



*"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 for Board of Directors  
Valley Mountain Regional Center  
Monday, April 19, 2021  
Leticia León | Myra Montejano | Marie Marchese**

# Agenda

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Introductions

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R&D Company Overview

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R&D Service Description

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Covid-19 Risk Mitigation Plan for Transportation Services

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Implementation Update, System Analysis and Road Ahead



# R&D Company Overview

R&D Core Principles  
Integrity | Safety  
Service | Trust  
Value

Celebrating 30 Years  
R&D Founded in 1991  
By Charles Devlin  
President/CEO

Transportation Broker  
Agreements with:  
NLACRC TCRC  
GGRC NBRC

R&D Corporate Office in  
Camarillo, CA  
Regional Offices:  
San Francisco | Napa County  
Los Angeles County  
San Luis Obispo County

Management/Consulting  
Engagements with CA School  
Districts  
Las Virgenes Unified School District  
(LVUSD)  
System efficiency studies and  
optimization planning projects for  
special education transportation

# R&D Service Description



TRANSPORTATION  
PLANNING  
SERVICES



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 Billing Administration

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

## Vendor Contracts Compliance & Development

- Renewals
- Amendments

# Customer Service Department

## Customer Support Center

- Monday – Friday 6:00 a.m. to 5:00 p.m.
- Regular service hours 6:00 a.m. to 6:00 p.m. will begin when in-person program services resume.

## Information Center For:

- Regional Center personnel and 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 ensure that a person-centered resolution
- Collaboration with families, direct support personnel, day programs and case management

## Vendor Audits

- Safety and Maintenance Program
- Personnel Certification
- Vendorization Documents Review
- Vehicle Inspections and Fleet Documentation

## Provider Workshops

- The Lanterman Act – Individual Rights & Responsibilities
- DDS and State directives for Alternative Service Delivery (ASD)
- Special Incident Reporting pursuant to Title 17 Regulations
- Driver/Attendant/Dispatch Guidelines for Transportation Services
- Person-Centered Practices and Cultural Considerations



# Covid-19 Risk Mitigation Plan for Transportation Services

Guidance for a safe re-entry planning process for when programs are prepared to resume in-person activities:

## Health and Safety Plan

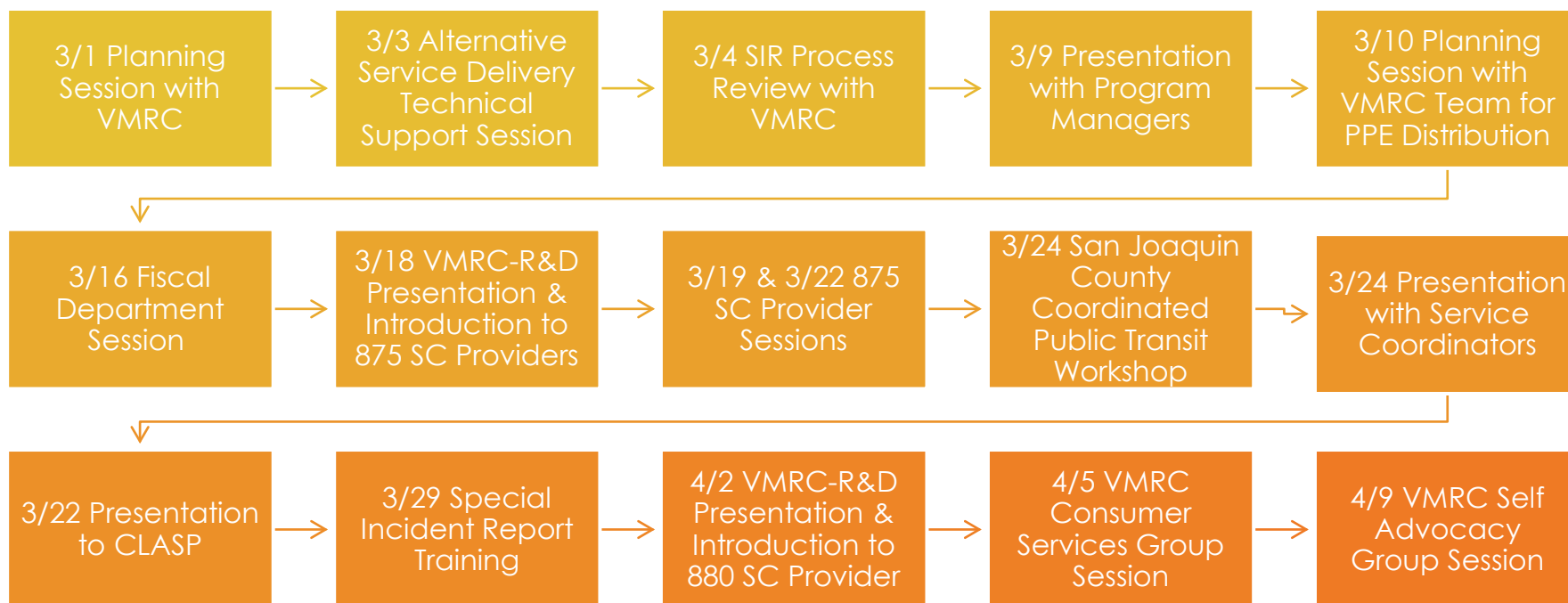
- Training all staff on COVID-19 screening protocols
- PPE - To ensure that each agency maintains an inventory
- Passenger and staff screening procedures
- Exposure Plan
- Communication Plan
- Personnel Training on all CDC and DPH protocols related to Health and Safety Preventative measures

