

HUMAN AND SOCIAL NEEDS  
DALLAS CITY COUNCIL COMMITTEE AGENDA

RECEIVED

2018 MAR 12 PH 4: 51

CITY SECRETARY  
DALLAS, TEXAS

MONDAY, MARCH 19, 2018  
CITY HALL  
COUNCIL BRIEFING ROOM, 6ES  
1500 MARILLA STREET  
DALLAS, TEXAS 75201  
11:00 A.M. - 12:30 P.M.

Chair, Council Member Casey Thomas, II  
Vice Chair, LGBT Task Force Chair, Deputy Mayor Pro Tem Adam Medrano  
Youth Commission Chair, Mayor Pro Tem Dwaine R. Caraway  
Senior Citizen Task Force Chair, Council Member Omar Narvaez  
Education Task Force, Poverty Task Force, Homeless LGC Co Chair, Council Member Mark Clayton  
Council Member B. Adam McGough

Call to Order

1. Approval of February 20, 2018 Minutes

BRIEFINGS

2. Census 2020 Presentation  
(For Information Only)  
Dionne Roberts-Emegha  
Partnership Specialist-2020 Census  
U.S. Census Bureau-Denver Region
3. Senior Medical Transportation Grant  
(For Information Only)  
Jessica Galleshaw  
Office of Community Care, Managing Director  
  
Cobbie Ransom, III  
Office of Community Care, Manager III
4. Upcoming Agenda Item(s)
5. Committee Forecast

Adjourn



Adam Medrano, Vice Chair  
Human and Social Needs Committee

### EXECUTIVE SESSION NOTICE

A closed executive session may be held if the discussion of any of the above agenda items concerns one of the following

1. seeking the advice of its attorney about pending or contemplated litigation, settlement offers, or any matter in which the duty of the attorney to the City Council under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with the Texas Open Meetings Act. [Tex. Govt. Code §551.071]
2. deliberating the purchase, exchange, lease, or value of real property if deliberation in an open meeting would have a detrimental effect on the position of the city in negotiations with a third person. [Tex. Govt. Code §551.072]
3. deliberating a negotiated contract for a prospective gift or donation to the city if deliberation in an open meeting would have a detrimental effect on the position of the city in negotiations with a third person. [Tex. Govt. Code §551.073]
4. deliberating the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee; or to hear a complaint or charge against an officer or employee unless the officer or employee who is the subject of the deliberation or hearing requests a public hearing. [Tex. Govt. Code §551.074]
5. deliberating the deployment, or specific occasions for implementation, of security personnel or devices. [Tex. Govt. Code §551.076]
6. discussing or deliberating commercial or financial information that the city has received from a business prospect that the city seeks to have locate, stay or expand in or near the city and with which the city is conducting economic development negotiations; or deliberating the offer of a financial or other incentive to a business prospect. [Tex. Govt. Code §551.087]
7. deliberating security assessments or deployments relating to information resources technology, network security information, or the deployment or specific occasions for implementations of security personnel, critical infrastructure, or security devices. [Tex. Govt. Code §551.089]

### HANDGUN PROHIBITION NOTICE FOR MEETING OF GOVERNMENTAL ENTITIES

"Pursuant to Section 30.06, Penal Code (trespass by license holder with a concealed handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law) may not enter this property with a concealed handgun."

*"De acuerdo con la sección 30.06 del código penal (ingreso sin autorización de un titular de una licencia con una pistola oculta), una persona con licencia según el subcapítulo h, capítulo 411, código del gobierno (ley sobre licencias para portar pistolas) no puede ingresar a esta propiedad con una pistola oculta."*

"Pursuant to Section 30.07, Penal Code (trespass by license holder with an openly carried handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law) may not enter this property with a handgun that is carried openly."

*"De acuerdo con la sección 30.07 del código penal (ingreso sin autorización de un titular de una licencia con una pistola a la vista), una persona con licencia según el subcapítulo h, capítulo 411, código del gobierno (ley sobre licencias para portar pistolas) no puede ingresar a esta propiedad con una pistola a la vista."*

# Human and Social Needs Committee Meeting Record

Meeting Date: Monday, February 20, 2018

Convened: 11:02 A.M. Adjourned: 12:25 P.M.

