

TRANSPORTATION UPDATE

Senior Citizens Commission
December 14, 2023

Presenter:
Citywide Older Adults 50+ Programs

Transportation Update

Today we will review the following:

- Why is providing transportation for older adults an important service?
- What is Senior Nutrition Program and how it relates to transportation?
- How does the Mobility Management Program work in relation to Senior Nutrition Programs?
- What are the qualifications for Mobility Management?
- How many older adults receive Mobility Management benefits in the City of San Jose?
- Other Transportation Services in Santa Clara County



Why Provide Transportation to Senior Nutrition Programs?

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- ✔ Increase civic and social engagement among older adults at our centers and decrease isolation and loneliness.
- ✔ Increase awareness and access of community resources available to older adults to address food insecurities and other needs. Allows staff to check in on the older adults and offer other resources or social services available in the community.
- ✔ Increase access to digital devices and improve digital literary skills at our centers.
- ✔ Improve physical health and safety of older adults through participation in evidence-based exercise programs, classes, workshops, and special events.
- ✔ Ensure older adults receive a balanced nutritious meal.



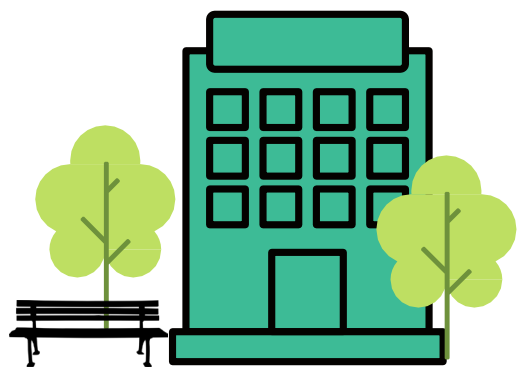
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Senior Nutrition Program

- City of San Jose has 14 Nutrition program sites
- In person dining only. We no longer provide to go meals
- In addition to lunch, sites provide a monthly special event, guest speakers, and activities
- The program is supported by the County of Santa Clara and City of San Jose
- What if a senior cannot drive – what transportation is available?



Senior Nutrition Program
Northside Community Center



14 CENTERS



800+ AVERAGE
DAILY MEALS



CALL AHEAD TO
MAKE RESERVATIONS



TRANSLATED FLYERS
IN 4 LANGUAGES

Senior Nutrition Transportation – What are the guidelines?

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The guidelines below are set by the Mobile Management Program with our partner, the County of Santa Clara.

- Provides roundtrip transportation for the participants to attend Senior Nutrition (SNP).
- Participant must apply at the site they want to attend SNP.
- To qualify for transportation, participant must attend the Senior Nutrition Program a minimum of eight (8) times a month.
- County of Santa Clara provides a Bus Pass (age 65+), a Gas Card, or Paratransit services. Participant must meet income guidelines.
- Recreation Specialists can help answer questions, provide the Mobility Management form, and schedule rides for the Paratransit.





Senior Nutrition Mobility Management Program
FY 23-24 Application

Last Name: _____ First Name: _____

Mailing Address: _____ (Circle) Unit / Apt. / Spc #: _____

City: _____ Zip Code: _____ SNP ID Number: _____

Phone: _____ Birth Date: _____ Language Spoken: _____ Written: _____

Application Type: New Address Change Benefit Change Option: Bus Pass Gas Card Site Van Paratransit

(NOTE: Please ensure your address is correct; bus passes and gas cards are mailed to this address)

Please select the response that applies to you:

I am not low income. I am low income based on the current EESI for Santa Clara County.

EESI* <small>(current as of 4/3/23)</small>	Renter	Homeowner w/ Mortgage Payment	Homeowner w/o Mortgage Payment
Single	\$3,849/mo.	\$4,452/mo.	\$2,198/mo.
Couple	\$4,934/mo.	\$5,537/mo.	\$3,283/mo.

*EESI varies based on multiple factors, including health, family size, and status as head of household. Actual EESI may be higher or lower.

I want to receive benefits by attending this meal site (home site): _____

CONDITIONS OF ELIGIBILITY

- I certify that I am not able to walk, am not driven by my partner or spouse, and I cannot afford or do not have access to transportation that can take me to any SNP meal site without this benefit.
- I certify that I meet the requirements on the back of this application for the benefit I selected above.
- I certify that I have completed a 1367 Registration form online in conjunction with this application.
- I understand that:
 - If I am approved for this benefit, my benefits will be received once per month beginning up to two full calendar months after the month I submit my completed application;
 - I must personally check-in electronically for every meal I receive, sign the attendance log, and eat the meal every time I attend an SNP meal site;
 - Any reported misuse of my SNP Gold Card or failure to eat a meal when I attend a meal site will result in the termination of my benefit;
 - Unless I am receiving paratransit services, I must attend meals at my home site at least eight (8)** times per month beginning the month I apply or my benefit will be discontinued;
 - Benefits are limited based on available funding and are not guaranteed; and
 - If I selected Non-Profit Van above, my gas card will be delivered directly to my home site.

I understand the conditions listed above and certify that the information on this application and information on my 1367 form are true and accurate.

