



DATE: July 06, 2020

AGENDA ITEM # 5

TO: Senior Commission
FROM: Bridget Matheson, Staff Liaison
SUBJECT: On Demand Ride Reimbursement Program Update

RECOMMENDATION:

Review and discuss the current On Demand Ride Reimbursement Program.

BACKGROUND/DISCUSSION

The Senior Commission was interested in hearing an update pertaining to the On Demand Ride Reimbursement Program.

Attachments:

- A. On Demand Ride Reimbursement Program Flyer
- B. On Demand Ride Reimbursement Data Worksheet (2018-2020)



City of Los Altos

ON DEMAND RIDE REIMBURSEMENT PROGRAM

Stay connected to your community!



The City of Los Altos provides a ride reimbursement program for seniors members of the Recreation & Community Services 50+ Program. This is a program that was created to aid local seniors in becoming more mobile within the Los Altos community.

Process for reimbursement is as follows:

1. Complete reimbursement form.
2. Print a copy of your ride receipt from your rider history.
3. Submit completed reimbursement form and ride receipts to the Recreation & Community Services front office, 1 N. San Antonio Rd, Los Altos, CA 94022 (**Within 90 days**)
4. Approvals, check request processed and mailed. May take 2-3 weeks.

Requirements for Reimbursement

To be eligible for on-demand ride reimbursement you must meet ALL of the following criteria.

1. Ride service must take place between July 1, 2019-June 30, 2021.
 2. You must be an active member of the Los Altos Recreation & Community Service Senior Program. 2020-2021 annual membership rates are \$26 for Residents and \$40 for All Others.
 3. Rides must begin and end within the City of Los Altos, Town of Los Altos Hills, and/or include the following destinations:
 - El Camino Hospital Complex including North Dr., South Dr., Hospital Dr., and Solace PL
 - Kaiser Mountain View (555 Castro St.)
 - 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, Pasteur and Blake Wilber
 4. You must use an on-demand ride company that can provide official verification of ride cost and transportation start and finish points.
3. Full cost of ride and up to \$3 driver gratuity will be reimbursed, an additional gratuity given will not be reimbursed.

City of Los Altos Recreation & Community Services **Adult 50+ Program**

1575 Holt Ave | M-F, 8:30am-3:30pm | 650-947-2797 | LosAltosRecreation.org

Ride Share Data Entry Work Sheet

Program Officially Started July 01, 2018

\$10,000 was given to this program

Dates	User	Amount	Location
09/16/2018-09/21/2018	3 Users for year 2018	\$29.65	Around DOWtown Los Altos
10/01/2018-10/08/2018		\$179	Around DOWtown Los Altos
11/07/2018-11/28/2018		\$117	Around DOWtown Los Altos
11/19/2018		<u>10.79</u>	Around DOWtown Los Altos
Grand Total		\$336.60	

Ride Share Data Entry Work Sheet

Program Officially Started July 01, 2018

\$10,000 was given to this program

Added modes of transportation, i.e. Uber, still updating chart.

Date Range	Name	Location(s) Traveled	Uber	LYFT	Go-Go	Taxi	Payment
6/26/2019-7/03/2019		Los Altos -El Camino					\$35.20
07/03/2019-07/10/2019		Los Altos around town					\$33.74
07/03/2019-07/17/2019		Los Altos around town					\$48.27
07/10/2019-07/17/2019		Los Altos around town					\$31.77
07/03/19-7/13/19		Los Altos around town					\$55.94
07/13/19-07/27/19		Los Altos around town					\$53.51
7/3/2019		Los Altos around town					\$14.40
07/24/2019-07/26/2019		SanAntonio Rd, Homestead Ct.,	4				\$31.74
07/30/19-07/31/19		Grant Rd., Fremont Ct.					\$48.30
08/01/2019-08/13/2019		Los Altos around town					\$76.69
08/13/2019-08/21/2019		Los Altos around town					\$34.62
08/23/2019-08/31/2019		Los Altos around town					\$34.96
08/14/2019-08/28/2019		Los Altos around town					\$199.10
09/06/2019-09/11/2019		Los Altos around town					\$35.00
9/12/2019-9/13/2019		Los Altos around town					\$37.25
09/14/2019-09/23/2019		Los Altos around town					\$45.99
09/23/2019-09/28/2019		Los Altos around town					\$40.29
10/02/2019-10/25/2019		Los Altos around town					\$34.27
10/02/-10/25/19		SanAntonio Rd, Homestead Ct.,					\$20.80
		Grant Rd., Fremont Ct.					\$40.29
10/18-10/27/19		Main st,2 times Grant Park,Olive	2	2			\$33.74
		Tree Court					\$48.27
11/06-11/08/19		Homestead.Grant,Homes 2 times					\$31.77
		Homestead. Fremont 2 times	4				\$31.74
11/13-11/15/19		Grant. Homestead Fremont	4				\$55.84
11/15-11/18/19		Grant, Homestead, Fremont	4				\$48.30
11/18-11/21/19		Grant. Homestead Fremont	4				\$40.29
11/22-11/25/19		Homestead, Grant	4				\$55.94
12/03-12/04/19		Homestead, Fremont, El camino	4				\$53.51
12/04-12/09/19		Homestead, Fremont, El camino	4				\$48.50
12/11-12/13/19		Homestead, Fremont, El camino	4				\$76.69
12/13-12/16/19		Homestead, Grant	4				\$42.89
11/1-11/5/19		El Camio, Edith, Magdalena, Fremont		4			\$34.62
12/16-12/23/19		Homestead, Grant	4				\$34.96
11/6-12/11/19		Olive tree-Grant	4				\$37.25
12/14-12/18/19		Olive tree-Grant	4				\$54.04
12/18/-12/18/19		Olive tree- San Antonio rd	3				\$36.11
10/7-10/8/19		Edith, El Camino, Distel Circle		4			\$45.99
12/10-12/18/19		Gorden way oak Dr			4		\$55.31
		8 Users for year 2019					Grand Total
							\$1,817.89

Ride Share Data Entry Work Sheet

Program Officially Started July 01, 2018

\$10,000 was given to this program

Date Range	Name	Location(s) Traveled	Uber	LYFT	Go-Go	Taxi	Payment
12/23/19-01/03/2020		Homestead--Grant	4				\$33.13
12/1/19-02/24/2020		Edith-MountainView		6			\$91.98
01/2020-02/26/2020		Edith-MountainView					\$67.90
01/27/2020-01/27/2020		Holt-Fremont		2			\$18.94
01/06/-01/09/20		Homestead-Grant-Miramor	4				\$32.89
12/14-19 1/8/20		Kaiser.Magdalen,Kirk		3			\$32.41
01/27/-01/27/20		fremont.holt		2			\$16.24
01/30-01/30/20		VA,holt,fremont,morton		4			\$57.09
01/27/-01/27/20		Holt,Fremont		2			\$26.49
01/27/-01/29/20		Grant parkRancho,Solana	2				\$26.41
01/27-01/27/20		SanAntonio Rd, Grant,			2		\$43.53
01/29/-02/02/20		Homestead-Grant-Holt	4				\$33.25
02/09-02/10/20		VA,holt,fremont,morton		4			\$88.22
	12 Users						\$568.48

