

Background

Existing CTSA Programs

Placer Rides

Next Steps



Consolidated
Transportation
Services Agency

WPCTSA Non-Emergency Medical Transportation Programs

*WPCTSA Board
April 28, 2021*

Background

Placer Rides Overview

Service Policies

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Health Express

Operated By: MV and Seniors First

Total Annual Budget: \$750,000

CTSA Funds in FY 2019: \$690,000 (92%)

Ridership last five FY: 4,765 - 6,032 trips

| | Total Actual Cost Per Use | Actual CTSA Cost per Use |
|-------------------|------------------------------|-----------------------------|
| FY 2020 | \$121.14 | \$108.54 |
| 5 Year Avg | \$77.65 | \$64.31 |

Background

Placer Rides Overview

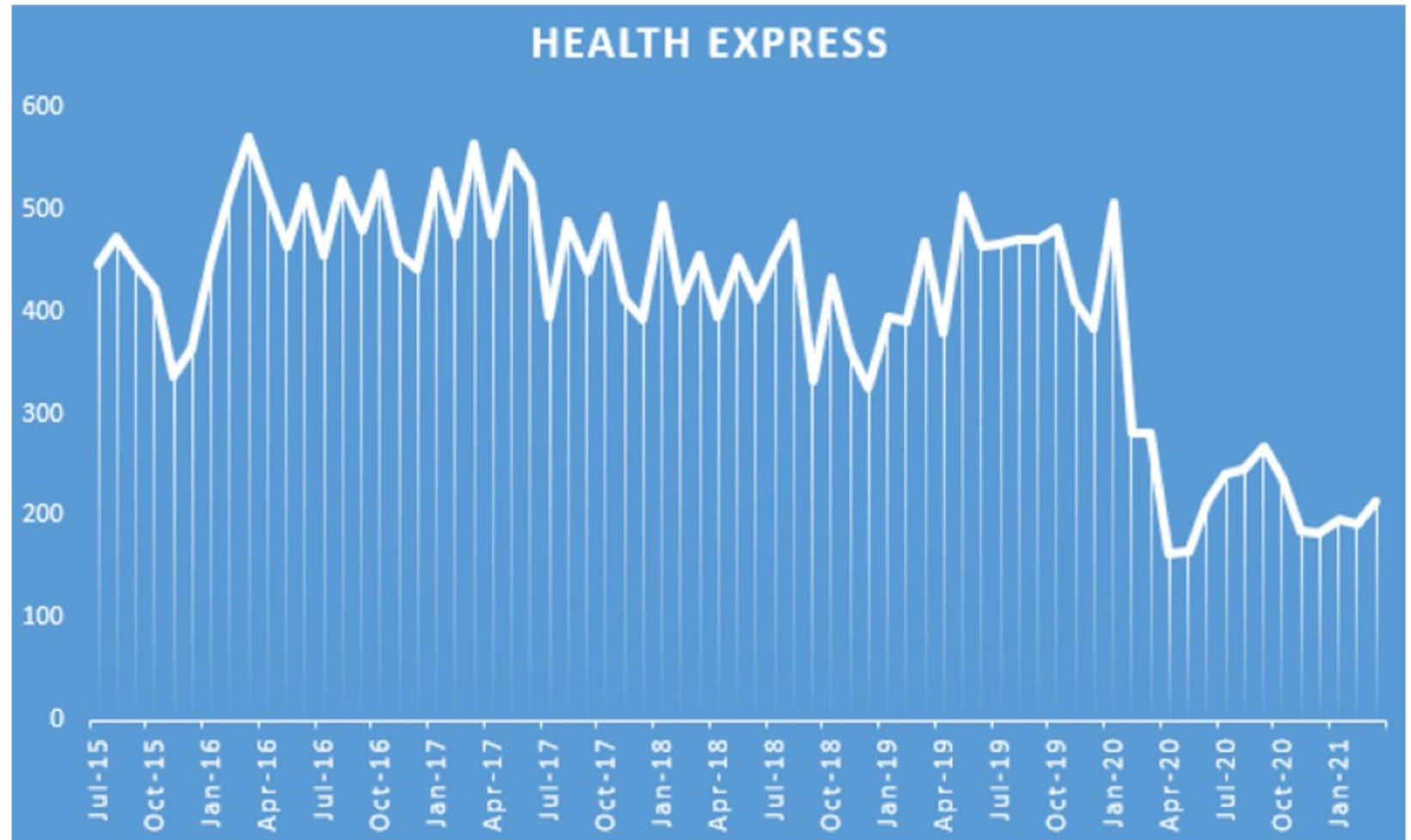
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Health Express - *Ridership*



