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To: Transportation Agency for Monterey County
Attn: Aaron Hernandez, Transportation Planner

Re: Measure X 20-21 Annual Report from ITN *MontereyCounty*

Summary of Activities

ITN *MontereyCounty* provides 24 hour/7 days-a-week transportation to help seniors (age 60 and older) and visually-impaired adults (age 18 and older) to remain independent and active in Monterey County. We continue to offer dignified transportation for customers in private autos, insured and inspected, with arm-through-arm, door-through-door service with affordable fares provided by volunteer drivers and on-call paid drivers.

Rates charged to riders are less expensive than a cab and one-third of what it costs ITN *MontereyCounty* to deliver the ride. There is a low-income fee structure for seniors who cannot afford the regular service and some rides are provided free-of-charge based on scholarship programs offered by sponsoring agencies. Regeneron Pharmaceuticals continued providing 100% scholarships for trips to vision appointments. Additionally, we expanded our service for members to include a delivery service due to a global pandemic that resulted in local “shelter in place” mandates throughout spring 2020.

Our service model is that members have an affordable resource that helps them access their basic needs of food, shelter, and medical care but also connects them to the local economy, friends and family, social events, and fitness activities. ITN *MontereyCounty* helps seniors and visually impaired adults age in place. Benefits are best summed up by a rider; *“I’d like to thank everyone who made these past few months possible! I really do not know what I would do without ITN and the very pleasant, always helpful people who make ITN a success.”* ~ J. McFann, Member Rider

Beyond providing dignified rides ITN *MontereyCounty* finds additional opportunities to improve our community as well as public safety not only through our ‘Age Well Drive Smart’ community presentations provided in partnership with CHP and CA DMV ombudsmen program, which took a virtual twist during this year. In addition, ITN *MontereyCounty* assisted our larger community in preparing for natural disasters with CERV Disaster preparedness workshops. This specialty grant and project was clearly an opportunity for us to improve service and reach higher risk residents’ throughout Monterey County who might not be able to evacuate.

Funding from Measure X continues to be significant; allowing ITN *MontereyCounty* to keep operational stability, continuing exploration of partnerships expansions, and providing vital needed services while so many throughout the nation ceased operations, laying off essential staff.

Work completed in FY 20-21

ITN *Monterey County* relied on 54 volunteer drivers with four on-call drivers providing back-up support when volunteer drivers cannot be matched to certain transportation needs. In the last year, ITN *Monterey County* provided 5,195 rides to over 200 members with a substantial decrease due to the COVID pandemic which changed our service model, allowing many to request our drop off service.

We reached a milestone of 65,000 Rides during this year but no official celebration took place. Other accomplishments for FY 20-21 include:

1. Expanded our “Volunteer’s Needed” campaign to include 2, TV commercials. Additional marketing efforts for rural project outreach began later, but have shown positive results.
2. We added 91 new members, which does not include Aspire sub-member riders. During the COVID pandemic our medical service trips for Aspire quadrupled keeping our drivers employed while many volunteers felt it best to stay safe, and went on pause from driving.
3. A total of 10 volunteers were recruited, which is the largest success in a fiscal year, with 46% of them coming from Salinas or South County (Greenfield).
4. Expanded partnerships which included direct outreach with Alliance on Aging staff to seniors particularly those living in rural North and South Monterey County regions.
5. Participated in five "Age Well Drive Smart" community presentations spanning from Salinas to Pebble Beach, many of them being held virtually. The Executive Director continues to serve as Chair on the Mobility Advisory Council for MST and Areas Agency on Aging council and leads the Legislative Action sub-committee.
6. Expanded Ride Service are for Aspire Health Plan riders to include all rural areas within Monterey County, resulting in over a dozen ride requests for medical appointments.
7. Assisted MST, Alliance on Aging, Central Coast Senior Services, and Monterey County Fair with increasing exposure of resources by delivering over 1300 to Senior Day “goodie-bags” to residents throughout Monterey County in absence of the annual event.
8. Supported ITNAmerica national pilot efforts to launch 3 ITNCountry Communities in Monterey County, along with 2 other affiliate national partners.
9. Partnered with Meals on Wheels of Salinas Valley to deliver hot lunches 5 days a week during Monterey County’s “Shelter in Place” mandate to over 280 homebound seniors.
10. Assisted the Elder Justice Summit committee with planning and facilitating a month long series focused on education, advocacy, and resources for older adults throughout June.

Expenses to date

Year – 2020-21	Funding Approved	Funding Received
*detailed expenses in P& L	\$930,000.00	\$255,969.55



Numbers Served

ITN Monterey County has delivered 69,370 rides; with volunteers providing 49.3% of the 5,195 trips in FY 20-21.

Work remaining in Cycle 2

Outreach- Efforts to launch are rural pilot project in partnership with ITN America’s FTA funding which has fostered a contractual agreement with Alliance on Aging to conduct outreach, assist with volunteer recruitment and training began in the summer of 2021. This collaboration will declare clear boundaries for two rural project regions and have steering committees that are comprised of community partners to ensure a sustainable project is developed to enhance current transportation barriers for residents within those rural regions.

ITN Monterey County expects to complete the following accomplishments in FY 2021-22:

1. Total rides provided will surpass 75,000 rides
2. 100 new members will be added with 15% of them being residents in rural pilot project areas
3. Recruit and train 5 new volunteers with 25% coming from Salinas or rural pilot project areas
4. Expand collaboration in partnership with Alliance on Aging, becoming a “HUB” tenant
5. Secure additional Ride Service contracts with local municipalities, hospitals and medical offices.

Pictures – See attached marketing and event materials produced throughout 2020-21.

Respectfully,

Jessica McKillip
Executive Director