



AGENDA REPORT SUMMARY

Meeting Date: February 27, 2024

Subject Parks & Recreation Senior Transportation Program Update

Prepared by: Manny Hernandez, Parks & Recreation Director

Approved by: Gabriel Engeland, City Manager

Attachment(s):

1. Slide presentation

Initiated by:

City Council

Previous Council Consideration:

None

Fiscal Impact:

None

Environmental Review:

Not applicable

Policy Question(s) for Council Consideration:

- None

Summary:

- In 2019 the Parks & Recreation Department started the On the Move Ridecare Program.
- The program is still ongoing and has steadily increased usage since inception.

Staff Recommendation:

Receive an update on the current Parks & Recreation senior transportation program.

Purpose

To update City Council on the status of the current in-house Parks & Recreation senior transportation program.

Reviewed By:

City Manager

GE

City Attorney

JH

Finance Director

JD



Subject: Parks & Recreation Senior Transportation Program Update

Background

Beginning July 1, 2019, the City of Los Altos started a ride reimbursement program for participants of the Parks & Recreation Adult 50+ Program. This program was created to aid local, mature adults in being more mobile within the Los Altos and Los Altos Hills communities.

At the time the program was developed, several other ride program options were considered. The current program was the best financially and logistically for Parks & Recreation staff to manage.

Discussion/Analysis

This ride reimbursement program is for ages 50 years and older and you must be residents of Los Altos or Los Altos Hills. Other parameters of the program are as follows.

- Ride must begin and end within the city of Los Altos, 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.
- Reimbursements are for basic rides.
- For use with on-demand ride companies that can provide official verification of ride cost and transportation start and finish points.
- Full cost of ride and up to \$3 driver gratuity will be reimbursed.

The most apparent challenge of this program was the use of technology to summon rides. Staff hosted training sessions through the Adult 50+ program to help users better understand the different ways to access on-demand rides. Staff also has taken steps to make the reimbursement process as simple as possible while still being accountable to the City's financial process.

Recommendation

Receive an update on the current Parks & Recreation senior transportation program.