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My Rides

Operated By: Seniors First

Total Annual Budget: \$280,000

CTSA Funds in FY 2019: \$200,000 (71%)

Ridership last five FY: 4,482 – 7,503 trips

| | Total Actual Cost Per Use | Actual CTSA Cost per Use |
|------------|------------------------------|-----------------------------|
| FY 2020 | \$41.46 | \$21.63 |
| 5 Year Avg | \$35.69 | \$19.49 |

Background

Placer Rides Overview

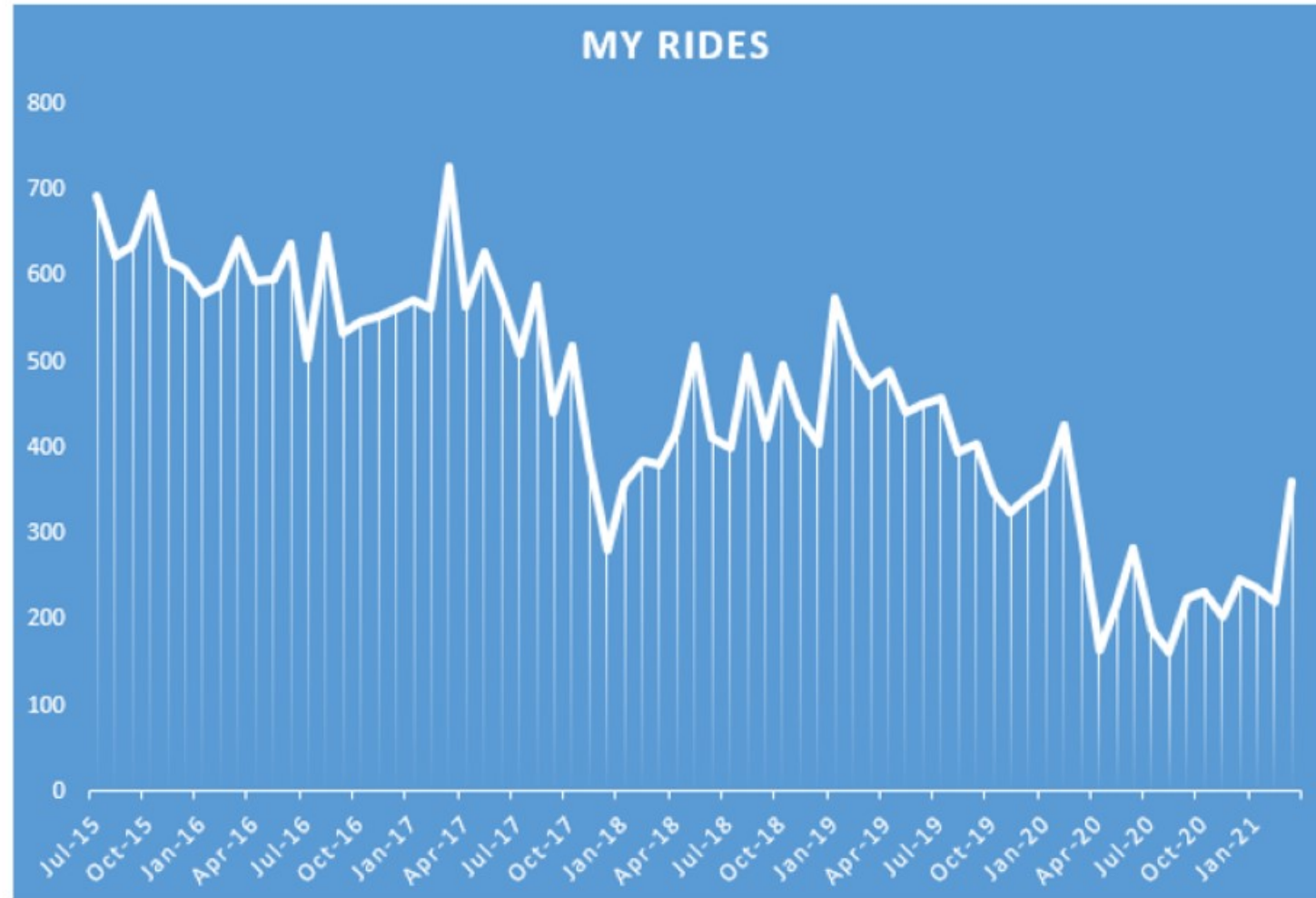
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My Rides - *Ridership*



