

To: Operations and Scheduling Committee

Date: 8/26/2022

From: Rashida Kamara, Director of ADA and Special Services

Reviewed by: *Ref*

SUBJECT: Lamorinda Spirit Van Program Software Support

Background:

During the COVID-19 pandemic, many non-profit agencies like Meals on Wheels, Choice in Aging, and the Lamorinda Spirit Van Program (Lamorinda Spirit) found themselves without the fundamental resources to continue operations. Some of those resources included vehicles, drivers and software. County Connections was well-positioned to assist these non-profit agencies in a variety of ways, especially when it came to vehicles and drivers.

Lamorinda Spirit Van Program:

The Lamorinda Spirit has been in service since June 2006 and provides rides to Lamorinda residents ages 60 and up to run errands, shopping, medical, library and personal appointments, Monday through Friday. Their drivers are mostly volunteers and were unable to assist passengers during the height of the COVID-19 pandemic. They had two vans and mostly operated on a first come first serve basis. Dispatchers were unable to work from home, impacting the program's ability to continue operations. When Lamorinda services reopened to provide rides to vaccine centers, unfortunately their volunteer drivers had not returned. County Connection was able to fill this need, providing valuable transportation services to vaccine sites

Continued Collaboration:

As County Connection collaborated with Lamorinda Spirit to provide vehicles and drivers to fulfill their service, it became clear that vehicles and drivers were not the only resource they were lacking. Some of the challenges they faced were limited record keeping, as a result of a paper process, they were unable to keep track of drivers, and manifest could not be handed over to drivers for fear of spreading the virus. Valuable data like passengers' names and addresses were recorded on excel spreadsheets and managed by dispatchers. Also, due to antiquated phone systems and lack of technology, they were unable to track drivers. Booking trips were cumbersome and information had greater potential to be misplaced.

County Connection was able to upload the Lamorinda Spirit passenger data to our Trapeze software. This allowed for a simpler process to book all trips. When the Lamorinda Spirit requests trip records, County Connection can easily gather the data from the Trapeze Software. In addition, vehicles are easily tracked using the Mobile Data Terminal(?) (MDT).

This collaboration identified an area where County Connection could support the Lamorinda Spirit. As a non-profit organization, finding funds to purchase expensive software can be difficult. As an

example, the installation of Trapeze on a small transit system could easily range from \$300K-\$500K and amount far in excess of what most non-profits can afford.

Findings and Support

Staff has determined that County Connection has the bandwidth on our Trapeze software to host Lamorinda Spirit participants.

Financial Implications:

A small investment in staff time will be spent uploading about 50 participants and about 8 hours in providing training for Lamorinda Spirit staff in the use of the software. Our current license with Trapeze allows for up to 1,000 trips to be scheduled in a day and our current volume, including LAVTA, is about 550. LAVTA has approximately 110 trips and County Connection approximately 400 trips. Trip volume may vary on any given day. Lamorinda Spirit has approximately 5-8 trips a day, clearly leaving us with enough capacity to include their system.

Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

None