

Peninsula Volunteers Senior Transportation Program



Current Transportation Options in Our Community

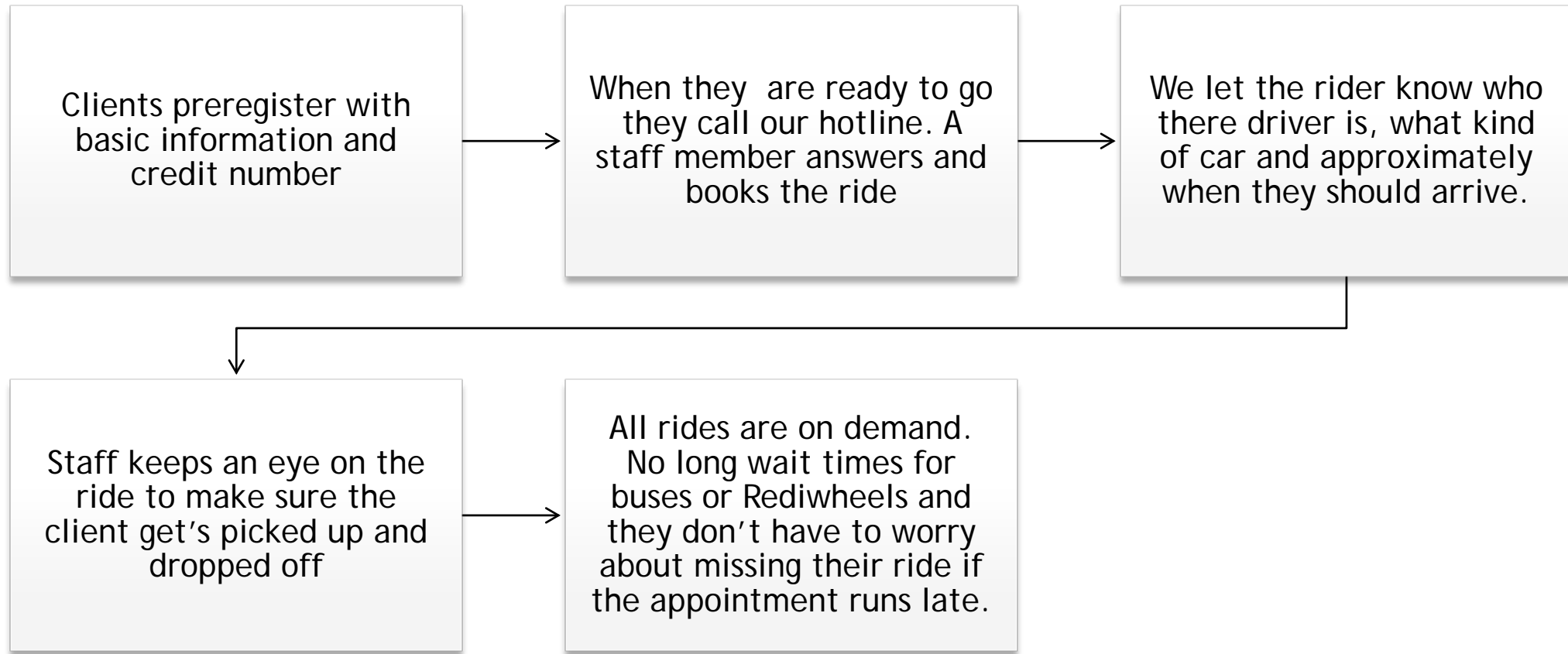
- ▶ **Public Transportation**
 - ▶ Can be difficult to access
- ▶ **Rediwheels (Paratransit)**
 - ▶ Long wait times and inconsistent service
- ▶ **Private Taxi Companies**
 - ▶ Expensive and unreliable
- ▶ **Rideshare Companies such as Uber or Lyft**
 - ▶ Technology barrier for those who don't have a smart phone



