

Peninsula Volunteers Inc Transportation Program
2019-2021 Year End Summary and 2021-2022 Overview

The PVI Transportation program has witnessed a dramatic change in the usage of service since the onset of the pandemic. Overall ridership decreased significantly, from a high of 1000 rides per month to a current average of 225 per month.

Program expansion and alternative funding sources

Presently, we are in discussions with 3 different organizations to provide ride service to their members: [1] Ability Path (serving individuals with developmental challenges) [2] The City of Menlo Park and [3] Samaritan House. Expanding our service to these partners will ensure that more clients with varied needs will receive the benefit of our service while concurrently opening pathways to alternative funding sources.

We will also explore the viability of using volunteer drivers to augment paid-on demand drivers to help defray the costs of providing rides. Another potential source of revenue will be connecting with higher-end senior residential communities whose residents are financially able to pay the full ride fare and could help offset the ride fee for seniors who are less able to afford the full cost (“Get a ride, give a ride” concept.)

Funding benefits

The generous SHD funding for the transportation coordinator position has proved to be invaluable. The coordinator is able to devote undivided time to every rider during their shift to ensure riders are given a high level of customer service and valued attention. They also interface weekly with the billing specialist to communicate and address any disputed high ride costs or cancellation charges, thereby adding accuracy and efficiency to the billing process.

Funding usage

An analysis of rider usage has shown there is a need to apply new cost savings measures. Accordingly, a monthly ride cost maximum will be assessed and implemented (in addition to the existing monthly ride cap) to ensure that SHD dollars are used wisely and more equitably.

Program Highlights

One of the successes we’ve seen is the increase in new ‘unduplicated’ riders who are using the service over the last year. These riders have expressed their appreciation for the existence of our program and are spreading the word.

PVI thanks the Sequoia Healthcare District for the continued support of our program. We look forward to taking the program to new heights in the coming years.