

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

413



FORM APPROVED COUNTY COUNSEL
DATE 6/17/15
BY: GREGORY P. PRIAMOS

FROM: Riverside County Regional Medical Center

SUBMITTAL DATE:
June 10, 2015

SUBJECT: Acceptance of Measure A Specialized Transit Grant Award from Riverside County Transportation Commission's Programs and Projects Committee award for three years, All Districts, [\$918,322]; Riverside County Transportation Commission

RECOMMENDED MOTION: That the Board of Supervisors:

1. Authorize the Chairman to accept on behalf of the Board, a \$918,322 grant award from Riverside County Transportation Commission to support and assist RCRMC in obtaining two new lease vehicles and provide specialized non-emergency medical transportation services; and
2. Authorize the Chairman to execute the Measure A Contract Agreement; and
3. Approve and direct the Auditor-Controller to make the budget adjustment on the attached Schedule A.
4. Approve and authorize Fleet Services to purchase two transportation vans.

BACKGROUND:

Summary

If approved by County Board of Supervisors, Riverside County Regional Medical Center (RCRMC) will accept a grant award that will improve transportation services to persons with disabilities, low-income, and senior citizens.

(continued on page 2)

Zareh H. Sarrafian, Hospital CEO

FISCAL PROCEDURES APPROVED
PAUL ANGULO, CPA, AUDITOR-CONTROLLER
DATE 6/24/15
BY: Susana Garcia-Bocanegra

Departmental Concurrence

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$ 303,322	\$ 305,000	\$ 918,322	\$ 0	Consent <input type="checkbox"/> Policy <input checked="" type="checkbox"/>
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0	

SOURCE OF FUNDS: Riverside County Transportation Commission Measure A Specialized Transit Grant Award
Budget Adjustment: Yes
For Fiscal Year: 15/16-17/18

C.E.O. RECOMMENDATION:

APPROVE

BY:
Christopher M. Hans

County Executive Office Signature

MINUTES OF THE BOARD OF SUPERVISORS

Positions Added
 Change Order

A-30
 4/5 Vote

Prev. Agn. Ref.:

District: ALL

Agenda Number:

3-14

SUBMITTAL TO THE BOARD OF SUPERVISORS, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA
FORM 11: Acceptance of Measure A Specialized Transit Grant Award from Riverside County Transportation Commission's Programs and Projects Committee award for three years, All Districts, [\$918,322]; Riverside County Transportation Commission
DATE: June 10, 2015
PAGE: Page 2 of 3

BACKGROUND:
Summary (continued)

On April 8, 2015 the Riverside County Transportation Commission (RCTC) Programs and Projects Committee approved Measure A Specialized Transit Grant Award Agreement No. 15-26-080-00 to the Riverside County Regional Medical Center (RCRMC) for the provision of directly operated transportation services (Specialized Non-Emergency Medical Transportation program) in an amount not to exceed \$918,322 over three (3) years. As approved by Commission, RCRMC will receive in fiscal year (FY) 2015/2016 \$303,322; in (FY) 2016/2017 \$305,000; and in (FY) 2017/2018 \$310,000.

The voter-approved 1989 and 2009 Measure A Expenditure Plan specified funding allocations for the provision of transit services for persons with disabilities, low income, and senior citizens provided by the transit operators and non-profit agencies. To fulfill the provisions of Measure A for FY 2015/2016 through FY 2017/2018, RCRMC will hire an additional Medical Transportation Technician (driver) and will lease two new wheelchair equipped transportation vans. The projected performance indicators for one-way passenger trips for each of the above fiscal years are as follows:

Performance Indicators	Goal - Year 1	Goal - Year 2	Goal - Year 3
# of one-way passenger trips provided to:			
a. Seniors	1,360	1,500	1,700
b. Persons with disabilities	2,640	2,740	2,840
c. Low-income	4,000	4,260	4,460
d. Others			
<i>Of the above (a-d), how many <u>trips</u> are from military service personnel or veterans?</i>	1,200	1,250	1,300
Total One-Way Passenger Trips:	8,000	8,500	9,000

Impact on Citizens and Businesses

This service impacts the patients residing in Riverside County receiving care from Riverside County Regional Medical Center in that directly operated transportation services will be maintained and enhanced through fiscal year 2017/18 for senior citizens, persons with disabilities, and low-income.

ZHS:lo

SUBMITTAL TO THE BOARD OF SUPERVISORS, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA
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DATE: June 10, 2015

PAGE: Page 3 of 3

SCHEDULE "A"

Increase Estimated Revenue:				FY15-16
40050	4300100000	781850	Grants-Nongovtl Agencies	303,322.00
				<u>303,322.00</u>
Increase Appropriations:				
40050	4300100000	510040	Regular Salaries	224,106.11
40050	4300100000	528920	Car Pool	76,460.07
40050	4300100000	523700	Office Supplies	462.81
40050	4300100000	526420	Advertising	494.96
40050	4300100000	520320	Telephone	1,798.06
				<u>303,322.00</u>

**Riverside County Transportation Commission
Western Riverside County Measure A Specialized Transit Program
FY 2015/16; FY 2016/17 and FY 2017/18**

FUNDING AGREEMENT FOR RIVERSIDE COUNTY REGIONAL MEDICAL CENTER

1. Parties and Date. This Agreement is made and entered into this ____ day of _____, 2015, by and between the Riverside County Transportation Commission, hereinafter referred to as "RCTC", and Riverside County Regional Medical Center hereinafter referred to as "Recipient". The term of this Agreement shall not commence until the Effective Date, as set forth below.

2. Recitals.

2.1 In 1988 the voters of Riverside County approved Measure A, imposing a one-half (1/2) percent sales tax within Riverside County to fund transportation programs and improvements.

2.2 In 2002 the voters of Riverside County approved a thirty (30) year extension of the one-half (1/2) percent Measure A sales tax within Riverside County for the continued funding of transportation programs and improvements.

2.3 RCTC has developed a specialized transit program to provide discount fares and expanded transit services for seniors, persons with disabilities, and the truly needy, as mandated by Measure A, under which RCTC has contracted with other entities to develop and implement transportation services and programs for these specialized groups.

2.4 Recipient has prepared and submitted to RCTC a grant application, attached hereto as Exhibit "A", to provide transportation services (the "Proposal").

2.5 The Proposal submitted by Recipient describes certain priority projects which RCTC has determined merit funding.

2.6 Funding for the Project shall be provided pursuant to the terms contained in this Agreement in the form of Measure A funds.

2.7 Recipient shall utilize the funding allocated and distributed by RCTC solely for the Project.

3. Terms.

3.1 Services of Recipient; Definitions.

A. Definitions.

1. Days - As used in this Agreement, "days" shall be calendar days.

2. Project - The program proposed by Recipient as described herein and in the Proposal attached hereto as Exhibit "A" and incorporated herein by reference, which has been reviewed and approved by RCTC.

3. Effective Date - July 1, 2015.

4. Definition of Funding Periods –
"Year 1" shall refer to funds appropriated for the period 7/1/2015 through 6/30/16;
"Year 2" shall refer to funds appropriated for the period 7/1/2016 through 6/30/17; and
"Year 3" shall refer to funds appropriated for the period 7/1/2017 through 6/30/18.

B. General Scope of Grant. Recipient shall use the funds granted hereunder exclusively to implement, staff, manage, and operate the Project. Recipient shall be solely responsible for implementing, staffing, managing and operating the Project in the manner described herein.

The funds provided pursuant to Section 4 of this Agreement are specifically for the Project and are the entire amount which RCTC intends to provide to the Project. Any subsequent amendments to the Project scope or description or additional services to be provided are not covered by this Agreement, and the funding for any such amendments or additional services shall be the sole responsibility of Recipient unless such amendments or additional services are approved in writing by RCTC prior to the provision of such additional services.

C. Approval by RCTC. Any use of funds granted hereunder shall be subject to the review and approval of RCTC.

D. Funding Reimbursement by Recipient. If it is determined pursuant to a Project audit that any funds granted hereunder have been improperly expended, Recipient shall reimburse RCTC for the full amount of such improperly expended funds within thirty (30) days of notification and request for repayment by RCTC.

E. Term. The term of this Agreement shall be from the Effective Date to June 30, 2018, unless terminated at an earlier date as provided herein.

F. Term Contingent on Funding. Notwithstanding the term as defined in subsection E above, the continuation of this Agreement into a second or third year shall be

contingent upon the appropriation of funds to Recipient by action of RCTC. If such appropriation has not been made, RCTC may terminate this Agreement pursuant to Section 6.1 herein.

