



STAFF REPORT

MEETING DATE:	February 23, 2021
SUBJECT:	Receive Information on CTSA Service Coordination Agreement
AGENDA ITEM:	8-8
STAFF CONTACT:	Kathy Urlie, Senior Transportation Planner

SUMMARY:

In response to concern regarding overlapping transportation services between the Consolidated Transportation Services Agency (CTSA) and the Redding Area Bus Authority (RABA) Demand Response, SRTA coordinated with Dignity Health Connected Living (DHCL) and RABA to develop a protocol for transportation services referral, and continued communication and coordination.

STAFF RECOMMENDATION:

It is recommended that the board of directors receive information on the CTSA Agreement, approved between DHCL, RABA, and SRTA.

BACKGROUND:

RABA is the general public fixed route and paratransit (demand response) operator in Shasta County. DHCL is the designated CTSA operator in Shasta County, under contract to SRTA. CTSA services provide transportation to seniors and persons with disabilities, as well as to the general public, living outside of the RABA service area.

When RABA evaluates riders for demand response eligibility, they follow a strict checklist based on regulations under the Americans with Disabilities Act. At times this checklist is not conducive to the nuances of an individual's abilities, age, and the actual walking distance to a fixed route bus stop. Individuals may be required to use the fixed route system, even though it may not be viable for them.

Over the years, overlap of services has developed between CTSA service and RABA Demand Response by mutual consent of the agencies. In the past, CTSA provided service to some clients that had an origin within Redding but went to the DHCL campus for things such as the senior nutrition program or the adult day health care services. Additionally, group outings of some seniors and those with disabilities were provided by Dignity at RABA's consent, even though the origin and destination of the outing was in the RABA service area. Every few years SRTA would check in with RABA regarding this overlap to see if there were any concerns.

Ideally, RABA Demand Response and CTSA services would be combined under one service provider to avoid overlap and rider confusion. RABA operated both RABA Demand Response and CTSA services until 1996 when SRTA subsequently contracted with DHCL (formerly Shasta Senior Nutrition Programs). DHCL was a good fit because they already provided some senior transportation services and could bring additional federal funding to the table. That said, combining these services under a single operator is always a consideration when operator contracts are up for renewal. At this time, the dual operator system is working notwithstanding the service overlap issue addressed by this agreement.

DISCUSSION:

At the request of RABA last year, SRTA hosted a coordination meeting with DHCL and RABA February 19, 2020, to address ridership eligibility for CTSA and paratransit services. SRTA staff agreed to develop an agreement among the agencies to provide a more specific ridership eligibility protocol for the subject agencies to use when receiving client transportation services requests. After review, consultation, and modification, the attached CTSA Service Coordination Agreement for Shasta County, recently approved by all agencies, provides:

- the protocol for service referral;
- assistance determining eligibility for riders traveling in the RABA Service Area;
- a three-year phase out of “grandfathered” CTSA riders, many of them of advanced age, after which time they will be evaluated for RABA demand response service eligibility—this category does not include Adult Day Health Care clients living in the RABA Demand Response Service area, which reverts immediately to RABA with the understanding that RABA will provide timely and complete reporting performance metrics to DHCL;
- exceptions for special circumstances, such as reverse transit trips, that will be evaluated on a case-by-case basis; and
- opportunity for regular communication and annual coordination.

ALTERNATIVES:

The board of directors may request additional information or request changes to the agreement.

OTHER AGENCY INVOLVEMENT:

The agreement was developed in consultation with DHCL and RABA.

FISCAL IMPACT:

There is no financial impact to SRTA. The agreement should result in reduced overlap of services and minor cost savings to both operators.

Daniel S. Little, AICP, Executive Director

Attachment: DHCL-RABA-SRTA CTSA Service Coordination Agreement for Shasta County

**Dignity Health Connected Living (DHCL) – Redding Area Bus Authority (RABA) –
Shasta Regional Transportation Agency (SRTA)
Consolidated Transportation Services Agency (CTSA) Service Coordination
Agreement for Shasta County**

I. Overview

This is an interagency agreement (Agreement) between Dignity Health Connected Living (DHCL), the Redding Area Bus Authority (RABA), and the Shasta Regional Transportation Agency (SRTA) to clarify circumstances under which DHCL may provide CTSA service, as defined by Assembly Bill (AB) 120, within the RABA Service Area.

