

## OVERALL SERVICE DESCRIPTION AND ORGANIZATION

The Western Placer Consolidated Transportation Services Agency (WPCTSA) was developed through a Joint Powers Agreement (JPA) between Placer County, City of Roseville, City of Lincoln, City of Auburn, City of Colfax and City of Rocklin specifically to provide transportation solutions for low income, elderly and disabled residents of western Placer County. Since 2009, WPCTSA has been providing alternative transportation services that the other transit operators in the region do not provide.



Per Public Utilities Code (P.U.C.) 99233.7 of the Transportation Development Act (TDA), up to five percent of TDA funds may be made available for Consolidated Transportation Services Agencies (CTSAs) as defined by Government Section Code 15975 and community transit services as defined in Article 4.5, after allocations for administration, planning/programming, and bicycle/pedestrian facilities have been made. In western Placer County, WPCTSA is the designated CTSA and receives four percent of TDA funds as allocated through Article 4.5. WPCTSA offers a variety of transit programs primarily designed to link intra-community destinations and to provide transportation of last resort for passengers unable to find another ride to medical appointments or other transit needs. WPCTSA's primary transit programs include the following:

- Health Express non-emergency medical transportation
- My Rides volunteer driver and transportation voucher program

WPCTSA programs are administered by PCTPA staff and the PCTPA Board Members serve as the WPCTSA Board Members. WPCTSA partners with Seniors First (a private non-profit organization) to manage the transit programs. The current contract with Seniors First will end July 1, 2018. Health Express is operated by a private contractor, MV Transportation. WPCTSA also partners with the City of Roseville to manage the Transit Ambassador Program and the South Placer Transit Information Center. WPCTSA programs are discussed below in greater detail.

### **Health Express (Non-Emergency Medical Transportation)**

The WPCTSA contracts with Seniors First to operate advanced reservation, shared-ride, non-emergency medical transportation services for Placer County residents who are disabled or over the age of 60. For some rural residents, Health Express is the only form of public transportation available. Health Express serves western Placer County from three-quarter mile east of Colfax to the Sacramento County line, including Auburn, Rocklin, Roseville, Colfax, Lincoln, Sheridan, Roseville, Foresthill and other unincorporated areas. Health Express will

provide transportation to medical appointments outside of the county to Sacramento. Non-emergency medical trips which are located entirely within one of the Placer County transit operators Dial-A-Ride (DAR) service area are provided by the operator rather than by Health Express, unless there is a lack of capacity or the passenger has special needs which cannot be served by the DAR.

Health Express operates Monday through Friday from 7:30 AM to 4:30 PM. Service to Sacramento medical facilities occurs only on Tuesdays and Thursdays from 10:00 AM to 2:00 PM and service to Foresthill and Sheridan are provided only on Wednesdays from 7:30 AM to 4:30 PM. Sacramento medical trips are provided on a first-come, first-served basis.

Beginning July 1, 2015 Health Express adopted the following passenger fare structure:

- Intercity trip within Placer County with advance reservation - \$2.50/\$1.25 (discount)
- Intercity trip within Placer County with same day reservation - \$5.00/\$2.50 (discount)
- Intra-city trip if DAR is unavailable – DAR fare
- Sacramento trip with advance reservation - \$5.00/\$2.50 (discount)
- Sacramento trip same day reservation - \$10.00/\$5.00 (discount)

Discount fares are available for passengers with Medicare, Medi-Cal, ADA eligibility card, Senior ID card.

Reservations can be made up to two weeks in advance and at least 24 hours in advance if requested. Passengers are asked to cancel unwanted reservations by 3:30 PM the day before. Passengers who cancel within 2 hours of a scheduled pick up are considered no-shows.

Health Express is operated through a private contractor, MV Transportation. The contractor is responsible for provision of drivers, vehicles, maintenance, operations facility and insurance. Seniors First is under contract with WPCTSA to perform program management. This includes:

- Day to Day Administration – Monitoring, observing, communications with MV dispatch and responding to inquiries and complaints.
- Same day and special needs consideration reservation requests
- Passenger registration
- Review complaints received and recorded by the contractor
- Monthly reporting and invoicing

The current contract term between WPCTSA and MV Transportation for the operation of Health Express extends from November 1, 2013 to June 30, 2016, with up to 2 annual extensions available at the prerogative of the WPCTSA, two of which have been exercised.

