

LAKWOOD RIDES FUNDING PROPOSAL

Submitting Agency:	City of Lakewood
DUNS Number:	076468305
Type of Organization:	Non-profit
Date Established:	May 1, 1969
Agency Description:	Governmental agency- municipality
Agency Director:	Kit Newland Director of Community Resources 480 S. Allison Pkwy, Lakewood CO 80226 303-987-7822 kitnew@lakewood.org
Proposal Contact:	Ginger Harris Sr. Resource Development Specialist 480 S. Allison Pkwy, Lakewood CO 80226 (303) 987-7000 ginhar@lakewood.org
Proposal Status:	Validated

Proposal Description

The City of Lakewood is requesting \$150,000 in funding to support Lakewood Rides, a door-through-door transportation program for city residents ages 60 and over. Due to financial challenges as a result of the COVID pandemic, the City of Lakewood is needing to restructure the business model for this valuable service through looking to grant support. The Older Americans Act Title III funds will enable Lakewood Rides to continue providing high-quality and efficient transportation services, as well as meet the increasing need for rides and address the diminishing transportation service capacity in our area.

Proposed Services

Service	Grant Funds
Assisted Transportation	\$135,000.00
TOTAL REQUESTED FUNDS	\$135,000.00

Reason for Requesting Less Than \$75,000

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Compensated Services

ASSISTED TRANSPORTATION

Service-level Narrative:

Question	Response
<p>Please describe in detail the program/service you propose to offer (i.e. what does this program look like on the ground?).</p>	<p>Lakewood Rides provides transportation services for Lakewood residents that are 60 and older for grocery trips, medical appointments, congregate meal sites, and Adult Day Centers. We also provide transportation for wellness, education, employment, social, volunteerism and personal trips. Lakewood Rides also serves persons with disabilities of any age. Lakewood Rides is a demand response human service transportation program, and operates on a first-come, first-served basis. Door-through-door assistance is provided, to include hand-offs, and assistance in pick-up and drop-off on any floor of a building.</p> <p>The destination boundaries are East to University, West into Golden, North to 49th Avenue, South to Quincy Avenue. The program’s office hours 7am to 5pm. The first pick-up is at 7:40am, and the last return time is 4:15pm. To request a ride, a rider registers themselves, or can be registered by a caregiver. They request their ride time and pick-up/drop-off locations and, if available, the ride is scheduled. In general, a 7 minute pick-up window is given with exception for riders with extensive mobility challenges, frailty. Reminder calls are given to those riders who have memory challenges or need extra time, as needed. Staff provide assistance with carrying items, extending an arm for balance, leverage for standing from a sitting position, and assistance with any mobility device. Emergency contact information is obtained when available in case the rider experiences health concerns while in the Lakewood Rides bus driver transportation care.</p>
<p>Give an example of why this service is important to the individual and to the community.</p>	<p>Lakewood Rides provides transportation for residents for all of the basic needs. We operate on a first-come, first-served basis, giving every qualified resident an opportunity to schedule and utilize our transportation service. This service is essential to the individuals served and the wider community:</p> <ul style="list-style-type: none"> - Ten years from now 21 percent of the population will be considered older Americans, being over 65, according to the United States Census Bureau

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Starting. Lakewood, having a greater than average population of older adults, may have a greater need than available rides, without additional capacity. The number of 75 and older is also projected to increase significantly. Many of these individuals are frail and low-income. It is highly probable that they will not be able to use Uber, Lyft, Taxi, Fixed Routes. It is also highly probable that they will not be able to use Access-A-Ride due to distance they have to travel to be assessed. In addition, RTD is projected to experience financial short fall in 2021 that may impact their ability to maintain routes which will impact Access-A-Ride.

- There are few para-transit agencies available that serve the 60 and older population. This can place an unintended burden on the remaining agencies financially as it can equate to a higher cost per trip due to greater distance of travel, possible increased dead head miles. This lends to the importance of cooperatives between the remaining agencies in order to be effective in services.

