



# Senior & Disabled Transportation Program

Citizens Oversight Committee | July 2019



# Program Update and Potential Changes


- Cycle 1 Criticism / Needs Assessment
- First year results
- Changes for Cycle 2 grants
- Schedule

# Cycle 1 Criticism

- Geographic distribution of funds
  - ◆ South of Salinas left out
- Number of rides not counted
- New or less experienced organizations penalized

# Needs Assessment

The county's elderly population is growing and with it the need for more services.



60%

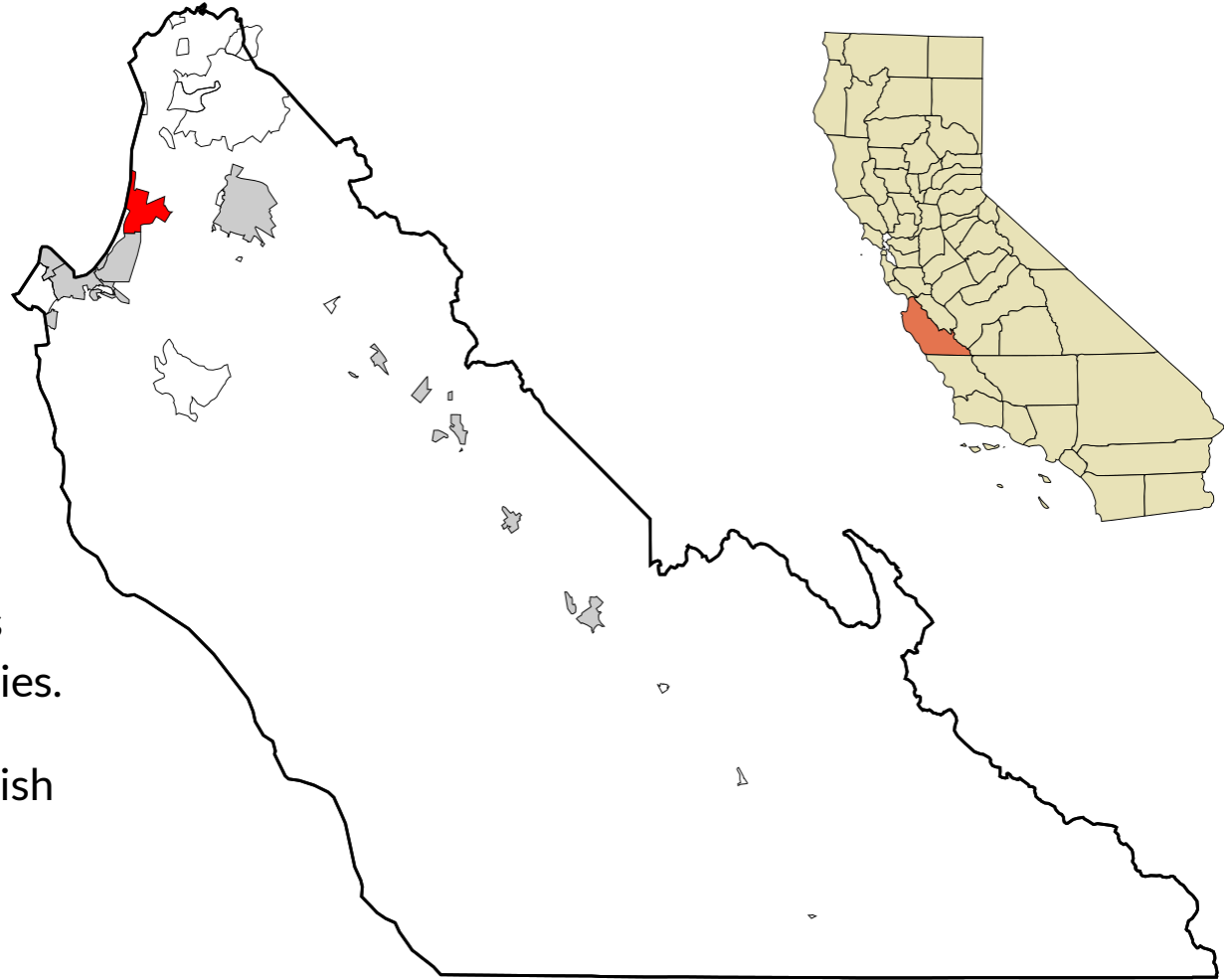
increase between  
2020 and 2040

# Needs

## Addressing diversity in Monterey County.

Geographic: rural areas, unincorporated towns, incorporated cities and areas surrounding incorporated cities.