## Vehicle Preparedness Plan

- Cleaning, Sanitizing and Disinfecting Protocols
- Vehicle modifications to ensure riders are seated six feet apart
- Personnel Training on all procedural changes related to preboarding screening, while on transportation and deboarding procedures



# Service Implementation Update



# VMRC Transportation System

- ▶ 1,872 people served by VMRC assigned to transportation prior to pandemic
- ▶ 43 Transportation Service Providers Contracted
  - ▶ 6 Commercial Transportation Companies  
875 SC
  - ▶ 37 Program or Residential Providers  
880 SC Additional Component
- ▶ 53 Programs
- ▶ Fun Fact: 684 individuals scheduled under ASD Model during March 2021

# Road Ahead

Planning work underway with 875 SC commercial providers to assess service capacity

Covid-19 Risk Mitigation Plans for 875 SC & 880 SC

Service provider workshops re: new DDS directives

Planning sessions with programs to align transportation for when safe to resume in-person activities

Communication plan with Community Stakeholders

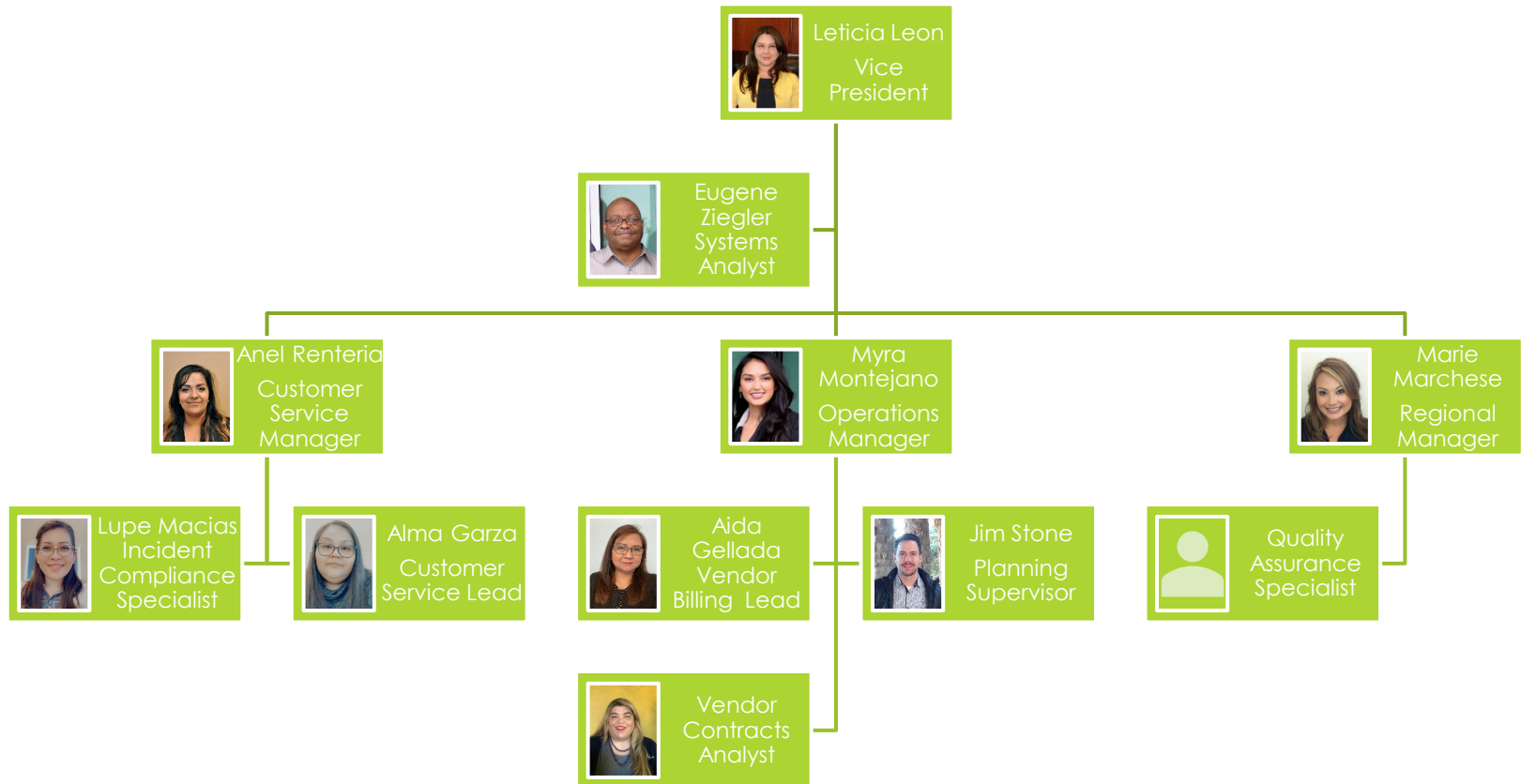
Prepare commercial transportation providers for contract compliance audits

Review and assess transportation contracts

SIR training with transportation providers

Individual Transportation Service Plans (ITSP)

# VMRC Project Team





# R&D Contact Information

R&D Customer Service Department

Toll Free Line (888) 695-8848

Regional Line (209) 362-2199

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