- We have several riders who have memory challenges. Their families, who are their care givers, work to support the rider – providing a home with family and all of the basic needs. These families need respite to replenish themselves, and rely on Lakewood Rides to take their loved ones to an ADC. They hand them off to the driver, completely depending on that driver to deliver their loved one safely to the hands of the ADC provider, and return them safely again.

- Lakewood Rides provides transportation to many older adults who do not have family close by, but want to remain in their home (many clients have been in their home for 40 to 50 years.) Lakewood Rides is in communication with the rider and with the family, providing support that allows the older adult to remain in the home until relocation is absolutely necessary.

- Lakewood Rides administrative staff utilize Clements Community Center resource staff and other community resources to give courtesy calls when a driver identifies a concern, in order to better inform the riders' emergency contact.

- Lakewood Rides sees numerous registrants who are in their early 60's, who want to be prepared for assistance when needed. These individuals want help getting to doctor appointments downtown to avoid the anxiety of increased traffic.

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<p>Does this service have a waitlist? If so, how many are currently on the waitlist and what are your plans to try to reduce that waitlist?</p>	<p>There is no waitlist at this time due to COVID-19. There is a significantly reduced number of requests, as the older adult population is very cautious about leaving home. In 2019, there was an unfilled request/waitlist- of 1,100 rides, totaling 4% of the number of requested rides. Some of these were filled when there was a cancellation. After COVID, the number of requests are anticipated to return to normal, and we will continue to work on reduction of unfilled requests through effective routing and working with cancellations.</p>
<p>What are the minimum job qualifications for the positions providing the direct service?</p>	<p>The minimum job qualifications for Lakewood Rides driving staff are as follows:</p> <ul style="list-style-type: none"> - CTAA PASS (Passenger Assistance Safety and Sensitivity) Certified within 6 months of Hire. - Minimum of one year’s experience driving 22-passenger coach buses or larger passenger vehicles with air brakes. - Experience working with children and youth, older adults, and people who have disabilities. - Experience operating wheelchair lifts and securement systems, including child restraint systems, within established safety practices and guidelines. - Must have current, valid Colorado Commercial Drivers License: Class -B with P2 endorsement and with the air brake restriction lifted. - Must pass City of Lakewood Certificate of Qualification for USDOT Physical including initial drug and alcohol screening. - Incumbents will be subject to random drug and/or alcohol screenings. - Criminal background check is required. - Knowledge of Denver metro area geography, structures, streets and numbering systems. - Respect for diversity and the ability to work with a broad range of people who vary widely in their mental and physical capabilities. - Ability to be patient, dependable and responsible while working in an unpredictable environment. - Ability to be attentive to details: riders’ needs; vehicles’ responsiveness operations and condition; recording required information on a daily log. - Ability to maintain order on a moving vehicle, using established disciplinary techniques. - Must be able to push an occupied wheelchair, with a total weight up to approximately 250 pounds, a minimum of 120 linear feet. - Must be able to raise (push) and lower (pull) an occupied wheelchair, with a total weight up to

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- approximately 250 pounds, over one step/curb or two steps if separated by a landing.
- Must be able to push an occupied wheelchair, with a total weight up to approximately 250 pounds, up a ramp with a slope of 1:16 for 30 linear feet.
 - Must be able to control an occupied wheelchair, with a total weight up to approximately 250 pounds, descending a ramp with a slope of 1:16 for 30 linear feet.
 - Sustained sitting behind the wheel of a passenger vehicle occurs on a daily basis.
 - Bending and kneeling, crouching and stooping are required for securing wheelchairs, and picking up and setting down riders personal effects on the vehicle and in a rider's personal door way, as well as when performing pre and post trip safety inspections.
 - Walking with and giving direct assistance to frail passengers weighing up to approximately 250 pounds, stabilizing the passenger by allowing them to grasp your arm, to and from the bus, into their home, doctors' office, hospital, grocery store etc., for at least 100 yards are required.
 - Must have quick reflexes for going safely through traffic, especially in highly congested areas and around schools, hospitals, and other sites where there are many pedestrians.
 - Ability to hear two-way radio transmissions.
 - Ability to hear comments from frail passengers.
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- Ability to hear and identify street noises, including emergency vehicle sirens.
 - Must pass hearing test as required by the USDOT every two years.
 - Employee uses vision to read handwriting, drivers' schedules, spreadsheets, maps, and vehicle maintenance work order forms.
 - Must pass vision test as required by the USDOT every two years.
 - Must pass vision test as required by the State of Colorado for holders of Commercial Drivers Licenses.
 - Must be able to see road hazards, pedestrians and animals in the roadway, traffic signs and signals, brake lights, street identification signs, addresses on structures.
 - Must remember names and faces of passengers.
 - Must remember locations of major health care facilities, residential facilities, streets, avenues, boulevards and Head Start locations.
 - Must remember unit numbers of vehicles and call numbers for two-way radio system.
 - Must remember who is behind the wheel of each

