AGING AND YOUTH SERVICES DEPARTMENT

Mobility Options for Senior Transport

.........Giving you the MOST!

Innovations in Transportation and Technology: County Leadership Peer Exchange
Overview of Transportation Services

• Center Transportation (Fixed Route or Modified Fixed Route)
  • Neighborhood Senior Centers
  • Behavioral Health Training Centers
  • Adult Day Care Centers

• Group Trips
  • Neighborhood Senior Centers
  • Behavioral Health Training Centers
  • Adult Day Care Centers

• Non-Emergency Medical Transportation
  • Routine (Subscription)
  • Demand Response
    • Medical Appointments
    • Grocery Shopping, Social Activities, “Short” Trips within the community
Service Delivery Models

• Direct Service – Owned the vehicles and employed Operators

• Hybrid – County owned Vehicles/County Employees Managed Operations/Staffed by Private Non-profit

• Direct Contract – County issued RFP to select a service provider and manage contract

• Coordinated Transportation with DHS – Intergovernmental Agreement with DHS – DHS selects multiple service providers – DHS manages contracts – County provides funding

• Direct Contract/Coordinated Transportation with DHS – County is the service provider – County selects vendor and manages contract – DHS provides funding
Background of the Uber Pilot Program

• Originated from Senior Participants

• Pilot Program: started with one Senior Multipurpose Center using smartphones

• Beta Program: Introduced Uber Central; online software

• Trial Program: Opened to remaining Senior Multipurpose Centers
Lessons Learned

- Demand Response vs. Appointments
- Establish Ridership Orientation
- Cost Share
- Negotiate Surges
- Carpool
- Progressing Systems Didn’t Align
- Huge Administrative Overhead
Uber Pilot Program Statistics

17 Weeks

30 Riders

854 Trips (One-Way)

4.6 Average Miles per Trip

21 minutes per trip on average
Enhanced Benefits of the Uber Service

- Individualized Service
- Much shorter wait times for return rides
- No need for up to 2-week advance trip reservations
- Intergenerational Interaction
- Possible Employment for senior, as drivers
Uber Pilot Program Costs

Total Cost: $7,626.83

Cost per Hour: $25.48

Contractor Cost per Hour: $48.02

Savings: 47%
What’s Next

- Identify a partner that is providing this type of service (GoGoGrandparent.com)

- Enter into a contract with the partner to manage the scheduling, payment of the TNC, and a 6-month Pilot Cost Share system to gather data and determine its viability

- Administer the contract, as we do other contracted services

- Review the data from the Cost Share Pilot to determine its viability
Questions/Reflections