  
Jim Unites, Deputy Director, Service and Operations Planning

Date: May 22, 2013  
W.I.: 1311  
Referred By: PAC

ABSTRACT

Resolution No. 4097

This resolution adopts Consolidated Transportation Service Agency (CTSA) Designations for the San Francisco Bay Area.

The following attachments are provided with this resolution:

Attachment A — Consolidated Transportation Service Agency (CTSA) Designation Process for the San Francisco Bay Area

Attachment B — Designations of Consolidated Transportation Service Agencies (CTSAs) within the San Francisco Bay Area

Further discussion of this action is included in the Programming and Allocations Summary sheet dated May 8, 2013.

Date: May 22, 2013  
W.I.: 1311  
Referred By: PAC

Re: Consolidated Transportation Service Agency (CTSA) Designation for the San Francisco Bay Area

METROPOLITAN TRANSPORTATION COMMISSION  
RESOLUTION NO. 4097

WHEREAS, the Metropolitan Transportation Commission (MTC) is the regional transportation planning agency for the San Francisco Bay Area pursuant to Government Code 66500 *et seq.*; and

WHEREAS, the California Legislature enacted the Social Service Transportation Improvement Act (Chapter 1120, Statutes of 1979) (hereafter referred to as AB 120) with the intent to improve transportation service required by social service recipients; and

WHEREAS, AB 120 requires that each transportation planning agency shall prepare, adopt and submit to the Secretary of the Business, Transportation and Housing Agency an Action Plan for coordination of social service transportation services in their respective geographic area (Government Code Section 15975); and

WHEREAS, the Action Plan must include the designation of one or more Consolidated Transportation Service Agency(ies) within the geographic area of jurisdiction of the transportation planning agency (Government Code Section 15975(a)); and

WHEREAS, the Metropolitan Transportation Commission adopted the MTC Regional Action Plan for the coordination of Social Service Transportation (MTC Resolution 1076, Revised); and

WHEREAS, the Coordinated Public Transit—Human Services Transportation Plan Update (MTC Resolution No. 4085) includes the steps for designating Consolidated Transportation Service Agencies within the San Francisco Bay Area; now, therefore, be it

RESOLVED, that MTC designates the agency(ies) listed on Exhibit B, which is incorporated herein as though set forth at length, as Consolidated Transportation Service Agency(ies); and be it further

RESOLVED, that the Executive Director may forward this resolution to the California Department of Transportation (Caltrans), and such agencies as may be appropriate.

METROPOLITAN TRANSPORTATION COMMISSION

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Amy Rein Worth, Chair

The above resolution was entered into by the Metropolitan Transportation Commission at a regular meeting of the Commission held in Oakland, California on May 22, 2013.

Date: May 22, 2013  
W.I.: 1311  
Referred By: PAC

Attachment A  
Resolution No. 4097  
Page 1 of 1

### **Consolidated Transportation Service Agency (CTSA) Designation Process for the San Francisco Bay Area**

MTC's process and conditions for designating CTSA's are set forth in the Coordinated Public Transit—Human Services Transportation Plan Update for the San Francisco Bay Area, MTC Resolution 4085. The process is as follows:

1. Applicant makes request.
2. MTC notifies the County Board of Supervisors, the PCCs, and transit operators of its intent to designate a CTSA in the County.
3. MTC staff evaluates candidates for consistency with mobility management activities as outlined in the Coordinated Public Transit-Human Services Transportation Plan.
4. MTC's Programming and Allocations Committee reviews and recommends CTSA designation.
5. Commission adopts CTSA designation.
6. MTC notifies CTSA, transit operators, State of California and PCC of CTSA designation.

Under this process, MTC's evaluation of CTSA candidates take into account various factors, including but not limited to:

- Past CTSA designations and performance; relevance of activities to current coordination objectives.
- Scale of geography covered by designation request.
- Extent to which the applicant was identified as the result of a county or subregionally based process involving multiple stakeholders aimed at improving mobility and transportation coordination for transportation-disadvantaged populations.
- The applicant's existing and potential capacity for carrying out mobility management functions described in this chapter as well as other requirements of CTSA's as defined by statute.
- Institutional relationships and support, both financial and in-kind, including evidence of coordination efforts with other public and private transportation and human services providers.