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	<p>vehicle during the workday.</p> <ul style="list-style-type: none"> - Must remember City policies, procedures and processes related to customer service, employee relations and risk management including motor vehicle accident, on-the-job injury, cleanup of biohazards, and DOT drug/alcohol testing. - Must be able to read and interpret addresses and numbering systems in relationship to time, distance and direction. - Must be able to converse with a variety of people including co-workers, technical staff, other service providers, law enforcement personnel, parents of young children, grown children of elderly parents, older adults, individuals who have disabilities. - Must adhere to the standards of the City of Lakewood and the Federal Communications Commission when using the two-way radio system.
<p>How does this service address the specific needs arising from the COVID-19 pandemic?</p>	<p>To address specific needs arising from the pandemic, Lakewood Rides:</p> <ul style="list-style-type: none"> - Offers individual rides, and has capped group trips to help avoid the spread of COVID-19. - With the congregate meal program temporarily suspended, we have adapted and adjusted our VOA meal site from a congregate meal site to a meals-on-wheels delivery model. Lakewood Rides serves 84 residents upon request from them for a meal. Lakewood Residents 60 and older have a good source of nutrition each week. Additionally, in conjunction with VOA, we have added a hot meal delivery twice per month. - Accommodates grocery trips to the store that match low-volume shopping times, in order to protect riders from greater COVID-19 exposure. - Increased cleaning and regular disinfectant policies to protect riders. - Supplied masks to the older adults who are not able to obtain their own. - Made several duplicate trips across various days, or several stops in one day, to help riders find items when those items were out at the riders' normal store. - Delivered groceries to the frail or health compromised so they did not have to leave the safety of their home

Unit Costs:

Requested State/Fed Funds	Units	Unduplicated Clients	Requested Funds/Units	Requested Funds/Clients
\$135,000.00	5300.00		\$25.47	-

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Units by Service Area:

Service Area	Units
Jefferson	5,300.00
TOTAL	5,300.00

Service Area	Total Clients	Low Income	Minority	Low Income Minority	Frail	Rural
Jefferson						
Jefferson						
Jefferson						
Jefferson						
Jefferson						
TOTALS						

Revenue

Requested State/Federal Funds	\$135,000.00
Local Cash	\$15,032.62
Local Governmental Entity - [Nothing entered]	\$15,032.62
Local In-Kind	-
Program Income	\$500.00
Consumer Contributions - [Nothing entered]	\$500.00
TOTAL REVENUES (excl Program Income)	<u>\$150,532.62</u>

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Expense

Contractual Services	-
Equipment	-
Indirect	-
Other Expense	-
Personnel	\$150,032.62
Regular Part Time Bus Driver [752 hrs at \$20.73/hr]	\$15,588.96
Transportation Scheduler/Dispatcher [952 hrs at \$20.38/hr]	\$19,401.76
Regular Full Time Bus Driver [952 hrs at \$20.57/hr]	\$19,582.64
Regular Full Time Bus Driver [960 hrs at \$20.62/hr]	\$19,795.20
Business Specialist II [952 hrs at \$22.64/hr]	\$21,553.28
Lead Bus Driver [952 hrs at \$23.64/hr]	\$22,505.28
Transportation Services Specialist [\$31605.5 x 100.00%]	\$31,605.50
Staff Training/Education	-
Supplies	-
Travel	-
TOTAL EXPENSES	\$150,032.62