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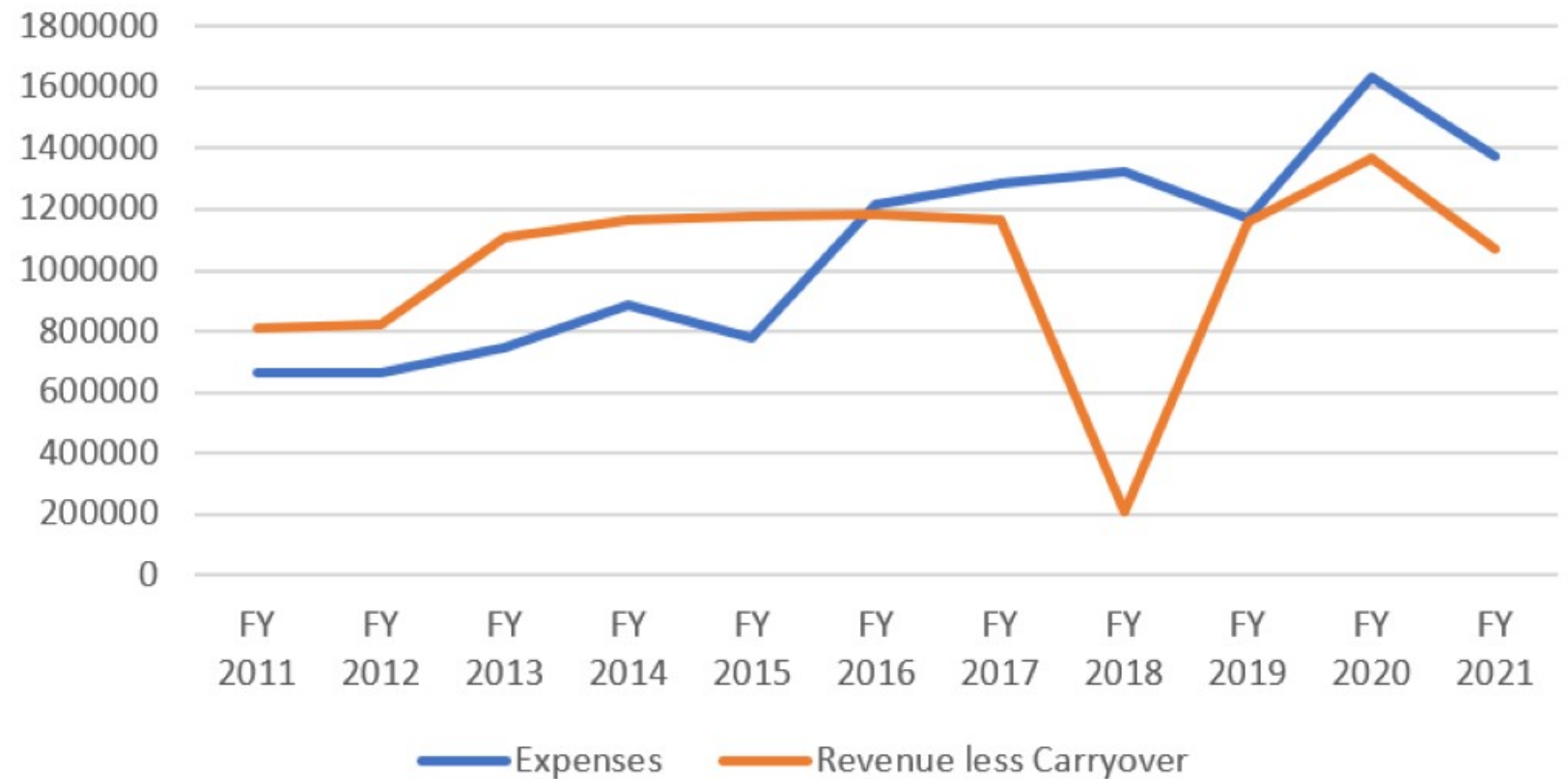
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Western Placer
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Revenues Outpace Expenses