## **My Rides Program**

The My Rides Program is a volunteer driver program for Placer County residents who are over age 60, disabled or families with children age 0 – 5 who are unable to use conventional public transit. Volunteer drivers are reimbursed to transport eligible participants to and from medical appointments, public services and essential needs destinations (grocery, banking, pharmacy, hair appointments). The My Rides Program also provides a voucher for individuals who cannot otherwise afford the costs associated with an occasional and necessary trip to medical related appointments. Seniors First administers the countywide program.

## **Retired Dial-A-Ride (DAR) Vehicle Program**

The goal of the program is to share resources between public transit agencies and human service agencies. WPCTSA purchases older DAR vehicles from Placer County operators and sells the vehicles to human service agencies for \$100. The recipient agency must carry a minimum number of passenger trips (50 per month) and report ridership figures to WPCTSA for two years. The agency must also demonstrate their ability to pay vehicle registration, insurance, maintenance, and operating costs. This program was created in response to an unmet transit needs finding. To date, only one vehicle has been provided to a non-profit agency through this program.

## **Transit Ambassador Program**

In partnership with the City of Roseville, WPCTSA runs a Transit Ambassador Program for Western Placer County services. The program includes conducting a variety of outreach efforts to existing and potential passengers, such as face-to-face assistance to passengers, transit training for potential transit users and attending outreach events. The City of Roseville manages the program, recruits and trains volunteers and provides insurance for the volunteers. WPCTSA pays up front for insurance for volunteers and bills Roseville for the cost. Volunteers undergo anywhere from 6 to 30 hours of training. The cost to the City of Roseville for administering the Transit Ambassador program was \$37,000 in FY 2016/17.

In FY 2016/17, a total of seven Transit Ambassadors contributed 469 volunteer hours assisting passengers on public transportation and providing support to staff at outreach events throughout the western Placer region.

## **South Placer Transit Information Center**

In 2011, the South Placer Transit Information Center was initiated. The South Placer Transit Information “Call Center” provides transit riders with one phone number for information and reservations for all demand response services in the South Placer area including Roseville Transit, Placer County Transit and Health Express. The program is intended to reduce call reservation staff time and costs for the various transit agencies, and to increase overall efficiency of the public transit process. When a call for a ride comes in, South Placer Transit

Information “Call Center” staff determine which operator (including Health Express) should receive the trip booking.

Phones are staffed from 7:45 AM to 5:15 PM on weekdays with a total of five different customer service agents working different shifts throughout the day. A maximum of four agents are required during the peak hours of 8:30 AM to 11:00 AM and 2:00 PM to 4:00 PM. On weekends, a total of two customer service agents work different shifts between 8:00 AM and 5:00 PM. South Placer Transit Information “Call Center” staff use Trapeze dispatch software to schedule trips with the appropriate transit agency. Same day ride requests are referred to the transit agency directly.

The Fiscal Year (FY) 2016-17 budget for the program was \$300,158. A maximum of \$300,000 in funds is allocated to the South Placer Transit Information “Call Center” each year as part of the annual WPCTSA annual budget process. Over the years, the City of Roseville has built up a reserve LTF fund by allocating an amount equal to 15 percent of South Placer Transit Information “Call Center” operating expense to the fund each year. The reserve fund is used when operating expenses exceed the \$300,000 CTSA allocation.

In FY 2016-17 the South Placer Transit Information “Call Center” received 49,846 calls of which 46,113 were answered. This represents a 16.7 percent decrease in the number of calls received from the previous year. In FY 2016-17, 3,193 calls were abandoned before answered and the majority of these were abandoned in the first 60 seconds. Over the past seven years of operation, the South Placer Transit Information “Call Center” has averaged 1.4 calls abandoned per 20 completed. This is slightly above the suggested standard of no more than 1.0. On average over the years 90 percent of calls were answered within 90 seconds, (less than the suggested standard of 95 percent) and 98 percent answered within 6 minutes (lower than the suggested standard of 100 percent).

### **Bus Pass Subsidy Program**

Eligible human and service and non-profit agencies can receive partial reimbursement for the purchase of day passes on public transit for low income clients needing transportation to basic assistance and health care services. Currently, WPCTSA only provides day passes but agencies have requested that other forms of fare media be available such as monthly passes or connect card options.