

Senior Transportation

Department of Senior Services Program Briefing

Executive Summary

This briefing presents the current state of play for senior transportation, emerging complications and proposed remedies warranting Board consideration and approval.

Senior Services provides rides through 2 transportation contracts.

1. Traditional Bus Service (Transdev)



Dialysis, Neighborhood Senior Centers, Adult Day Health, Multipurpose, IDD, Community Trips, Medical Appointments

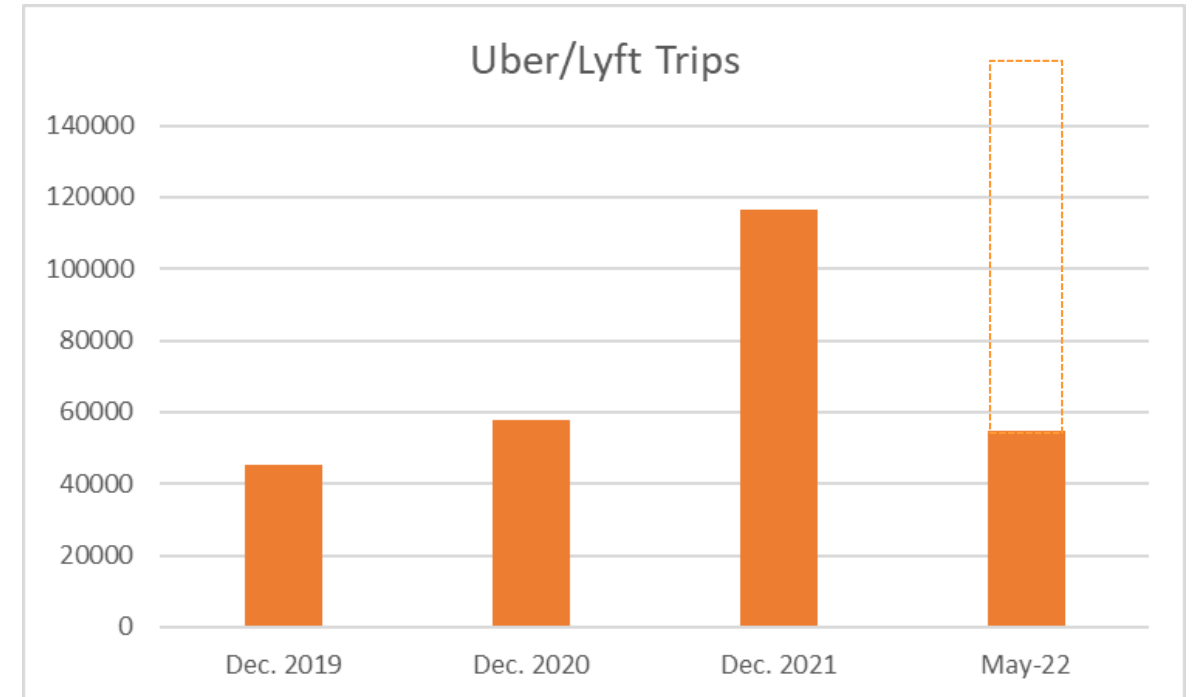
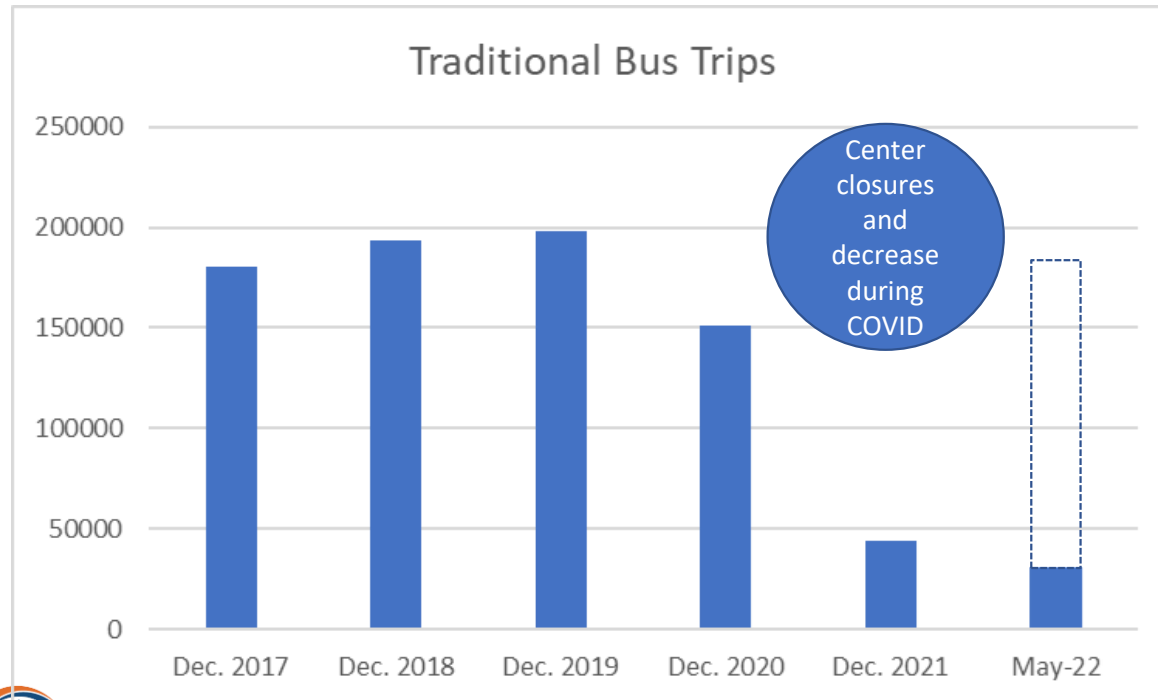
2. Uber/Lyft Service (Common Courtesy)