G. Expenditure of Funds Beyond Fiscal Year. If there are remaining unspent funds granted by RCTC in the account of Recipient at the end of any fiscal year covered by this Agreement, Recipient may apply in writing to the Executive Director of RCTC for authorization to spend the remaining funds in the next fiscal year, provided that the remaining funds shall be spent exclusively on the Project. Such request may be approved or denied at the sole discretion of the Executive Director of RCTC.

3.2 Responsibilities of Recipient

A. Indemnification. Recipient shall defend, indemnify and hold RCTC, its directors, officials, officers, employees, agents and/or volunteers free and harmless from any and all liability from loss, damage, or injury to property or persons, including wrongful death, in any manner arising out of or incident to any acts, omissions or willful misconduct of Recipient or any of its agents, employees, contractors, volunteers, or service providers arising out of or in connection with Recipient's performance of this Agreement, including without limitation the payment of consequential damages and attorneys' fees. Further, Recipient shall defend at its own expense, including the payment of attorneys' fees, RCTC, its officials, officers, employees, and agents in any legal action based upon such acts, omissions or willful misconduct. Recipient shall reimburse RCTC and its directors, officials, officers, employees, agents and/or volunteers, for any and all legal expenses and costs incurred by each of them in connection therewith or in enforcing the indemnity herein provided.

B. Standard of Care; Performance Standards.

1. Recipient shall implement the Project in a skillful and competent manner and in accordance with all applicable local, state, and federal laws, rules and regulations. Recipient shall be responsible to RCTC for any errors or omissions in its execution of this Agreement and the implementation of the Project.

2. Recipient shall meet or exceed the following performance standards for the Project.

a. Recipient shall adhere to the timeline set forth in this Agreement or as subsequently directed by RCTC.

b. Recipient shall expend RCTC financial contributions entirely on the Project.

c. Recipient shall implement the Project in a manner consistent with Exhibit "A" and all provisions of this Agreement.

d. Recipient shall comply with any requirements and restrictions imposed by RCTC on the use of RCTC financial contributions provided for the Project.

C. Insurance.

1. Time for Compliance. Recipient shall not commence work under this Agreement until it has provided evidence satisfactory to RCTC that it has secured all insurance required under this section, in a form and with insurance companies acceptable to RCTC. In addition, Recipient shall not allow any subcontractor to commence work on any subcontract until it has secured all insurance required under this section.

2. Minimum Requirements. Recipient shall, at its expense, procure and maintain for the duration of the Agreement insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the Agreement or the Project by Recipient, its agents, representatives, employees or subcontractors. Recipient shall also require all of its subcontractors to procure and maintain the same insurance for the duration of the Agreement. Such insurance shall meet at least the following minimum levels of coverage:

a. Minimum Scope of Insurance. Coverage shall be at least as broad as the latest version of the following: (1) *General Liability*: Insurance Services Office Commercial General Liability coverage (occurrence form CG 0001 or exact equivalent); (2) *Automobile Liability*: Insurance Services Office Business Auto Coverage (form CA 0001, code 1 (any auto) or exact equivalent); and (3) *Workers' Compensation and Employer's Liability*: Workers' Compensation insurance as required by the State of California and Employer's Liability Insurance.

b. Minimum Limits of Insurance. Recipient shall maintain limits no less than: (1) *General Liability*: \$2,000,000 per occurrence for bodily injury, personal injury and property damage. If Commercial General Liability Insurance or other form with general aggregate limit is used, either the general aggregate limit shall apply separately to this Agreement/location or the general aggregate limit shall be twice the required occurrence limit; (2) *Automobile Liability*: \$1,000,000 per accident for bodily injury and property damage; and (3) *if Recipient has an employees, Workers' Compensation and Employer's Liability*: Workers' Compensation limits as required by the Labor Code of the State of California. Employer's Practices Liability limits of \$1,000,000 per accident.

3. Insurance Endorsements. The insurance policies shall contain the following provisions, or Recipient shall provide endorsements on forms approved by RCTC to add the following provisions to the insurance policies:

a. General Liability.

(i) Commercial General Liability Insurance must include coverage for (1) bodily Injury and property damage; (2) personal Injury/advertising

Injury; (3) premises/operations liability; (4) products/completed operations liability; (5) aggregate limits that apply per Project; (6) explosion, collapse and underground (UCX) exclusion deleted; (7) contractual liability with respect to this Agreement; (8) broad form property damage; and (9) independent consultants coverage.

(ii) The policy shall contain no endorsements or provisions limiting coverage for (1) contractual liability; (2) cross liability exclusion for claims or suits by one insured against another; or (3) contain any other exclusion contrary to this Agreement.

(iii) The policy shall give RCTC, its directors, officials, officers, employees, and agents insured status using ISO endorsement forms 20 10 10 01 and 20 37 10 01, or endorsements providing the exact same coverage.

(iv) The additional insured coverage under the policy shall be "primary and non-contributory" and will not seek contribution from RCTC's insurance or self-insurance and shall be at least as broad as CG 20 01 04 13, or endorsements providing the exact same coverage.

b. Automobile Liability. The automobile liability policy shall be endorsed to state that: (1) RCTC, its directors, officials, officers, employees and agents shall be covered as additional insureds with respect to the ownership, operation, maintenance, use, loading or unloading of any auto owned, leased, hired or borrowed by Recipient or for which Recipient is responsible; and (2) the insurance coverage shall be primary insurance as respects RCTC, its directors, officials, officers, employees and agents, or if excess, shall stand in an unbroken chain of coverage excess of Recipient's scheduled underlying coverage. Any insurance or self-insurance maintained by RCTC, its directors, officials, officers, employees and agents shall be excess of Recipient's insurance and shall not be called upon to contribute with it in any way.

c. Workers' Compensation and Employers Liability Coverage.

(i) Recipient certifies that he/she is aware of the provisions of Section 3700 of the California Labor Code which requires every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of that code, and he/she will comply with such provisions before commencing work under this Agreement.

(ii) The insurer shall agree to waive all rights of subrogation against RCTC, its directors, officials, officers, employees and agents for losses paid under the terms of the insurance policy which arise from work performed by Recipient.

d. All Coverages.

(i) Defense costs shall be payable in addition to the limits set forth hereunder.

(ii) Requirements of specific coverage or limits contained in this section are not intended as a limitation on coverage, limits, or other requirement, or a waiver of any coverage normally provided by any insurance. It shall be a requirement under this Agreement that any available insurance proceeds broader than or in excess of the specified minimum insurance coverage requirements and/or limits set forth herein shall be available to RCTC, its directors, officials, officers, employees and agents as additional insureds under said policies. Furthermore, the requirements for coverage and limits shall be (1) the minimum coverage and limits specified in this Agreement; or (2) the broader coverage and maximum limits of coverage of any insurance policy or proceeds available to the named insured; whichever is greater.

(iii) The limits of insurance required in this Agreement may be satisfied by a combination of primary and umbrella or excess insurance. Any umbrella or excess insurance shall contain or be endorsed to contain a provision that such coverage shall also apply on a primary and non-contributory basis for the benefit of RCTC (if agreed to in a written contract or agreement) before RCTC's own insurance or self-insurance shall be called upon to protect it as a named insured. The umbrella/excess policy shall be provided on a "following form" basis with coverage at least as broad as provided on the underlying policy(ies).

(iv) Recipient shall provide RCTC at least thirty (30) days prior written notice of cancellation of any policy required by this Agreement, except that Recipient shall provide at least ten (10) days prior written notice of cancellation of any such policy due to non-payment of premium. If any of the required coverage is cancelled or expires during the term of this Agreement, Recipient shall deliver renewal certificate(s) including the General Liability Additional Insured Endorsement to RCTC at least ten (10) days prior to the effective date of cancellation or expiration.

(v) The retroactive date (if any) of each policy is to be no later than the effective date of this Agreement. Recipient shall maintain such coverage continuously for a period of at least three years after the completion of the work under this Agreement. Recipient shall purchase a one (1) year extended reporting period A) if the retroactive date is advanced past the effective date of this Agreement; B) if the policy is cancelled or not renewed; or C) if the policy is replaced by another claims-made policy with a retroactive date subsequent to the effective date of this Agreement.

(vi) The foregoing requirements as to the types and limits of insurance coverage to be maintained by Recipient, and any approval of said insurance by RCTC, is not intended to and shall not in any manner limit or qualify the liabilities and obligations otherwise assumed by Recipient pursuant to this Agreement, including but not limited to, the provisions concerning indemnification.

