

MINUTES
SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL MEETING
10 A.M. MONDAY, MAY 14, 2012

Present: Elisabeth Burrows, Member
Diane Dickey, Member
Carmen Fong-Chavez, Member
Teri McCune-Oostra, Member
Jodi McNamer, Member
Holly Wendt, Member

Absent: None

Also Present: Isaac Kinney, Yurok Tribe
Tamera Leighton, DNLTC
Bill Lonsdale, Community Member
Janette Muldoon, Community Assistance League
Karen Phillips, DNLTC
Diane Rosen, Community Assistance League

1. Meeting to order
Director Leighton called the meeting to order at 10:02 a.m. Carmen Fong-Chavez chaired the meeting.
2. Introductions
Members and guests were introduced.
3. Public Comment Period
The following person(s) addressed the Committee: Bill Lonsdale commented on the focus of the special needs paratransit and transit systems and requested that Dial-A-Ride services meet the need on the street. He has been hearing that there were issues of riders not making scheduled appointments and they are arriving late. He feels that this issue is an unmet need. Ms. Leighton indicated that this matter will be addressed later in the agenda as an unmet need, that all unmet needs are treated equally on the agenda and that no single unmet need is provided a preferential position on the agenda.
4. Accept minutes from November 15, 2011.
On a motion by Committee member McNamer, seconded by Committee member Dickey, and unanimously carried, the Social Services Technical Advisory Committee approved and adopted the minutes of the November 15, 2011 meeting as presented.
5. Review Unmet Needs
Suggested Action: Identify and prioritize unmet needs. Report to DNLTC.
Discussion was held regarding any unmet needs in the community. Director Leighton outlined the process for reviewing and identifying unmet needs as outlined in a letter

from Tracey Frost, Branch Chief of the TDA and State Transit Grants Division of the California Department of Transportation. The public hearing will be held on June 7, 2012 at 11:00 a.m. in the Board of Supervisors Chambers. Redwood Coast Transit sets priorities for transit services. Emails, letters and the minutes all become a part of the public record in discussing unmet needs, and Mark Wall's email (May 11, 2012 1:43 p.m.) to the SSTAC was referenced and provided a second time to everyone present. A list of the duties of the SSTAC was included in the materials reviewed. Any unmet needs will be discussed, prioritized and sent on to the Del Norte Local Transportation Commission or others as appropriate. A round-table discussion was initiated, beginning with members of the public. There were no limitations as to time.

Bill Lonsdale commented on his discovery that all TDA funds go to transit issues in Del Norte County and are then divided between fixed route and paratransit. This is unlike many counties who do not spend all their TDA funds on transportation. He feels that the fixed route transportation is readily available if you can walk to the bus stop and it is a wonderful system. He also is an advocate for those using Dial-A-Ride. Due to the numbers of riders and declining revenues, the services have been tightened up for those who really need it. He feels that the ridership policies could be tightened up more to accommodate those who really need the services. Mr. Lonsdale hears and feels that there is only one bus on the street at any one time, and the disadvantage is that there are only about 4-5 pickups per hour. Jodi McNamer confirmed this. Mr. Lonsdale asked if the dispatchers are taking more requests per hour after the 4-5 are met. Mr. Lonsdale stated that he was the SSTAC Chairman in Monterey and they had issues due to the terrain. Mr. Lonsdale restated his issue is having only one Dial-A-Ride bus available on the street at a time, and riders not being able to make in town doctor's appointments on time without making reservations several days in advance.

Janette Muldoon noted that there is no non-emergency medical transportation for out of town appointments at this time. The Community Assistance League (CAL), a private nonprofit organization, provides some funding to those people needing non-emergency medical transportation and they sometimes pay for lodging, although they have limited resources. There is a great need in our community for this service; many people have to travel out of the area for reoccurring treatments or to seek the medical services that are not available locally. CAL pays for gas and gives vouchers to Redwood Coast Transit services. CAL services have had to be downsized due to the lack of funding. Many of their clients have older vehicles and the gas costs are huge. There are a lot of breast cancer patients traveling to treatments and it is a great cost to the clients. They annually help 350-/+ and they anticipate that this number will get larger when they advertise their new services. They have applied for grant funding to help with transportation costs.

Elisabeth Burrows noted that the same day Dial-A-Ride reservations should be used only for emergencies and those who use the service normally should call the day ahead. She noted that the medical appointments are not being met on the Dial-A-

Ride services for seniors and disabled persons, which she feels requires another bus to accommodate.

Carmen Fong-Chavez noted that the out of area non-emergency medical transportation is an unmet need in her opinion. Her department serves many who have no vehicles with which to travel out of town to make medical appointments.

Holy Wendt noted that the information, training and education services need to be listed as an unmet need so that people know how, where and what to access as far as transportation services available in the community. Isaac Kinney concurred with that. Teri McCune-Oostra agreed also, and noted that her organization is linking up clients with other transportation services outside the area.

Diane Dickey noted that Non-emergency transportation and mobility training/education are unmet needs.

Jodi McNamer noted that she did not have any additional unmet needs to discuss other than those already presented.

Teri McCune Oostra noted that she did not have anything additional to add.