II. Cognizant Agencies Background

A. Dignity Health Connected Living (DHCL)

DHCL and its predecessor, Shasta Senior Nutrition Programs (SSNP), has been the designated Consolidated Transportation Services Agency (CTSA) for the Shasta Region since 1995. CTSA service is designed to consolidate social service transportation services. Locally, the CTSA provides service to disabled riders age 18 and over, elderly age 60 and over, and general public ridership as space permits having an origin or destination outside the RABA Service Area in Shasta County.

B. Redding Area Bus Authority (RABA)

RABA has been the public transportation operator in the Shasta Region since 1981. RABA services include fixed route service, commuter service, and complementary paratransit service. RABA complementary paratransit service is known as RABA Demand Response Service.

The Federal Transit Administration (FTA) requires public transportation operators to comply with the U.S. Department of Transportation Americans with Disabilities Act (ADA) regulations. One requirement is the provision of complementary paratransit service for persons with disabilities who are functionally unable to use fixed route service. FTA defines the paratransit service area as the area along each fixed route (i.e., 0.75-mile on each side and each end). Consistent with FTA requirements, RABA determines ADA paratransit eligibility (both within and outside of the RABA Service Area) and provides ADA complementary paratransit service (within the RABA Service Area only).

The RABA Demand Response Service Area, as well as the larger RABA Service Area, is shown on the RABA Interactive Map, here:

<https://redding.maps.arcgis.com/apps/webappviewer/index.html?id=8de7d35d437043598aad894ddb7ecb7b>

C. Shasta Regional Transportation Agency (SRTA)

SRTA is the federally designated Metropolitan Planning Organization (MPO) and state designated Regional Transportation Agency (RTPA) for the Shasta Region in Shasta County, California. Within its RTPA responsibilities, SRTA designates and oversees a CTSA for the region. As the oversight agency for Transportation Development Act (TDA) funds for the Shasta region, SRTA oversees the development of an annual TDA budget, which includes an annual transit unmet needs process. Components of the TDA budget included specialized transportation provided by DHCL and general public transit provided by RABA.

III. CTSA Services

A. Intent

Under the July 1, 2017, services agreement with SRTA, DHCL provides CTSA services within the Shasta Region with the intent “to complement and augment traditional fixed routes services provided by RABA without providing redundant services to RABA.” Further, DHCL is tasked to “Provide curb-to-curb or door-to-door services, as those services are commonly defined in the industry, primarily to individuals over the age of sixty and any disabled individual. Individuals under sixty will be served when space permits, and subject to licensing restrictions of DHCL drivers.”

B. Scope

As delineated in the July 2017 CTSA agreement, the scope of CTSA services are intended to:

1. Provide riders’ connections to communities with either a trip origin or destination within the RABA service area, or a trip origin and destination outside the RABA service area.
2. Respond to a transportation need currently not being met in the SRTA region.
3. Integrate with existing transit services, where applicable and appropriate.
4. Be in compliance with AB 120 by improving the effectiveness, efficiency and quality of the travel services being delivered while avoiding service overlaps.
5. Pursue grants to increase service and minimize the TDA subsidy per passenger trip.

C. Service Area

Per the 2017 CTSA agreement, “the service area, at a minimum, shall include those areas identified in the Transit Needs Assessment as Palo Cedro, Happy Valley, Millville, Burney, Fall River Mills, Igo-Ono, Cottonwood, and the areas surrounding the cities of Redding, Anderson and Shasta Lake that are outside the RABA service area. Either the trip origin or destination shall be within these areas.” Additionally, per the CTSA agreement, “DHCL may elect to deny

service to an area where the cost of the trip would be unreasonable. DHCL has authority to set all fares and may charge a higher fare for certain areas based on added cost associated with serving the area.”

IV. CTSA – RABA Rider Eligibility Coordination

This section establishes the protocol for service referral and eligibility for riders who travel within the RABA Service Area—specifically, whether the rider uses RABA services or whether the rider uses CTSA service.

A. Service Referral and Eligibility

When a rider requests service, all parties included in this Agreement—DHCL, RABA, and SRTA—shall screen the rider by inputting the rider’s trip origin and destination addresses into the RABA Interactive Map:

(<https://redding.maps.arcgis.com/apps/webappviewer/index.html?id=8de7d35d437043598aad894ddb7ecb7b>).

The rider is required to use RABA services (parties shall refer the rider to RABA) in the following circumstance:

- The rider’s trip origin and trip destination are within the RABA Demand Response Service Area (includes all riders—regardless of paratransit eligibility).

The rider is permitted to use CTSA service (parties shall refer the rider to the CTSA provider) in the following circumstances:

- The rider’s trip origin and destination are wholly outside the RABA Service Area.
- The rider’s trip origin is inside the RABA Service Area and trip destination is outside the RABA Service Area.
- The rider’s trip origin is outside the RABA Service Area and trip destination is inside the RABA Service Area.

