



Consolidated
Transportation
Services Agency

MEMORANDUM

TO: Board of Directors

DATE: May 9, 2012

FROM: David Melko, Senior Transportation Planner

SUBJECT: PUBLIC HEARING: PROPOSED SERVICE POLICIES FOR HEALTH EXPRESS SERVICE

ACTION REQUESTED

Conduct a public hearing to obtain testimony on proposed changes to service policies for the non-emergency medical transportation service known as Health Express.

BACKGROUND

Since January 2009, the Western Placer Consolidated Transportation Services Agency (WPCTSA) has contracted with Seniors First, Inc., to provide the non-emergency medical transportation service known as Health Express. While there are service policies delineated in the Seniors First service contract, WPCTSA has never adopted a separate, stand-alone set of service policies for Health Express.

Future eligibility for Federal capital and operation funding through Federal Transit Administration (FTA) Section 5317 New Freedom funds indicate the need for WPCTSA to adopt a stand-alone set of policies related to operation and use of non-emergency medical transportation service.

DISCUSSION

Over the past six months, staff has worked with Seniors First and members of the Transit Operators Working Group (TOWG) to develop consistent practices, procedures and policies relating to operation of general public dial-a-ride and Americans with Disabilities Act (ADA) complementary paratransit services, as well as Health Express. There are many similarities between these services, which made it easier to craft the proposed non-emergency medical transportation service policies shown in Attachment 1.

The PCTPA TOWG concurred in the development of these service policies for Health Express, as did the PCTPA Technical Advisory Committee (TAC).

Staff will compile all the comments received before and after the public hearing, and prepare responses. The comments and responses, along with any recommended adjustments to the proposed service policies will be presented to the Board at its June 27 meeting. The service policies adopted by the Board at that time will go into effect in July 2012 or soon thereafter.



Health Express Service Policies Non-Emergency Medical Transportation

Service Description

Health Express is an advance reservation, shared-ride non-emergency medical transportation service for residents of Placer County.

Eligibility

Individuals are always offered public transportation services if available. If public transportation services do not meet the needs of the person, then eligibility for Health Express will be based on two categories:

Category 1:

- Individual must be over 60 years old or older or disabled and be a resident of Placer County.

Category 2:

- A ride of last resort if no other transportation is available. There is no age restriction or ability restriction when used by an individual as a ride of last resort.

Medical Related

Non-emergency medically related appointments are for the maintenance of health, prevention of illness, and treatment of illness or injury, and include the following:

- Physicians, physician assistants, or advance practice nurses
- Clinicians providing health and wellness, immunizations, prevention screening services such as blood pressure screenings and mammograms
- Vision care
- Dental care
- Adult day health care
- Chiropractor
- Mental health provider, including therapist and family counseling
- Physical therapy
- Dialysis Labs

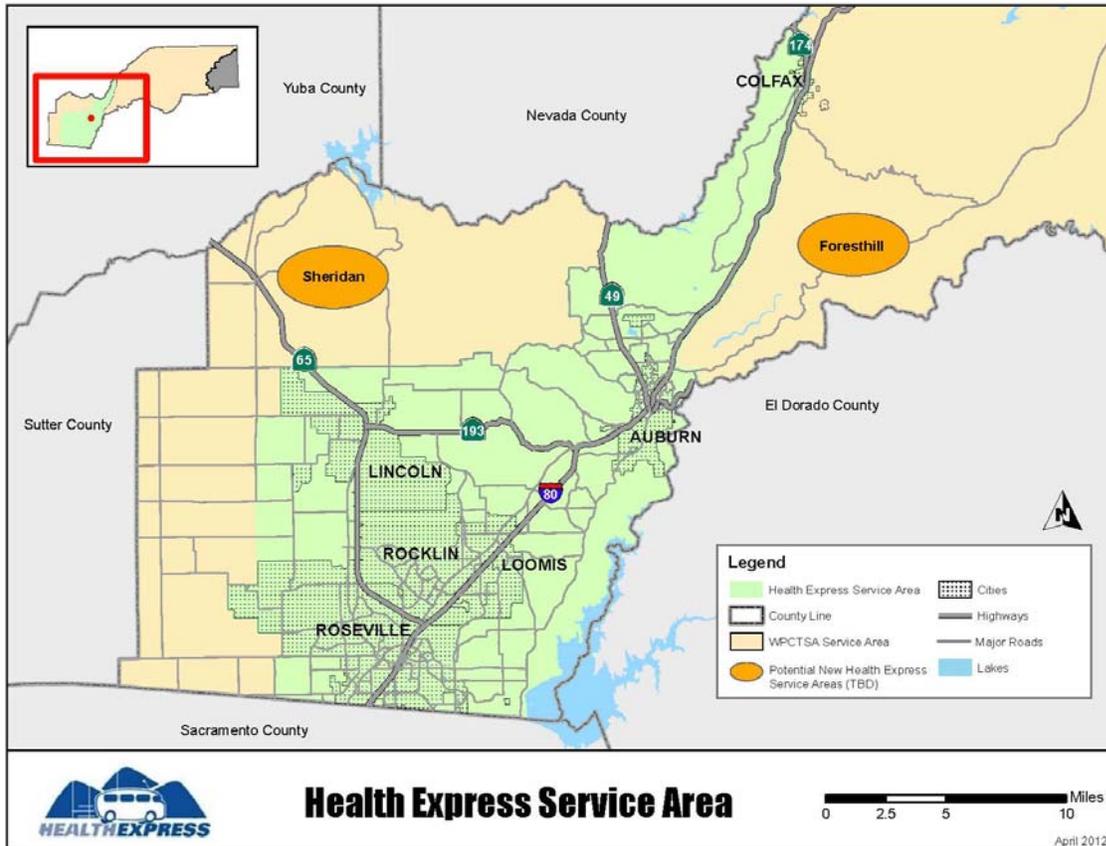
Non-emergency medically related appointments do not include Pharmacy.