ANNUAL EXPENSES VS REVENUE



Background

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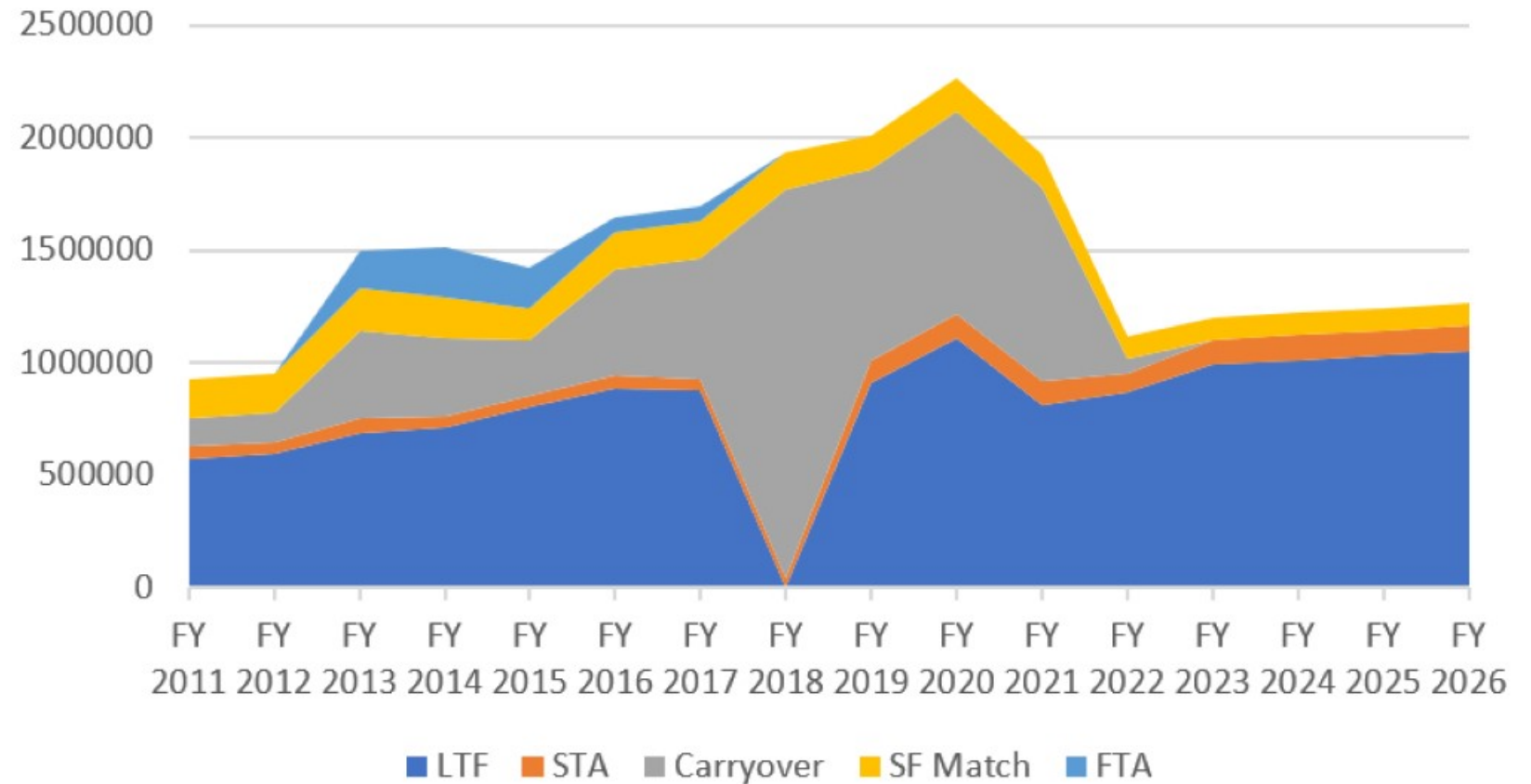
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COVID Carryover Depletion