B. Riders Who Currently Use CTSA Service

There are a number of riders who currently (prior to this Agreement) use CTSA service, but (following this Agreement) may be required to use RABA services. These riders have been using CTSA service for a variety of trips, generally categorized by DHCL as follows:

- Senior Nutrition Program and DHCL Group Outings.
- “RABA approved,” including “Grandfathered in” (e.g., seniors that have been using CTSA service for a long time).

In recognition of the fact that many of these riders have been using CTSA service for some time, as well as the potential negative impact of switching these riders to RABA services, a gradual transition to RABA services has been agreed upon. Upon the signing of this Agreement, DHCL

shall notify these riders via letter of the “limited-term extension of CTSA service” for three years, after which service referral and eligibility will be assessed per Section IV.A. above.

Excluded from the “limited-term extension of CTSA service” is DHCL Adult Day Health Care (ADHC) trips, which shall be reverted to RABA services in the immediate short-term.

C. RABA Service Exceptions

RABA service exceptions, whereby a rider is, under normal circumstances, required to use RABA services but whereas CTSA service is a better fit (e.g., food assistance resulting in large/heavy cargo for seniors, seniors and persons with disabilities who need beyond door-to-door service and lack a personal care assistant (PCA), and short-term emergency transportation service), will be evaluated on a limited and/or case-by-case basis. RABA service exceptions shall be established by the mutual agreement of RABA and DHCL and shall be maintained in the RABA Service Exception Log (Appendix A). For any/all RABA service exception(s), the code number shall be used in DHCL’s monthly invoice of CTSA trips to SRTA.

V. Additional Understandings

A. Annual Coordination Meeting

SRTA will host an annual coordination meeting for RABA and DHCL to, among other things, review systemwide rider eligibility and to provide a forum for discussing what is working well and areas in need of improvement. At this meeting, RABA service exceptions shall be evaluated.

B. Communication

To the extent possible, DHCL and RABA will communicate directly to address coordination issues, service exceptions and/or discrepancies without requiring SRTA involvement.

DHCL Contact:

Shannon Krikorian
Transportation Manager of Operations
530-226-3059

RABA Contact:

Melissa Estrada
Transportation Planner
530-245-7116

SRTA is responsible for communicating CTSA roles and responsibilities (e.g., regulatory compliance) to its contractor—DHCL.

C. Periodic Review of Ridership Eligibility

RABA and DHCL will review systemwide rider eligibility and coordinate through the annual coordination meeting hosted by SRTA (see Section V.A. above), unless more immediate action is needed.

D. Review and Update of Agreement

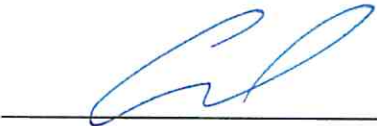
SRTA will annually include this Agreement as a topic for discussion and potential update at the annual coordination meeting, per Section V.A. above. If RABA and/or DHCL recognize a need to update the Agreement in between annual coordination meetings, the following steps shall take place:

1. RABA, DHCL, or both agencies to notify SRTA of a need to update the Agreement and the nature and wording of the requested changes;
2. SRTA to review requested changes, request any necessary clarifications, and review for consistency with existing federal, state, or local laws, regulations, or policies; and
3. SRTA to notify agencies of approval of requested changes and issue an amended Agreement for signature, or deny requested changes.

The foregoing Consolidated Transportation Services Agency (CTSA) Service Coordination Agreement for Shasta County between Dignity Health Connected Living, Redding Area Bus Authority, and Shasta Regional Transportation Agency is hereby agreed upon and signed as of the last date set forth below by the following parties:



Staci Wadley
Senior Director
Dignity Health Connected Living Date: 12/31/20



Chuck Aukland
Executive Officer
Redding Area Bus Authority Date: 12/29/20



Daniel S. Little, AICP
Executive Director
Shasta Regional Transportation Agency Date: 1-7-21

RABA Service Exception Log

CATEGORY	CODE			
	#	TERM	FREQUENCY	DESCRIPTION
1.0 CARGO ASSISTANCE				
2.0 BEYOND DOOR-TO-DOOR SERVICE & NO PERSONAL CARE ATTENDANT				
3.0 SHORT-TERM EMERGENCY TRANSPORTATION SERVICE				

Last Updated: MO/DAY/YR

Notes:

- RABA Service Exceptions shall be established by the mutual agreement of RABA and DHCL.