Medical Appointments, Community Trips (including Multipurpose)

Uber/Lyft has experienced exponential growth since inception while traditional bus service is relatively the same.

SITUATION



Why?

- Increased confidence levels
- Decreased misconception of safety
- Same day booking
- Perceived safety and reduced exposure during pandemic
- Allayed fears
- Low exposure to others vs bus
- Minimal wait times

SITUATION

Comparative Table Traditional vs Uber/Lyft

	TRADITIONAL BUS	UBER/LYFT
Average Trip Cost	\$52.45 revenue hour (Avg. riders per route - 7)	\$19.39 per trip - 1 rider Uber
		\$17.31 per trip - 1 rider Lyft
Advanced Booking Requirement	4 Days	Same Day Service
Required Stay Time	2 Hours	None
Average Return Wait Time	60 - 45 Minutes	3-5 Minutes
Average Onboard Time	27.67 Minutes	11.29 Minutes
Average Trip Distance	4.63 Miles	3.82 Miles
Wheelchair Accessible	Yes	No
# of Registered	1455	1226

COMPLICATION

Traditional Bus Cost Proposal

Cost estimates from sole bid represent 47% increase by 2026.

	2022	2023	2024	2025	2026	Total
Cost Proposal	\$6,287,324.68	\$6,722,358.86	\$7,122,283.43	\$7,513,737.04	\$7,950,509	\$35,596,213.01
Status Quo Budget	\$4,822,537.72	\$4,822,537.72	\$4,822,537.72	\$4,822,537.72	\$4,822,537.72	\$24,112,688.60
Gap Funding Requirement	\$1,464,786.96	\$1,899,821.14	\$2,299,745.71	\$2,691,199.32	\$3,127,971.28	\$11,483,524.41



GF - \$3,977,238
Grants - \$845,299.72
Total - \$4,822,537.72

\$732,393.48
needed Jul-Dec
2022

Top nationwide transportation trends impact increased costs (fuel, labor, facility rental).

COMPLICATION

Uber/Lyft Service

Utilization rates and expenditures are outpacing the Uber/Lyft program budget.