(vii) If at any time during the life of the Agreement, any policy of insurance required under this Agreement does not comply with these specifications or is canceled and not replaced, Commission has the right but not the duty to obtain the insurance it deems necessary and any premium paid by Commission will be promptly reimbursed by Recipient or Commission will withhold amounts sufficient to pay premium from Recipient payments. In the alternative, Commission may cancel this Agreement. RCTC may require Recipient to provide complete copies of all insurance policies in effect for the duration of the Project.

(viii) Neither RCTC nor any of its directors, officials, officers, employees or agents shall be personally responsible for any liability arising under or by virtue of this Agreement.

Each insurance policy required by this Agreement shall be endorsed to state that:

4. Deductibles and Self-Insurance Retentions. Any deductibles or self-insured retentions must be declared to and approved by RCTC. If RCTC does not approve the deductibles or self-insured retentions as presented, Recipient shall guarantee that, at the option of RCTC, either: (1) the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects RCTC, its directors, officials, officers, employees and agents; or, (2) Recipient shall procure a bond guaranteeing payment of losses and related investigation costs, claims and administrative and defense expenses.

5. Acceptability of Insurers. Insurance is to be placed with insurers with a current A.M. Best's rating no less than A:VIII, licensed to do business in California, and satisfactory to RCTC.

6. Verification of Coverage. Recipient shall furnish Commission with original certificates of insurance and endorsements effecting coverage required by this Agreement on forms satisfactory to RCTC. The certificates and endorsements for each insurance policy shall be signed by a person authorized by that insurer to bind coverage on its behalf. All certificates and endorsements must be received and approved by RCTC before work commences. RCTC reserves the right to require complete, certified copies of all required insurance policies, at any time.

7. Subconsultant Insurance Requirements. Recipient shall not allow any subcontractors or subconsultants to commence work on any subcontract until they have provided evidence satisfactory to RCTC that they have secured all insurance required under this section. Policies of commercial general liability insurance provided by such subcontractors or subconsultants shall be endorsed to name RCTC as an additional insured using ISO form CG 20 38 04 13 or an endorsement providing the exact same coverage. If requested by Recipient, RCTC may approve different scopes or minimum limits of insurance for particular subcontractors or subconsultants.

D. Tax Exempt Status. Throughout the term of this Agreement, Recipient shall maintain its Federal and State tax exempt status as a duly constituted non-profit organization incorporated in the State of California. Proof of such status shall be furnished to RCTC upon request.

E. Obligation to Provide Match Funding.

1. Recipient must provide funding (or equivalent services) as a match to the funds provided by RCTC for the Project, in a minimum amount as follows:

Year 1: One Hundred Fifty-Six Thousand Two Hundred Fifty-Seven dollars (\$156,257)

Year 2: One Hundred Fifty-Seven Thousand One Hundred Twenty-One dollars (\$157,121)

Year 3: One Hundred Fifty-Nine Thousand Six Hundred Ninety-Seven dollars (\$159,697).

2. Before RCTC shall disburse any portion of the funds to be provided by RCTC for the Project, Recipient must certify by signing Exhibit "B" that it has obtained or will obtain the amount which it agrees to provide in match funding for the applicable fiscal year.

3. In addition to the requirement by RCTC that Recipient furnish the certification form attached hereto as Exhibit "B" certifying that it has obtained adequate match funding, RCTC also has the right to conduct an audit of Recipient's records at any time during the period of this Agreement, with forty-eight (48) hours' advance notice. RCTC reserves the right to require Recipient to return any portion or all of the funds provided by RCTC, in the event that RCTC discovers through audit or other means that Recipient has failed to meet the requirements of match funding provided in this Agreement.

4. The approved in-kind contributions or equivalent services to be provided by Recipient, if any, are described in Exhibit "A". No services or in-kind contributions, other than those set forth in Exhibit "A", shall be counted towards Recipient's share of match funding unless a written description of proposed substitute in-kind contributions or services is submitted to RCTC for review, and approved in writing by RCTC as qualifying in-kind contributions or equivalent services.

4. RCTC's Responsibilities.

4.1 Disbursement of Funds.

A. RCTC shall disburse up to a total of Nine Hundred Eighteen Thousand Three Hundred Twenty-Two dollars (\$918,322) in Measure A funds earmarked for specialized transit programs to Recipient for the Project.

B. The total funding amount is allocated as follows:

1. Total amount for Year 1: \$303,322.
2. Total amount for Year 2: \$305,000.
3. Total amount for Year 3: \$310,000.

C. The funds described above shall be disbursed to Recipient as follows:

RCTC shall disburse funds monthly in arrears within thirty (30) days of Recipient's submission and RCTC approval of the required Monthly Project Invoice, in a form satisfactory to RCTC, and reporting as specified herein.

5. Accounting Records.

5.1 Retention of Records. Recipient shall maintain complete and accurate records with respect to costs incurred and other records generated under this Agreement. All such records shall be clearly identifiable. Recipient shall allow a representative of RCTC during normal business hours to examine, audit, and make transcripts or copies of such records. Recipient shall maintain all work, data, documents, proceedings, and activities related to the Agreement for a period of three (3) years from the expiration of this Agreement and shall allow inspection hereunder during such time.

5.2 Accounting of Funds. When requested by RCTC, Recipient shall within ten (10) days provide RCTC with a full reporting and accounting of all Measure A funds received during the term of this Agreement.

5.3 Reporting.

A. Monthly Reporting: Within ten (10) working days following the close of each month during the term of this Agreement, Recipient shall prepare and submit to RCTC a written report detailing the financial and operating performance of the Project. The initial format and content of these reports as specified by RCTC are contained herein as Exhibit "C", Reporting Requirements. The format and content of these reports is subject to change by RCTC from time to time upon written notice to Recipient.

B. Year-End Reporting: No later than fifteen (15) days following the close of each funding year, Recipient shall ensure that complete and accurate reports have been filed with RCTC detailing the financial and operating performance of the Project for the prior year.

C. Data Availability for RCTC Review: In addition to the reporting specified herein, the operating and financial data required to be collected and maintained by the Recipient shall be made available to RCTC and access shall be given to RCTC and its agents to the systems and records used to collect and maintain that data upon request. If so requested, such data shall be delivered to RCTC and access granted to data systems and records within three (3) business days of receipt of said request or at such time as agreed upon by RCTC and Recipient.

5.4 Annual Audit.

A. RCTC shall notify Recipient in writing, by the end of the fiscal year, if Recipient is required to conduct an annual financial audit of records pertaining to the Project. If an audit is required, it shall be completed and submitted to RCTC by December 31st of the following fiscal year ("Audit Deadline"). In order to ensure compliance with the Audit Deadline, Recipient shall respond promptly to the auditor's requests for documentation and records.

B. RCTC may, in its sole and absolute discretion, grant an extension of the Audit Deadline upon written request of the Recipient, which request shall include an explanation for the delay. No extension of the Audit Deadline shall exceed ninety (90) days.

C. Recipient shall promptly resolve all audit matters to the satisfaction of RCTC.

D. If Recipient fails to complete the audit by the Audit Deadline or by the date of any authorized extension, or if Recipient fails to promptly resolve all audit matters to the satisfaction of RCTC, Recipient's funding shall be suspended and RCTC shall have the right to withhold any and all future payments to Recipient.

6. General Provisions.

6.1 Termination of Agreement.

A. RCTC may, by written notice to Recipient, terminate the whole or any part of this Agreement at any time, with or without cause, by giving written notice to Recipient of such termination, and specifying the effective date thereof. Recipient may not terminate this Agreement except for cause. Upon termination, Recipient shall cease expenditure of Measure A funds and promptly return all unexpended Measure A funds to RCTC.

B. In the event this Agreement is terminated in whole or in part as provided in paragraph A of this Section, RCTC may procure, upon such terms and in such manner as it may determine appropriate, services similar to those terminated.

C. If this Agreement is terminated as provided in paragraph A of this Section, RCTC may require Recipient to provide to RCTC all finished or unfinished documents, data, studies, drawings, reports, etc., prepared by Recipient in connection with the performance of this Agreement.

6.2 Delivery of Notices. All notices permitted or required under this Agreement shall be given to the respective parties at the following address, or at such other address as the respective parties may provide in writing for this purpose:

Riverside County Transportation Commission
4080 Lemon Street, Third Floor
P. O. Box 12008
Riverside, California 92502-2208
Attn: Anne Mayer, Executive Director

Riverside County Regional Medical Center
26520 Cactus Avenue
Moreno Valley, CA 92555
Attn: Chairman

Such notice shall be deemed made when personally delivered or when mailed, forty-eight (48) hours after deposit in the U.S. mail, first class postage prepaid and addressed to the party at its applicable address.