Date: May 22, 2013  
W.I.: 1311  
Referred By: PAC

Attachment B  
Resolution No. 4097  
Page 1 of 1

**Designations of Consolidated Transportation Service Agencies (CTSAs)  
within the San Francisco Bay Area**

<b>Date of Designation</b>	<b>Period of Designation</b>	<b>Name of Agency</b>	<b>Geographic Area</b>
5/22/2013	7/1/2013 – 6/30/2017	Outreach & Escort, Inc. <sup>1</sup>	Santa Clara County

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<sup>1</sup> This designation was approved for a four-year period ending June 20, 2017. This designation limits claimant eligibility under California Public Utilities Code Section 99275 and California Code of Regulations (CCR) 6681 and 6731.1 to allow Outreach & Escort, Inc. to only claim STA funds programmed as part of MTC's Lifeline program. Access to Transportation Development Act (TDA) funds and other STA funds is not permitted. Other benefits available to CTSAs are granted through this designation.

## Consolidated Transportation Services Agencies (CTSA)

### Examples

A CTSA provides the structure to operate mobility management programs. Currently there is only one designated CTSA in the Bay Area and that is Outreach in Santa Clara County. As discussed in the draft Mobility Management Plan, there are several service delivery structure options for a CTSA. Examples of each of the different structures are presented below with a brief summary of their services and funding sources.

- Public Agency
  - City/County government
  - Transit agency
  - JPA
- Nonprofit
  - Single purpose
  - Multi-purpose

### Public Agency CTSAs

#### City/County models –

Glenn County – Operates fixed-route, paratransit, and volunteer medical transport services.

City/County of Honolulu – Designated in 2009, services include community fixed route shuttle for low-income population housed in a cluster of homeless shelters, ADA paratransit scheduling analysis, application for JARC and New Freedom funds.

#### Transit Agency –

Monterey-Salinas Transit (MST) – Besides operating fixed-route and ADA paratransit, MST offers taxi vouchers for short trips, senior shuttles, travel training, MST Navigators (volunteers for travel training, senior shuttles and

administration and outreach tasks). In partnership with 211 for Monterey County provides transportation information call center.

El Dorado County Transit Authority – Operates fixed-route, dial-a-ride, commuter buses, and non-emergency medical transportation to Sacramento medical centers.

Mendocino Transit Authority – Operates fixed-route, dial-a-ride and farmworkers van program in rural county.

**JPA –**

Western Placer County CTSA: Placer County Transportation Planning Agency (PCTPA) – Services include a Transit Ambassador Program and central call center contracted to the City of Roseville. Through partnership with non-profit Seniors First offer a Non-Emergency Medical Transportation “Health Express” and MyRides Program volunteer transportation service. Another program is the Retired Dial-A-Ride Vehicle Program to assist non-profits who transport seniors and people with disabilities. Funding from New Freedom, TDA, Seniors First (medical providers) and in-kind.

Riverside County Transportation Commission (RCTC) - Through its Specialized Transportation Program, RCTC funds multiple public and non-profit specialized services to improve mobility for seniors and people with disabilities. Non-profits range from Senior Centers, Medical Center, Inland AIDs project, Boys & Girls Clubs, CASA, and others. RCTC operates TRIP (Transportation Reimbursement and Information Project) volunteer driver program, Travel Training, TAP bus pass distribution program, and Mobility Guide. Funding sources include City general funds, CDBG, HSS, United Way, HUD, local sales tax Measure A funds, and others.

Orange County Transportation Agency (OCTA) – In 1991 when Orange County Transportation Agency and transit district merged, OCTA took on the CTSA function as well. Operates fixed-route, ADA paratransit, travel training, and in partnership with non-profits and 29 cities fund local community transportation services for seniors.

## **Non-profit CTSA's**

### **Single Purpose:**

Outreach (Santa Clara County) – Operates paratransit brokerage facilitating 1 million trips annually using over 250 vehicles; senior transportation (including paratransit, taxi subsidies and public transit passes; programs for eligible CalWORKS recipients (guaranteed ride, Jump Start, Give Kids a Lift!); Call Center 365 days/yr; vehicle donation program. Utilizes 34 different funding sources including JARC, STAF, New Freedom, 5310, HUD, HHS, Tobacco Revenue Settlement, City General Fund, County Measure A, local foundations and corporations, car donations.

Paratransit Inc. (Sacramento) – Since 1981 Paratransit Inc. has been the CTSA the Sacramento area. Services include Travel Training, Vehicle Maintenance, and Partnership Program. Through its Partnership Program Paratransit Inc. works with over a dozen agencies in Sacramento County to empower these social service agencies to provide transportation services to their clients.

