

April 24, 2020

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To: Transportation Agency for Monterey County
Attn: Stefania Castillo, Transportation Planner

Re: Measure X Closure Report from ITN *Monterey County*

Summary of Activities

ITN *Monterey County* provides 24 hour/7 days-a-week transportation to help seniors (age 60 and older) and visually-impaired adults (age 18 and older) to remain independent and active in Monterey County. We continue to offer dignified transportation for customers in private autos, insured and inspected, with arm-through-arm, door-through-door service with affordable fares provided by volunteer drivers and part time paid drivers.

Ride fees are less expensive than a taxi or Uber, and one-third of what it costs ITN *Monterey County* to deliver the ride. There is a low-income fee structure for seniors who cannot afford the regular service and some rides are provided free-of-charge based on scholarship programs offered by sponsoring agencies.

Beginning 2020, Regeneron suspended funding for three months due to grant delays in our national grant application. However, ITNAmerica confirmed in March funding for another year to provide 100% scholarships for trips to all vision appointments. Additionally, we expanded our DMV pull notification program beyond paid drivers, enrolling over 60% of volunteer drivers. Since 2019, Measure X funding allowed the Board of Directors to expand scholarships for low-income members through the ITN Road Scholarship program to include a ride for any reason covering \$7.50, supporting more than just medical and grocery store needs as in previous years.

The direct service outcome is that members have an affordable resource that helps them access their basic needs of food, shelter, and medical care but also connects them to the local economy, friends and family, social events, and fitness activities. ITN *Monterey County* helps seniors and visually impaired adults age in place. Benefits are best summed up by a rider: *"Thank you for all your help at this time of my needs. Your drivers are the best, and very helpful and so are all of the office staff at ITN"* ~ E. Aremia Member Rider

Beyond providing dignified rides ITN *Monterey County* finds additional opportunities to improve public safety not only through our 'Age Well Drive Smart' community presentations provided in partnership with CHP and CA DMV ombudsmen program, but assisting our membership as well. *"I am a very satisfied car donor to ITN Monterey County. I donated my car in October 2019, and I am very pleased with how the entire transaction was handled."* ~ C. Guarino, Member Rider We gladly assisted eight members in the transactional process to transform their vehicle into an asset they utilize in ride credits with our service, transitioning to the passenger seat with ease.

Funding from Measure X Cycle 1 significantly improved ITN*MontereyCounty*'s operational stability which in turn increased reliable transportation options for Monterey County residents.

Work completed throughout Measure X Cycle 1 (Feb. 18-March 20)

ITN*MontereyCounty* currently utilizes 44 volunteer drivers with six on-call drivers providing back-up support when volunteer drivers cannot be matched to certain transportation needs. Our operational staff has increased, allowing a Transportation and Operations Manager to assist the Executive Director in improving dispatching and scheduling needs as our ridership is growing. ITN*MontereyCounty* has delivered 57,503 rides since March 2020, with volunteers providing 38.2 % of them. Over 52% of our current membership requires some form of mobility assistance.

Since February 2018, ITN*MontereyCounty* provided over 22,100 rides to date with over 500 active members. Historically, our trips increased from providing a quarterly average of 630 rides in 2018, to more than 820 rides throughout 2019; now experiencing a huge lull in ridership tied directly to the current COVID-19 crisis, and Monterey County's Shelter in Place mandates. Our Board of Directors issued a "life sustaining" only policy to ensure both rider and driver safety, expanding our ability to accommodate 'drop off/deliver' service to any member in current need. (See Attached COVID Policy)

Accomplishments during Measure X Cycle 1 include the following:

1. Extended our "Volunteer's Needed" campaign to include a TV commercial. Additional marketing efforts were introduced for our rural pilot with Aspire Health-plan in print, and for the celebration of our "50,000 Ride" event included both TV and radio coverage.
2. We added 363 new members, which does not include Aspire sub-member riders.
3. A total of 26 volunteers were recruited, 4 of whom previously supported our efforts, two joined our Board of Directors; 46% coming from greater Salinas area or South County.
4. Hiring and training: Recruited a new Executive Director who attended ITNAmerica Affiliate Retreat in October (2018& 19); hired an Admin assistant to improve marketing, office efficiencies & CERV disaster project; also hired two bilingual drivers to our team.
5. Expanded partnerships which included providing resource materials to Alliance on Aging providing outreach to seniors particularly those living in rural Monterey County.
6. Participated in 17 "Age Well Drive Smart" community presentations spanning from Salinas to Pebble Beach. The Executive Director continues to serve on the Mobility Advisory Council for MST and Area's Alliance on Aging council in addition to attending community collaborative group meetings such as MCCVA, Senior Roundtable, Areas Agency on Aging council and is Chair of the Legislative Action sub-committee.
7. Executed over 10 Rotary clubs and Lion's club presentations where information about ITN*MontereyCounty* services and our volunteer opportunities were shared.
8. Expanded Ride Service are for Aspire Health Plan riders to include all rural areas within Monterey County, resulting in delivering over 15 rides for medical appointments.
9. Assisted MST, Alliance on Aging, Central Coast Senior Services, and Monterey County Fair with increasing exposure for attendance of over 1100 to Senior Day & Vet Connect held annually in August.

