

To: Citizen Advisory Committee

Date: 3/04/2020

From: Rashida Kamara, Manager of Accessible Services

Reviewed by:

SUBJECT: Choice in Aging Program, Request for Expansion

Background:

In response to overwhelming LINK Paratransit issues associated with some Choice in Aging passengers, County Connection embarked on a Demonstration project to improve services. The Board of Directors approved a 6 month pilot program where Choice in Aging chose a TNC vendor that would provide services for a selected amount of passengers that were experiencing adverse effects to their overall health as a result of long rides, wait times and circuitous trips on regular ADA services. This service is paid for by County Connection and commenced in June 2019.

The goal of the service was to improve on-time performance, reduce ride times while maintaining shared ride services. Below are the performance statistics from June 2019 through December 2019:

Total trips performed	2,923
Highest Ontime performance	100%
Lowest Ontime performance	95.8%
Total Cancellations	461
Total No-shows	48
Total Complaints	0
Total passengers on program	20
Cost	\$99,934.40

Recommendation:

Staff would like to recommend that County Connection enter into an MOU with Choice in Aging for a permanent and expanded program for the period of one year, to commence July 1, 2020 and to be reviewed at the end of that time.

Financial Implications:

As a result of the Choice in Aging program, overall cost per passenger has been reduced by 1.2%. As the cost for paratransit service continues to rise, programs like these provide rider friendly

options at a reduced cost. Staff will continue to monitor the impact this service has on the overall budget.

Action Requested:

Staff requests that the Citizen Advisory Committee approve and forward this recommendation to the Operations and Scheduling Committee.

Attachments:

Letter of Request for Expansion



CHOICE IN AGING

Providing care, support, and services since 1949

501(c)(3) Nonprofit
94-2822559

Debbie Toth
President & CEO

September 20, 2019

Rashida Kamara
Manager of Accessible Services
County Connection
2477 Arnold Industrial Way
Concord, CA 94520

Re: Expansion of the SilverRide Transportation Pilot for Mt. Diablo Center Participants

Dear Rashida:

We are following up with you regarding progress with the SilverRide program and expansion of the pilot. We are requesting that an additional twelve participants be added to the program (two SilverRide carpools making two runs to/from Mt. Diablo Center each day).

In the MOU between Choice in Aging and CCCTA, dated June 1, 2019, Section IIC states: "If, after the first two months of service, it is determined that the Program is successful, additional CiA participants may be added to the Program, upon communication with CiA, CCCTA, and SilverRide, as long as the Program remains within the total compensation..." The pilot expires on December 31, 2019. With approximately three months remaining, and sufficient funds to cover the cost, we would like to add twelve additional frail, elderly participants to the SilverRide pilot.

We are making this request for the following reasons:

1. As we all know, our clients really need the SilverRide service based upon the unique nature of their disabilities, and the difficulties that they have using ADA paratransit service.
2. The pilot has been a huge success, as evidenced by the weekly and monthly reports, and comments from our participants and their families/caregivers. SilverRide's performance has been exemplary, and the cost is lower than a paratransit trip. Participants receive the unique benefit of SilverRide's door-through-door service, consistent driver and route, and the ride only going to/from Mt. Diablo Center.
3. The pilot has allowed our staff to spend more time on the participant experience at Mt. Diablo Center, and to focus more on their health outcomes versus spending time resolving transportation issues and the negative impacts of excessive trip times.

AGING & DISABILITIES PROGRAM LOCATIONS

1811 C STREET ANTIOCH, CA 94509		490 GOLF CLUB RD PLEASANT HILL, CA 94523		1234 EMPIRE ST, STE 1420 FAIRFIELD, CA 94533	
Bedford Center for Adult Day Health Care 925 778 4171	California Community Transitions (CCT) 925 778 4171	Mt. Diablo Center for Adult Day Health Care 925 682 6330	Contra Costa Multipurpose Senior Services Program (MSSP) 925 356 6777	Napa/Solano Multipurpose Senior Services Program (MSSP) 707 708 0571	Prevention and Early Access for Seniors (PEAS) 707 708 0582

4. We have many clients who would benefit from being in the pilot. The budget for the program is \$250,000. To date, only approximately \$60,000 has been expended. Adding twelve new participants until December 31, 2019 would increase the cost by \$30,000. The total expense would then be approximately \$125,000 for the six-month period, or 50% of the budget.

5. We are anxious to have our participants that have transfer trips between County Connection LINK and another provider in the region start the SilverRide service. A proposal was provided earlier this week. The cost for those trips, if added under the current SilverRide budget, would be approximately \$25,000, still leaving us well under budget for the pilot. Hopefully, these five transfer trips can be started in the next few weeks.

Finally, we would like to discuss the process for converting the pilot to a permanent program well in advance of the December 31, 2019 expiration so that there are no gaps in the current SilverRide service, and so that we can expand the pilot to additional Choice in Aging participants.

Thank you so much for your help with the pilot. SilverRide transportation and your leadership on this pilot program are making a huge difference in the lives of our participants!

We hope to hear from you soon.

Sincerely,



Debbie Toth, President and CEO

cc: Jeff Maltz, SilverRide
Dhurin Vahia, SilverRide
Lisa Hammon, Choice in Aging