VTrans (Valley Transportation Services) (San Bernadino County) – Established in 2010 and designated as a CTSA by San Bernadino Association of Governments (SANDAG). VTrans will operate some programs while others will be provided through partner agencies. VTrans will provide Mobility Training. VTrans funds transportation for people with disabilities provided by Pomona Valley Workshop (PVW); Volunteer Mileage Reimbursement Program by non-profit Community Senior Services; transportation for severely disabled older adults by Loma Linda Day Health Care Systems; NEMT for AIDS and HIV positive individuals by Central City Lutheran Mission and others. Funding is primarily from local sales tax Measure I and other sources include New Freedom and JARC.

Access Services (Los Angeles) – Established in 1994, Board comprised of city/county elected officials, transit operators, Commission on Disabilities and others provides oversight to this agency that was established primarily to manage ADA paratransit in Los Angeles County. Service delivered via vans, mini-buses, taxis and jitneys.

### **Multi-purpose:**

Ride-One (San Luis Obispo) – United Cerebral Policy (UCP) was designated a CTSA in 1987 and provided services to people with developmental disabilities. In the 1990's, it expanded its services, partnering with more social service

agencies and adopting the name Ride-On. It soon began providing additional services as a Transportation Management Association (TMA). Services include door-to-door Senior Shuttle, Veteran's Express Shuttle, Mobility Coordinator, transportation for people with developmental disabilities, hospital and medical transportation, private rides for individuals, social service agency support (vehicle procurement, driver training, preventative maintenance program, communications, drug testing programs and CHP inspections), employee and employer rideshare programs, Kid Shuttle, and others. Funding comes from multiple sources including New Freedom, MediCal and TDA, fundraising and donations.

## ATTACHMENT F

At the February Consortium meeting, additional time for review and comment by the Consortium was given. At this time, the information is being re-presented along with new comments received and summarized below.

- If a CTSA is formed or designated, that it must bring value to the county and to the operators.
- It is important that funding of a CTSA not impact operator TDA and diminish an operator's ability to provide fixed route, ADA paratransit and General public dial-a-ride service.
- With the uncertainty of future federal funding for mobility management programs, there should a more comprehensive discussion of funding.
- Supports one lead CTSA agency in Solano and STA could serve that purpose, however governance for the CTSA should be more clearly defined.
- Why is there an immediate concern to set up a CTSA with no clear benefit as the STA already facilitates various agencies to coordinate services.
- If social services are brought to the table, should be cautious about transportation funds being used to subsidize social services. Funding from new partners should help pay for services.
- Agree that discussions between social services and transportation providers should be encouraged so that specific areas and opportunities can be identified to work together and share best practices; STA is in a good position to facilitate these discussions.
- One of the reasons STA has been able to facilitate implementation of innovative programs and commendable transit services is that it has been perceived as relatively neutral as it was not a transit operator itself. The more operational responsibilities STA takes on, the more difficult it will be for it to be the "impartial facilitator".
- If there comes a time when there are specific reasons a CTSA should be established in Solano County, it seems there would be an advantage to having it be a non-profit entity that could compete in different areas for resources and contributions.
- A non-profit CTSA with a primary focus on social services transportation issues could be an excellent partner for STA and the local jurisdictions to work with to identify synergies and opportunities.
- If a transportation sales tax is ever passed in Solano County the CTSA could be one of the recipients if that is one of the features that polling indicates the population will vote for.
- Language in the Mobility Management Plan that suggested without a CTSA mobility management programs will not be implemented despite there being existing programs in some jurisdictions.

In response to the last comment, the Plan was modified to acknowledge existing programs such as Travel Training being offered by Vacaville City Coach and non-profit organizations.

The other comments raise valid points worth further analysis and discussion particularly as they do not represent a consensus. Recommendations 8.2 and 8.3 in the Mobility Management Plan addressing structural models provide the opportunity for this.

Recommendation 8.2: STA to conduct a further analysis and evaluate mobility management structural models for implementation in Solano County. The evaluation will involve STA staff, county transit agencies, and human services organizations.

Recommendation 8.3: STA to function as mobility management center until an evaluation to determine a structural model is completed.