REVENUE BY SOURCE



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Program Changes

Health Express

My Rides



Placer Rides



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Successful Track Record



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Rider Role

My Rides

- Register with Seniors First
- Take trips

Placer Rides

- Register with Seniors First
- Secure driver and build support network
- Schedule rides independently
- Take trips
- Report trips to Seniors First monthly

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Seniors First Role

My Rides

Register
Riders

Register
Drivers

Schedule
Trips

Report
Trips and
Reimburse

Placer Rides

Register
Riders

Register
Drivers

Schedule
Trips

Report
Trips and
Reimburse

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Seniors First Role

My Rides

Register
Riders

Register
Drivers

Schedule
Trips

Report
Trips and
Reimburse

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Register
Riders

Report
Trips and
Reimburse

- Handle Special Cases
- Maintain Volunteer Roster
- Refer for Other Services
- Educate on Other Transportation Options

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Serving More Residents for Less

Existing Programs

100,000 annual miles

Unduplicated Riders:
100

Cost: \$1.3 million

Proposed Service

800,000 annual miles

Unduplicated Riders:
333

Cost: \$500,000

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Eligibility

Rider Eligibility

- Placer County Resident
- Senior 60+
- Individuals with Disabilities
- Low Income Individuals
- Inability to use other public transit

Trip Eligibility

- Non-emergency medical appointments including pharmacy, physical therapy, etc
- Essential errands including grocery shopping, correctional and rehabilitation, social service
- Transfers to public transit

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Drivers

No Application

Liability

- Waivers
- Insulating WPCTSA and Seniors First

Devices, Service Animals, Attendants

- All at driver's discretion
- Physical assistance available at driver's discretion
- Dementia, Alzheimers, other memory impairments also acceptable at driver's discretion

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Trip Limits

200 miles per month

- Case by case basis for exceptions
- Current average is 44 miles

Origin and Destination

- Trip must originate in Placer County
- Specific Sacramento County medical centers are eligible destinations

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Last Resort Trips

Eligibility

- Evaluated on case by case basis
- No driver can be found
- Trip purpose is essential and cannot be rescheduled
- Maximum two round trips (four trips) per month

Private Transportation

- Placer Rides will cover the cost of a private transportation trip: Uber/Lyft, Taxi, ADA transport vehicle
- Other eligibility requirements still apply

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Reimbursement

Monthly Reporting

- Rider reports trip origin, destination, purpose
- Reimbursed per mile with IRS rate (\$0.56 now)
- Only first 200 miles reimburseable

Checks

- Written out to the rider, rider passes along payment
- Liability with paying driver directly