10. Celebrated ITN*MontereyCounty*'s milestone "50,000 Ride" event in August 2019, where a reenactment of the ride delivered in May with volunteer Tomi Nemes and rider Joan B. in a red convertible was held at BMW of Monterey.

Expenses to date

Fiscal Year – 2020/21	Funding Approved	Funding Received
*detailed expenses in P& L	\$745,761.00	\$745,761.00

Project Shortfalls in Measure X Cycle 1

The California state mandate for all residents to shelter in place due to the COVID-19 pandemic has changed the way society feels and acts regarding taking rides or being in public. While the ITN*MontereyCounty* staff continues to do all we can to support our riders and senior residents, we have asked all of our volunteers to stay safe during these uncertain times relying upon our paid drivers to support the diminished ride requests we are able to honor. Our annual Volunteer Appreciation Awards dinner was postponed, and hopefully can be rescheduled in fall of 2020. Many of the projected outcomes for the final quarter will not likely be achieved before June, as few as 100 rides have been scheduled and delivered in the month of April, a significant decrease.

Our Board graciously agreed to support another local non-profit serving homebound meals by having our paid drivers assist with delivering hot lunches 5 days a week to residents over 60. It was a project that launched the last week of March delivering to only 6 participants, now serving over 185 seniors who are sheltering at home, ITN drivers are delivering 102 of those meals 5 days a week. Our Board is grateful to support another local organization, keeping our dedicated team working, we are mindful of reduced rides revenue and reserve depletion is on the horizon.

Pictures – See attached marketing commercial airing on KION News 46 and social media.

Respectfully,

Jessica McKillip
Executive Director



ITN Volunteering REV2 HD



ITN Over 65 REV HD

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More meals for more people, Meals on Wheels of the Salinas Valley creates new program

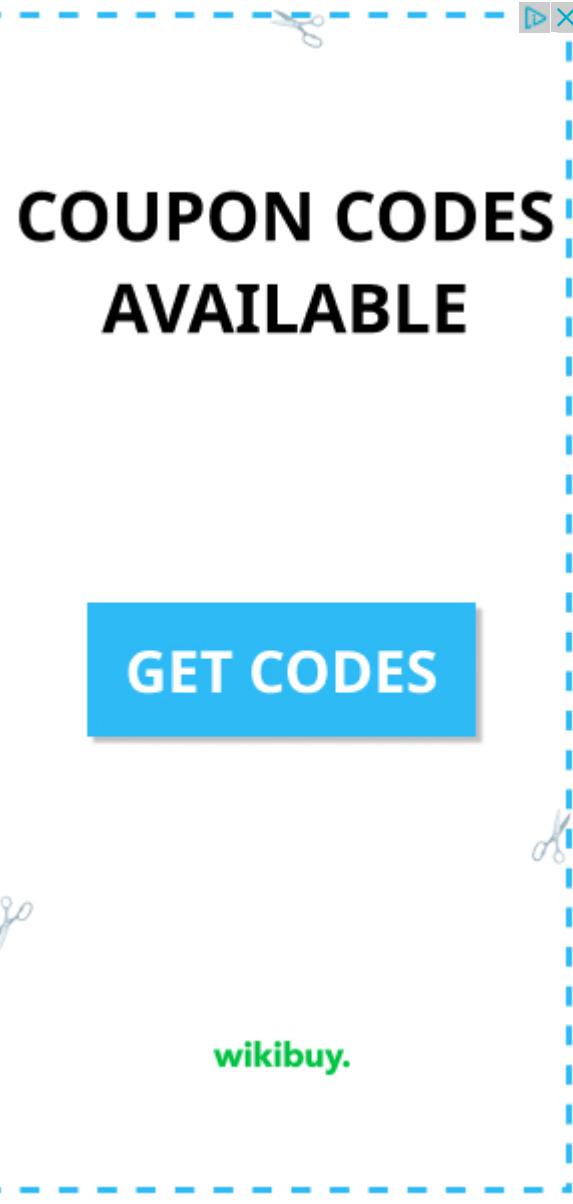
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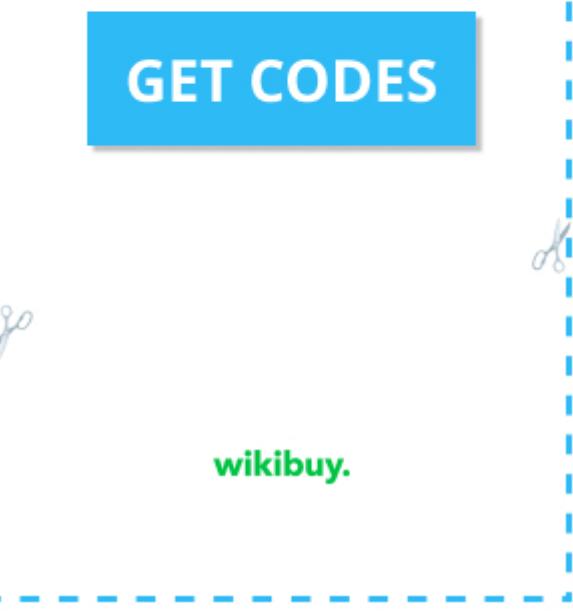
**Alani Letang** 