Service Area

Health Express serves Placer County residents who reside within the defined boundaries of Western Placer County along Highway 80; the service area from ¾ miles east Colfax to Roseville at I-80 West to the Sacramento county line will be covered. The service area includes the cities Colfax, Auburn, Lincoln, Loomis, Rocklin, and Roseville. Refer to map.



Health Express Service Policies Non-Emergency Medical Transportation



Additional rides to Sacramento area hospitals will be provided on Thursdays. Hospitals served by Health Express fall in the neighborhood of the following:

- Shriner’s Hospital
- Mercy General Hospital
- UC Davis Medical Campus
- Sutter Memorial Hospital
- Sutter General Hospital
- Sutter Cancer Center
- Mather VA Clinic
- McClellan VA Clinic
- Mercy San Juan Hospital Campus

Service Days and Hours

Health Express operates Monday through Friday from 8:00 am to 4:30 pm. Service to Sacramento medical facilities occurs only on Thursdays from 10:00 am to 2:00 pm. Sacramento medical trips – trips will be provided on a first-come, first-served basis. Riders may request a list of holidays and will be notified in advance of holidays and office closures.



Health Express Service Policies Non-Emergency Medical Transportation

Passenger Fares

Health Express fare structure is shown in the table below. In addition, donations are always encouraged.

<u>Health Express Single Ride</u>		
(Fares shown are per one-way trip)		
Trips	<u>With Discount Card*</u>	<u>Without Discount Card</u>
Advance Reservation Trip in Placer County	Free	\$1.25
Same Day Trip in Placer County	\$1.25	\$2.50
Advance Reservation Trip Sacramento Area Hospitals	\$2.50	\$5.00
Same Day Trip Sacramento Area Hospitals	\$5.00	\$10.00
* <u>With</u> Medicare, Medi-Cal, Medicaid, Public Transit ADA/Disability/Senior ID Card.		

<u>Health Express Fare Card</u>	
10 Ride Fare Card	\$12.50
* Fare Card is <u>NON</u> -Transferrable to public transit systems.	
* Fare Card is <u>NON</u> -Refundable.	

Effective July 2012

Reservations Procedures

Requests for service may be made by calling (530) 887-7433 no less than 24 hours in advance up to 14 days in advance of the service day. Reservations will be taken from 8:00 am until 3:30 pm Monday through Friday. Spanish language translation is available. TDD service for individuals with hearing disabilities is available at (888) 877-5379. This service is California Relay Service.

Subscription Service

Trips that are taken on a regular basis at the same day and time each week for a period of 14 days may be set up as subscription trips. Subscription service is limited due to capacity constraints. Subscription service will be issued to individuals on a "first come, first served" basis.

Subscription trips that are cancelled 25% or more within a 30-day period may result in the cancellation of subscription service. Subscription service will be automatically cancelled on all



Health Express Service Policies Non-Emergency Medical Transportation

Health Express holidays. The individual is responsible for cancelling or placing their trips on hold and rebooking inactive subscription trips.