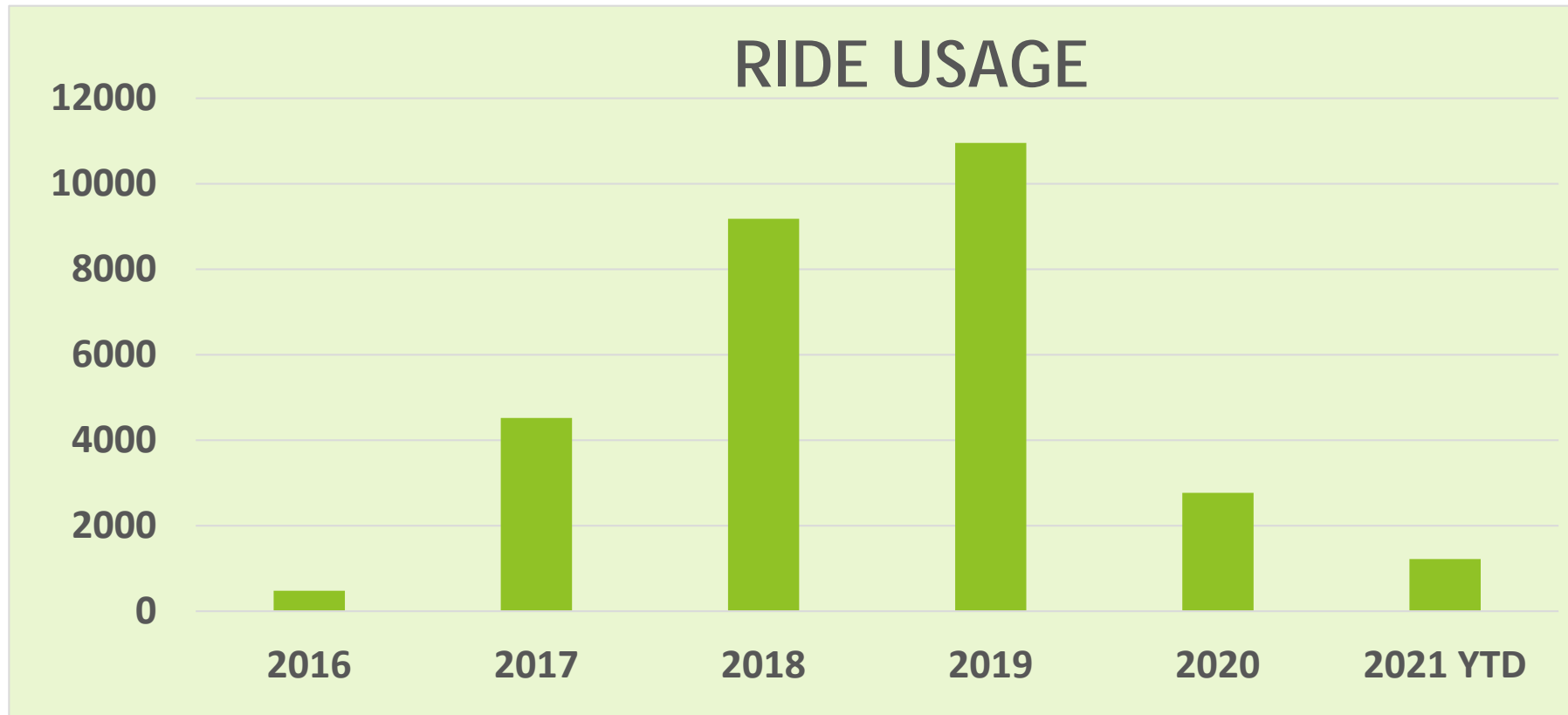
Our Solution- Subsidized Rides using Lyft and Uber Concierge

- ▶ Starting in May 2016 we began offering low cost rides to seniors to doctor/dental offices and local senior centers
- ▶ All rides are on demand. No long wait times for buses or Rediwheels and they don't have to worry about missing their ride if the appointment runs late.

How to request a ride?