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Placer Rides Overview

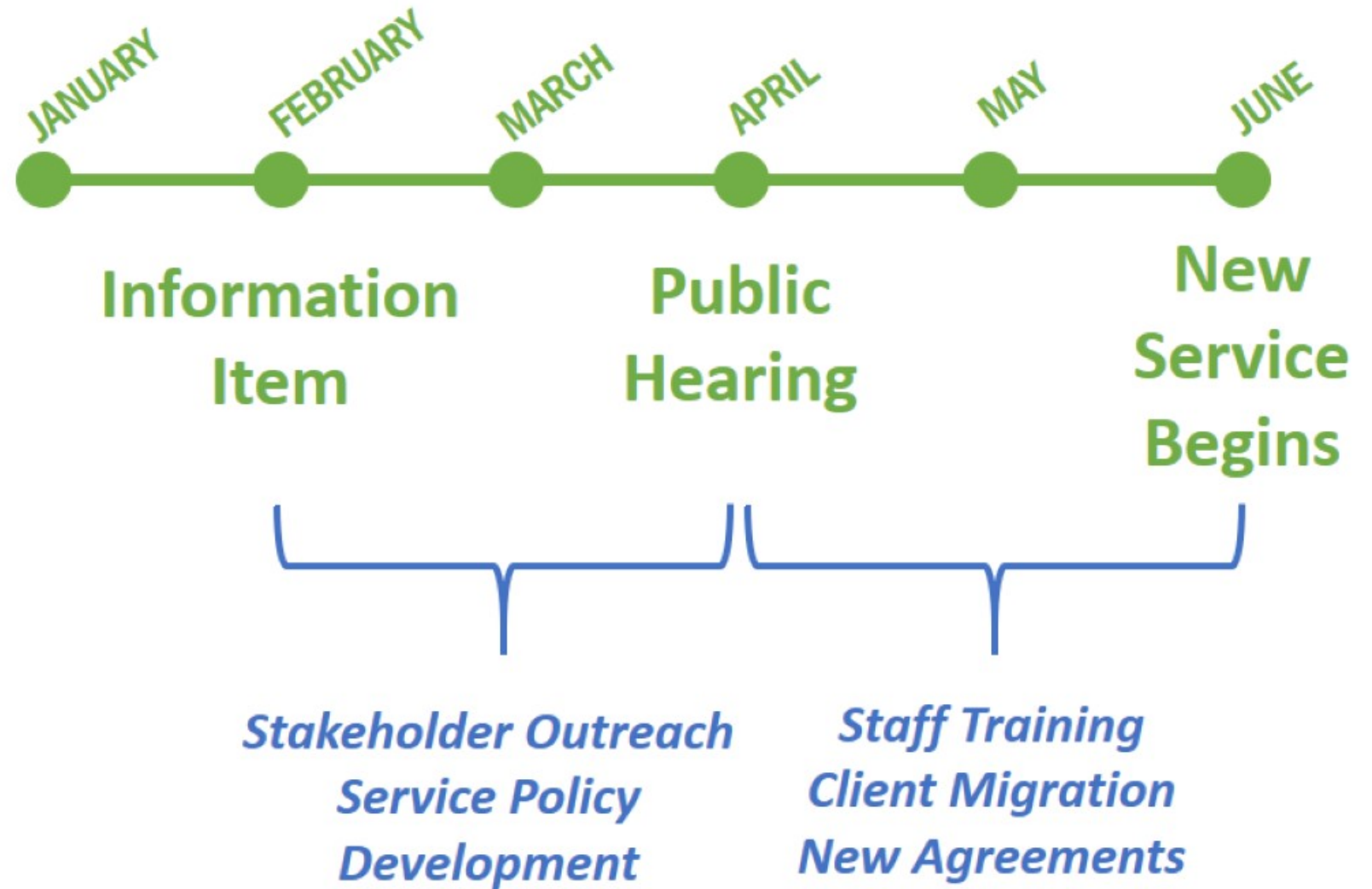
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Implementation Timeline