6.3 Attorneys' Fees. If either party commences an action against the other party arising out of or in connection with this Agreement, the prevailing party in such litigation shall be entitled to have and recover from the losing party reasonable attorneys' fees and costs of suits.

6.4 Entire Agreement. This Agreement contains the entire Agreement of the parties with respect to the subject matter hereof, and supersedes all prior negotiations, understandings or agreements. This Agreement may only be modified in writing and signed by both parties.

6.5 Governing Law. This Agreement shall be governed by the laws of the State of California. Venue shall be in Riverside County.

6.6 Time of Essence. Time is of the essence for each and every provision of this Agreement.

6.7 Successors and Assigns. This Agreement shall be binding on the successors and assigns of the parties, and shall not be assigned by Recipient without the prior written consent of RCTC.

6.8 Administration.

A. RCTC's Executive Director, or his designee, shall administer this contract on behalf of RCTC.

B. Recipient hereby designates _____ (Title), or his or her designee, to act as its representative to administer this contract on behalf of Recipient ("Recipient's Representative"). Recipient's Representative shall have full authority to represent and act on behalf of Recipient for all purposes under this contract.

7. Equal Opportunity Employment. Recipient represents that it is an equal opportunity employer and it shall not discriminate against any employee or applicant for employment because of race, religion, color, national origin, ancestry, sex or age. Such non-discrimination shall include, but not be limited to, all activities related to initial employment, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff or termination.
8. Subcontracting. Recipient shall not subcontract any portion of the work required by this Agreement without prior written approval of RCTC. Subcontracts, if any, shall contain a provision making them subject to all provisions stipulated in this Agreement.
9. Incorporation of Recitals. The Recitals set forth above are true and correct and are incorporated into this Agreement by reference as though fully set forth herein.
10. Incorporation of Exhibits. This Agreement contains three (3) exhibits, Exhibits A through C, which are attached hereto and incorporated into this Agreement by reference.
11. Counterparts. This Agreement may be signed in counterparts, each of which shall constitute an original.
12. Invalidity; Severability. If any portion of this Agreement is declared invalid, illegal, or otherwise unenforceable by a court of competent jurisdiction, the remaining provisions shall continue in full force and effect.
13. Conflicting Provisions. In the event that provisions of any attached exhibits conflict in any way with the provisions set forth in this Agreement, the language, terms and conditions contained in this Agreement shall govern over any conflicting provisions in the exhibits.
14. Headings. Article and Section Headings, paragraph captions or marginal headings contained in this Agreement are for convenience only and shall have no effect in the construction or interpretation of any provision herein.
15. Authority to Enter Agreement. Recipient has all requisite power and authority to conduct its business and to execute, deliver, and perform the Agreement. Each party warrants that the individuals who have signed this Agreement have the legal power, right, and authority to make this Agreement and bind each respective party.
16. Survival. All rights and obligations hereunder that by their nature are to continue after any expiration or termination of this Agreement, including, but not limited to, the indemnification obligations, shall survive any such expiration or termination.
17. No Third Party Beneficiaries. There are no intended third party beneficiaries of any right or obligation assumed by the parties.

[Signatures on following page]

**Signature Page
to
Riverside County Transportation Commission
Western Riverside County Measure A Specialized Transit Program
FY 2015/16; FY 2016/17 and FY 2017/18**

IN WITNESS WHEREOF, the parties hereto have executed the Agreement on the Effective Date.

**RIVERSIDE COUNTY
TRANSPORTATION COMMISSION**

**RIVERSIDE COUNTY REGIONAL
MEDICAL CENTER**

By: _____
Daryl R. Busch, Chair

By: _____

Name: _____

Title: _____

APPROVED AS TO FORM:

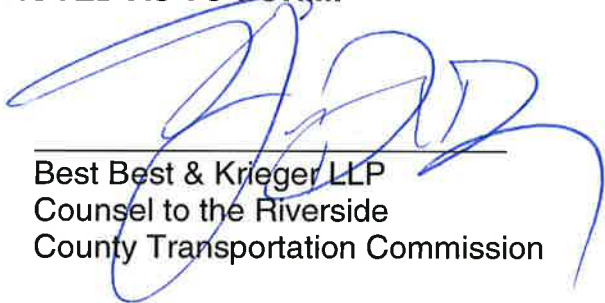

By: 
Best Best & Krieger LLP
Counsel to the Riverside
County Transportation Commission

EXHIBIT "A"

GRANT APPLICATION
("PROPOSAL")

 Due: January 9, 2015 Friday, 2 P.M.	2015 Specialized Transportation Call for Projects (3-Year Call for FYs 2015/16 – 2017/18 funding)	
	<u>APPLICATION FORM</u> Measure A Western Riverside Specialized Measure A Western Riverside Specialized Transportation Program (For Use by Agencies and Organizations in Western Riverside County)	
Project Name: RCRMC Medical Transport Program		
Agency (Applicant) Name: Riverside County Regional Medical Center [RCRMC]		
Address: 26520 Cactus Ave		
City: Moreno Valley		Zip: 92555
Primary Contact Person: Adem Lapaj		
Phone: (951) 486-4380	Fax: (951) 486-4300	Email Address: Alapaj@co.riverside.ca.us
Other Partner Organizations on This Grant Proposal		
Partner Organization 1: _____		Contact Person: _____
Partner Organization 2: _____		Contact Person: _____
Has your agency received Measure A Grant funding before? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		

SECTION I: AGENCY PROFILE AND PROJECT SUMMARY			
A. Applicant/Lead Agency Information:			
Legal Name: Riverside County Regional Medical Center			
Address: 26520 Cactus Ave			
City/State/Zip: Moreno Valley, Ca 92555			
Contact Person: Adem Lapaj			
Email: ALapaj@co.riverside.ca.us		Phone: (951)486-5316	
Fax: (951)486-4300			
B. Project Title:			
RCRMC Medical Transport Program			
C. Project Area To Be Served:			
Western Riverside			
D. Project Type (check ALL that apply to THIS project):			
<input checked="" type="checkbox"/> Operating <input type="checkbox"/> Capital <input type="checkbox"/> Mobility Management <input type="checkbox"/> Travel Training <input type="checkbox"/> Mileage Reimbursement Program <input type="checkbox"/> Other: _____			
E. Target Population Information - <i>Enter unique persons</i> (count each individual <u>only once</u> to represent the number of individuals your program is likely to serve annually - do not double count):			
	# OF UNIQUE PERSONS:		
	Year 1 <small>(FY 15/16)</small>	Year 2 <small>(FY 16/17)</small>	Year 3 <small>(FY 17/18)</small>
a. Number of unique seniors:	1,360	1,500	1,700
b. Number of unique persons with disabilities:	2,640	2,740	2,840
c. Number of unique eligible low-income persons:	4,000	4,260	4,460
d. Number of other unique persons, not included above. Description: _____			
<i>Of the above (a-d), how many unique persons are military service personnel or veterans?</i>	1,200	1,250	1,300
F. Total number of one-way passenger trips:	Year 1	Year 2	Year 3
<small>(one-way passenger trips are not equal to the amount of unique persons above. One unique person can make two or more one-way trips)</small>	8,000	8,500	9,000
G. Budget Summary:	Year 1*	Year 2*	Year 3*
a. Amount of Measure A Operation Request	\$303,322	\$305,000	\$310,000
b. Amount of Measure A Capital Request	\$	\$	\$
c. Total Local Match for Project <small>(non-Measure A)</small>	\$156,257	\$157,121	\$159,697
TOTAL PROJECT BUDGET (a+b+c)			
*Figures entered here should all match the budget sheet provided in Section V.	\$459,579	\$462,121	\$469,697

SECTION II ORGANIZATIONAL CAPABILITIES

A. Briefly describe your agency's purpose and services. Supporting documentation may be attached in the Appendix (e.g., agency brochure and any other explanatory information considered important by the applicant). This section should include at least the following agency details:

1. Years of operation: _____
2. Agency Mission:
3. Description of agency and available programs:
4. Size of agency:
 - _____ # of total employees and _____ # of employees working on this project
 - _____ # of total vehicles available for transportation and _____ # of vehicles available for this project
 - Description of agency facilities including physical size:
5. How does proposed service fit within the mission of the agency:
6. Administration capabilities
 - Excel proficiency
 - Key personnel assigned to this project (add resume/qualifications in Appendix)

Riverside County Regional Medical Center (RCRMC), formerly Riverside General Hospital (RGH), has been in operation since 1893, but relocated in March 1998 into a new modern, seismically compliant building. The mission is "to provide superior health care to Riverside County residents with a special focus on individuals and populations in need," while its vision is "to benefit all residents of Riverside County by serving as an academically affiliated primary, secondary, and tertiary level health care center, with a tradition of superior quality and service." (See Attachment I - Agency Brochure) The hospital is licensed for a total of 439 beds, of which 362 are licensed for medical acute-care, and 77 are licensed for psychiatric care. RCRMC has 12 operating rooms, a helipad located directly adjacent to the Trauma Center, and state-of-the-art digital radiology services that includes Magnetic Resonance Imaging (MRI) and Computerized Tomography (CT) and all single bed rooms. There are also adult, pediatric and neonatal intensive care units, a birthing center, complete pulmonary services including hyperbaric oxygen treatments, and over 70 primary and specialty care outpatient clinics. In 2011 the Hospital Foundation donated a mobile health vehicle to RCRMC. This mobile health program increases access to primary care services for individuals and families in need throughout Riverside County underserved and underdeveloped areas. The mobile clinic team, which is supervised by a physician, includes a nurse practitioner, licensed vocational nurse, pharmacist, and support staff that includes a transportation driver.