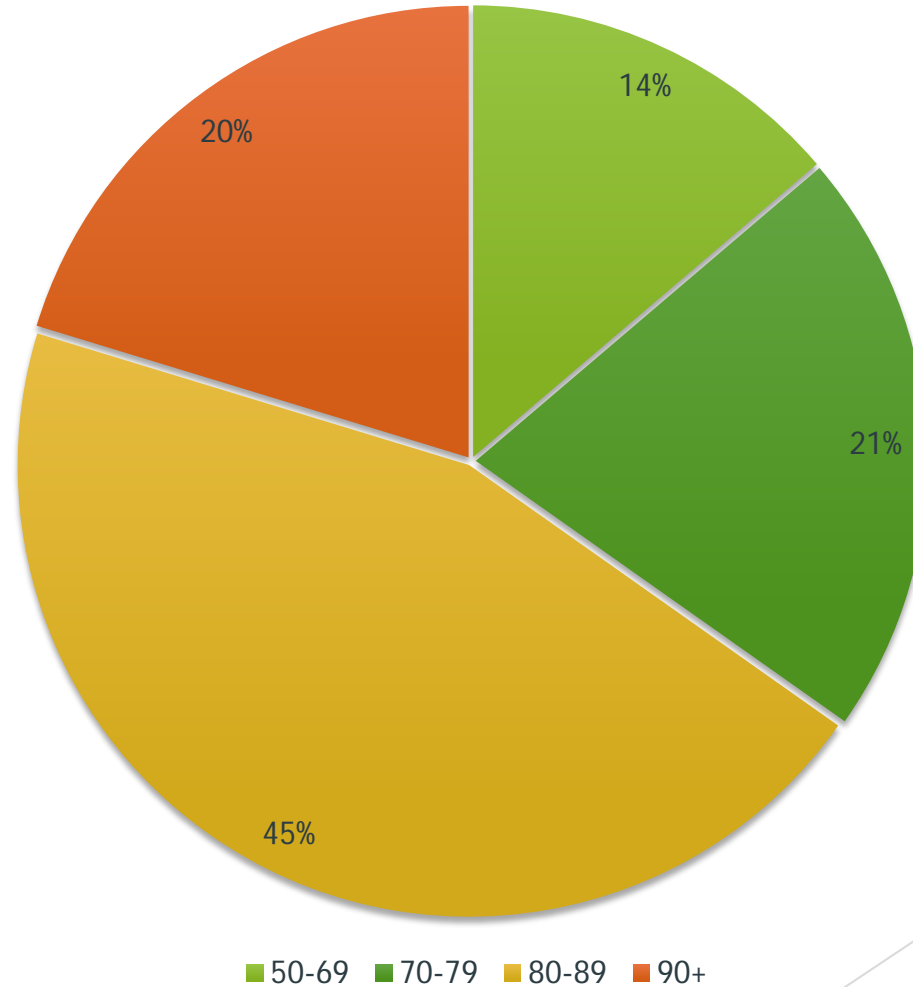
Actual rider usage 2016-2021



User Demographics

- ▶ 400 + Unique Users
- ▶ 75% Women and 25% Men
- ▶ Average Distance Traveled
 - ▶ Activity Centers: 2.9 miles
 - ▶ Doctors Offices: 4.3 miles
- ▶ Average Cost per Ride is \$14.00

Age of Users



Funding Sources and Partnerships



- ▶ Sequoia Health Care District-
 - ▶ Initial Grant and Expanded Funding
- ▶ Peninsula Volunteer Properties
- ▶ Villages of San Mateo County

Steve R. is in his late sixties and signed up for the transportation program because of the need for rides to and from his medical appointments, since he doesn't drive. Steve raves about the program --- "the Little House staff who answer the phones and coordinate the rides are very friendly and dependable. It's a very important service - especially for those who need a ride to get to their doctor's appointments." His experience with the Lyft and Uber drivers has been that the drivers are always polite and almost always on-time. Mr. Rifkin summed it up by saying, "Overall, this is a great service to our senior community!"

► Lynn H.

Time in Program: Approximately 2 years

Why She Joined: Because she has no car, is on a fixed low income and goes to doctor and dentist appointments quite often.

Biggest Benefit to Joining the Program: Saving on expenses due to the low pricing of the service

Favorite Part About the Program: "The low cost"

Client Testimonials