Committee Members Present:

Council Member Casey Thomas, II, Chair  
Deputy Mayor Pro Tem Adam Medrano, Vice Chair  
Council Member Omar Narvaez  
Council Member Mark Clayton  
Council Member B. Adam McGough

Committee Members Absent:

Mayor Pro Tem Dwaine R. Caraway

Other Council Members Present:

Staff Present:

Nadia Chandler Hardy  
Zena Palmer  
Deborah Delay  
Mariah Cross McLaughlin  
Cobbie Ransom

Jessica Galleshaw  
Brett Wilkinson  
Barbara Martinez  
Sireesha Chirala  
Marichelle Samples  
Charletra Sharp

**AGENDA:**

**Call to Order**

1. Approval of Minutes from the February 5, 2018 Human and Social Needs Committee Meeting

Presenter(s): Council Member Casey Thomas, II, Chair

Information Only:

**Action Taken/Committee Recommendation(s):**

A motion was made to approve the February 5, 2018 minutes.

Motion made by: CM Narvaez

Item passed unanimously:

Item failed unanimously:

Motion Seconded by: CM Clayton

Item passed on a divided vote:

Item failed on a divided vote:

2. Convening, Collaborating, Community Needs Analysis & Capacity Building for Resilient Communities

Presenter(s): Ken Goodgames, Community Council of Greater Dallas, Chief Executive Officer

Information Only:

**Action Taken/Committee Recommendation(s):**

The committee members suggest Community Council of Greater Dallas to present their measurables as they are formed in a memo. Chair Thomas recommends providing the updated resource guide to each councilmember and placing copies in both WDMC and MLK.

Motion made by:

Item passed unanimously:

Item failed unanimously:

Motion Seconded by:

Item passed on a divided vote:

Item failed on a divided vote:

3. KaBOOM! Grant Briefing

Presenter(s): Brett Wilkinson, Office of Strategic Partnerships & Government Affairs, Director

Information Only:

**Action Taken/Committee Recommendation(s):**

CM Clayton and CM McGough would like for staff to take a more appropriate look at more areas in the city and consider areas of most need when making decisions about grants.

Motion made by:

Item passed unanimously:

Item failed unanimously:

Motion Seconded by:

Item passed on a divided vote:

Item failed on a divided vote:

4. Citizen Homelessness Commission's Feedback for Supportive Housing Sites

Presenter(s): Charletra Sharp, Office of Homeless Solutions, Interim Director

Information Only:

**Action Taken/Committee Recommendation(s):**

Motion made by:

Item passed unanimously:

Item failed unanimously:

Motion Seconded by:

Item passed on a divided vote:

Item failed on a divided vote:

5. Attachments

Presenter(s): Jessica Galleshaw, Office of Community Care, Director

Information Only:

**Action Taken/Committee Recommendation(s):**

Motion made by:

Item passed unanimously:

Item failed unanimously:

Motion Seconded by:

Item passed on a divided vote:

Item failed on a divided vote:

6. Upcoming Agenda Item(s)

Presenter(s): CM Casey Thomas, II

Information Only:

**Action Taken/Committee Recommendation(s):**

Chair Thomas suggests having the contractor play a role in marketing and promotion.

Motion made by: CM Clayton

Item passed unanimously:

Item failed unanimously:

Motion Seconded by: CM Narvaez

Item passed on a divided vote:

Item failed on a divided vote:

7. Committee Forecast

Presenter(s):

Information Only:

**Action Taken/Committee Recommendation(s):**

Motion made by:

Item passed unanimously:

Item failed unanimously:

Motion Seconded by:

Item passed on a divided vote:

Item failed on a divided vote:

**APPROVED BY:**

**ATTEST:**

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Casey Thomas, II, Chair  
Human and Social Needs Committee

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Zenae Palmer, Coordinator  
Human and Social Needs Committee

DRAFT

# 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 **Census 2020 Presentation**

## Summary

On March 19, 2018, the Human and Social Need Committee will hear a briefing title "Census 2020 Presentation" presented by Dionne Roberts-Emegha of the U.S. Census Bureau-Denver Region. The attached briefing documents provides an overview, look at the questionnaire, committee formation and timeline for the United States 2020 Census.