Anchor/Reporter

The new program called MASA is meant to relax some of the existing rules so people who are 60 years and older, who are able to shop for themselves but don't want to go out at this time, can still get a meal. MASA stands for Meals on Wheels of the Salinas Valley and their Salinas Valley community partners in action. In action meaning the partners have donated the funds for the program.



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"Just knowing that comfort, that someone is going to come to you, they're not going to have contact with you, but they are bringing you a hearty meal," said Regina Gage, the executive

A hot meal Monday through Friday, purchased by Meals on Wheels of the Salinas Valley made possible by donations.

Gage said, "Our feeling was we don't really have time to get committees together, and processes. Obviously we thought it through, but our feeling is the need is now."

Meals on Wheels is partnering with companies, restaurants and drivers at MST and Interdependent Transportation Network or ITS. Meals are for people 60 years and older and are left at the door for a zero contact delivery.

"It's just a little bit different of a service for us, but our drivers are grateful to be helping keep people fed, which is the key piece of this project," said Jessica Mckillip, ITN executive director.

The need is growing daily.

"Everyday, we are up to 53 for our order tomorrow, but it's early in the day. We could get another 10 people signed up today," said Laurie Bend, Outreach Director with the Meals on Wheels with Salinas Valley.

The MASA program will continue as long as the funds are there, and for as many needed.



ITNMontereyCounty Virus

Prevention Guidelines

ITNMontereyCounty is committed to doing our part to limit the spread of COVID-19, and will be limiting our ride service to life-sustaining rides such as dialysis, pharmacy, and grocery trip needs until further notice. To help our members limit their potential exposure, we will also complete small errands for members to get groceries or pick-up prescriptions. (See ride policy for more information). For any drivers who are providing rides, the following precautions must be taken:

- The interior of each vehicle must be cleaned at the beginning and end of each drivers shift using a CDC approved disinfectant.
- The interior of the vehicle must be wiped down after each passenger leaves, and before the next passenger is picked up, with particular attention to areas people touch, such as door handles and seat belts.
- Drivers must wash their hands or use hand sanitizer (if available) as much as possible during the course of their driving shift.

ITNMontereyCounty COVID-19 “Shelter in Place” Response Policy

As a “Shelter in Place” mandate has been declared for Monterey County to limit the spread of COVID-19. ITNMontereyCounty understands the importance of our services as a lifeline to the community, and we have crafted this policy in an effort to balance the needs of our riders with the safety of the larger community. We recognize that the Centers for Disease Control and Prevention (CDC) classifies some of our riders as a high-risk group, but many ITNMontereyCounty riders require trips that are life-sustaining. To assist in the CDC recommended social distancing efforts ITNMontereyCounty immediately instates the following policies:

- ITNMontereyCounty will only provide essential rides until further notice. These rides consist of dialysis, cancer treatment, and certain other medical needs. Please contact the office if you are unsure if your medical ride would be considered an essential ride.
- ITNMontereyCounty will complete short errands for riders Monday through Friday between 8:00am and 6:00pm to assist them in staying home and maintaining social distancing. Members needing to obtain necessary grocery, pharmacy, and life sustaining essentials should call and arrange credit card payment/pick-up (not payment by cash or check) with the store, allowing ITNMontereyCounty drivers to pick up the items and leave them outside the member’s door. Drivers will not enter a home for any reason. **PLEASE DO NOT TIP DRIVER.**

ITNMontereyCounty’s policies prohibit drivers from accepting tips.

- ITNMontereyCounty Management reserves the right to execute discretion and deny rides based upon restrictions issued under Monterey County’s “Shelter in Place” order until further notice.

We understand that the next few weeks will be difficult, and we want to assist while limiting exposure and possible spread of this virus. If you have questions, please call the office number at 831-233-3447. We will be answering calls and questions. If you leave a message, your call will be answered within 24 hours.

Please continue to practice the other precautionary measures such as handwashing and using sanitizer and if you are sick you should self-isolate, including, to the extent you can, from others you live with. If you have specific questions about what activities are covered under the Order, check out the Shelter in Place FAQs on the Monterey County Health Department webpage www.mtyhd.org/covid19.