Non-Compensated Services

Non-Compensated Services

Service	Estimated Units
Information and Assistance	125
Outreach	50

Unduplicated Client Count

Total unduplicated clients for this proposal 220.00

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Narrative Responses

Narrative Questions

Please how the agency meets the service needs of the area and the Priorities in the Four-year Plan on Aging addressing the Following:

- Briefly describe your agency's mission, current programs and activities. What specific populations do you serve and how many people are served?
- What is/are the specific needs your program is addressing with this service proposal? (please cite statistical references when possible)
- Describe the goals and major components of the proposed program.
- Describe how the organization does, or plans to, coordinate with other community service providers to ensure non-duplication of service.
- Describe the organization's formal plans to provide outreach and to serve the Older Americans Act targeted populations (ie. low income, minority, and others with the greatest economic and social need). If no such written plan is in place, please explain the approach that will be taken to d

Lakewood Rides offers door-through-door transportation for City of Lakewood residents 60 years of age or older and those with disabilities of any age, with the mission of improving their quality of life and supporting greater independence and mobility. Lakewood Rides programming provides transportation for grocery shopping, Volunteers of America (VOA) dining sites, medical appointments, adult day care, and various personal needs. Lakewood Rides performs demand-response human service transportation, providing assistance with walking-standing, carrying items, hand-offs, wheel chair use, and stability. Additionally, while Lakewood's VOA dining site is closed, meals are being delivered upon request to residents registered for the meal program and Lakewood Rides.

The population served is individuals over 60 with all levels of mobility and socio-economic status. In addition, Lakewood Rides serves those with disabilities of any age (if awarded, funding will only be used for adults age 60+.) Lakewood Rides serves approximately 450 unduplicated individuals per year, providing approximately 22,000 trips annually, and has an average of 9.5 trips per hour. These numbers are lower for 2020 due to COVID-19.

The goal of Lakewood Rides is to support quality of life for the 60 and older population with attention to as many as possible who are low-income and frail; support independence and choice to remain in the home and community, prolonging the need for assistive/skilled living; and support caregivers who rely on assistance in getting their older adult loved ones to medical appointments, Adult Day Care, nutrition sites and groceries.

Transportation continues to be one of the most significant needs for individuals age 60 and above, and demographics suggest this population is increasing in Lakewood. According to DRCOG's Four-year Plan on Aging, by 2030 one in four area residents will be over 60; those 75+ will increase by 94%; and those 90+ will increase by 34%. In our service area, Jefferson County exceeds the regional average of those 60 and older at over 22%. The City of Lakewood also exceeds the national average.

This need is also growing due to recent changes in available transportation. The Seniors' Resource Center (SRC) has recently ended their transportation services. Via Mobility Services has assumed the territory covered by SRC, however, there are challenges in covering a large territory without support from smaller programs, such as Lakewood Rides, that are able to target their services for greater efficiency. There is also a

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projection of financial loss for the Regional Transportation District, which may result in loss of Access-A-Ride services. Further, according to DRCOG's Four Year Plan on Aging, housing is a major concern for older adults. Keeping low-cost/free transportation services assists older adults financially, supporting them in remaining at home. If awarded, Lakewood Rides will be able to support more older adults who are low-income.