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

A handwritten signature in blue ink, appearing to read 'Nadia Hardy'.

**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 Bizzor 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



# Census 2020 Presentation

11:00 a.m.

March 19, 2018

Dallas City Hall

Presented to: Human & Social Needs Committee

Presenter: Dionne Roberts-Emegha

U.S. Census Bureau-Denver Region

# Agenda

- Greetings
- Census Overview
- Complete Count Committee Basics
- Data – Facts about Dallas
- Timeline of Activities
- Determining Local Resource Needs
- Critical Next Steps and Q&A



# Census Overview

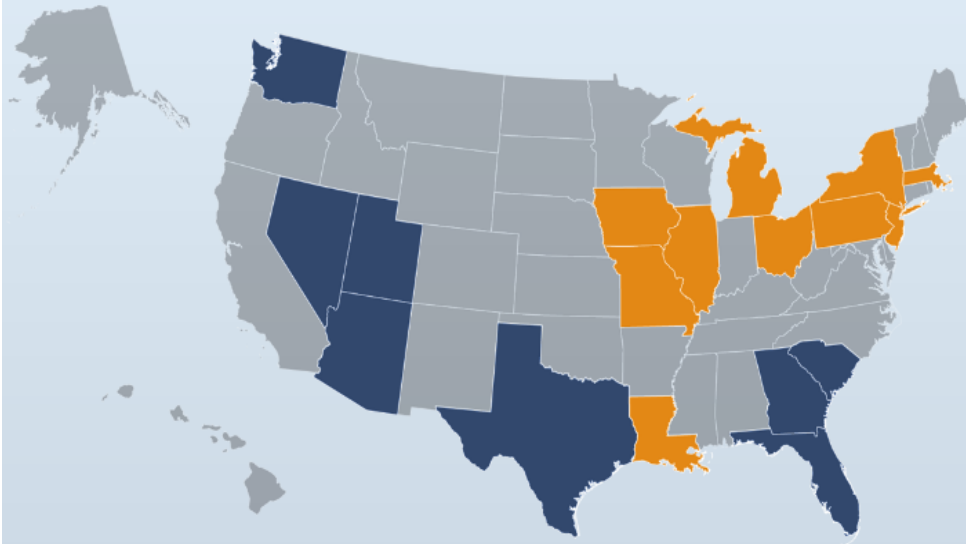
Why we do a census:

## Article 1, Section 2 of the US Constitution

*The actual Enumeration shall be made within three Years after the first Meeting of the Congress of the United States, and within every subsequent Term of ten Years, in such Manner as they shall by Law direct.*

# APPORTIONMENT

2010  
OFFICIAL RESULTS



GAINED	LOST
Arizona +1	Illinois -1
Florida +2	Iowa -1
Georgia +1	Louisiana -1
Nevada +1	Massachusetts -1
South Carolina +1	Michigan -1
Texas +4	Missouri -1
Utah +1	New Jersey -1
Washington +1	New York -2
	Ohio -2
	Pennsylvania -1

# Counting for Dollars

Texas receives over \$43 billion dollars per year based on Decennial Census data.

The per capita allocation is \$1,578.

THE GEORGE WASHINGTON INSTITUTE OF PUBLIC POLICY

**THE GEORGE WASHINGTON UNIVERSITY**

WASHINGTON, DC

**Counting for Dollars 2020**

16 Large Federal Assistance Programs that Distribute Funds on Basis of Decennial Census-derived Statistics (Fiscal Year 2015)

**Texas**

Total Program Obligations: \$43,334,650,874  
Per Capita: \$1,578 (see note on proper use)