RCRMC is one of the largest employers in Riverside County, employing more than 2,400 employees, of these, 31 employees are employed within RCRMC's Transportation Department. The Transportation Department is comprised of the following positions: Supervising Medical Transportation Technician (1), Senior Medical Transportation Technician (1), Office Assistant (3), Medical Transportation Technician (21), and Messenger (5). Of the 31 Transportation employees, 12 are currently assigned to the Measure A program. There are currently 16 vehicles available for transportation, of which 10 vehicles are used for the Measure A program. RCRMC is a 520,000 square foot state-of-the-art tertiary care and Level II adult and pediatric Trauma center.

The proposed service under the Measure A grant fits within the mission of RCRMC since it is the hospital's mission to provide superior health care to Riverside County residents with a special focus on individuals and populations in need, of which the senior, persons with disabilities, and the truly needy/low income population are normally considered in "greater" need as it relates to access and availability to healthcare services. (See RCRMC mission statement and vision statement in Attachment I – Agency Brochure)

RCRMC's capabilities to administer the Measure A program are extensive and far reaching given the vast resources not only available within the medical center itself, but also the vast resources available throughout the other County Departments within the County of Riverside. The Hospital Administration is responsible for the total oversight of the Transportation Department. The current Transportation Supervisor has been in the Transportation Department from the first grant award and his Office Assistants are certified in Excel and Microsoft Word, and the County of Riverside's DOT/DMV Compliance Officer has 19 years of transportation safety and regulatory experience (see attachment II resumes).

- B. Please describe the target population groups that the proposed project will serve (seniors, persons with disabilities, low-income, or others) and how the persons to be served are determined eligible for your program. Also indicate what percent of total passenger trips or units of service to be provided will be attributed to a given population group.

Measure A:

The intended target groups will be made up of the core patient population already seen by the hospital plus additional groups of MISP and Medi-Cal eligible patients. (Refer to Attachment III – Patient Mix by Financial Class) as well as dialysis patients, both patients of RCRMC and those patients of other medical facilities within the County. Enclosed in the attachment is the "Patient Mix By Financial Class" for the previous two years. Notice that there is an increase of at least 15% in the Medi-Cal mix for each year. Because there is overlap among these groups, the estimated percentages to total trips are represented below as a range.

Low-Income/Truly Needy:

RCRMC is the largest indigent patient care provider for all hospitals operating within Riverside County, providing about 65-70% of the indigent care within the county. In Fiscal Year 2014/15, at least 55% of the patients seen at RCRMC were low-income or indigent. This population consists of patients qualifying for the Medically Indigent Services Program (MISP), Medi-Cal and Self-Pay – specifically those self-pay patients who then qualify for Charity Care status. The Medi-Cal population would include mothers and babies/children and families on limited income such as Aid to Families with Dependent Children (AFDC), while the medically indigent or MISP and self-pay population would be individuals between

the ages of 21 and 64 years of age, many who qualify for only the Food Stamp program, or the Charity Care program, or may be homeless, but all below 100% of the Federal Poverty level. To be determined eligible for transportation services under the Measure A project, RCRMC will use existing eligibility criteria that have deemed individuals eligible, and, thereby, currently receiving Medi-Cal (with no share-of-cost), MISAP, or Self-Pay/Charity Care. Homeless patients will automatically qualify for transportation based on their lack of a home address on their hospital registration and admission record.

Percent of Low Income/Truly Needy To Total Passenger Trips: 40-50%

Individuals with Disabilities:

Individuals with disabilities comprise approximately 10% of RCRMC's total patient population served in 2014/15. Individuals with disabilities seen by RCRMC are typically individuals who are low-income and receiving State Disability Income (SDI), Social Security Disability Income (SSDI) and/or on Supplemental Security Income (SSI). They may also be receiving Medi-Cal and/or Medicare based on their disability with an expected duration of a year or more. These are patients with End-stage Renal Disease requiring dialysis, Paraplegia or Quadriplegia requiring extensive rehabilitation such as physical and/or occupational therapies, Post-Stroke patients requiring speech and other rehabilitation therapies, Cancer at various levels of staging requiring chemo and/radiation treatments, Post Trauma patients requiring Hyperbaric Oxygen Treatments, Pulmonary Diseases requiring breathing treatments and oxygen therapy, as a few examples. To be determined eligible for transportation services under the Measure A project, RCRMC will use existing eligibility criteria that have deemed the individual eligible, and, thereby, currently receiving SDI, SSDI, SSI, Medi-Cal and/or Medicare benefits. Individuals not currently receiving the above benefits will need to have a noticeable disability requiring the use of an ambulatory assistive device such as quad-cane, walker, wheelchair, or motorized scooter.

Percent of Individuals with Disabilities to Total Passenger Trips: 10 - 20%

Seniors:

Seniors comprise approximately 17% of RCRMC's total patient population served in Fiscal Year 2014/2015. They include the Medicare and/or Medi-Cal population that are 65 years of age and over, including those enrolled in senior managed care insurance plans. Many are receiving social security retirement income and/or supplemental security income, and/or other retirement pensions. To be determined eligible for transportation services under the Measure A project, RCRMC will use existing eligibility criteria that have deemed the individual eligible, and, thereby, receiving Medi-Cal or receive both Medi-Cal and Medicare, and having declared their age as 65 years or older.

Percent of Senior Transports to total Passenger Trips: 20 - 30%

- C. Briefly detail the current population and geographic area(s) that is served and the population and geographic area(s) that will be served by the proposed project.

Measure A:

RCRMC is the largest trauma center provider for all of Riverside County providing about 40% of all the trauma care and 65-70% of the indigent care within the county. RCRMC serves residents in all three geographic areas: Western Region, Coachella and Palo Verde Valleys (Refer to door to door service area and total geographic area available for transports Attachment IV – Map of Service Area); and is well positioned to provide services to a wide range of Limited English Proficient (LEP) patients/clients as well. (Refer to Attachment V – Limited English Proficient (LEP) Plan) According to current demographic data, RCRMC's patient mix is less than 1% Native American or Alaskan Native, 2% Asian, 16% African American, 33% White, and 48% Hispanic or Latino. An estimated 30% of RCRMC's patients list Spanish as their primary language, while another 1% of patients list Tagalog, Vietnamese, Laotian or Korean as their primary language. A small but special population that RCRMC focuses special attention in providing services is the deaf and hard-of-hearing population. According to interpreter encounter data for calendar year 2014 RCRMC's Medical Interpreting department provided 607 interpreted encounters to the deaf or hard of hearing patients residing throughout Riverside County.

To better serve the Limited English Proficient (LEP) population seeking services at RCRMC, in December of 2006, RCRMC joined the Health Care Interpreter Network (HCIN). The HCIN is a system of shared language interpreter services operated by a network of county hospitals in California that uses audio video and telephonic technology to pool together language interpreters to maximize language interpreting resources. The connectivity to HCIN is established under a minute, is user friendly, and accesses over 170 different languages and dialects, including American Sign Language.