Scheduling

Trips will be scheduled based on an individual's request for a particular pick-up time. A 30-minute ready-time window will be communicated to the passenger when setting the pick-up time. Allow adequate time for the possibility that the medical appointment may run late when requesting the return time. All transportation will be a shared ride. Trips will be confirmed at the time scheduled. Return trips will be automatically cancelled for clients who are a no-show at their original origin.

Scheduling multiple trips to hold or reserve travel times with the intent to use the most preferred time and to cancel the remaining trips is prohibited.

On-Time Service

The vehicle may arrive to pick-up the rider any time within the 30 minute ready time window. Riders may board as soon as the vehicle arrives and must board within three minutes of the vehicle arrival. Riders will not be obligated to board before the beginning of their ready time window.

Riders unable to make their return departure time because they are detained at their medical appointment must call Health Express. Riders may be responsible for their own return depending upon service availability.

Late Trips

Riders should call Health Express at (530) 887-7433 if the vehicle has not arrived during the 30 minute ready-time window.

Driver Assistance

Health Express is a curb-to-curb service unless door-to-door service is requested. Door-to-door service shall be provided to passengers that require assistance. The driver, for safety reasons, must stay within the sight of the vehicle at all times. Passengers will not be escorted past ground floor lobby or the main door of any residence or public building. If the rider needs a wheelchair left to board the vehicle, the driver will assist.

Seat Belts

Seat belts must be worn by all riders at all times. Wheelchairs and scooters must be securely fastened with the vehicle's tie-down devices. The driver will assist passengers with their seat belts and each wheelchair rider who needs help with the securing devices.

Personal Care Attendant

A Personal Care Attendant is someone designated or employed to help an individual meet his or her personal needs. Drivers are not responsible for individual's personal needs nor are drivers responsible for individuals after exiting the vehicle at their destination.

The Personal Care Attendant can accompany the rider at no additional fare. When making the reservation, the rider must indicate that there will be a personal care attendant riding with them. One



Health Express Service Policies Non-Emergency Medical Transportation

Personal Care Attendant will always be allowed to accompany the rider and Health Express can limit the number of riders traveling with a rider if the vehicle is at capacity.

- Dementia clients must have a Personal Care Attendant at all times to accompany clients during their trips.
- Individuals who have received sedating medication must be accompanied by a Personal Care Attendant
- If an individual is frail or extremely weak or will need assistance with their wheelchair or other mobility device to and from medical offices and/or to and from their home then a Personal Care Attendant must accompany and assist the client.

Sedating Medications

For the safety of riders and the driver, Health Express reserves the right to refuse service to any individual that is under the influence of sedating medication(s). To be transported on Health Express, individuals who have received sedating medication must be accompanied by a Personal Care Attendant.

Service Animals

Service animals are permitted on all Health Express vehicles. The rider needs to tell Health Express that he or she will be traveling with a service animal. The rider needs to have control of their service animal at all times. By using Health Express riders accept responsibility for any negative incidences that are a result of your service animal accompanying you.

Transporting Oxygen

Passengers may travel with portable oxygen tanks. Such equipment must be the size that can be reasonably accommodated in vehicles. (For example equipment that could be transported on a fixed-route bus).

Wheelchairs and Other Mobility Devices

Health Express will accommodate standard wheelchairs, scooters and other mobility devices. Wheelchairs are three or four wheeled mobility aid that does not exceed the ADA guidelines of 48" in length, 30" in width and 600 pounds total. Wheelchairs shall be secured at all times during boarding, disembarking and transport operations. It is the passenger's option to transfer or remain in his or her mobility device, but is strongly recommended to transfer if capable.

Cancellations

Riders must cancel unwanted trips by 3:30pm the day before the scheduled trip. A documented pattern of late cancellations may result in service denial as stated under the policy of service suspension because excessive cancellations limits use of the Health Express by other individuals.

No Show

Trips that are requested, confirmed and then cancelled after 3:30 pm the day before the trip or the same day of the trip will be considered a no-show. A no-show is also where the vehicle arrives at the pick-up location within the 30 minute ready-time window, waits the required three minutes and the rider does not board or the rider indicates to the driver that he/she no longer wants the ride.



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Return trips will be automatically cancelled for riders that are a no show. Riders who are no shows are not guaranteed a ride that same day if they subsequently contact Health Express to re-schedule their ride.

Service Suspension

No shows and late cancellations prevent other individuals from using Health Express to get to their medical appointments. For the first offense Health Express will send a letter with a reminder of the cancellation and no show policies. For the second offense Health Express will send a notice of action, which will include an automatic 10 day suspension of service. The third offense will be an automatic thirty day suspension from Health Express Service.

