

TRANSPORTATION

Board Training
April 1, 2021

WHAT IS THE GOVERNANCE ISSUE?

Reduce liability for vendors and RCOC

- Choking death discussed during Closed Session happened when the person served was in the job coach's car

Transition from - day program and residential employees driving persons served to and from their day program or employment site - to more transportation provided by OCTA, ideally fixed route (big bus), although not an option for all.

REVIEW OF TRANSPORTATION POLICY REQUIRED?

POLICY

In meeting the mobility needs of those we serve, RCOC will:

- *Use generic resources before expending regional center funds.*
- *Advocate for the maximum access to and utilization of public transit services for people with developmental disabilities.*

SERVICE CRITERIA

The following criteria will be applied when authorizing transportation service. Exceptions may be made on a case-by-case basis.

1. *Whenever feasible, public transportation will be utilized first.*
2. *All adults requesting transportation will be assessed for mobility training.*

PRESENTERS

Arturo Cazares, RCOC's Associate Director, Employment

Kathleen Kolenda, Vice President, easterseals Southern California (Los Angeles, Orange, Riverside, San Diego and Imperial Counties)

Jack Garate, Department Manager, Paratransit Services, Orange County Transportation Authority (OCTA)

PANELISTS

Heather Auld, Person Served by
Margie McPhail, Job Coach for



WHAT ARE THE NUMBERS?

In fiscal year 2020-21 to date, regional centers have had two months of absence billing and seven months of Alternative Service, very little traditional service

For this reason, we are using numbers from fiscal year 2019-20

TRANSPORTATION TO/FROM DAY PROGRAM AND WORK

Almost all required trips are to and from day program or employment, including volunteer work

Day programs and residential vendors provided 56% of all trips; OCTA provided 37%

Why do day and residential providers transport?

California Code of Regulations, Title 17, and CMS require attendance for day program payment; attendance requirement was waived during COVID

For residential vendors, if all persons served left for the day program, no staffing was required during those hours

TRANSPORTATION SERVICES TO PROGRAM AND WORK CONTINUED

7,944 transportation services provided

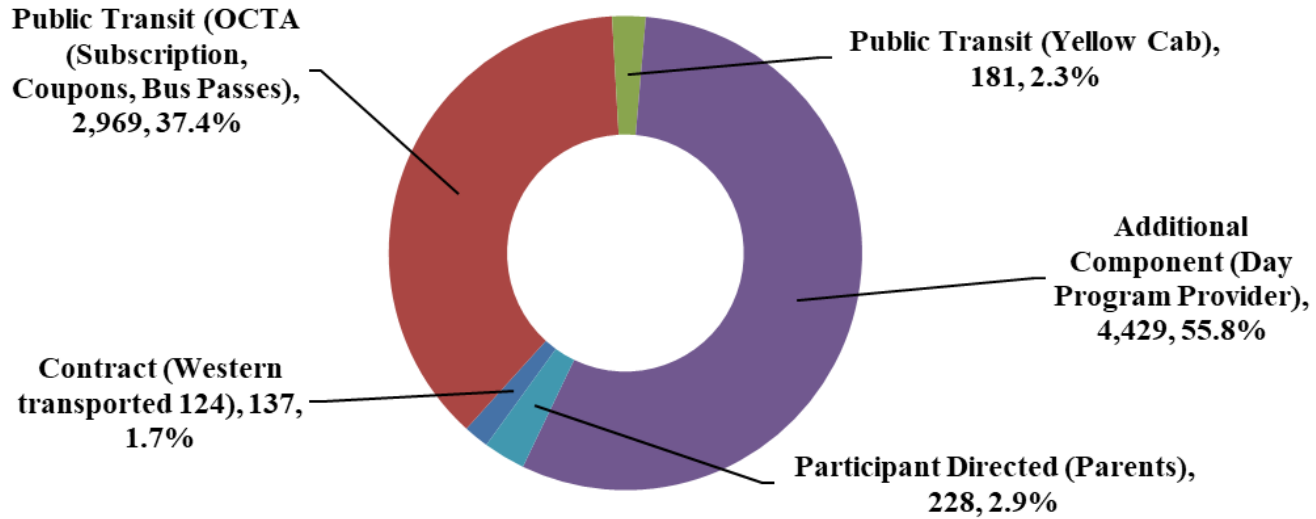
93% of all trips were provided by day program
and residential vendors (56%) and OCTA (37%)