While in the field and in the course of their transportation duties, RCRMC Medical Transportation Technicians (drivers) have access to the HCIN system by using their hospital issued wireless telephones. Person-to-person language interpreting services is also available to RCRMC Transportation drivers and/or patients through RCRMC's Language and Cultural Services Department, which include 7 bilingual (English/Spanish) State and/or Federally certified Medical Interpreter/Translators, 1 trilingual (English/Spanish/American Sign Language) Medical Interpreter/Translator, and 1 quatrolingual (English/Spanish/Portuguese/American Sign Language). All RCRMC patient related literature, including Transportation Department brochures and flyers, are reviewed and translated into Spanish by RCRMC's most competent translation staff. (Refer to Attachment VI – RCRMC Transportation Brochure)

Measure A:

As stipulated Measure A services the Western Region of Riverside County, population of 2.1 million as based on the 2010 Census, of those the target population is estimated to be between 122,000 – 223,000 (Exhibit 2, Geographically-Related Priority Transportation Needs of the Target Populations, Transportation Coordination Plan). The 2012 Public Transit – Human Services Transportation Coordination Plan for Riverside County projects that the target population will increase modestly by 17 – 19% of the total population, and suggests that the target population potentially can reach ranges of between 394,073 to 438,854 persons by 2010 (Table 3-2 of the 2008 Public Transit – Human Services Transportation Coordination Plan of Riverside County). Of these, RCRMC projects it will serve within the proposed project approximately 800 – 1,000 unique persons in the Western Region of Riverside County, of which 30 – 40% will be Limited English Proficient (LEP).

SECTION III. PROPOSED PROJECT NARRATIVE

Please provide the following details about your proposed project:

- A. Please provide a narrative to describe the project.
(Refer to the Project Evaluation and Scoring Criteria on pages 6-8 of the Application Instructions for additional guidance on each of the questions. Each numbered response will be individually reviewed and scored for clarity, completeness and accuracy and this should be considered in order to ensure receiving the maximum allowable points per question.)

Measure A:

Riverside County Regional Medical Center (RCRMC) was awarded a two year Measure A Grant for Fiscal Years 2006/07 – 2007/08 and another two year grant for 2009/10 – 2010/11, and a New Freedom Grant for Fiscal Years 2011/12 – 2012/13 and another two year Measure A Grant for the Fiscal Years 2014/15. RCRMC's transportation program for the Measure A grant ties in well with the Riverside Coordinated Plan in that it is a Para transit program providing daily, Monday through Friday, services to the Western Region of Riverside County, and to all the three target groups (Goal 2.0, sec. 2.1, pg. 124). At this time weekend services are provided for Dialysis patients and a small number of door to door transports. In October 2010 RCRMC expanded its Family Care Clinic services to Saturdays and evening hours. A needs assessment was conducted of the patients using the Saturday Family Care Clinic to determine the need and demand for expanding Saturday transportation services to more than just Dialysis patients. RCRMC is prepared and ready to expand Dialysis transportation services to Saturdays, Sundays, or late evenings/early morning hours should DaVita Dialysis centers currently being serviced by RCRMC expand their Dialysis treatments to accommodate the need/demand. RCRMC currently begins dialysis service each day by picking up the first patient a four o'clock in the morning Monday thru Saturday and taking home the last dialysis patient at six o'clock in the evening. In order to continue to provide door-to-door (sec. 2.2.6, pg. 124) non-emergency medical transportation service with an anticipated increase of 10-12% additional one way trips, RCRMC is applying for another two year Grant for the Fiscal Years 2015/16 – 2017/18.

2. Specify how your project addresses the gap(s) and/or barrier(s) identified through the 2008 Coordinated Plan and/or 2012 Plan Update. Indicate the relevant section/page number in the Coordinated Plan document.
3. Describe existing transportation service options in the proposed service area.
4. Explain why the existing transportation services cannot be utilized by the target population you propose to serve.

Measure A:

The segment of the population most in need of transportation assistance are also the highest demographic segment of the population served by the Medical Center (sec. 7.3.1, page 92). The disabled, including those on dialysis, require specialized transportation beyond what is available through other transportation programs, such as Dial a Ride. Also, Dialysis Centers do not have their own transportation programs on-site. Non emergency medical transportation contract agencies normally rely upon reimbursement from Medi-Cal for patients who meet certain criteria. A great number of Dialysis patients are still ambulatory and able to walk without the use of assistive devices, and as a result, are not eligible for subsidized transportation by these contract agencies. Accessibility to public transportation and/or reliable personal transportation is not readily available to the neediest of patients/clients. Factor in that Dialysis patients must arrive to the Dialysis Center at their scheduled appointment time, and that once there, should the port used for dialyzing be blocked or other medical complications occur, there then needs to be enough flexibility in the program to allow for transportation to offer assistance to an alternate Dialysis Center, and then possibly back again (7.3.2, pg. 94). Also, Dialysis appointments can be scheduled very early in the morning, as well as very late at night (sec. 7.3.2, pg. 93 - 94). As demands for Dialysis services grow, some centers have had

to expand its Dialysis runs to seven-day-a-week, and to twenty-four hours a day (sec. 7.3.2, pg. 94). The three Dialysis centers that RCRMC transportation is currently servicing have not had to increase their days and hours of operation as yet. However, patients often need programs that are flexible such as RCRMC's Transportation services that can expand as needs grow to meet the demands. RCRMC already provides 24/7 on-call transportation services to both the medical and psychiatric Emergency Departments of RCRMC, and with funding from the new Measure A Grant can easily expand necessary services within a short period of time to accommodate the needs of the residents of Riverside County.

B. For Operating projects, describe your implementation plan that includes defined routes, schedules, current and projected ridership, key personnel, and marketing strategies. For Capital and Mobility Management projects, describe your implementation plan that includes project tasks, benchmarks, key personnel, and deliverables.

• **Measure A:**

• Consistent with Goal 2.0 of the Riverside Coordinated Plan, in the last grant award period, RCRMC extended its service hours to 4:00 A.M. – 8:00 P.M., Monday – Friday and 4:00 A.M. – 5:00 P.M. on Saturday (sec. 2.1.2, pg. 124), to ensure that patients are able to get to the earliest appointments and get home from the last appointment. (sec. 7.3.2, pg. 93). Saturday hours were initially designated in the prior grant to only transport Dialysis patients to the DaVita Dialysis Center on the campus of RCRMC (sec.2.2.5, pg. 124). However, shortly after starting this service, RCRMC Transportation Department has to expand Dialysis transportation to DaVita Dialysis Center on Elsworth Street in Moreno Valley, and the DaVita Dialysis Center on Magnolia and La Sierra in Riverside. The intended target group is comprised of the core patient population already seen by the Medical Center as well as dialysis patients, both patients of RCRMC and those patients of other medical providers in the County. These include the Medicare population, made up of mostly the elderly or those individuals on SSI Disability. The Medi-Cal population which would include mothers, babies and families on limited income, as well as those individuals designated as medically indigent, or truly needy. Numerous clinic appointments have been missed or canceled in the past because patients have been unable to find or could not afford transportation. By continuing to provide reliable transportation at no charge to the patient, RCRMC ensures continuity (uninterrupted) of medical care, and subsidy assistance when patients visit the MISPP program and/or the Department of Public Social Services at the hospital, or elsewhere.

4. Complete the milestones and completion date table on the following page.

(Use as many rows as necessary to adequately identify your project’s milestones)

Proposed Project Milestones	Estimated Date of Completion
1. Press Release announcing grant award and availability to provide non emergency transportation services to the Western Region of Riverside County and Coachella/Palo Verde Valleys	07/2015(start and end date)
2. Initiate Marketing Campaign to include: revision of brochure containing new enhancements and/or extended hours; mailers of RCRMC Transportation brochure to community agencies and healthcare providers, specifically Dialysis centers and County Public Health Clinics	07/2015 to 06/2018
3. Hire one (1) additional Medical Transportation Technician	Start and end 07/2015
4. Lease an additional two (2) vehicles from County Fleet Services and designate both vehicles to Measure A	07/2015
5. Conduct Needs Assessment as to the demand and/or need to add a Saturday run to Western Region, and/or Indio and Palm Springs locations	11/2015
6. Conduct annual safety and sensitivity training to all Transportation Department staff, with specific focus on Measure A designated staff to improve and maintain patient/client survey satisfaction scores 90% and above	Ongoing every year

5. Identify the performance indicators you will use to track the effectiveness of your proposed project. Identify the quantitative goals your program proposes to meet.

