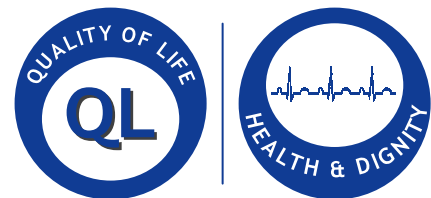


Senior Transportation Services (Pilot Program)

Presented to Neighborhood
Quality of Life

March 26, 2007



Purpose

- Discuss Interlocal Agreement with Parkland Health & Hospital System to provide transportation services for older adults age 60 and older to medical and other health related appointments.
- Agreement period April 1, 2007 through September 30, 2007

Background

Demonstrate the need for older adult transportation services by providing no-cost rides to medical and other health-related appointments at Parkland Health & Hospital System, Baylor Hospital, Methodist Hospital and other healthcare providers.

Current Senior Transportation

Parkland Health & Hospital System currently provides transportation services, medical aid and hospital care to indigent persons age 65 and older residing in zip codes 75215, 75216, 75217, and 75241.

Enhanced Service

The Interlocal Agreement will authorize Parkland, through a contract, to provide transportation services for older adults age 60 and older who reside in priority zip codes 75212, 75215, 75216, 75217, 75241, and will serve other zip codes as space is available. Participants can use any health care provider located in the city of Dallas for services.

Project Description

- Parkland Health & Hospital System shall provide “threshold-to-threshold” and “door-to-door” pick-up and delivery of ambulatory passengers.
- DART Paratransit passes will be available for those older adults who are certified disabled eligible.

Monitoring

Parkland Health & Hospital System will provide Environmental and Health Services with *documentation* of the number of and zip codes of the individuals served under this agreement.

Program Provisions

This program addresses provision of:

1. Transportation for older adults who have no means of mobility at all.
2. Increased access to “threshold-to-threshold” and “door-to-door” service for individuals requiring such service.
3. Purchase DART Paratransit passes for seniors who cannot afford to pay for handicapped accessible transportation.

Transportation Providers

- Parkland Health & Hospital System
- Dallas Area Rapid Transit (DART) Paratransit (purchased transit passes)

Process

- Senior citizen contacts City of Dallas Senior Services transportation program with specific needs.
- Senior Services intake worker determines eligibility.
- Intake worker makes referral to Parkland for appropriate transportation services.
- Transportation is scheduled through Parkland Transport services.

Performance Measures

- Input: **\$75,000 Funding**
- Output: Estimated 2,161 trips \$66,681
Estimated 600 DART round trips at \$5.00 per RT = \$3,000
- Efficiency:
Cost per trip - \$30.00
Cost per DART round trip - \$5.00

Performance Measures – (Cont'd)

- Effectiveness: 95% on-schedule pickups
- Service Target for FY 2006-07: Maintain or increase in the number of riders each month
- Community Indicator: 90% Customer Satisfaction with transportation services (Via rider survey)

Summary

A Coordinated Senior Transportation Services System

- Fills a gap in existing services.
- Emphasizes true “threshold-to threshold” and “door-to-door” services.
- Provides mobility, prevents isolation
- Encourages partnerships and a coordinated transportation network.

Next Step

- Agenda Item for Council consideration March 28, 2007.