Right to Refuse Service

Health Express reserves the right to refuse service where the:

- Individual is verbally or physically abusive;
- Wheelchair and/or rider cannot be securely fastened;
- Wheelchair ramp or step at the rider's residence is unsafe;
- Individual refuses to use available seat belts and shoulder harness; and
- Individual is under the influence of sedating medication and is non-functioning.

Customer Complaints

All rider comments, both positive and negative, will be considered by Health Express. Customers may send their comments to the administrative office by mail, e-mail, and fax or by telephone. Comments should be directed to:

Health Express Program Manager
Seniors First
11566 D Ave.
Auburn, Ca. 95603
Phone Number: 530-887-7433 (Direct) or 530-889-9500 Ext. 220
Fax Number: 530-889-0190
E-mail: he@seniorsfirst.org

Every complaint will be investigated and responded to within 10 calendar days. Resolution of urgent complaints will occur within five calendar days. When filing a complaint, riders should provide:

- Name, address and telephone number;
- Date and time of incident; and
- Details of incident.

Rider confidentiality will be protected to the best of our ability. Anonymous complaints cannot be responded to by Health Express.

WESTERN PLACER CONSOLIDATED TRANSPORTATION SERVICES AGENCY

**IN THE MATTER OF:
A RESOLUTION TO APPROVE A FARE
STRUCTURE FOR HEALTH EXPRESS**

RESOLUTION NO. 12-01

The following resolution was duly passed by the Western Placer Consolidated Transportation Services Agency at a regular meeting held May 23, 2012 by the following vote on roll call:

AYES:

NOES:

ABSENT:

Signed and approved by me after its passage

Chair
Western Placer Consolidated Transportation Services Agency

Executive Director

WHEREAS, California Government Code Section 15975 defines a Consolidated Transportation Service Agency (CTSA) as an agency that consolidates or coordinates social service transportation;

WHEREAS, pursuant to Government Code section 15975(a) and the California Code of Regulations, under Title 21. Public Works, Chapter 2. Transportation Development, section 6680, the Placer County Transportation Planning Agency designated the Western Placer Consolidated Transportation Services Agency as the consolidated transportation service agency for western Placer County;

WHEREAS, the Transportation Development Act (TDA) requires that services provided exclusively to the elderly and individuals with disabilities, such as the non-emergency medical

transportation service known as Health Express, must meet at least ten percent of their operating costs through fares;

WHEREAS, Health Express does not currently charge a passenger fare, meeting its fare recovery responsibilities under the TDA with funding contributions provided by Sutter and Kaiser Hospitals;

WHEREAS, from 1982 to 2008, the previously designated CTSA, Pride Industries, charged passenger fares for non-emergency medical transportation trips;

WHEREAS, the adopted Short Range Transit Plan for the WPCTSA recommended that it may be appropriate to revisit the issue of fares;

WHEREAS, Sutter and Kaiser Hospitals requested that WPCTSA look at implementing fares in an effort to stabilize the long-term financial base, facilitate future expansion of Health Express in south Placer County, while continuing to encourage frequent use;

WHEREAS, over the past six months, staff, Seniors First, Sutter and Kaiser Hospitals have been engaged in a process to develop a fare structure for Health Express, exploring a variety of alternatives; and

WHEREAS, the Western Placer Consolidated Transportation Services Agency conducted a public hearing on the proposed fare structure for the Health Express service on April 11, 2012, and has considered the public testimony and comments of interested parties during the fare structure's review period.

NOW, THEREFORE, BE IT RESOLVED THAT THE WESTERN PLACER CONSOLIDATED TRANSPORTATION SERVICES AGENCY HEREBY:

1. Determines that the fare structure, as shown in Attachment 1, for the non-emergency medical transportation service known as Health Express:
 - a. Addresses the TDA requirement that services provided exclusively to the elderly and individuals with disabilities must meet at least ten percent of their operating costs through fares; and
 - b. Is a project or activity exempt from further environmental review requirements of the California Environmental Quality Act (CEQA) of 1970 as defined in the State Guidelines, Section 15273(a)(1), for the implementation of CEQA.
2. Approves the proposed fare structure, as shown in Attachment 1, for the non-emergency medical transportation service known as Health Express service.
3. Establishes that the fare structure will go into effect July 2012 or shortly thereafter.
4. Authorizes the Executive Director to file with the State Clearinghouse and with the Clerk-Recorder of the County of Placer a Notice of Exemption reflecting this action of WPCTSA.