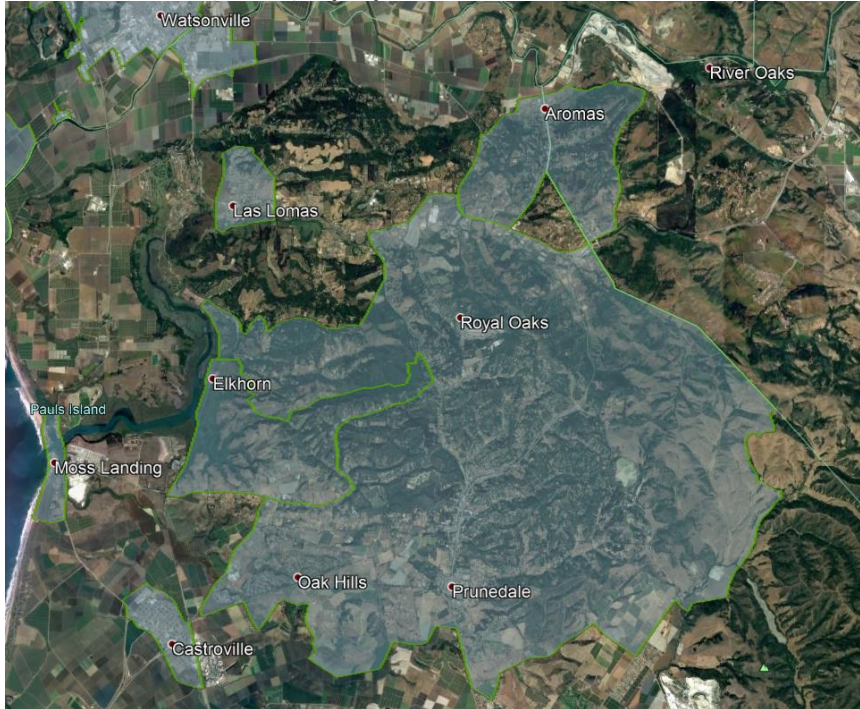
Linguistic/Cultural: non-English speakers



# Needs Assessment

## North County:

- ★ 3,725 (9%) - population age 65 and older
- ★ 1,917 (11%) - population with a disability



