



"Fitting the Pieces Together"

Mission Statement:

"To Partner With Our Customer To Provide Transportation Management Services That Produce Safe, Reliable, Cost Effective And Efficient Transportation."

**Presentation to:
North Bay Regional Center (NBRC)
Board of Directors
Date: Wednesday, May 3rd, 2023 | 6:00 PM**

Presentation Agenda

Company & Contract Overview

R&D Scope of Work

Five Year Report & Fun Facts

Road Ahead

Q&A

R&D Company & Contract Overview

About the Company
R&D Founded in 1991
By Charles Devlin
President/CEO

Transportation Broker
Agreements with:
NLACRC, TCRC
GGRC, VMRC
SARC

R&D Corporate Office
in Camarillo, CA
R&D Field Office:
American Canyon,
Napa County, CA

Service to NBRC
community since
January 2012

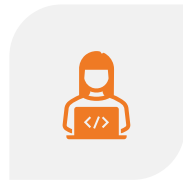
Current Contract
Term:
October 1, 2018 –
June 30, 2023

Proposed Renewal
Term:
July 1, 2023 –
June 30, 2028

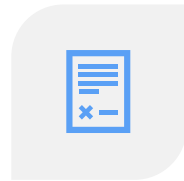
R&D Service Description Transportation Broker



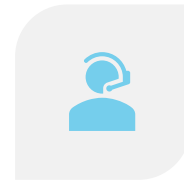
SCHEDULING AND
TRANSPORTATION
PLANNING



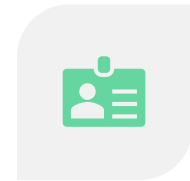
VENDOR BILLING
ADMINISTRATION



VENDOR
CONTRACTS
ADMINISTRATION
AND DEVELOPMENT



CUSTOMER SERVICE
DEPARTMENT



QUALITY
ASSURANCE - FIELD
OPERATIONS

Transportation Planning Department

Computerized Routing and Scheduling Services

- GIS Mapping System (Versatrans)
- Process day-to-day transportation service requests
- Coordinate with transportation service providers
- Coordinate with Case Management re: POS Authos
- Immediate and long-range transportation planning

Vendor Contracts Compliance & Development

- Renewals
- Amendments

Vendor Billing Administration

- Monthly Reconciliation Process
- Purchase of Service (POS) Audits

Vendor Billing Administration

880, 875 & 895 Service Code

Monthly Vendor Billing Reconciliation Process

- Review billing submissions in accordance with RC timelines
- Review vendor rates align with established contracted rate
- Reconcile Units of Service: Vendor Billing Submission to R&D Scheduled Service
- Review E-Billing Portal for each vendor prior to submission
- Work with vendors to resolve monthly billing discrepancies
- Work through POS autho matters: Additions of Cancellations

Submissions to Fiscal Department for Payment

- R&D submits verified invoices to Regional Center
- R&D documents all back-up correspondence necessary for audit
- R&D performs a monthly review of vendor payments that were processed

Purchase of Service Audit Process and Reporting

- Perform monthly audit to ensure POS authos align with services provided
- Generate monthly billing reports to track vendors' invoice submission reconciled to maximum allowable units scheduled – and payments authorized

Customer Service Department

Customer Support Center

- Days: Monday – Friday | Hours: 6:00 a.m. to 6:00 p.m.

Information Center For:

- Regional Center personnel
- Transportation service providers
- Families, care providers, riders and day programs service providers

Respond to Special Incident Reports

- Transportation service providers contact R&D to report SIR's
- R&D SIR Coordinator collaborates with service providers regarding SIR reporting and preventative action plans, pursuant to Title 17 Regs
- R&D SIR Coordinator collaborates extensively with RC Case Management Team, program and direct support personnel with the objective to achieve positive outcomes for individuals
- Individual Transportation Plan

Quality Assurance-Field Operations

Field Operations

- Special Incident Reports
- Field observation component- In person follow-up, and coordination consist of visits today day programs, route audits to support a person-centered resolution
- Collaboration with families, direct support personnel, day programs and case management

Vendor Compliance Audits

- Safety and Maintenance Program
- Personnel driver/attendant credentials
- Review vendorization documents
- Vehicle inspections and fleet documentation

Provider Workshops

- The Lanterman Act – Individual Rights & Responsibilities
- Special Incident Reporting pursuant to Title 17 Regulations
- Driver/Attendant/Dispatch Guidelines for Transportation Services
- Person-Centered Practices and Cultural Sensitivity Considerations

Fiscal Year Report

Month/Year	# of Service Agreements	# of Routes Scheduled	# of People Scheduled
Jun-18	28	190	1,409
Jun-19	32	201	1,479
Jun-20	53	233	1,538
Jun-21	51	194	1,579
Jun-22	54	209	1,248

March 2023 Fun Facts

1,279 People Scheduled

441
Passengers
(34%)

838
Passengers
(66%)

213 Routes Operated

76 Routes

137 Routes

54 Service Providers

875/895 SC
Commercial
Transportation

880 SC
Additional Component

More Fun Facts March 2023



Scheduled Service Hours/Month:
13,315



Scheduled Service Miles/Month:
226,979



Average Rider Miles
Traveled/Day: 8.92



Max Rider Miles Traveled/Day:
47.81



Min Rider Miles Traveled/Day:
1.09



Average Daily Ride Time
Duration: 27 Minutes

Road Ahead

Challenges

- ▶ Aligning transportation to meet service demands as programs expand in-person participation
- ▶ Modified program schedules
- ▶ Vehicles idled for 2 years with low mileage yet exceed model year requirements

Opportunities

- ▶ Full Rate Model Implementation
- ▶ Capacity building plan with existing transportation service providers
- ▶ Vendor development to fulfill emergent service needs
- ▶ Dedicated toll-free line

R&D Contact Information

R&D Transportation Services, Inc.

Toll Free Line (800) 966-7114

Ext. 210

E-mail: lettyl@rdtsi.com