2% by Yellow Cab

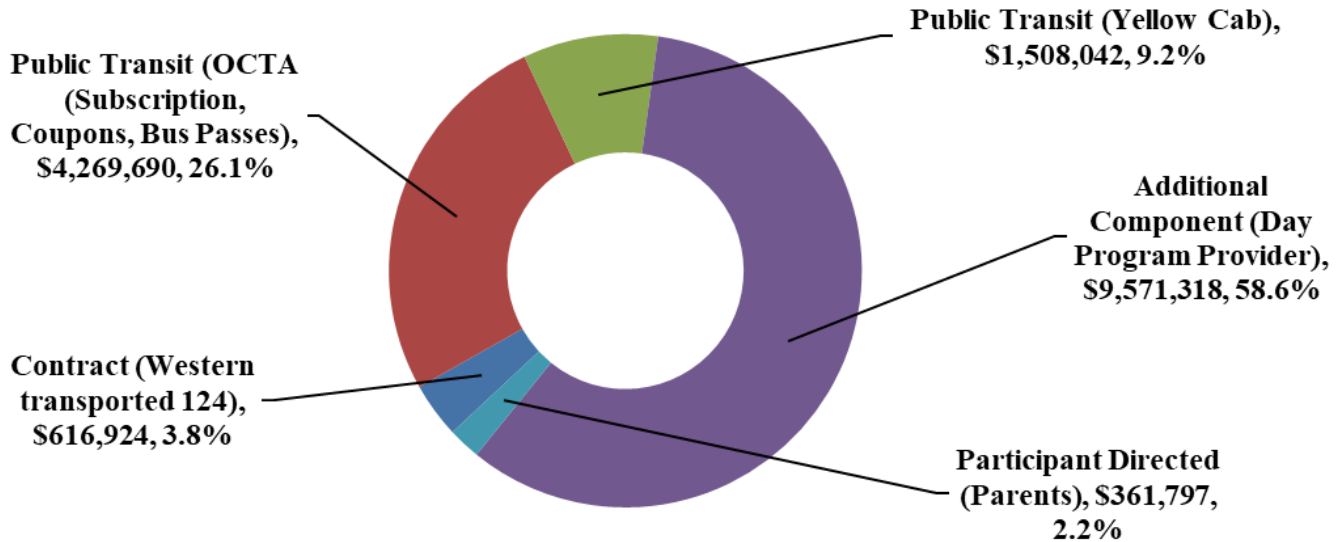
3% were provided by family members

2% by transportation companies (Western
Transportation services ended March 31, 2020)

**Number of Day Program Transportation Services
Fiscal Year 2019-20**



**Cost of Day Program Transportation Services
Fiscal Year 2019-20**



PRE-COVID DISCUSSION WITH EASTERSEALS TO PROMOTE GREATER USE OF OCTA'S GENERIC TRANSPORTATION SERVICE

- Reduce liability of providers transporting
- Increase ridership on the fixed route (big bus) service
- Provide mobility training and travel aides
- Foster greater independence and integration
- COVID delayed those plans, although easterseals proceeded with a few persons served

EASTERSEALS NEW MODEL

- Handoff from family to day program staff
- Hubs (groupings) based on where persons served and day program staff live, parking, accessibility and access to bus lines
- Activities planned within that local community
- Person served would not be alone
- Use of public transportation

OCTA'S FACTS AT A GLANCE

- Budget for 2020-21 – \$1.43 billion
- Source of funding – combination of local, state and federal funds, including OC Go, Orange County's half-cent sales tax for transportation improvements renewed by voters in 2006, also known as Measure M
- Number of employees – 1,374

OCTA'S VEHICLES



OCTA'S VEHICLES — FIXED ROUTE



OCTA'S VEHICLES — ACCESS (ADA SERVICE)



OCTA'S VEHICLES — TAXI (NON-ADA SERVICE FOR ACCESS ELIGIBLE)



HEALTH AND SAFETY ON OCTA'S VEHICLES

- Have been cleaning throughout the pandemic
- Masks are required
- Hand sanitizer available on all vehicles
- Pre-existing safety measures
 - Cameras on all vehicles
 - Background checks on drivers

WHAT ARE THE CHALLENGES?

- Parents' concerns regarding safety while persons served is waiting or on the big bus
- Parents expect segregated curb-to-curb service

OTHER CHALLENGES - LOW PROVIDER RATES

- As with other services, rates are a barrier to hiring and retaining direct care employees
- Providers have a hard time competing with other minimum wage employers

COVID CREATED AN OPPORTUNITY

- Hybrid program - parents are open now to a shorter day and some services provided remotely
- Gives providers and parents a clean slate for scheduling
- More person-centered, individualized to meet persons needs instead of traditional day program hours

WHEN WILL DAY PROGRAMS OPEN?

- Pending completion of vaccination for staff and persons served
- Maybe late summer?

HOW WILL PROGRAMS OPEN?

- Not all at once unless the program is providing its own transportation
- If OCTA is transporting, they must have time to prepare

CONCLUSION

- RCOC will continue to advocate for higher provider rates
- RCOC will take advantage of the opportunity that COVID has given us and create more person-centered day program schedules
- RCOC will promote use of OCTA's fixed route service

| QUESTIONS?