

Senior Transportation Update - Uber/Lyft

- Update to May 1, 2024 presentation

EXECUTIVE SUMMARY

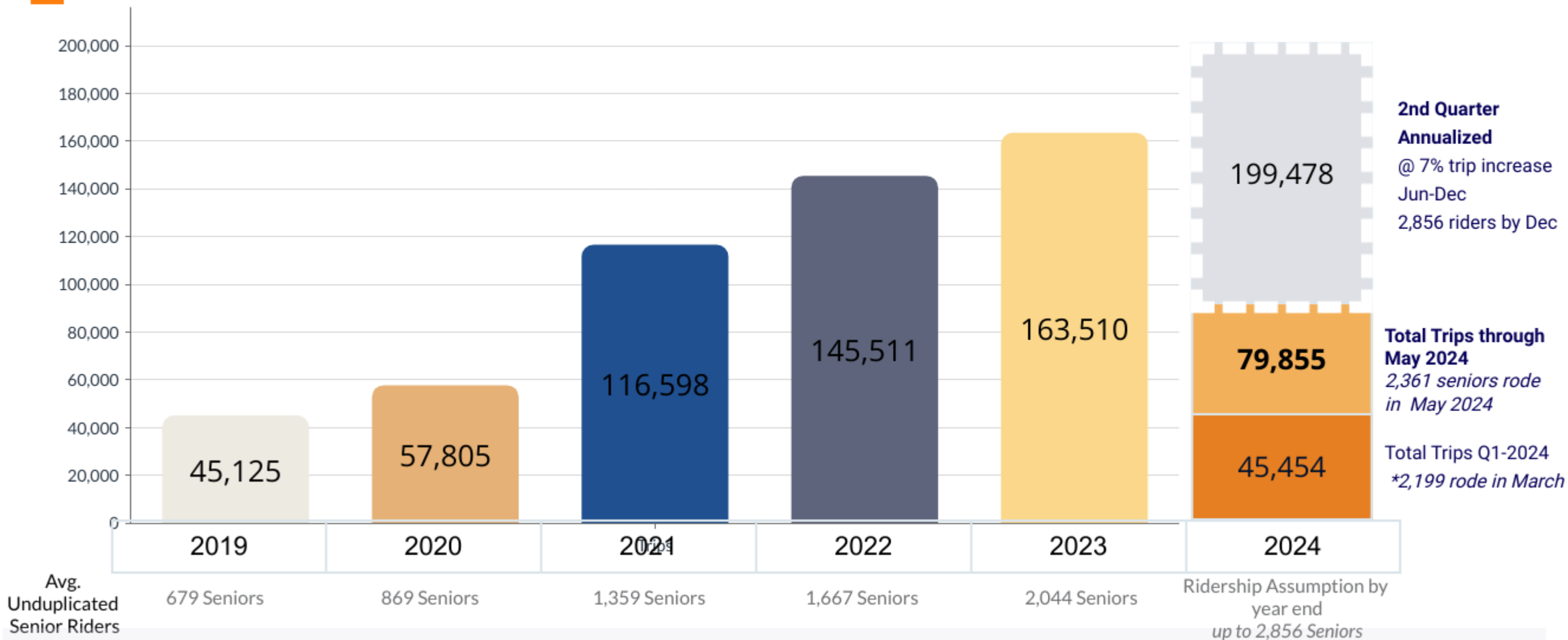
1. Senior Services Uber/Lyft program is designed to support aging in place
2. Demand continues to increase
 - i. 7% trip increase from Q1-24 to end of May 2024
 - ii. 3% to 5% ridership increase from Q1-24 to end of May 2024
3. In December 2023, Department presented options to control spending
4. Today, Department recommends new sustaining measures:
 - a. Self attestation of income to determine cost share
 - i. Seniors 250% FPGL and lower pay \$1 cost share
 - ii. Seniors above 250% FPGL pay \$4 cost share
5. Department will continue to monitor program expenses and update the Board

Senior Services provides Uber/Lyft rides through the Common Courtesy contract.

- Demand Response (Medical Appointments, Community Trips, Multipurpose)
- Hours of Operation - Monday - Friday 8:30am - 5:00pm
- FY24 Program Budget for Uber/Lyft - \$4.63M
 - \$3,134,178.00 FY24 contract renewal (#23-0908)
 - \$1,500,000.00 spending authority increase based on approved FY24 enhancement (#24-0312)

Ridership & Trips continue to increase for Uber/Lyft.

Total Annual Trips by Year
Common Courtesy



*Correction: 5/1/24 BOC update re: unduplicated rides were cumulative of Uber/Lyft and Traditional Bus; Unduplicated Uber/Lyft March riders was 2,199

Program Recommendation Updates

- Surveyed seniors are open to paying more than \$1 but reluctant to show financial proof
- **Senior Services recommends self-attestation**
- This removes the need for a system to safeguard personal data and reduces administrative burden and costs to administer a means test

FC Client Rider Share	Income Level	Potential Cost Savings/Month	Number of Riders
\$1 per trip	250% FPGL and below	\$0	600 Riders
\$4 per trip	Above 250% FPGL	\$72K	2,256 Riders

**Based on up to 2,856 ridership assumption by year end at 8 trips/month; No Trip Reduction*

Program Recommendation Updates

250% FPGL
and below
pays a \$1 cost
share per trip

21% of Seniors



250% FPGL		
Family Size	Monthly Income Limit	Annual Income Limit
1:	\$3,138	\$37,650
2:	\$4,258	\$51,100
3:	\$5,379	\$64,550
4:	\$6,500	\$78,000
5:	\$7,621	\$91,450
6:	\$8,742	\$104,900
7:	\$9,863	\$118,350



Above 250%
FPGL pays a
\$4 cost share
per trip

79% of Seniors



Budget Assumptions FY24 & FY25

Budget Impact

Costs Based on Total Projected Trips

2025 (Projections based on FY24 funding levels with \$4 Cost Share)



\$4,623,360 (up to 2,311 seniors; 221,856K trips with \$701K savings & 8 trip max)
(\$10,818 underrun)

2024 - 2nd Quarter Annualized with \$4 Cost Share Oct-Dec



\$4,473,252 (up to 2,856 seniors by year end; 199,478 trips with \$216K savings & 8 trip max)
(\$160,926 underrun)

2024 - 2nd Quarter Annualized



\$4,689,828 (up to 2,856 seniors by year end; 199,478 trips & 8 trip max)
(\$55,650 overrun)

All registered riders (6,710) @ 8 trips monthly



\$15M up to 6,710 seniors; 644,160 Trips & 8 trips max)



Here's the Math
Annual Trips
(\$20 per Trip)



Annual Fees
(\$4 per Total Trips paid to vendor; this is a variable administrative fee)



Annual Costs Savings

Total Projected Costs

FY24 Budget - \$4.63M
Total Spend YTD - \$2.1M

Note: average trips and trip costs fluctuate

Policy Recommendations

The following are Board policy recommendations:

- a. Permit self-attestation (based on Federal Poverty Guidelines)
 - i. 250% FPGL and lower, seniors pay \$1 cost share per trip
 - ii. Above 250% FPGL, seniors pay \$4 cost share per trip
- b. Establish maximum of up to 8 one-way trips monthly
- c. Implement 30 days after Board approval and senior notification
- d. Serve up to 2,856 seniors monthly by end of 2024
- e. For 2025, serve up to 2,311 seniors monthly
 - i. up to 8 one-way trips per month per senior

Department will evaluate and report to the Board by October 2024

Senior Transportation Update



Fulton County Government Department of Senior Services