



Agenda Item #: _____

Staff Report

City of Manhattan Beach

TO: Honorable Mayor Montgomery and Members of the City Council

THROUGH: Geoff Dolan, City Manager

FROM: Richard Gill, Director of Parks and Recreation
Eve Kelso, Recreation Services Manager

DATE: June 17, 2008

SUBJECT: Consideration of Expansion of Transportation Services for Older Adults

RECOMMENDATION:

Staff recommends that City Council approve the proposed plan for expansion of transportation services for older adults through Dial-A-Ride (DAR) and taxicab service.

FISCAL IMPLICATION:

If approved, the total cost of expansion of transportation services for older adults, including expanded DAR service hours and taxi cab service for the upcoming fiscal year, is **\$36,101.**

- Part-time staff hours would increase by 20 hours each week at a rate of \$21.41/hr., plus PARs benefits for a total cost of \$444.00 per week. The annual cost is **\$23,101.**
- The cost of supplemental taxi service for ten one-way cab trips per week is approximately \$250/ week, basing this on a \$25 one-way fare. The annual budget for this is **\$13,000.**

BACKGROUND:

At the City Council meeting on March 13, 2008, City Council directed staff to follow up with Council's short and long-term recommendations in regards to transportation services for Older Adults. The short-term recommendations include expanding transportation service hours and exploring trips to LAX. The long-term recommendations include an expanded transportation survey of Manhattan Beach residents and the development of a volunteer driver program. This report addresses City Council's short-term recommendations.

DISCUSSION:

Staff explored various ways to expand transportation services for older adults in the morning, during lunch and in the late afternoon and provide rides to accommodate all medical and social service ride requests. The current service hours are from 9:00 a.m. to 4:00 p.m. We propose changing the service hours to 7:30 a.m. – 6:00 p.m. by using a combination of expanded DAR service and cabs. DAR would expand bus service hours to 7:30 a.m. – 5:00 p.m., Monday

through Friday. Dispatch hours would also be extended. To do this, two full-time drivers and one full-time dispatcher will have alternate work schedules.

Part-time staff hours will increase by 20 hours each week to cover full-time driver and dispatcher days off. Additionally, drivers would have staggered lunch schedules to provide rides during the lunch hour.

Staff will enter into an agreement with a cab company, which will allow us to schedule rides through the cab company's software program. We propose the use of cabs for same day (or prior) ride requests to medical facilities and social-service-related appointments that DAR is unable to accommodate. We anticipate using cabs for up to ten one-way trips per week.

Staff is not recommending rides to the airport for a number of reasons. First of all, this is not part of the mission of the DAR program. The main focus of the program is to meet the day to day needs of the older adults in the community. Currently, rides provided outside of the city are for medical appointments or group outings. Staff believes that providing trips to the airport is more of a luxury. Additionally, costs would be difficult to project, which is a concern, considering that by the end of the FY 2009, the city projects a very low surplus of Prop A funds of just over \$5000.

Staff also explored using cab service exclusively, to expand service hours; however, we found that it is more cost effective to expand DAR service hours, supplemented by cabs. At 25 trips per week (five trips a day), the savings by using DAR is \$9,400 annually. By staying with DAR for most of the expanded service hours, this also allows the city to offer the same level of customer service during our extended hours.

CONCLUSION:

Staff looked at the expansion of DAR service hours, including coverage over the lunch hour and accommodating last minute ride requests for medical and social service needs. A combination of increased DAR service hours and the use of cabs is being recommended to improve and expand transportation service to older adults in our city.