

# Memorandum



CITY OF DALLAS

DATE March 12, 2018

Honorable Members of the Human and Social Needs Committee:  
TO Councilmember Casey Thomas, II (Chair), Deputy Mayor Pro Tem Adam Medrano  
(Vice Chair), Mayor Pro Tem Dwaine R. Caraway, Councilmember Omar Narvaez,  
Councilmember Mark Clayton, Councilmember B. Adam McGough

SUBJECT **Senior Medical Transportation Grant**

## Summary

On March 19, 2018, you will hear an update on the Senior Medical Transportation Program, including notice of a new funding award from Council of Governments Enhanced Mobility of Seniors and Individuals with Disabilities Program in the amount of \$418,184 over three years, and an update on plans to seek a long-term solution to the problem. The Office of Community Care is seeking a six-month extension and an increase in funds by \$207,936, from \$190,000 to \$380,608 (General Funds), to the contract with Real Time Transportation Corporation, to provide transportation services to medical appointments within the City of Dallas for low-and-moderate-income seniors. The contract will run April 12, 2018 through September 30, 2018, aligning the term of the contract with the fiscal year. This item will be heard by full Council on April 11, 2018.

## Background

On November 24, 2016, a Request for Competitive Sealed Proposal (RFCSP) was issued to solicit proposals for the Medical Transportation Program. On December 29, 2016, two proposals to implement the Senior Medical Transportation Program were received and on January 11, 2017, Real Time Transportation Corporation was selected as the successful proposer by the Senior Medical Transportation Program Selection Committee. On March 6, 2017, a service agreement was executed with Real Time Transportation Corporation. The contract began on March 7, 2017 and terminated on February 28, 2018. The City may renew the Contract for up to two consecutive one-year renewal terms.

On February 28, 2018, City Council considered an item to exercise the first renewal to extend the contract for seven months and increase funding by \$242,592. The item was postponed for 30 days in order to allow for staff to have follow up conversations with DART about the issue of senior medical transportation.

The extension of the contract calls for Real Time Transportation Corporation to continue to provide transportation services for the Senior Medical Transportation Program. Currently, there are 2,027 seniors enrolled in the program, representing an increase of 74% or 849 clients since the program's inception (March 2017). New contract provisions include:

- Cost not to exceed \$ 207,936
- An increase from 25 to 40 trips per day. Note: Real Time has averaged 28.8 trips per day since contract inception (March 2017)
- Door-to-door service

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- Vehicles to accommodate ambulatory and wheelchair clients
- Expanded hours of operation from 7:00 a.m. to 6:00 p.m.
- One caregiver allowed to accompany client at no cost
- Dedicated dispatch by Real Time Transportation for SMTP clients
- The program will service City of Dallas residents and transport to medical facilities only

### **Issue**

Older adults have higher rates of many chronic diseases, such as diabetes, cancer, stroke and heart disease (National Council on Aging, 2018). For individuals diagnosed with or at increased risk of such diseases, the ability to regularly access high-quality health care is critical for maintaining health and reducing risk of negative health outcomes. Yet, many older adults are unable to get to the doctor's office for their appointments. A 2017 survey by the Geriatrics department at Parkland Hospital found that the number one reason that clients cited for missing scheduled medical appointments was a lack of transportation. A number of programs are available to help senior adults access transportation for medical appointments, but these programs only serve certain populations or certain zip codes, leaving many seniors who are need of such programs without a means to access them. The City of Dallas Senior Medical Transportation Program is a program of last resort for seniors who are not able to drive themselves to their medical appointments, but are also ineligible for existing programs developed to meet this need.

### **Fiscal Impact**

The budget for contract extension is \$207,936.

### **Recommendation**

Staff recommends that Human and Social Needs Committee approve the recommendation to extend the contract and increase the funding to the program.

Please contact me if you have any questions or require any additional information.