Performance Indicators	Goal - Year 1	Goal - Year 2	Goal - Year 3
# of one-way passenger trips provided to:			
a. Seniors	1,360	1,500	1,700
b. Persons with disabilities	2,640	2,740	2,840
c. Low-income	4,000	4,260	4,460
d. Others			
<i>Of the above (a-d), how many trips are from military service personnel or veterans?</i>	1,200	1,250	1,300
Total One-Way Passenger Trips:	8,000	8,500	9,000
OTHER MEASURES (identify as appropriate or propose alternative, quantitative measures)			
# of vouchers distributed			
# of persons receiving vouchers			
# of bus passes distributed			
# of persons receiving bus passes			
# of miles to be reimbursed			
# of mobility manager/training agency contacts			
# of mobility manager consumer contacts			
# of "other" units of service (describe):			

Methodologies and Procedures for Ongoing Monitoring and Evaluation:

RRCRMC will continue to report performance measures on the current indicators; total number of one way trips provided to seniors, the disabled and low-income/truly needy. Measurable indicators also include vehicle miles, staff hours/payroll, and County matching funds. RRCRMC transportation personnel will continue to have available in all the vehicles designated for Measure A use, surveys for clients and patients to complete, should they desire, at any time to document their commendation or complaint. However, on a monthly basis during the first week of the month, the transportation personnel will distribute commendation/complaint surveys to all clients/patients using the transportation services, and encourage them to return the surveys to the driver or the department. Information gleaned from the survey provide details on several performance measures such as tracking early arrivals, late arrivals, driver courtesy, vehicle/equipment condition, and ability to reach Limited English Proficient (LEP) clients with information related to transportation services available to them in their geographic areas. All trips provided under the Measure A program are directly related to transportation for medical care provided to the program recipient.

Individual trips are monitored via the client reservation slip. Each program participant has a transport reserved in advance; a client slip is generated for each trip and is given to the driver responsible for the route along with their daily schedules. The driver is required to obtain the

participants signature prior to departing the vehicle, this is acknowledgement that service has been provided. Each vehicle is supplied with a mileage log for both Measure A and non-Measure A trips, the driver is responsible for documenting the beginning and ending mileage for each trip on the appropriate log, mileage information is then entered into a mileage worksheet which is audited and balanced monthly. Salary hours and expense is captured by the employee on their timesheet, drivers assigned full time to the Measure A program use the Measure A cost center as the "home" identifier, should this employee cover a route outside the Measure A program a unique identifier is hand written on the timesheet and that department is charged for the trip. Should a non-Measure A driver assist with a Measure A transport salary hours and expense is again captured by the employee on their timesheet using the Measure A cost center as a unique identifier.

Past Program Goals Set/Past Actual Performance:

During the Grant Award the RCRMC Transportation Program grew at an unexpected rate, exceeding its projected trip goals by 1,565 in FY06/07 and 2383 in FY07/08. It was anticipated the program would continue to grow at an average rate of 18% per year, however, in FY09/10 RCRMC's performance fell short by completing only 7,868 of its projected 10,117 total passenger trips. In FY10/11 RCRMC did not achieve projected goals either. Failure to meet projected goals in grant periods FY09/10 and FY10/11 were due to significant staffing changes by key personnel assigned to the Measure A program with retirements, resignations and transfers from the Transportation Department.

For grant periods FY 12/13 RCRMC was not able to meet its projected target goal of 9,700 total passenger trips, completing only 8,071 passenger trips. For current grant FY 14/15 it is projected that the total passenger trips will reach approximately 8,000 total passenger trips, well below the 10,000 projected goal for this current grant award period. A major factor for the lack of growth has been the significant shift in RCRMC's patient mix by financial class. Since the Affordable Care Act (ACA) the number of MISIP patients has significantly decreased, while the number of Medi-Cal patients has increased in the county. Patients who were once MISIP and had to come to RCRMC to receive medical and pharmacy services are now eligible for Medi-Cal and are able to remain close to home to receive primary care and pharmacy related services. Projected passenger trip goals for the next grant award periods have been adjusted and are more conservative based on the current Medi-Cal expansion taking place.

SECTION IV. COORDINATION STATEMENT

- A. Identify key stakeholders currently involved in the project. Identify potential future partners and methods of obtaining their participation in the project. List may include, but not be limited to, health and human services agencies, public/private sector, non-profit agencies, transportation providers, and members of the public representing low-income and Individuals with disabilities and from public transit agencies.

Stakeholders:

RCRMC's outpatient clinics have the capacity to manage 200,000 patient visits per year, and are one of the largest referral bases for RCRMC's Transportation Department. All clinics within the hospital refer potential program participants and are considered the program's internal stakeholders. Areas of need continue to be identified by clinic and hospital personnel

and include radiology, hyperbaric oxygen therapy (HBO), Orthopedics, OB/GYN, Department of Public Social Services (DPSS) Medi-Cal Division in the Hospital, Department of Public Health, Patient and Family Services, and the Riverside County Child Assessment Team (formerly Child Abuse and Neglect Team) with more service areas referring on a daily basis. Individually as a profession, RCRMC Medical Social Workers, Clinical Therapists, and Case Managers are the largest stakeholders in referring patients being discharged from the hospital, the emergency department, or same-day surgery requiring transportation home. The largest stakeholder outside the Medical Center is DaVita Dialysis Center who refers their patients to RCRMC Transportation Department regardless of where the patient obtains their primary medical care.

RCRMC has had previous contact with Independent Living Partnership, Riverside Transit Authority, Disabled Medical Transportation, Valley Medical Transport, and Western Riverside Transportation Operators (Taxi Companies) on a limited basis in short RCRMC's Transportation Services is a vital asset to the residents of Riverside County (Refer to Attachment VII, Letter of Support from Supervisor Ashley).

Future Stakeholders:

An invitation to meet at RCRMC will be sent to all Measure A and New Freedom award recipients to discuss present and future partnerships, interests in setting up a Transportation Coalition for the Western Region of Riverside (Measure A) and the Coachella Valley (NF), and learn from sharing of past failures, successes and best practices.

- B. Explain how this proposed project will make the effort to connect to other existing transit and transportation programs. Attach letters of support from stakeholders appropriate to this grant application (can be referenced here and included as an Appendix).

The RCRMC Transportation program is able to connect with other transit and other transportation programs by providing free transportation services to clients that are not able to receive service from other transportation agencies. For instance, this program accommodates last minute appointments, provides twenty-four hour service, and services clients with special needs such as electric wheel chairs/scooters.

SECTION V. PROPOSED PROJECT BUDGET

- A. The budget to be submitted is for the project being proposed for funding through this application, not the entire budget for your agency or organization. Applicants are requested to provide additional detail where appropriate to facilitate the understanding and review of your application. Total revenues and expenses must be balanced (equal). An electronic version of the budget form on page 7 is available to all applicants by accessing the following link: www.rctc.org/funding/measure-a/federal-and-state-funding/call-for-projects.
- B. Local match - Specify the source(s) (e.g., private donations, revenue from other agency programs, grants, contract service revenues) and amount(s) of the local share portion of the total project cost. Do not identify the source as simply a bank account or an agency fund. If funds are obtained from revenue generated from other agency programs, identify their source (e.g., "Reimbursements minus program expenses from Senior Service Programs").

- C. If you are an existing transportation program funded under the prior Call, provide a copy of your agency's current transportation program budget from the last fiscal year. Also identify:
- 1) the proposed cost per trip/cost per unit of service \$ _____
 - 2) the cost per person served for both the proposed project and for your current transportation program \$ _____
- D. Please submit a copy of the most recently completed agency/organization financial audit (may be referenced here and included as an Appendix to the overall application).

Please use the Excel form to complete your proposed budget. The form can be found at www.rctc.org/funding/measure-a/federal-and-state-funding/call-for-projects.

PROPOSED PROJECT BUDGET FORM



Project Title: Riverside County Regional Medical Center
Agency Name: Measure A - New Freedom