## Greater Salinas Area:

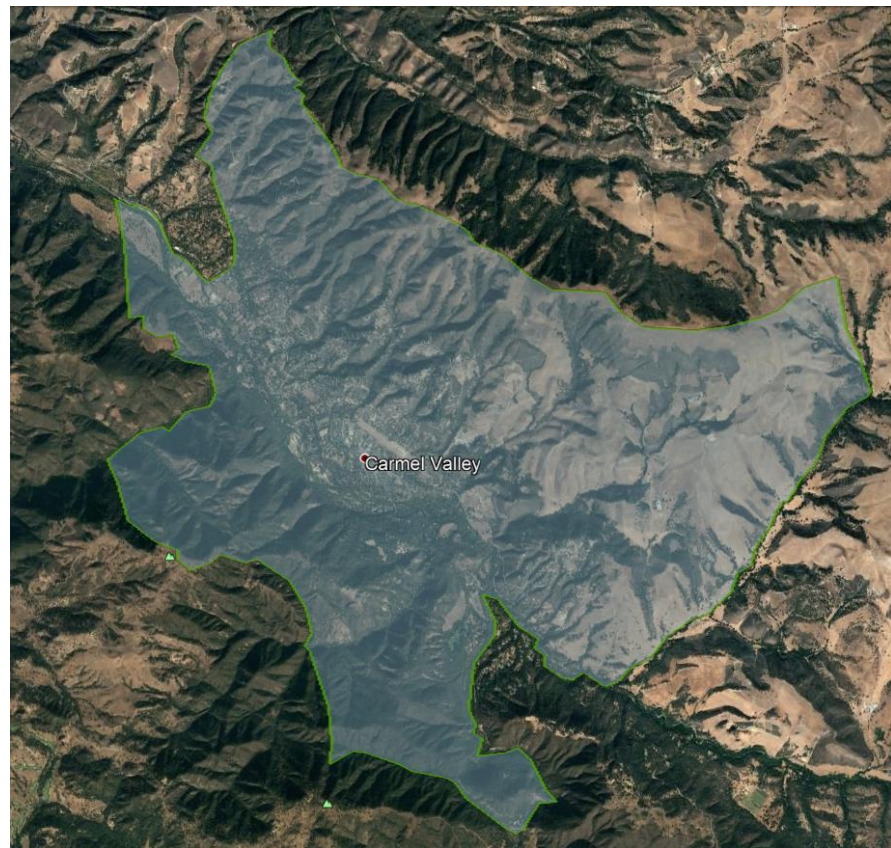
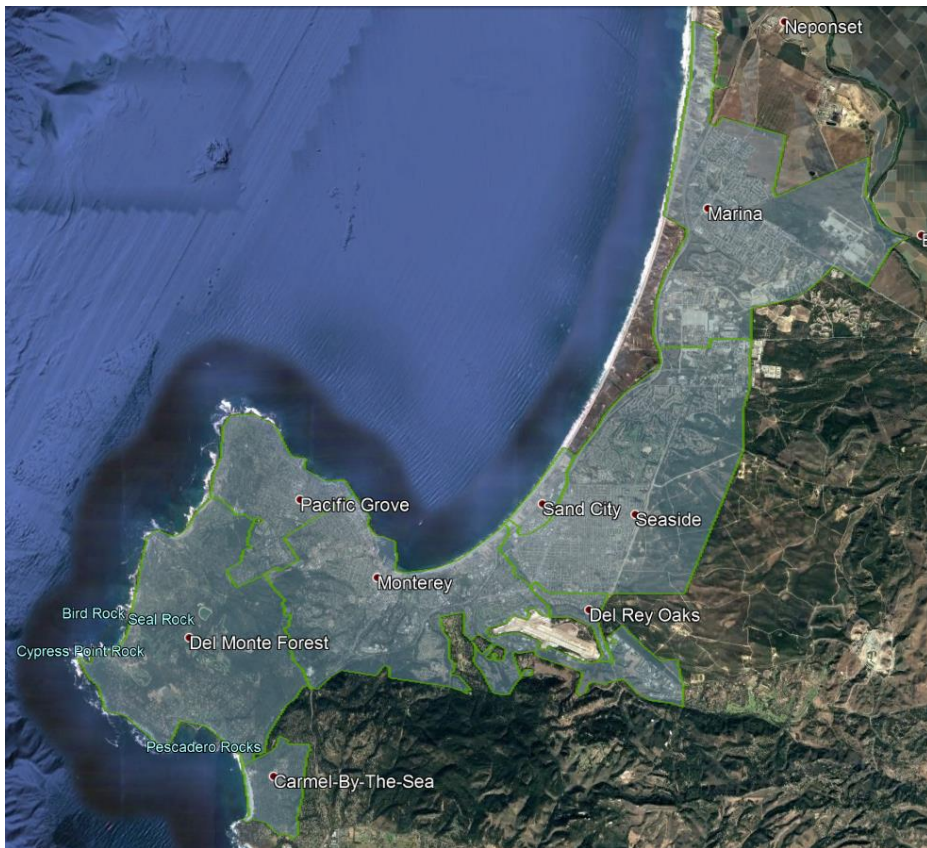
- ★ 13,433 (32%) - population age 65 and older
- ★ 6,787 (39%) - population with a disability



