



## CITY COUNCIL AGENDA REPORT

**Meeting Date:** June 15, 2023

**From:** Caroline Cheung, Communications Manager

**Subject:** Pilot Program for Expanded *Got Wheels!* Program

### **Community Goal/Result**

Community Building

### **Purpose**

Provide Brisbane residents 70 and older with an affordable transportation service.

### **Recommendation**

Affirm a pilot program with Peninsula Family Service (PFS), which manages the *Got Wheels!* program, where the City would budget \$12,000 in order for more eligible Brisbane residents, roughly 10% of Brisbane's population, the ability to receive a membership card.

### **Background**

In late 2022, City staff was informed by SamTrans of a Call for Projects to help fund the free midday community shuttle in the Bayshore/Brisbane area, which is also referred to as the Bayshore Brisbane Senior Shuttle. Including this shuttle in the Call for Projects for fiscal years 23/24 and 24/25 was based on recommendations from the Peninsula Shuttle Study adopted by the SamTrans board in September 2021. Among other things, it proposed SamTrans and Caltrain no longer sponsor shuttles. Brisbane's midday shuttle was the last shuttle being sponsored by SamTrans in 2023.

In speaking more with SamTrans staff and reviewing ridership reports, it was discovered that the cost to maintain service levels for the next two years would be \$151,000 in FY 23/24 and \$155,000 in FY 24/25, and that the average cost per shuttle rider was \$55 per day. The Call for Projects required the City, as a project sponsor, to contribute 25%, or approximately \$40k for this first two-year funding cycle. Based on previous shuttle performance and cost, the City has decided not to apply for funding for this route in the next Call for Projects.

Since January, City staff has been researching alternative transportation services for our older adults, and though they don't directly replace the shuttle, they do serve as viable, secure, and personalized transportation options.

### **Discussion**

City staff was first contacted by PFS in 2020 to share with its residents about their new, Caltrans-funded *Got Wheels!* program. Thirteen residents signed up for the program, of which five since July 2022, are still active. *Got Wheels!* members can arrange for a \$5 one-way cab

ride (they've partnered with Serra Yellow Cab) on-demand 24 hours/day, 7 days/week. Each month, participants are able to take up to 6 one-way trips or 3 round trips for only \$5.00 per one-way ride. Destinations must be within the geographic area (12 cities – Daly City, Colma, Brisbane, South San Francisco, San Bruno, Millbrae, Burlingame, Hillsborough, Half Moon Bay, Montara, Moss Beach, and El Granada) and San Francisco International Airport.

On March 27, 2023 PFS staff closed the *Got Wheels!* waitlist due to capacity being reached. They plan to re-open the waitlist on July 1, 2023.

**Fiscal Impact**

\$12,000, to ensure Brisbane residents are able to come off of the waitlist and receive a membership card.

**Measure of Success**

10 additional Brisbane residents are able to receive a Got Wheels membership.

**Attachments**

1. Signed Letter Agreement with PFS Chief Programs Officer

  
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Caroline Cheung, Communications Manager

  
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Clay Holstine, City Manager

May 22, 2023

Charles Hansen  
Peninsula Family Services

RE: Letter Agreement: Got Wheels! Program

Mr. Hansen,

The City of Brisbane understands that Peninsula Family Services (“PFS”) is open to expanding an existing program entitled “Got Wheels!”. Under this program, residents of Brisbane (and other communities) 70 years or older may obtain, at no cost to the resident, a membership from PFS by which the resident will be able to schedule rides with the Serra Yellow Cab company on demand, 24 hours a day, seven days a week. Each month, a participating resident will be allowed to take up to six one-way trips, or three roundtrips for destinations within Daly City, Colma, Brisbane, South San Francisco, San Bruno, Millbrae, Burlingame, Hillsborough, Half Moon Bay, Montara, Moss Beach, El Granada, and the San Francisco International Airport. Each ride must begin and end in one of these geographical areas. The fare for a ride will be \$5 one way.

The City will pay PFS \$12,000 for a one-year pilot program so that its residents 70 years and older may obtain the benefits of the services described above.

If that payment is acceptable to PFS, please sign and date below and return to me. These services to Brisbane residents would begin July 1, 2023 and end June 30, 2024. Please contact Caroline Cheung ([ccheung@brisbaneca.org](mailto:ccheung@brisbaneca.org)) or me ([clayholstine@brisbaneca.org](mailto:clayholstine@brisbaneca.org)) if we need to discuss this further.

Thank you for your attention to this matter. This program has great benefits for our community.

Clayton Holstine  
City Manager

C Caroline Cheung, Communications Manager

The terms and conditions set forth above are acceptable to Peninsula Family Services.

Charles Hansen  
Charles Hansen, Chief Programs Officer

06/01/23  
Date