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Placer Rides Overview

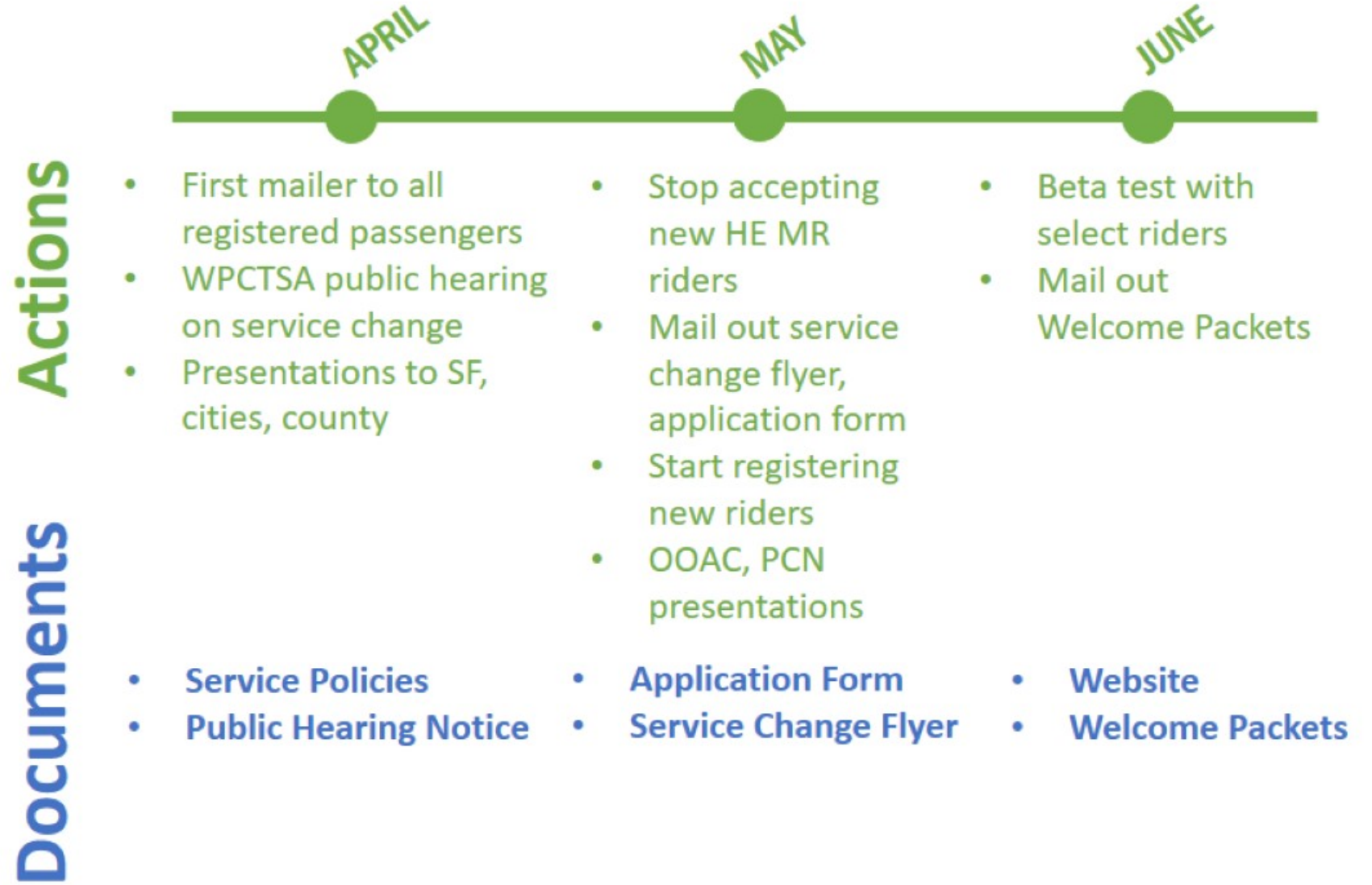
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Implementation Timeline