CFDA #	Program Name	Dept.	Type	Recipients	Obligations
93.778	Medical Assistance Program (Medicaid)	HHS	Grants	States	\$21,731,712,107
10.551	Supplemental Nutrition Assistance Program (SNAP)	USDA	Direct Pay	Households	\$5,265,414,124
93.774	Medicare Part B (Supplemental Medical Insurance) – Physicians Fee Schedule Services	HHS	Direct Pay	Providers	\$4,548,698,536
20.205	Highway Planning and Construction	DOT	Grants	States	\$3,633,437,152
10.555	National School Lunch Program	USDA	Grants	States	\$1,394,918,358
84.010	Title I Grants to Local Education Agencies	ED	Grants	LEAs	\$1,321,089,793
93.767	State Children's Health Insurance Program (S-CHIP)	HHS	Grants	States	\$1,068,727,000
14.871	Section 8 Housing Choice Vouchers	HUD	Direct Pay	Owners	\$1,045,825,000
84.027	Special Education Grants (IDEA)	ED	Grants	States	\$984,945,560
93.600	Head Start/Early Head Start	HHS	Grants	Providers	\$678,806,882
10.557	Supplemental Nutrition Program for Women, Infants, and Children (WIC)	USDA	Grants	States	\$534,860,939
14.195	Section 8 Housing Assistance Payments Program (Project-based)	HUD	Direct Pay	Owners	\$330,585,412
93.527/ 93.224	Health Center Programs (Community, Migrant, Homeless, Public Housing)	HHS	Grants	Providers	\$245,890,848
93.596	Child Care and Development Fund-Entitlement	HHS	Grants	States	\$221,754,000
93.658	Foster Care (Title IV-E)	HHS	Grants	States	\$210,415,000
93.568	Low Income Home Energy Assistance (LIHEAP)	HHS	Grants	States	\$117,570,163

83.208	...	HHS	Grants	States	\$117,570,163
83.208	...	HHS	Grants	States	\$117,570,163
83.208	...	HHS	Grants	States	\$117,570,163
83.208	...	HHS	Grants	States	\$117,570,163
83.208	...	HHS	Grants	States	\$117,570,163
83.208	...	HHS	Grants	States	\$117,570,163
83.208	...	HHS	Grants	States	\$117,570,163
83.208	...	HHS	Grants	States	\$117,570,163
83.208	...	HHS	Grants	States	\$117,570,163
83.208	...	HHS	Grants	States	\$117,570,163

# Short Questionnaire

- Name
- Age and Date of Birth
- Sex
- Race and Origin
- Own or Rent Home
- Relationship
- Phone Number



Data protected by Title 13 Confidentiality

# Complete Count Committee Formation




# What is a Complete Count Committee

A CCC is a volunteer committee comprised of trusted voices from the community to increase awareness about the Census and motivate residents to respond.

The purpose is to:

- **Educate** people about the 2020 Census and foster cooperation with enumerators
- **Encourage** community partners to motivate people to self-respond
- **Engage** grass roots organizations to reach out to hard to count groups and those who aren't motivated to respond to the national campaign



**How Does a Complete Count Committee Work?**  
The Census Bureau cannot do this alone. We require the assistance of partners—individuals, groups, and organizations across the nation that can help us build awareness about the census, educate about its importance, and encourage their community to participate. One very effective way to accomplish this is through Complete Count Committees.

**What is a Complete Count Committee?**  
A Complete Count Committee (CCC) is a volunteer committee established by tribal, state, and local governments, and/or community leaders, to increase awareness about the census and motivate residents in the community to respond. The committees work best when they include a cross section of representatives from government agencies, education, business, faith-based and community-based organizations, and the media. Establishing a Complete Count Committee is not an exact science or technical endeavor.

**The Purpose and Goals of a Complete Count Committee**

The CCC is charged with developing and implementing a 2020 Census outreach, promotion, recruitment, and enumeration assistance plan of action designed to target and address the needs of their communities.

The overall purpose of the Complete Count Committee is three fold:

1. It provides high-level oversight for participation in the 2020 Census
2. It provides a group of "trusted voices" to act as Census ambassadors
3. It serves as a knowledgeable contact point for the regional director in meeting the goal of a timely, accurate and cost-effective complete count.

The goals of the Complete Count Committee are to act as "champion" for the 2020 Census by:

1. **Motivating** the community to self-respond;
2. **Educating** the public about the importance of the Census to the local community;
3. **Informing** the community about the Census activities and timelines;
4. **Involving** the community in activities to build awareness;
5. **Increasing** the response rate.