# Needs Assessment

## Monterey Peninsula:

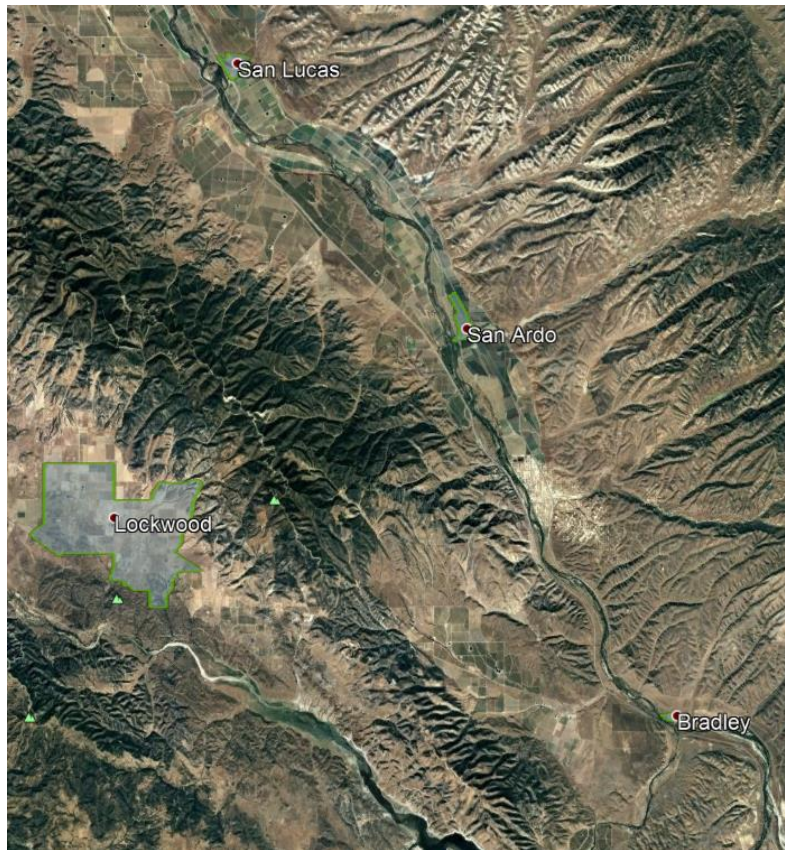
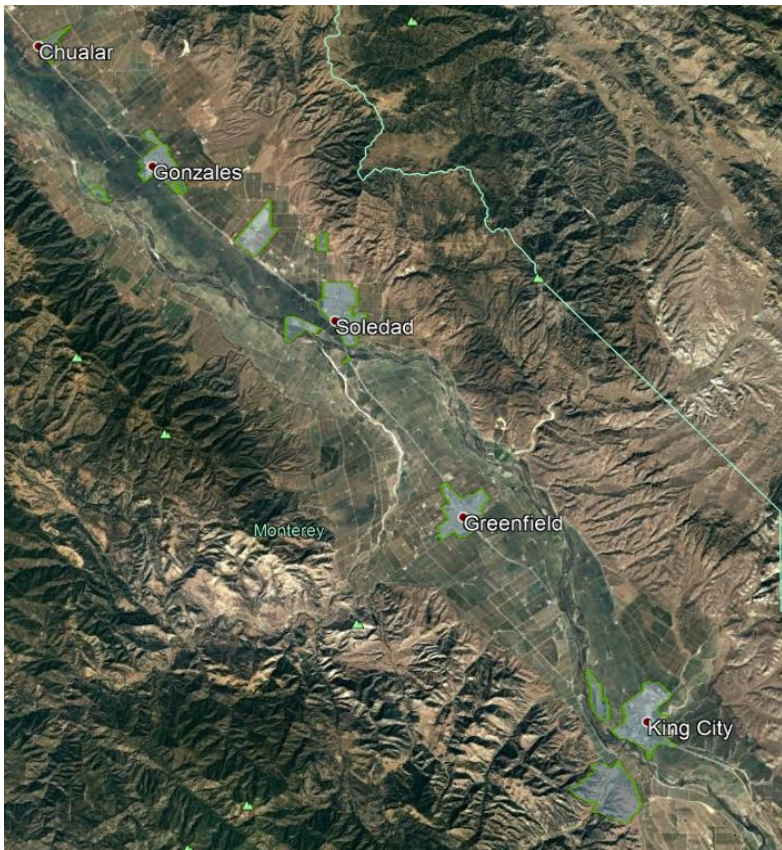
- ★ 20,263 (48%) - population age 65 and older
- ★ 6,274 (36%) - population with a disability



