



# **Berkeley Rides for Seniors & the Disabled**

**Mary Triston, MSW  
Transportation Services Coordinator**

# Demographics

- **Berkeley residents:**
  - 15.1% are seniors (65+)
  - 8.6% are people with disabilities
  - 26% of seniors have a disability
  - 15% of seniors have a household income less than 150% of the poverty level

Source: US Census, ACS 2013-2017

# Program Benefits

Berkeley Rides for Seniors & the Disabled (BRSD) currently assists 1,114 Berkeley residents with disabilities and those 70 years of age + (age limit lowered effective April 1, 2021) by providing the following supplemental transportation programs:

- **Taxi Scrip Program**
  - Provides \$720 of free taxi scrip per year
- **Wheelchair Van Program**
  - Provides 36 free van vouchers per year
- **High Medical Need Program**
  - Provides \$1,440 of free taxi scrip per year
  - Provides 48 free van vouchers per year

# Program Benefits (Continued)

- **East Bay Paratransit Tickets**

- Provides 9 to 18 \$4 tickets per year.

- **Travel Training**

- Prior to COVID-19, in collaboration with United Seniors of Oakland and Alameda County, BRSD has hosted 3 trainings per year on how to effectively and safely use public transportation.

# Highlights From FY 2020

- Total number of 1 way trips: **13,742:**
  - Total number of taxi cab trips: **12,916**
  - Total number of wheelchair accessible trips: **826**

# COVID 19 Challenges

- **Decrease in number of rides:** In comparison to the previous year, there has been an approximate 45% decrease in the number of taxi rides and 36% decrease in the number of accessible wheelchair van rides:

April 2019 – December 2019	April 2020 – December 2020
Taxi Rides: 12,550	Taxi Rides: 6,863
Wheelchair Van Rides: 641	Wheelchair Van Rides: 408

- **GoGoGrandparent (GGG) Pilot Delayed:** The launch of the pilot was delayed until September 2020.

# COVID 19 & Other Challenges (continued)

- **Community Outreach:** We did not conduct any in person community outreach to our local service providers and community
- **Travel Trainings:** We are not able to host any travel trainings due to the closure of our senior centers.
- **Consistent Decrease in City Taxi Cabs and Drivers:** We continue to see a consistent and significant decrease in taxi cabs and drivers.

# FY 21-22 Program Plan

## Highlights

### ■ **GoGoGrandparent (GGG) Program**

- Beginning April 1, 2021, BRSD added GGG has an additional transportation service to 180 program participants.
- Some GGG Pilot Program Survey highlights:
  - 48% responded very satisfied with GGG service
  - 23% responded satisfied with GGG service
  - 78% responded ride came within 15 minutes
  - 72% responded my call was answered in a timely manner
  - 74% responded GGG call center was helpful and supportive



# FY 21-22 Program Plan Highlights (continued)

- **BRSD Age Eligibility Requirement**
  - Beginning April 1, 2021, BRSD revised its age eligibility requirement for City of Berkeley residents from 80 years + to 70 years and older.

# Staffing Summary

- **Transportation Services Coordinator:**
  - Plans, organizes and directs the administration and operation of BRSD.
- **Support Staff:**
  - Operates Taxi scrip reimbursement window

# THANK YOU

Mary Triston, MSW

Transportation Services Coordinator

City of Berkeley

Health, Housing and Community Services - Aging  
Services

[mtriston@cityofberkeley.info](mailto:mtriston@cityofberkeley.info)

(510) 981-5135