

Senior Transportation Program

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Started in 2019

LOS ALTOS/LOS ALTOS HILLS
50+ PROGRAMS
Uber, Lyft, & Taxi
Reimbursement Program
(Homebound & Active)

ON THE MOVE

RIDE CARE PROGRAM
Visit us at LosAltosRecreation.org
(650) 947-2797

**Parks
Make
Life
Better!**



The Program

- For residents of Los Altos or Los Altos Hills, ages 50 years+.
- For basic rides with on-demand ride companies that can provide official verification of ride cost and transportation start and finish points.
- Full cost of each ride, and up to \$3 driver gratuity will be reimbursed. There is no limit on number of uses.
- Staff worked closely with the Finance Department in creating this program to ensure proper tracking of reimbursement funds. The program is funded in the amount of \$10,000 annually in the Senior Program budget.



Ride Boundaries

Ride must begin and end:

- Within the city of Los Altos or Town of Los Altos Hills
- El Camino Hospital Complex including North Dr., South Dr., Hospital Dr., and Solace Pl.
- Kaiser Mountain View (555 Castro St., Mountain View)
- Satellite Healthcare (247 El Camino Real, Mountain View)
- Kaiser Santa Clara (facilities on Lawrence Expressway & Facilities on Homestead)
- Palo Alto Medical Foundation in Palo Alto and Mountain View
- Palo Alto VA Hospital and all VA associated facilities located on Miranda Ave. and Loop Road
- Stanford Hospital and associated facilities on Jordan, 213 Quarry Road, Pasteur and Blake Wilber
- With no stops outside those areas



Anticipated Challenges

Use of Technology

- Trainings
- Options to summon rides

Reimbursement Process

- Easy as possible (one page for multiple rides)

Ride Boundaries

- Staff has taken input from seniors to expand usage boundaries as necessary



Senior Ride Program Considerations

Staff explored other senior ride models

- Purchase and/or operation of bus or van – costly
- Partnerships with organizations – complicated or limiting
- Direct partnerships with on-demand ride companies – complicated
- Desire for a program catering to Los Altos and Los Altos Hills seniors



Questions