# Structure of a Complete Count Committee

The mayor appoints the members of the CCC based on their ability to:

- Communicate to Hard To Count
- Bring Resources to the table
- Approve initiatives
- Influence
- Allocate sufficient time
- Represent all races/ethnicities in a non-partisan manner
- Create coalitions

## Structure of a Complete Count Committee

The mayor/county official appoints the members of the Complete Count Committee. The key elements of a successful CCC are:

- **Outreach** - People who can communicate to hard-to-count groups
- **Resourceful** - People who can bring resources to the table
- **Decision-makers** - People who can approve initiatives
- **Credibility** - People of influence and respect
- **Commitment** - People willing to doing the work
- Bipartisan
- Representative of all major races and ethnicities within the community/emerging population
- Creation of a coalition of businesses, community groups, government officials and large university representatives



Once the committee is formed, the Census Partnership staff member serves as liaison and advisor to the Complete Count Committee. The Partnership staff member will attend the meetings in an advisory capacity.



## Response Outreach Area Mapper (ROAM)



ROAM is an interactive web mapping application that allows users to access data available in the Census Bureau's Planning Database (PDB) to plan outreach, marketing, and promotional efforts.

Learning about hard-to-survey areas, those with *high* Low Response Scores, enables governments to create a tailored communication and outreach campaign.

Learn more about ROAM at: [www.census.gov/ROAM](http://www.census.gov/ROAM)



# Complete Count Committee General Timeline

Early 2018– Begin Complete Count Committee formation/training

Fall 2018 – Begin publicizing jobs

June – August 2019 – Area Census Offices Open

August – Oct 2019 – Address Canvass Operations

Early 2020 – Support Group Quarter Identification

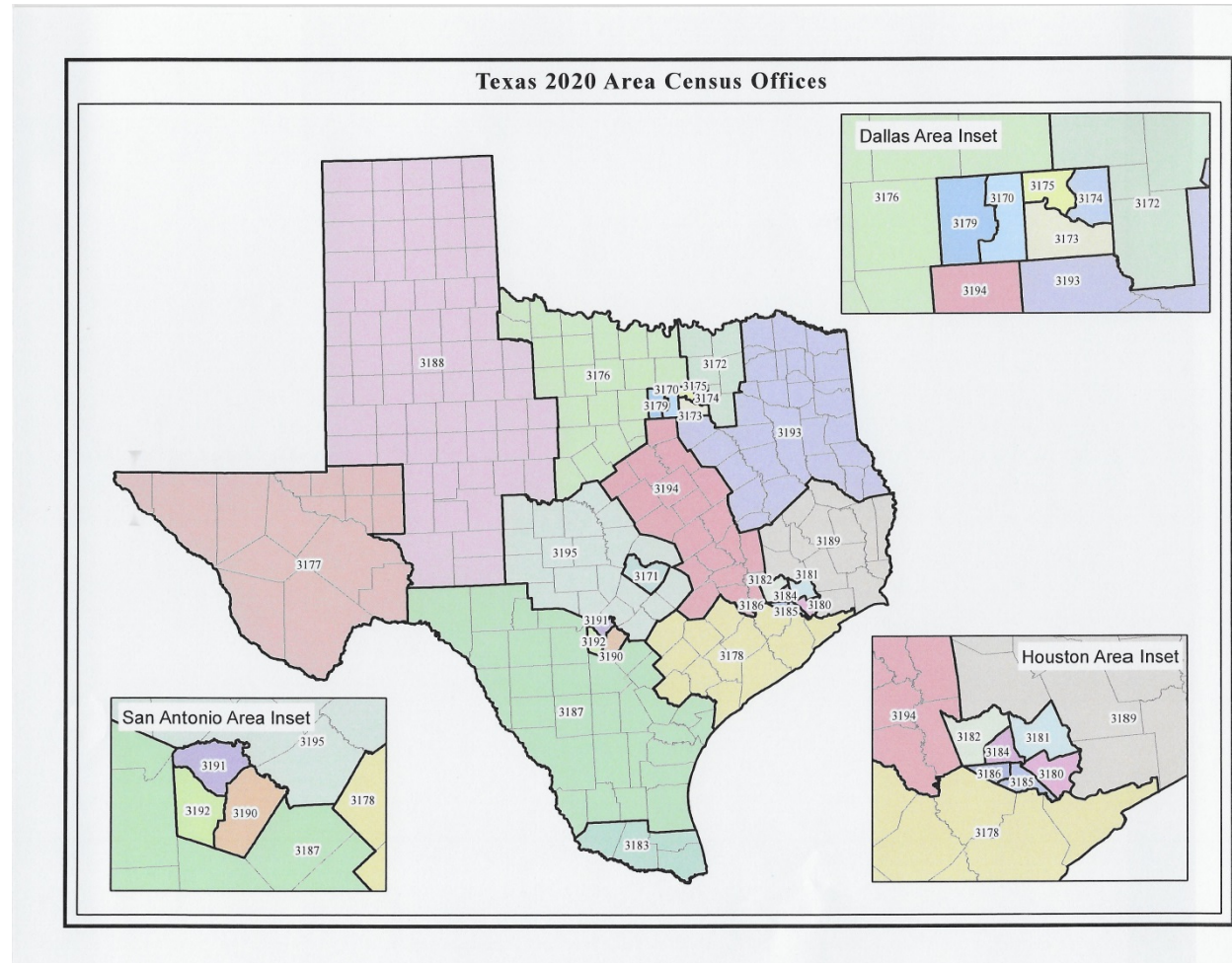
Feb – March 2020 – Strong community information and outreach campaigns