# Needs Assessment

## South Monterey County:

- ★ 4,396 (10%) - population age 65 and older
- ★ 2,298 (13%) - population with a disability

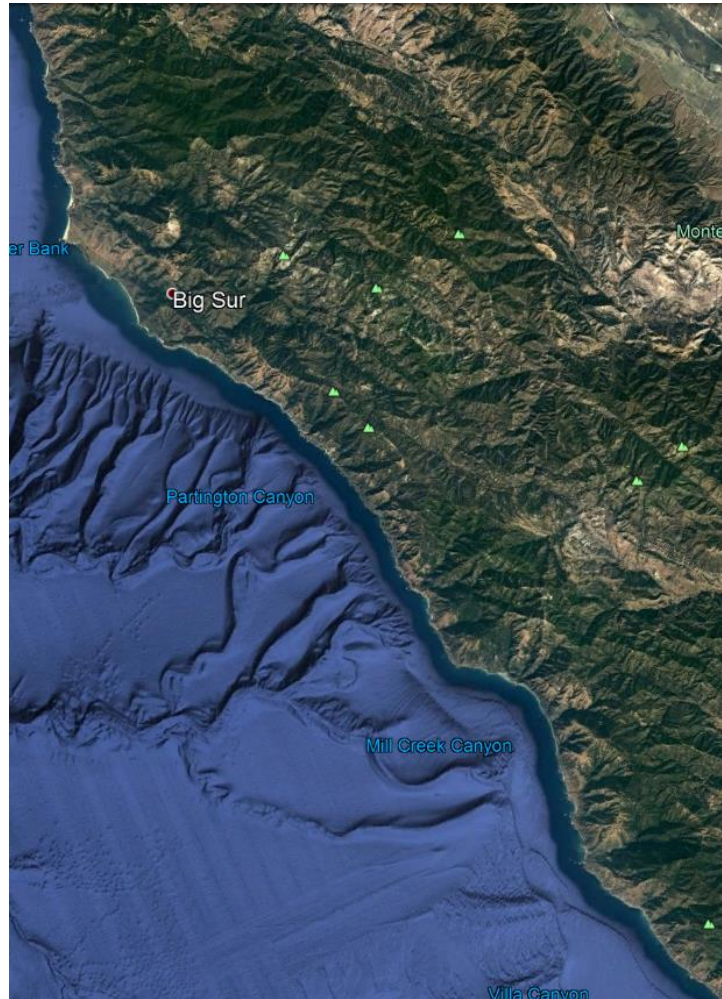


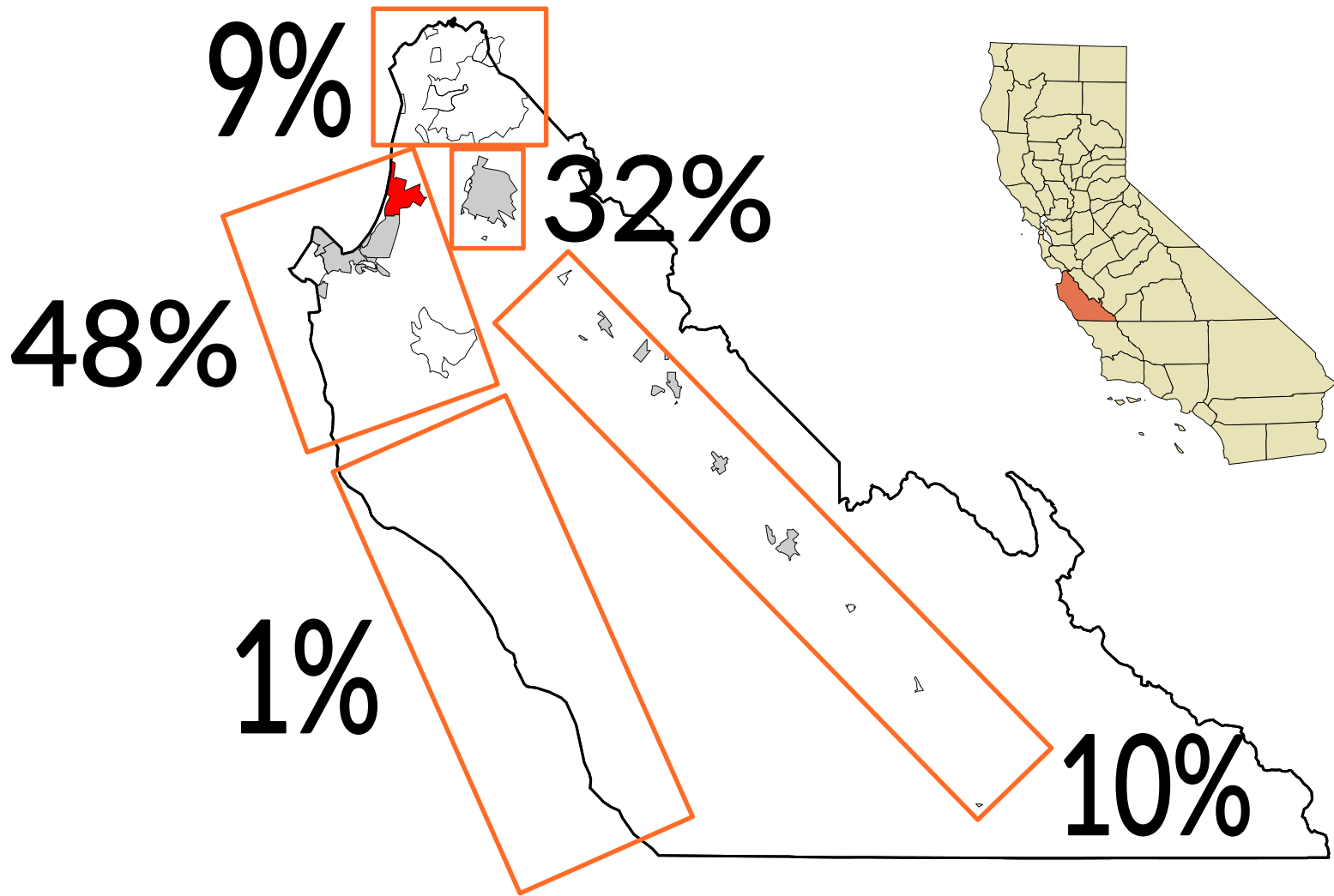


# Needs Assessment

## Big Sur Coast:

- ★ 286 (0.7%) - population age 65 and older
- ★ 105 (0.6%) - population with a disability





# Existing Services

Transportation options exist but many factors to consider:

- Cost
- Eligibility criteria
- Pick-up locations
- Hours of operation
- Routes
- Wheelchair access
- Purpose of trip
- Smartphone
- Door-to-door/Curb-to-curb
- Weather

## Existing Services

- ✓ MST
  - RIDES Paratransit
  - Taxi Voucher (senior, persons w/disability, veterans)
  - Special Medical Trips
  - TRIPS (reimbursement program)
  - Travel Training
  - Navigators
- ✓ ITN Monterey County
- ✓ Taxi Services (private)
- ✓ Uber/Lyft (private)



# Measure X

Program policies and descriptions vetted by the community.