## March 2014 Consortium CTSA Discussion Summary

### Operator Attendees:

SolTrans – M. Babauta

FAST – W. Lewis

City Coach – B. McLean

Dixon Redit-Ride – J. Koster

Rio Vista Delta Breeze – J. Harris

County of Solano – M. Tuggle

### Others in attendance and participating in discussion:

FIA – R. Fuentes

- Solano County should stay ahead of CTSA formation curve in the Bay Area including Contra Costa which is getting close to forming a CTSA. Be ready by setting up the pipeline for likely new resources for the county. (DKH)
- Concern with the non-profit model is that there will be more players competing for the same small funding pot. Unclear what the benefits to seniors and people with disabilities will by the designation of a CTSA. (RF)
- CTSA would have value if it takes the most burdensome trips off transit (JH)
- There need to be clear roles of a CTSA versus transit operators thru Consortium structure, role, board representation. See how it would work in Solano. (BMcL)
- SolTrans supports CTSA concept. It would be good to go to one resource to free up paratransit. (MB)

### Direction:

- Monitoring of a CTSA would be important to make sure it is doing what it is set up to do.
- Transit operators want to be involved with decision-making process.
- Set up a special meeting before the next Consortium meeting to develop outline of CTSA key elements such as
  - Goals
  - Operations
  - Representation
  - Prior to meeting, the group would like options to react to
  - Include SSPWDTAC in the discussion

## **Consolidated Transportation Service Agency (CTSA) Designation Proposal for Discussion**

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### **Designation:**

Solano Transportation Authority (STA) makes request to Metropolitan Transportation Commission (MTC) for CTSA designation on behalf of STA.

### **Governance:**

The governance will be the STA Board consisting of the mayor of each of seven Solano County's Cities and a Solano County Board of Supervisor.

### **Funding:**

CTSA function funding by STA to be provided by STAF and STAF paratransit, Lifeline, New Freedom grants, JARC grants, future MAP-21 Section 5310, and future regional funds. Transit operators' FTA Section 5307 and 5339 funds as well as their directly allocated TDA funds shall not be funding sources for the CTSA unless an agreement has been established with the transit operator(s).

### **CTSA Advisory Committee (11 Members):**

- (1) Seniors and People with Disabilities Transportation Advisory Committee
- (1) Paratransit Coordinating Council
- (1) Lifeline Advisory Committee
- (3) SolanoExpress Intercity Transit Consortium (Transit operators only)
- (1) Solano County Department of Health and Social Services
- (1) Area Agency on Aging
- (3) Board Members

### **Reason for CTSA Designation:**

To enhance and expand Solano County's ability to identify and obtain future federal, state, and Mobility Management at the regional level by identifying and designating Consolidated Transportation Service Agencies (CTSAs)

- To facilitate mobility management and transportation coordination efforts in Solano County
- Provide information and manage demand across a family of transportation regional services
- Coordinate advocacy with human service agencies to identify resources to sustain coordinated transportation service delivery.

### **Purpose:**

To pursue Mobility Management funding and identify and facilitate implementation of various Mobility Management Programs and Services to support Mobility for Solano County Seniors, People with Disabilities and Low Income.

### **Current Mobility Management Programs and Services:**

- To continue administering the Countywide In-Person ADA Eligibility Program Contract
- In coordination with the transit operators assist in the development of Ambassador Programs and partner with social services agencies to provide more intensive one-to-one travel training for people with disabilities, intercity transit trips, and all other as requested.
- Establish a Mobility management Call Center by expanding the SNCI call center to include services for the seniors, people with disabilities, and low income with a complementary website including Senior Safe Driving Information.
- Update Solano Seniors and People with Disabilities Mobility Guide as needed.

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# PCC

DATE: June 6, 2014  
TO: Solano Paratransit Coordinating Council  
FROM: Tiffany Gephart, Transit Mobility Coordinator  
RE: Transit Ambassador Program Update

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**Background/Discussion:**

The Transit Ambassador Program is underway and the Solano Transportation Authority (STA) is seeking support from the PCC to spread the word to any interested individuals in the community who may want to volunteer as a transit ambassador. The Transit Ambassador Program flier and brochure are in the final review stage and will be provided to members of the PCC at the meeting. At this time, any individuals interested in volunteering may call the Solano Mobility Call Center (800-535-6883) to be given more information about participating in the program. An initial training for Transit Ambassadors may be held as early as June. The exact date and time will be provided to the PCC once confirmed.

**Recommendation:**

Informational.