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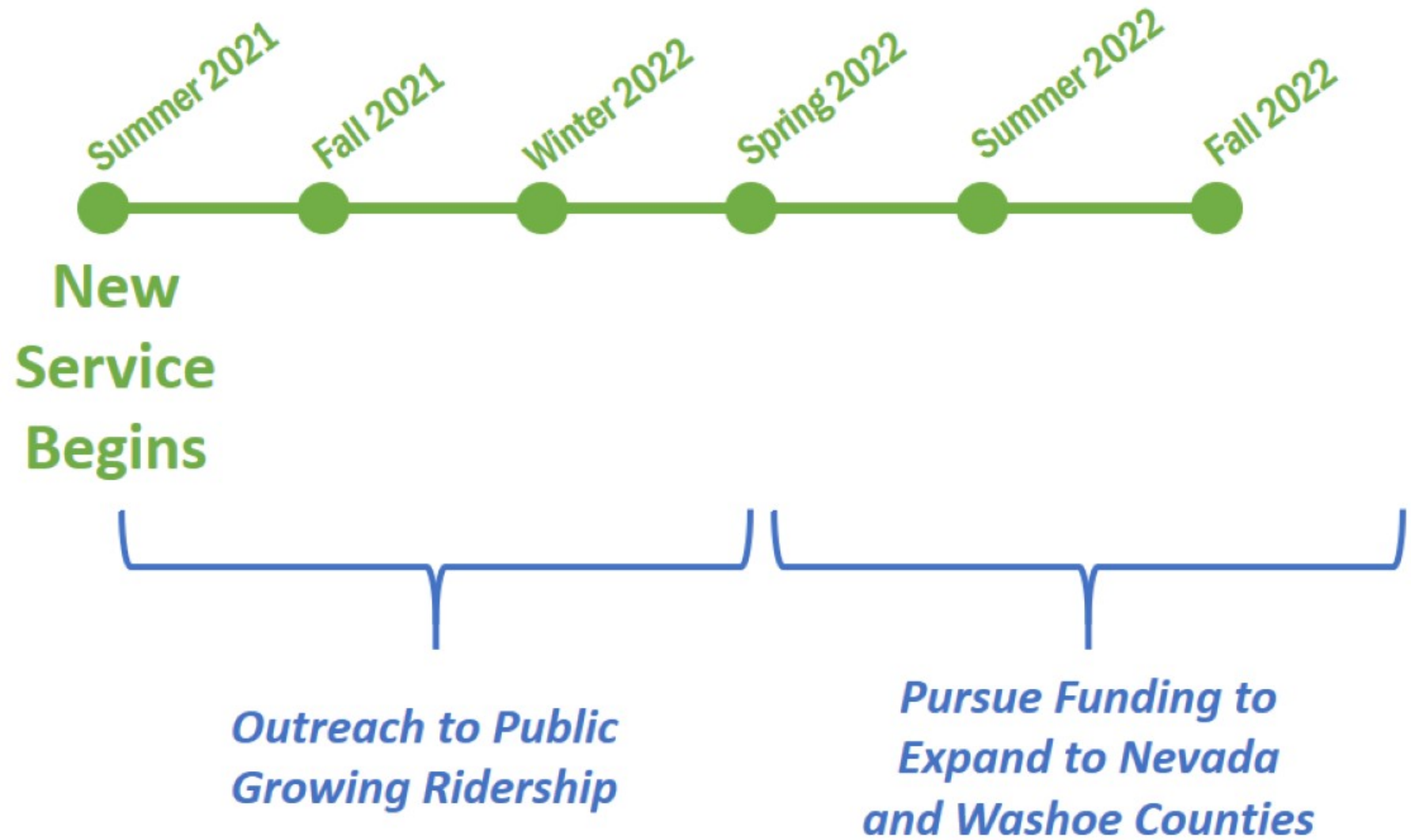
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Long-term Vision



Background

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Staff Recommended Action

- Adopt Resolution No. 21-13 to eliminate the Health Express program.
- Adopt Resolution No. 21-14 to eliminate the My Rides program.
- Adopt Resolution No. 21-15 to establish the Placer Rides program.
- Adopt the Placer Rides Service Policies as presented in the staff report
- Adopt FY 2020/2021 Budget Amendment #2 as presented in the staff report

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Existing CTSA Programs

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Questions and Public Hearing

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