

**To:** Board of Directors

**Date:** 9/13/2019

**From:** Rashida Kamara Manager of Accessible Services

**Reviewed by:** WC.

---

**SUBJECT: Choice in Aging Demonstration Project Update**

---

**Background:**

In response to a growing number of complaints from Mount Diablo Rehab regarding service failures, the County Connection Board approved a pilot project with Choice in Aging to provide enhanced ADA trips for 12 participants or 24 round trips a day for specific participants using a Transportation Network Company (TNC) called SilverRide. The CCCTA/Choice in Aging/SilverRide pilot is a six month demonstration program to determine cost-effectiveness, rider experience, on-time statistics, and no-show/cancellations for approximately twelve Choice in Aging participants who were previously using County Connection LINK paratransit services. Participants selected for this program were individuals in the Memory Care Program that had difficulty in coping with long paratransit rides, variability in departure and arrival times as well as different operators. Participants with Alzheimer's disease have difficulty dealing with the variability a typical paratransit service provides.

**Update:**

The Pilot program commenced on June 10<sup>th</sup> and the Manager of Accessible services for County Connection was on site for the return rides. Immediately we recognized, smaller vehicles like a Honda SUV and Ford Fusion, which provided a much less intimidating ride. Drivers were pleasant. Each vehicle took three passengers and promptly returned within 45 minutes to take a second set of three passengers. Boarding for these passengers was simple, rider times shorter, and turnaround for a second set of passengers less than 45 minutes, thus increasing productivity.

**Feedback from Choice in Aging:**

- Debbie Toth CEO: *"Choice in Aging is so excited to be a part of this Pilot. For many years, we have been working to try and improve the transportation service/experience for our participants. Because many participants have multiple chronic medical conditions, the ADA paratransit service is not a good option for them, but it is their only option. For example, with our Alzheimer's participants, a consistent driver and passengers, a direct trip with minimal stops from home to Mt. Diablo Center, and a comfortable vehicle are keys to decreasing anxiety and stress. Several of our adult day health care participants have back/spine issues and riding on a bus for an hour or two hours exacerbates their problems. Several also take medications that make long rides impossible and some*

*participants have been incontinent while on the bus. We appreciate the creative thinking and collaboration between CCCTA, Choice in Aging, and SilverRide on the Pilot."*

- Lisa Hammond Program Administration: *"As the administrator of the SilverRide Pilot at Choice in Aging, the process - from planning to implementation to follow up - has been a true partnership between the agencies. The process of drafting and negotiating the agreements between the agencies went smoothly and was done in a timely manner. Since the Pilot started on June 10, 2019, CCCTA staff, SilverRide staff, and Choice in Aging staff have regularly communicated and made minor adjustments to the service to better meet the needs of the participants. Responses are always handled quickly on the part of all of three agencies."*

### **Feedback from passengers:**

Passengers and passenger caregivers have expressed positive reviews of the new program and an appreciation for developing a unique approach that makes transportation easier to use.

- From Carolina's daughter (Carolina is in our ALZ program): *"The SilverRide service has been wonderful! My mother is now very comfortable with her driver. It so helps that she sees the same person every day for both pick up and drop off. Cynthia, her driver, is very patient and respectful. Cynthia is on time and always greets my mother with a smile on her face. She makes an effort to come to my front door to pick Mom up and to drop off as well. Please forward my comments to Cynthia's supervisor if you can. I also really appreciate all of the coordination efforts from you and everyone at the Center. It makes my life a little easier, and it enhances the experience for my mother. She usually comes home in a really good mood."*
- Lora P. said she likes her SilverRide on Mondays and hopes she can have it on Wednesday and Friday, too.
- Tsiliya T. says she is very happy with SilverRide, especially because SilverRide is on time and she does not have to call for her ride.
- Larisa L. said she is very happy with SilverRide and she likes her driver, Cynthia.
- Oleksandr L. likes the shorter trip time with SilverRide.
- Elizabeth P. likes that SilverRide is on time, there is a short time in the car, and this is important because she has a lot of health problems.
- Rafail H. says he prefers SilverRide because of the good schedule and faster time. (His wife is in the ALZ program and they ride together on SilverRide.)

## **Feedback from SilverRide:**

Specific reasons why SilverRide is able to execute at such a high level:

- By using personal vehicles for most of our rides, we improve vehicle supply and availability and cut fixed costs.
- By utilizing drivers who are trained in physical transfers and can physically assist riders into and out of the vehicle, we can accommodate many more riders in personal vehicles who would normally need an accessible vehicle.
- For those riders who require an accessible vehicle, our sister car share company, SilverWheels, offers accessible vehicles to drivers who need them. In this way, we can accommodate most riders and certainly meet ADA requirements for accessibility.
- Our technology platform enables us to optimize routing, handle carpooling effectively, match riders -- and most importantly -- put all information a driver needs at their fingertips to better manage and own their rides.
- By working in close partnership with Choice in Aging and CCCTA, based on data provided by our system, we could quickly address ride issues, carpool schedules, participant changes and cancellations, to continue to optimize service such that costs could be kept low while maintaining a high quality rider experience.

As of 8/16/19  
 Total Rides = 1,049

<b>PICKUPS</b>		
<b>Late Pickups</b>	<b># of late pickups</b>	<b>% of Late Pick Ups</b>
Pickups < 5 min late	30	
Pickups > 5 min late	10	99% of rides are < 10 min late
Pickups > 10 min late	1	99.9% of rides are < 15 min late
Pickups > 15 min late	0	
<b>Total Late Pickups</b>	<b>41</b>	<b>96.1% on time</b>

<b>DROPOFFS</b>		
<b>Late Dropoffs</b>	<b># of late dropoffs</b>	<b>% of Late Dropoffs</b>
Dropoff > 5 min late	3	99.7% of rides are < 10 min late
Dropoff > 10 min late	0	
<b>Total Late Dropoffs</b>	<b>3</b>	<b>99.7% on time</b>

- 0 Accidents
- 0 Customer complaints re: SilverRide/drivers

**Financial Implications:**

The cost of these trips during the Demonstration Project is \$34 per trip which is less than our current cost per trip of \$41.62. County Connection continues to see savings in individual cost per trip as a result of this Demonstration Project.

**Recommendation:**

For information only.

**Action Requested:**

None.