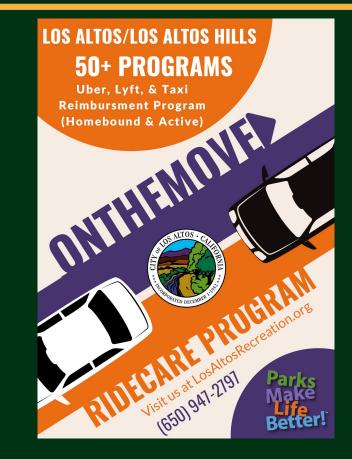
Senior Transportation Program

Manny A. Hernandez Parks & Recreation Director



Started in 2019





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