**Investment Plan Funding: \$15 million**

→ **Increase transportation services**

For older adults and persons with disabilities

→ **Funds solely for transportation purpose**

As defined by the authorizing ballot.

→ **Funds non-profits**

To fill the transportation network gap

# Cycle 1

5 organizations awarded funding



THE BLIND  
& VISUALLY  
IMPAIRED  
CENTER  
OF MONTEREY COUNTY INC.



**ITN** Monterey County™  
Dignified transportation for seniors

3 fiscal years (2017/18 - 2019/20)

Applicant	Project Title	Summary	Total Project Budget	Amount Requested	Amount Funded
<b>Veterans Transition Center</b>	Mobility Opportunities for Veterans	Transportation for elderly and disabled veterans in Monterey County.	\$321,659	\$258,689	\$258,689
<b>Blind &amp; Visually Impaired Center</b>	Orientation & Mobility Training	Provide orientation & mobility training, which is used to help people with vision loss maintain travel independence.	\$247,050	\$178,550	\$178,550
<b>Josephine Kernes Memorial Pool</b>	Kernes Pool Transportation Voucher Program	Transportation voucher assistance for senior and disabled residents of Monterey County to participate in therapeutic adaptive aquatic sessions at Kernes Pool.	\$196,425	\$147,000	\$147,000
<b>Alliance on Aging</b>	Senior Transportation Specialist Project	Transportation information, training and support for seniors.	\$201,208	\$170,000	\$170,000
<b>ITN Monterey County</b>	Dignified Transportation of Seniors and Visually Impaired Adults	Provide individualized transportation for seniors and visually impaired adults on a daily basis.	\$1,562,766	\$945,750	\$745,761

# Results from First Year Annual Reports



# Potential Changes

Should the program define metrics to evaluate effectiveness?

*number of trips provided, clients served, areas served, or cost per client*

What type of activities best meet the Measure X mission?

*purchase of MST services an eligible expense?*

Require a site visit during the application process?

*to understand proposed grant-funded activities*



# Veterans Transition Center (\$258,689)

Transportation for elderly and disabled veterans in Monterey County.		*Does funding increase transportation services?	
Expenses	Work Completed (Jan-Dec 2018)	Pros	Cons
<p>Vehicles</p> <p>Bus Passes</p> <p>Branding (wraps)</p> <p>Driver (jobs)</p>	<p>Purchased two SUVs, one sedan and leased one Ford bus.</p> <p>Provided 155 rides for hospital visits, medical appointments, and legal appointments.</p> <p>Begun development of marketing plan for resource fair and formal media releases.</p>	<p>Transportation from Veterans Transition Center to hospital, doctor offices, and local apartments for rent.</p>	<p>Golf carts for rides between Veterans Transition Center facilities.</p> <p>Bus passes for existing services - no new services provided.</p> <p>Branding wraps (VTC and Measure X logos) for vehicles.</p>
<p><u>Communities Served</u>: veterans enrolled in the center's programs.</p>			

# Blind & Visually Impaired Center (\$178,550)

Provide orientation & mobility training, which is used to help people with vision loss maintain travel independence.		*Does funding increase transportation services?	
Expenses	Work Completed (Jan-Dec 2018)	Pros	Cons
Salary Orientation & Mobility Specialist  Orientation & Mobility Consultant/Contractors  Salary Executive Director (% of salary for supervision)  Travel (mileage reimbursement)  Staff Training  Program Equipment (assistive devices)  Transportation Assistance (RIDES)	Hired Orientation & Mobility Specialist.  Purchased office supplies and mobility equipment.  Developed 44 individualized navigations plans.	Training on physical and communication skills to travel independently.	MST RIDES tickets for existing services.  No new transportation services provided.  Program equipment (canes, low vision sunglasses) for existing services.
<u>Communities Served:</u> Carmel, Carmel Valley, Greenfield, King City, Marina, Monterey, Pacific Grove, Prunedale, Salinas, Seaside, and Soledad.			