Signature of Applicant: _____ Date: _____

Site Manager Approval: I have reviewed the above information and believe that the client qualifies for the selected benefit. Print Name: _____ Initial: _____ Date: _____

(For Senior Nutrition Program Use Only)

Date Received: _____ Month: _____ Process Date: _____ Disposition Date: _____ Approved Denied Waitlist

Denial Reason: Not low income Not a County Resident Age No 1367 or SNP ID Number Other (See notes)

Notes: _____

Paratransit Ride Approved (from/to): _____

MOBILITY MANAGEMENT APPLICATION

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- All participants must apply for transportation with the County of Santa Clara
- There are set income guidelines
- Participants can choose a bus pass, gas card or paratransit
- When applying for a bus pas, participants must wait two months to receive the benefit. During those two months, the City of San Jose will provide a bus pass each month so the participant can attend lunch.
- Participants must attend lunch at one site a minimum of eight (8) times a month to continue receiving the benefit.

City of San Jose - Taxi Service

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History

About 2019, “Outreach” cut their services for older adults. To ensure we could still get participants to the Center for lunch, the City of San Jose obtained a contract to provide Taxi rides to participants who had previously been on Outreach.

Today

- Four years later, and the City of San Jose is still providing Taxi rides for older adults who live within five miles of the lunch site.
- Older adults receive the Taxi service if they cannot drive, take a bus, or do not qualify for paratransit.
- Older adults will receive a ride from their home to lunch, and back home. They may attend other programs at the Center.

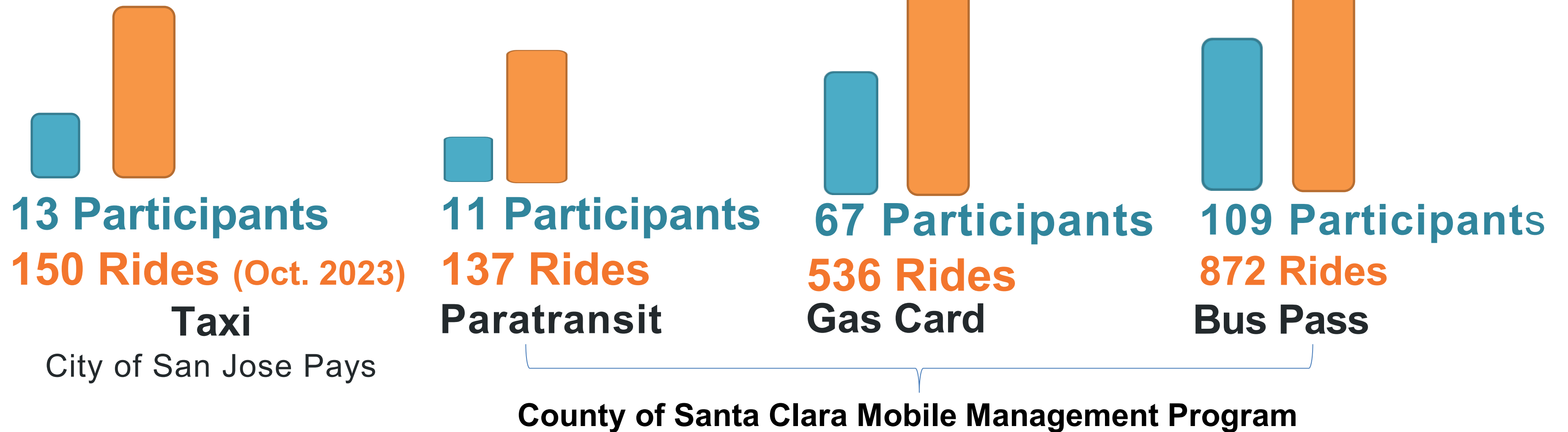
Cost

- Rides are \$25 each way. Even when an older adult has a “no show”, the City is charged.
- On average, the City pays \$6,000 a month to provide rides for older adults to attend lunch.
- There is no cost to the older adult to use the Taxi for lunch.

PARTICIPANTS SERVED

1,695 Rides to Senior Nutrition Program

(Data was taken from November 2023 Data)



Other Community Transportation Services

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- Serve adults 62 years and older in West Santa Clara Valley
- Service area determined by zip codes
- Transportation a maximum of 10 miles door to door
- Free Service, accepts donations

- Older Adults age 62+
- Campbell, Cupertino, Los Gatos, Monte Sereno, Santa Clara, Saratoga, Sunnyvale and specific San Jose Zip Codes.
- Provides transportation to urgent medical appointments.

- Curbside pick-up and drop off for adults age 60+
- Serves Morgan Hill, San Martin and Gilroy
- Rides available Monday to Friday

Valley Transportation Authority (VTA)

Heart of the Valley Services for Seniors West Santa Clara Valley

Heart of the Valley - "In a Pinch"

Sourcewise Transit Service South County

- Older Adults age 65+
- Provides curbside transportation to local destinations including grocery stores, doctor offices and hospitals.
- Serves San Jose
- Older Adults must apply and qualify

- Transportation for eligible individuals with disabilities who cannot use conventional accessible bus and light rail transit
- Individuals must apply & go through eligibility certification process
- Pay per ride, average is \$4



Reach Your Destination Easily by West Valley Community Services

ACCESS Paratransit by VTA

R.Y.D.E

Reach Your Destination Easily

- RYDE is a collaboration between City and County agencies along with the Federal Transportation Administration
- Curb to curb transportation for adults age 65+ living in parts of Santa Clara County
- RYDE fees are fixed based on the number of miles you travel to a destination. Financial assistance is available
- County of Santa Clara serves 95110, 95112, 95116, 95118, 95119, 95120, 95122, 95123, 95124, 95139 in San Jose.

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