Isaac Kinney noted that getting to and from the fixed route service is an issue in the Klamath area. Many people do not live near the bus stops and have to travel some distance to get to a fixed route bus stop. To help address that issue, the Yurok Tribe is looking to start a Dial-A-Ride type service in the Klamath area, which will serve the public; however, it would not start for some time, and as of now, this is an unmet need in Klamath.

The unmet needs were identified as (not prioritized):

1. Dial-A-Ride making appointments on time for ADA and senior citizens, due to only one driver on the road at a time;
2. non- emergency medical transportation for out-of-area appointments;
3. mobility training and education; and
4. transit needs in Klamath from home to fixed route services.

In order to prioritize the unmet needs Ms. Wendt wanted to have some numbers to base the priorities upon. Director Leighton outlined the *Coordinated Public Transit – Human Services Transportation Plan* and getting the information in that process. The unmet needs do not have to be prioritized by the SSTAC, and the Council's input regarding unmet needs can be reported to Redwood Coast Transit Authority and the Local Transportation Commission in the public hearing. Ms. McCune-Oostra also wanted to have some information to base prioritization on. Both Ms. McNamer and Ms. Dickey felt the unmet needs should be prioritized as out-of-area non-emergency medical, and mobility education/training. Ms. Wendt expressed her feeling that she did not have enough information today to prioritize the unmet needs as identified. The issues and identified needs will be reported but there are no additional funds, it is essentially information for the Del Norte Local Transportation Commission and

Redwood Coast Transit Authority to have; however, this is a valuable tool in making them aware of issues. Discussion was held regarding how the agencies deal with the unmet needs and how they might be prioritized at the higher level. The SSTAC's job is to identify unmet needs and express their concerns to the decision makers.

On a motion by Diane Dickey, seconded by Holly Wendt, and unanimously carried, the Social Services Technical Advisory Committee, agreed that there was no specific order to the unmet needs identified as:

1. **Dial-A-Ride making appointments on time for ADA and senior citizens, due to only one driver on the road at a time;**
2. **non- emergency medical transportation for out-of-area appointments;**
3. **mobility training and education; and**
4. **transit needs in Klamath from home to fixed route services.**

And recommended that they be forwarded to the Del Norte Local Transportation Commission.

6. Consider Consolidated Transportation Service Agency services designation and annual allocation.

Suggested Action: Recommend DNLTC designate Community Assistance League as Consolidated Transportation Services Agency to provide non-emergency medical transportation services and allocate funds accordingly.

Director Leighton reported on the CTSA requirements and designating the Community Assistance League (CAL) as the agency to provide outside the area non-emergency medical transportation services. This proposal came about after the discussion at the December SSTAC meeting. CAL has submitted an application that may be approved by the Local Transportation Commission on the 7th of June. Staff's recommendation is to designate CAL as the CTSA.

On a motion by Ms. Dickey, seconded by Mr. Kinney, the Social Services Technical Advisory Committee voted to recommend that the Del Norte Local Transportation Committee award the CTSA designation, including the 2011-12 and 2012-13 allocations, to the Community Assistance League for non-emergency medical transportation services.

7. Receive Status Reports from Council Members
 - a) Consolidated Transportation Service Agency (CTSA) - Ms. Dickey was pleased that the CTSA was chosen (above) and that clients can be served. She noted that Coastline Enterprises continues to look for other avenues and is considering a one-stop-call center for the mobility training that they are beginning early next year.
 - b) Potential transit user who aged 60 or over – Ms. Burrows noted the seniors have the best service on Dial-A-Ride, and that the ridership needs to be educated to call a day or so ahead of time to get a ride. The issue of getting to appointments on time was discussed again as well as educating those at the senior center to remind the ridership to call ahead of time. Ms. McNamer would be happy to go and talk to the seniors again.

- c) Local Social Service provider for persons of limited means – Ms. Fong-Chavez noted that there are many people who have no vehicle and that makes transportation more difficult in our rural area.
 - d) Local Social Services Providers for the Handicapped – Ms. Wendt noted that more and more students need to use the fixed routes and the class schedules need to be adjusted to make attendance possible; there are more night classes. She feels that the conversation needs to be had to help people live within their means; it is important right now. Ms. McCune-Oostra noted that their clients are accessing services and they provide cards for transit use. There has been some education for new clients regarding fixed routes.
 - e) Potential transit users who are handicapped representative – Ms. Wendt noted that she may have a disabled student that might want to be a member of the SSTAC to represent the handicapped population. Ms. McCune-Oostra nominated Jody Hoone for her seat on the SSTAC as she will be retiring next month. The director will place the matter of appointments on the June meeting agenda. Ms. McCune-Oostra also noted that Rural Human Services has a staff of 5 that work with assisted living clientele they would be good additions to the SSTAC. Bill Lonsdale asked about transportation out of the area. He wanted to know if any members were aware of the out of town transportation links. Yes, the members are aware of several – some traditional and some creative. They expressed a great deal of knowledge about available services. The coordinated plan is the best resource for finding all the transit opportunities in the area and the document is scheduled to be updated in 2013.
8. Adjourn
- There being no further business to come before the Committee, Acting Chair Fong-Chavez adjourned the meeting at 11:14 a.m.

Respectfully submitted,

Tamera Leighton, Executive Director
Del Norte Local Transportation Commission