EXPENSES	Position % Time	Year 1 FY 16/16	Year 2 FY 16/17	Year 3 FY 17/18
Salaries by Position (include benefits): (Example: drivers, scheduler, trainer, etc.)				
A. Drivers	100%	\$ 268,832.76	\$ 270,340.72	\$ 274,793.01
B. Dispatch/Scheduler	100%	\$ 45,569.89	\$ 45,825.61	\$ 46,580.22
C.		\$ -	\$ -	\$ -
D.		\$ -	\$ -	\$ -
E.		\$ -	\$ -	\$ -
F.		\$ -	\$ -	\$ -
Total Salaries & Benefits (a)		\$ 314,402.65	\$ 316,166.23	\$ 321,373.23
Non-Personnel Expenses: (Example: fuel, rent, insurance, utilities, etc.)				
A. Advertising		\$ 694.39	\$ 666.03	\$ 643.80
B. Fuel, Oil, Vehicle lease, Vehicle Maintenance		\$ 107,267.26	\$ 107,868.96	\$ 109,645.47
C. General Office Expenses		\$ 649.28	\$ 652.92	\$ 663.67
D. Telephone		\$ 2,522.53	\$ 2,536.68	\$ 2,578.46
E. Phones		\$ -	\$ -	\$ -
F.		\$ -	\$ -	\$ -
Total Non-Personnel Expenses (b)		\$ 111,133.46	\$ 111,723.59	\$ 113,531.40
Capital Expenses: (Example: computers, technology, equipment, etc.)				
A.		\$ -	\$ -	\$ -
B.		\$ -	\$ -	\$ -
C.		\$ -	\$ -	\$ -
Total Capital Expenses (c)		\$ -	\$ -	\$ -
Administrative Overhead (d) (maximum of 8% of total project expenses)				
		\$ 34,042.89	\$ 34,231.18	\$ 34,782.37
TOTAL PROJECT EXPENSES (a+b+c+d)		\$ 459,579.00	\$ 462,121.00	\$ 469,697.00
REVENUES				
Agency Match (Cash) Grant Revenues (NOT Measure A): (Example: General fund, CDBG, Donations, etc.)				
A. Cash Match - Measure A Operations		\$ 156,257.00	\$ 157,121.00	\$ 159,697.00
B.		\$ -	\$ -	\$ -
C.		\$ -	\$ -	\$ -
D.		\$ -	\$ -	\$ -
E. Agency Match for Capital (Meas. A = 80%)		\$ -	\$ -	\$ -
Total Cash Match (a)		\$ 156,257.00	\$ 157,121.00	\$ 159,697.00
Agency Match (In-Kind):				
Salaries by Position (include benefits)				
A.		\$ -	\$ -	\$ -
B.		\$ -	\$ -	\$ -
C.		\$ -	\$ -	\$ -
Non-Personnel Match (in-kind)				
A.		\$ -	\$ -	\$ -
B.		\$ -	\$ -	\$ -
C.		\$ -	\$ -	\$ -
Total In-Kind Match (b)		\$ -	\$ -	\$ -
Measure A Operating Request (c)		\$ 303,322.00	\$ 305,000.00	\$ 310,000.00
Measure A Capital Request (d)		\$ -	\$ -	\$ -
TOTAL REVENUES (a+b+c+d)		\$ 459,579.00	\$ 462,121.00	\$ 469,697.00

EXHIBIT "B"

CERTIFICATE OF MATCH FUNDS

I, _____, certify that _____ has obtained match funding as required by RCTC under this Agreement, in the following amounts:

Year 1: One Hundred Fifty-Six Thousand Two Hundred Fifty-Seven dollars (\$156,257)

Year 2: One Hundred Fifty-Seven Thousand One Hundred Twenty-One dollars (\$157,121)

Year 3: One Hundred Fifty-Nine Thousand Six Hundred Ninety-Seven dollars (\$159,697).

RCTC has the right to audit the records of _____ to make an independent inspection as to _____'s compliance with its obligations herein.

I certify under penalty of perjury that the foregoing is true and correct.

Executed this _____ day of _____, 20__ at _____, California.

Authorized Representative:

Signature: _____

Print Name: _____

Title: _____

EXHIBIT "C"

REPORTING REQUIREMENTS

C-1: Quantitative Reporting Requirements

C-2: Qualitative Reporting Requirements

[see attached pages]

EXHIBIT C-1 – QUANTITATIVE REPORTING REQUIREMENTS




Exhibit C-1 -- Quantitative Reporting Requirements REV 11/2/14

RIVERSIDE COUNTY TRANSPORTATION COMMISSION
 2015 Western Riverside County Measure A Specialized Transit Call for Projects
 FISCAL YEAR 15/16 MONTHLY REPORT

AGENCY NAME: _____ PROJECT TITLE: _____ INPUT ONLY

Information reported shall be for this project only.

FY 15/16 Goal	Month			Qtr 1 Total	Month			Qtr 2 Total	Month			Qtr 3 Total	Month			Qtr 4 Total	FY 15/16 YTD Total
	Jul-15	Aug-15	Sep-15		Oct-15	Nov-15	Dec-15		Jan-16	Feb-16	Mar-16		Apr-16	May-16	Jun-16		
OPERATING DATA																	
1. Total One-Way Passenger Trips <i>(input by the project only)</i>																	
1a. Seniors				0				0				0				0	
1b. Persons with Disabilities				0				0				0				0	
1c. Low-Income				0				0				0				0	
1d. Others				0	0	0	0	0	0	0	0	0	0	0	0	0	
Total Passenger Trips (sum of 1a thru 1d)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
2. Total Unique Persons Served per Period <i>Of the above (2), how many military service personnel or veterans were served?</i>																	
3. Total Project Vehicle Service Hours				0				0				0				0	
4. Total Project Vehicle Service Miles				0				0				0				0	
OTHER OPERATING DATA <i>(only for mileage reimbursement and voucher projects)</i>																	
5. Number of vouchers distributed																	
5a. One-way trips supported by vouchers (est.)				0				0				0				0	
5b. Unique persons receiving vouchers (est.)																	
5c. Number of agencies participating in voucher program																	
6. Miles reimbursed per Period																	
6a. One-way trips supported				0				0				0				0	
6b. Unique persons traveling on mileage reimbursement (riders only)																	
FINANCIAL DATA																	
9. Award - Measure A Subsidy	\$			0				0				0				0	
10. Farebox/Rider Donations	\$			0				0				0				0	
11. Agency Cash Match/Other Contributions	\$			0				0				0				0	
12. In Kind Contributions	\$			0				0				0				0	
13. TOTAL REVENUE (sum of items 9 thru 12)	\$			0				0				0				0	
14. TOTAL OPERATING COST	\$			0				0				0				0	
15. Net Expenses (item 14 minus item 13)	\$	\$ -	\$ -	\$ -	0	\$ -	\$ -	\$ -	0	\$ -	\$ -	\$ -	0	\$ -	\$ -	\$ -	
16. Milestone Progress																	
a. _____	Completed?											Date Completed					
b. _____	YES _____ NO _____											_____					
c. _____	YES _____ NO _____											_____					
d. _____	YES _____ NO _____											_____					
Please provide any additional comments that you would like to make. For example, if your "farebox/donations" have increased significantly and/or ridership has increased or decreased, we would like to know why. MUST PROVIDE QUARTERLY: 1. A short quarterly status update of the project. (4-5 sentences) 2. A quarterly quantitative update of the project (i.e., one-way trips, provided/supported, unique persons served, persons trained, mobility manager hours, etc.).																	
Qtr1 _____																	
Qtr2 _____																	
Qtr3 _____																	
Qtr4 _____																	

EXHIBIT C-2 – QUALITATIVE REPORTING REQUIREMENTS

Potential Survey Questions To Collect Demographic And Satisfaction

Data From Measure A Call Project Beneficiaries

NOTE: A consumer-oriented survey activity is required at least once annually during the funded project term. The following data elements are representative of the kinds of information that may be collected. Alternative data elements may be collected with the approval of RCTC staff.

Potential Data Elements

- ◆ Demographic Characteristics of Program Beneficiaries (end users, passengers)
 - Age (ask for current age...it can be categorized as needed later).
 - Income (suggested categories)
 - (1) Less than \$10,000 (2) \$10,000 to \$14,999 (3) \$15,000 to \$19,999
 - (4) \$20,000 to \$24,999 (5) \$25,000 to \$34,999 (6) \$35,000 to \$49,999
 - (7) \$50,000 to \$74,999 (8) \$75,000 to \$100,000 (9) More than \$100,000
 - Employment Status (employed full or part time, student full or part time, retiree, unemployed, unable to work due to disability)
 - Ethnicity (optional)
- ◆ Trip Purpose? (work, school, medical, social service visit, adult day care, shopping, etc.)
- ◆ How would trip be made without this service? (would not be made, would get a ride, walk, bike, drive, etc.) What challenges/difficulties would there be in making the trip without this service?
- ◆ How did you make this trip previously?
- ◆ Has service/program provided the user with new opportunity? (define response categories based on objectives of program: new employment, school/training, better access to medical care)
- ◆ How satisfied is the user with the service being provided or subsidized? (5=completely satisfied, 4=somewhat satisfied, 3=neutral, 2=somewhat dissatisfied, 1=very dissatisfied)
 - Overall Satisfaction
 - How well the service meets their transportation needs
 - Timeliness/Reliability of service
 - Convenience of service
 - Travel time
 - Courtesy of Service Employees
 - Cost of Service

Potential Data Collection Methods

- ◆ Fixed Route or Vanpool program: Distribute a self administered survey form to passengers on the vehicle along with a business reply mailback envelope (no postage necessary).
- ◆ Demand Response Service or TRIP program: Interview participants by phone (best) or mail them a survey form with a business reply mailback envelope.
- ◆ Voucher program: Handout survey, prepared as a self-mailer or with a reply envelope along with voucher.
- ◆ Travel Training Program: Ask participant to complete evaluation form at end of training.