# Kernes Memorial Pool (\$147,000)

<p>Transportation voucher assistance for senior and disabled residents of Monterey County to participate in therapeutic adaptive aquatic sessions at Kernes Pool.</p>		<p>*Does funding increase transportation services?</p>	
Expenses	Work Completed (Jan-Dec 2018)	Pros	Cons
<p>Salary Program Manager Transportation Program Subsidies</p>	<p>Developed an agreement and accounts payable with the transportation service provider.</p> <p>Assisted 3 clients and the transportation provider with scheduling 236 rides for therapeutic adaptive aquatic sessions at Kernes Pool.</p>	<p>Program serves low and very low income senior and disabled residents in South County.</p>	<p>Program serves 3 persons with disabilities (including 1 senior).</p> <p>Cost of \$250 per ride per person (plus admin costs).</p> <p>Purchased transportation services - no new services provided.</p>
<p><u>Communities Served:</u> Soledad and Seaside.</p>			

# Alliance on Aging (\$170,000)

Transportation information, training and support for seniors.		*Does funding increase transportation services?	
Approved Expenses	Work Completed (Jan-Dec 2018)	Pros	Cons
Salary Program Manager Salary 2 Part-time Staff Travel - Mileage reimbursement Publications/Postage Rent and Utilities (%) Bus Passes Office Equipment	Hired and trained Transportation Coordinator. Developed database of transportation resources and individual transportation plans. Attended 52 outreach events and senior living facilities. Distributed transportation services flyer and coordinated interagency meetings. Distributed MST bus passes.	Additional coordination with transportation service providers in Monterey County. Promotion/education for existing transportation services available.	Difficult to track if information distributed about available transportation services translated to use of those services. Bus passes for existing services - no new services provided.
<u>Communities Served:</u> Salinas and South County (Soledad, Greenfield, King City)			

# ITN Monterey County (\$745,761)

Provide individualized transportation for seniors and visually impaired adults on a daily basis.		Does funding increase transportation services?	
Approved Expenses	Work Completed (Jan-Dec 2018)	Pros	Cons
<p>Salary - Executive Director Salary - Dispatch &amp; Drivers</p> <p>Low Income Rides</p> <p>Publications/Postage</p> <p>Rent and Utilities</p> <p>Office Equipment</p> <p>Marketing</p> <p>Volunteer Expenses</p>	<p>Provided over 9,000 arm-through-arm, door-through-door rides.</p> <p>Added 130 new clients and recruited and trained 5 new volunteer drivers.</p> <p>Attended outreach events, developed marketing materials and gave 7 “Age Well Drive Smart” community presentations.</p>	<p>In 2018, ITN Monterey County provided 9,316 rides with an increase from providing an average 500 rides last December (2017), to almost 800 rides this December (2018).</p> <p>ITN America chose ITN Monterey County to become a pilot site for ITN Country, a rural transportation efforts to be supported by newly developed ITN Rides 2.0 software.</p>	<p>Currently, ITN Monterey County provides very limited service to South County.</p>

Communities Served: Carmel, Monterey, Pacific Grove, Pebble Beach, Seaside, Salinas, Toro Park, Carmel Valley, Marina, Castroville

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# Program Application and Scoring Criteria

Application Question/Section	Score Criteria	Points
1) Applicant Information	<u>Applicant experience</u> : organization has demonstrated knowledge serving seniors and/or persons with disabilities	20
2) Project Description and Project Implementation Timeline	<u>Project feasibility and readiness</u> : project readiness for implementation and ability to implement within the 3-year funding timeline.	20
3) Project Benefits	<u>Project need and relative level of urgency</u> : the project fills a gap in transportation services for seniors and/or persons with disabilities.	20
4) Communities Served	<u>Geographic equity</u> : percent of seniors and/or people with disabilities in Monterey County served, or eligible to use service and communities served.	15
5) Project Budget	<u>Project cost effectiveness</u> : project ability to leverage other public or private funding sources.	15

# Milestones