March 23, 2020 – First day for internet and phone response

Wednesday, April 1<sup>st</sup> – CENSUS DAY

2020 Decennial Census Complete Count Committee <u>General</u> Timeline of Activities	
October 2017	Begin Complete Count Committee (CCC) formation meetings/training with Census
Spring 2018 - Early 2019	Local, formal establishment of the CCC & Committee Training <ul style="list-style-type: none"> <li>• Collect/review local data and past experiences</li> <li>• Determine/start Sub-Committees</li> <li>• Set aside/budget resources, if any</li> <li>• Establish regular CCC meeting schedule</li> </ul>
Fall 2018	Assist Census with recruiting managers and office staff for Early Area Census Offices <ul style="list-style-type: none"> <li>• Spread job links locally</li> </ul>
January – February 2019	Early Area Census Offices Open (EACOs)
Late 2018/Early 2019	Assist Census with recruiting managers and office staff for Area Census Offices and field employees for Address Canvass operations <ul style="list-style-type: none"> <li>• Spread job links locally</li> <li>• Provide space/computer access for citizens to apply</li> </ul>
June – August 2019	Area Census Offices Open (ACOs)
August - Oct 2019	Address Canvass Operation in areas of change/growth
Late 2019	Assist Census with recruiting field employees for Non-Response operations (need employees in every community)
Early 2020	Support Group Quarter Identification & Transitory Location Count Preparation
Feb – March 2020	Strong community outreach on importance (education, timing & how to respond) <ul style="list-style-type: none"> <li>• Carry out visible local communication</li> <li>• Hold or add Census booths to community events</li> </ul>
Early March 2020	Questionnaires delivered to households with no USPS delivery (called Update Leave)
March 23, 2020	First day for internet and phone response
April 1, 2020	Census Day (Wednesday)
April 2020	Monitor self-response at a tract level <ul style="list-style-type: none"> <li>• Hold response tables in anticipated low response areas</li> <li>• Continue local communication on importance</li> <li>• Activate strategies in areas of low response</li> <li>• Respond to social media/communication issues</li> </ul>
May 2020	Enumerators begin knocking on doors with households that did not self-respond <ul style="list-style-type: none"> <li>• Communicate importance of cooperation or to self-respond</li> <li>• Assist with access to gated/locked communities</li> </ul>
August 2020	Census operations completed (except for quality check operations)