**Nadia Chandler Hardy**  
Chief of Community Services

c: Honorable Mayor and Members of the City Council  
T.C. Broadnax, City Manager  
Larry Casto, City Attorney  
Craig D. Kinton, City Auditor  
Billerae Johnson, City Secretary (Interim)  
Daniel F. Solis, Administrative Judge  
Kimberly Bizar Tolbert, Chief of Staff to the City Manager  
Majed A. Al-Ghafry, Assistant City Manager

Jo M. (Jody) Puckett, Assistant City Manager (Interim)  
Jon Fortune, Assistant City Manager  
Joey Zapata, Assistant City Manager  
M. Elizabeth Reich, Chief Financial Officer  
Theresa O'Donnell, Chief of Resilience  
Raquel Favela, Chief of Economic Development & Neighborhood Services  
Directors and Assistant Directors

# Senior Medical Transportation Program

Human and Social Needs  
Committee

March 19, 2018

Jessica Galleshaw  
Managing Director  
Office of Community Care

Cobbie Ransom III,  
Manager III  
Office of Community Care



## City of Dallas

# Overview

- Purpose
- SMTP Background
- Building the Case for the SMTP
- Parkland Hospital Survey
- Senior Transportation Services in Dallas
- SMTP Survey
- North Central Texas Council of Governments Enhanced Mobility of Seniors and Individuals with Disabilities Program Grant Award
- Sustainability Planning

# Purpose

- Provide an overview of the Senior Medical Transportation Program (SMTP) and;
- Announce that the SMTP has been awarded a North Central Texas Council of Governments Enhanced Mobility of Seniors and Individuals with Disabilities Program Grant

# Background

- The SMTP provides transport services for Dallas residents aged 60+ to and from medical appointments within the city of Dallas
- The SMTP was outsourced in FY 16-17 to Real Time Transport, Inc.
  - DFW-based locally owned firm specializing in non-emergency medical transportation services
  - Founded 2011
  - Fleet size @ 130 vehicles
  - Provides approximately 1,400 trips per day
  - Contracts include Logisticare, Ft. Worth Transportation Authority, Texas Health and Human Services, Amera Solutions, City of Richland Hills

# Background Cont.

	Former SMTP (In-house) FY 15-16	Real Time SMTP FY 16-17	Real Time SMTP FY 17-18
Cost	\$549,424* \$140.90 / trip	Not to exceed \$190,000** \$27.69 / trip	Not to exceed \$207,936*** \$40.00 / trip
Trips per day Trips per year	10-15 3,900/year	25 6,500/year	40
Hours of Operation	8:00 a.m. – 5:00 p.m.	7:00 a.m. – 6:00 p.m.	7:00 a.m. – 6:00 p.m.
Wheelchair Lift	No	Yes	Yes
Door-to-Door Service	Yes	Yes	Yes
Dedicated Dispatch	Yes	Yes	Yes