Financial Impact

Here is the Budget: \$1,714,411.32

2022 original contract \$1,383,670.00

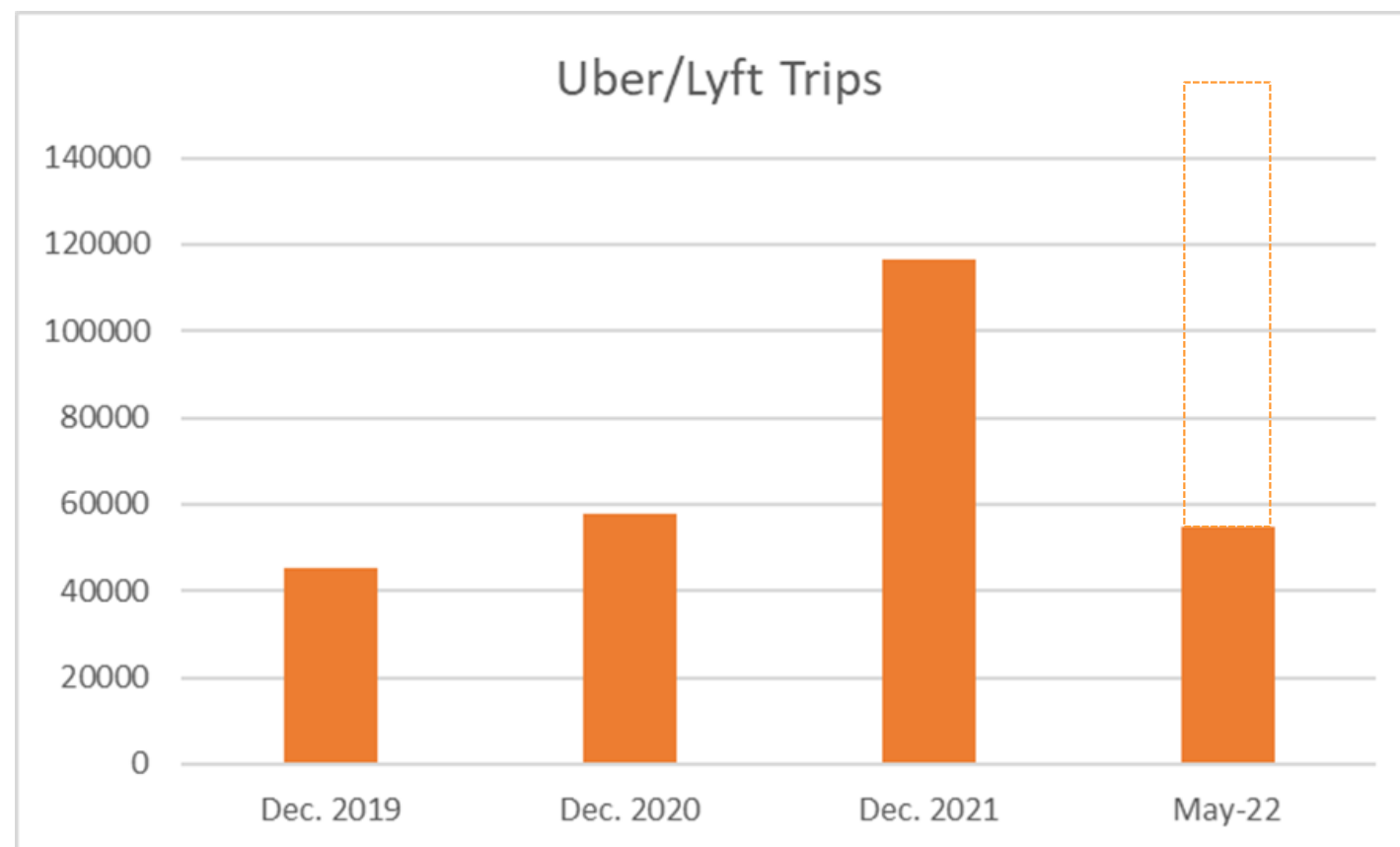
ARC subgrant amendment - \$43,987.00

5310 amendment - \$286,754.32

Here are the Actuals - \$1,269,563.44 as of May 2022

Balance: \$444,657.00

At current rate of utilization, will exhaust balance by end of July 2022



Board action required to remedy complications.

REMEDY

Complication	Recommendation	Long Term Program Sustainability
<p><u>Traditional Bus</u> - Cost estimates from sole bid represent 47% increase by 2026.</p> <p>Current extension ends June 30, 2022</p>	<p>Approve RFP and allocate \$732,393.48 for 6 mos 7/1-12/31/2022</p> <p>Total funding required Jul. 2022 through Dec. 2026 - \$10,751,130.93 to fully fund contract</p>	<p>Renegotiate cost proposal to include sustainability measures:</p> <ol style="list-style-type: none"> 1. Eliminate Multipurpose routes 2. Limit transportation to Adult Day, Behavioral Health, Neighborhood Senior Centers 3. Medical/Community trips limited to seniors with mobility challenges
<p><u>Uber/Lyft</u> - Utilization rates and expenditures outpacing the Uber/Lyft program budget</p> <p><i>Balance as of May 2022:</i> \$444,657.00</p> <p>At current rate of utilization, will exhaust balance by end of July 2022</p>	<p>Allocate additional \$1.8M for FY22 contract</p> <p>Maintain monthly ridership at 1,455 seniors max.</p> <p>Suspend new registrations through October 2022</p>	<p>Establish long term trip demand depression measures:</p> <ol style="list-style-type: none"> 1. Establish maximum monthly ridership 2. Reduce monthly ridership from 1,455 to 405 seniors 3. Reduce trip allowance from 16 to 8 per month 4. Increase cost share from \$1 to \$3.50¹ based on industry standards <p><small>¹Improving America's communities through public transportation. Federal Transit Administration. (n.d.). Retrieved June 9, 2022, from https://www.transit.dot.gov/</small></p>

Recommendations

1. Traditional Bus Service - Approve RFP, allocate \$732,393.48 for FY22 contract and fully fund contract through 2026
2. Uber/Lyft Service – Allocate additional \$1.8M for FY22 contract, maintain monthly ridership at 1,455 seniors max. and suspend new registrations through October 2022
3. Seek additional funding during mid-year review
 1. \$1.8M – Uber/Lyft
 2. \$732,393.48 – Traditional (6-month costs July 1 – December 31, 2022)
4. Plan implementation of long-term program sustainability measures