# Area Census Offices



# 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

DATE March 12, 2018  
SUBJECT **Senior Medical Transportation Grant**

- 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

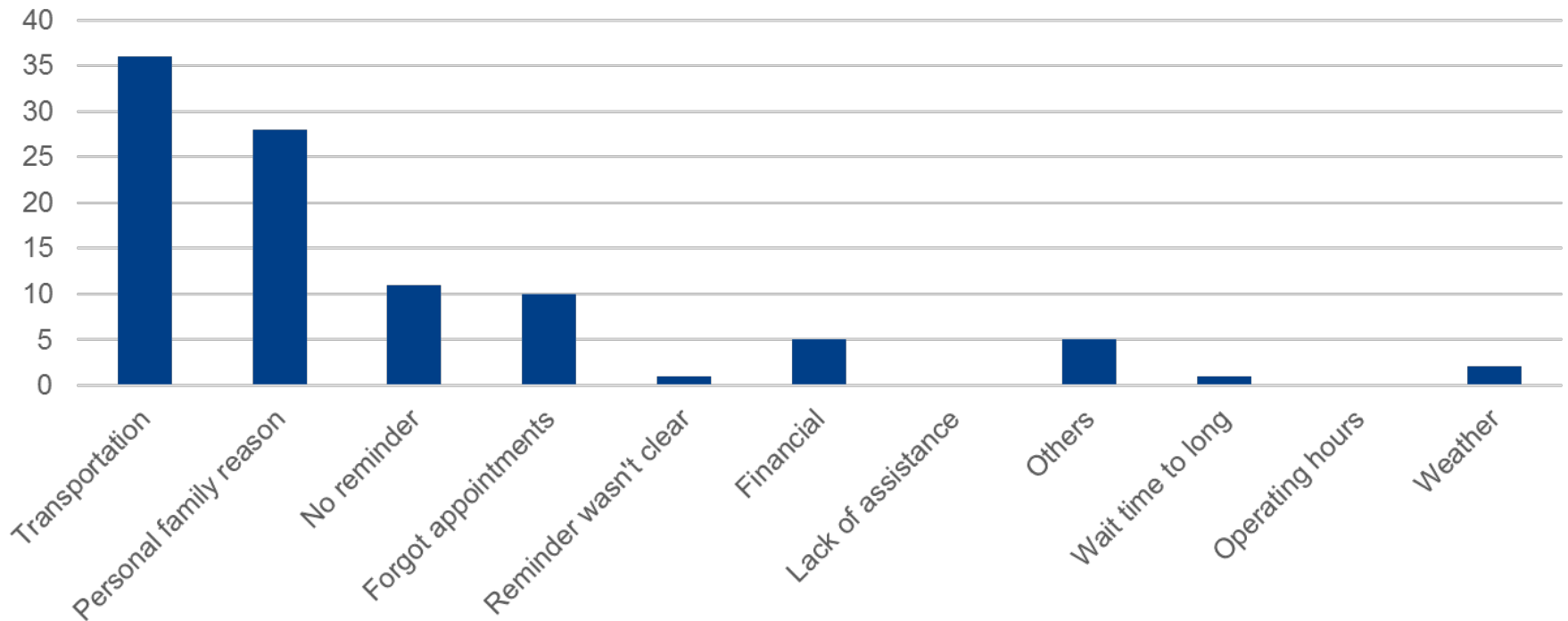
\*\* Actual contract @ \$180,000

\*\*\* 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)









# 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**

Upcoming Agenda Item(s)

March 28, 2018

- A. *Agenda Item #44:* Authorize Supplemental Agreement No. 1 to the service contract with Real Time Transportation Corporation to continue to provide transportation services to medical appointments within the city of Dallas for low-to-moderate income seniors for the period March 1, 2018 through September 30, 2018 - Not to exceed \$242,592, from \$190,000 to \$432,592 - Financing: General Funds (city-wide)

## Human & Social Needs Committee - FY2018 Agenda Forecast

Date	Briefing(s)	Presenter
<b>April 2, 2018</b>	Teen Pregnancy Initiative	
	Poverty Taskforce Briefing	
	ESG Funding Recommendations	
<b>April 16, 2018</b>	Equity in Service Delivery	
	Mayfair Celebration Briefing	
	Homeless Response System	
<b>May 7, 2018</b>	LGBTQ Taskforce Briefing	
<b>May 21, 2018</b>	Community Centers: Opportunity Builder	