\* Includes staffing and vehicle leasing

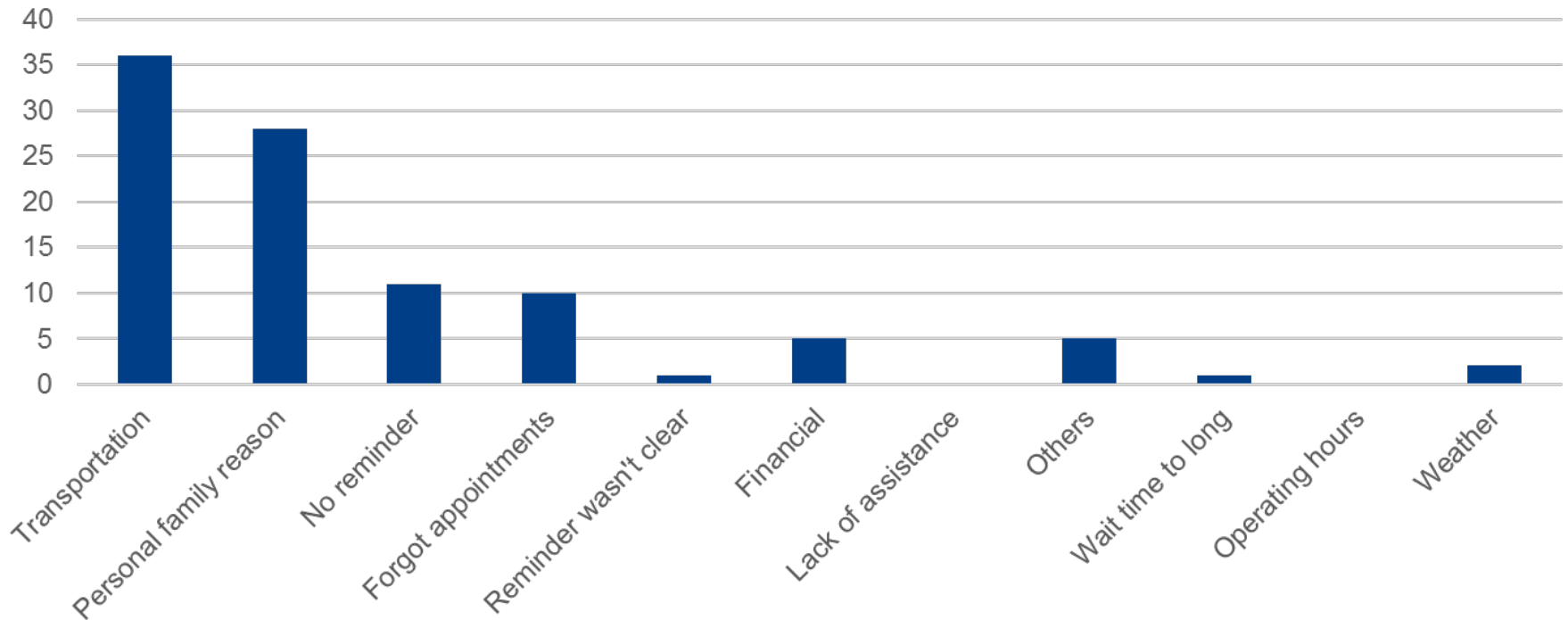
\*\* Actual contract @ \$180,000

\*\*\* Price increase from \$27.69 to \$40.00 per trip reflects the special handling and attention required by SMTP clients (eg. door-to-door assistance, additional call backs to remind clients of appointment times, etc.)



# Building the Case: Parkland Hospital Survey

- Results from small survey of Geriatrics patients who had missed one or more appointments within the past six months





# A Program of Last Resort

Service	Target Population
DART Paratransit	Medical certified disability which prevents customer from using fixed route busses or trains; fee-based
LogistiCare	Medicaid clients
Parkland Senior Outreach Program	Senior clients of Parkland that reside in zip codes 75215, 75216, 75217 or 75241
Dallas County Health & Human Services Older Adult Program	Seniors within Dallas County; van transport to 11 congregate meal program sites, including the MLK and West Dallas Multipurpose Centers

**If a client is eligible for one of the programs above, they do not qualify for SMTP participation**

# Participant Survey Results

- In August 2017, a survey of SMTP clients was taken to help evaluate program operations
- Majority of respondents very satisfied or satisfied with reliability of service, courteousness of drivers and dispatch, and hours of operations

**Senior Medical Transportation Program**  
**CUSTOMER FEEDBACK**  
Office of Senior Affairs 1500 Marilla St. 6DN Dallas, Texas 75201

Pleasing our seniors is the most important service we offer. You can help us maintain the finest quality of services by answering the following questions.

Hours of operation for the transit service met my needs

Very Satisfied  
 Satisfied  
 Unsatisfied  
 Very Unsatisfied

Reliability – service was on schedule

Very Satisfied  
 Satisfied  
 Unsatisfied  
 Very Unsatisfied

The Driver was courteous and helpful

Very Satisfied  
 Satisfied  
 Unsatisfied  
 Very Unsatisfied

When you called to schedule a ride was the dispatcher easy to understand, courteous and helpful?

Very Satisfied  
 Satisfied  
 Unsatisfied  
 Very Unsatisfied

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# Council of Governments

- Recently awarded \$418,184 over 3 years for Enhanced Mobility of Seniors and Individuals with Disabilities
  - \$109,688 in Year 1
  - \$137,109 in Year 2
  - \$171,387 in Year 3
- Funding is to supplement existing SMTP, increase clients served and grow reach
- Will allow for transportation to wellness centers in addition to medical services
- Requires a 1:1 match (existing programming can serve as match)

# Sustainability Planning – Transportation for Vulnerable Populations

- Conversations with DART to discuss opportunities to improve transportation for vulnerable populations
- Office of Community Care (Senior Affairs), Office of Welcoming Communities, Office of Homeless Solutions, Department of Transportation
- Initial meeting with DART is being scheduled (follow up to council request)







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