Lakewood Rides has a history of leveraging collaboration to ensure non-duplication and overall efficiency of transportation services. Lakewood previously coordinated with SRC to deliver nutrition transportation services, receiving Older Americans Act funding from SRC. Currently Lakewood has an agreement with Via Mobility Services, as they have recently expanded to cover areas served by SRC. Lakewood also has an agreement with the Developmental Disability Resource Center (DDRC), which contracts with Lakewood for additional support and ride services. Dawn Sluder, the City's Older Adult and Transportation Supervisor, sits on the Local Coordinating Council, and the Transportation Advisory Committee to DRCOG, and the Aging Well JeffCo Steering Committee. To ensure continued non-duplication, Lakewood Rides will continue to leverage collaboration while further developing strong communication with other service providers, working together to cover ride requests such that all agency requirements are met, and rides are fulfilled. The projected demand is high due to increased number of citizens over 60, and Lakewood anticipates playing a key role in ensuring that services meet demand.

The City of Lakewood has direct communication with the target population through its Older Adult Services, which include recreation, fitness, and more. The City promotes Lakewood Rides at both city events, such as the Older Adult Wellness Fair, and at community events. We also post ads in free publications, on the City website, social media channels, and through e-newsletters. To ensure communications reach low-income, minority, and other populations with the greatest need, the City provides outreach and informational handouts (in English and Spanish) at sites that provide free/low-cost services for basic needs and medical care, such as the Action Center, Jeffco Health Department, and STRIDE Community Health Center.

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Give information on the financial state of the program including the following:

- *Are the services for which you are requesting funding supported by other sources of funding? If yes, please list the other sources, including their associated funding amounts, for the services included in this proposal. Is this funding secure at this time? If no, please explain.*
- *What is the organization's level of current assets, and how much of this is cash? If you are a subsidiary of the overall organization, you may use the current assets of your specific department.*
- *Are you audited financially by the entity providing funding or do you conduct an independent audit?*

Lakewood Rides is facing an increased financial burden due to many factors, including costs due to cleaning and sanitization protocols. These and other financial stressors have significantly impacted the City and has created the need to operate more efficiently and cost effectively.

The current sources of funding for Lakewood Rides are as follows:

- City of Lakewood, General Fund for Lakewood Rides- currently \$750,000 annually. As stated, due to the increased financial burden and economic changes due to COVID, this grant would aid in offsetting some of the expenses, supporting the Lakewood Rides transportation service to remain viable.
- Via Mobility Services, agreement for nutrition trips - \$27,000 annually, which may not exist after 12-31-2020. If awarded the OAA grant this agreement will not exist as funding for nutrition trips will come through the OAA grant. If not awarded this grant, the City will pursue renewal of this agreement.
- Fares -From some ride purposes (currently excludes all nutrition trips due to receiving OAA funds indirectly through agreement with Via Mobility Services) - \$30,000 annually (pre- COVID). Fares for medical, nutrition, grocery, wellness, and adult day care trips and others, for those 60+, will be eliminated if awarded the OAA grant.
- Agreement with Developmental Disabilities Resource Center - \$20,000 annually (pre-COVID). This is indirect Medicaid funds. Most of these trips are for those 59 and younger.
- Medicaid/Home and Community Based Services trips - \$16,000 annually (pre-COVID). Most of these trips are for those 59 and younger.

As of 12-31-2019, the City's assets are \$193M and \$117M is unrestricted cash. The City conducts an independent audit

Please describe your agency's experience running the program include information related to the following:

- *Describe your agency's experience in providing the services in the project.*
- *How many years has the organization provided the services for which you are requesting funding? Of these, how many years has the organization provided services in Colorado?*
- *Describe how you measure the impact of your program, both during and after program activities. For each targeted outcome, include the specific evaluation methods used and the expected result. Be as specific as possible.*
- *If you are seeking funding for an ongoing program, please describe what lessons you have learned in the past two to five years based upon your results. Are you planning, or have you made any program or evaluation changes based on what you learned? If yes, please describe.*

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Lakewood Rides has been in existence for over 30 years performing assisted and paratransit services. Lakewood Rides was specifically designed to support the 60 and older population as a specialized People Service Transportation Program. Lakewood also has a long history of coordinating with other transportation service providers. Further, the program's operations staff have strong institutional knowledge, due to low turnover and regular refresher training. This equates to seasoned staff who have the skillset to provide high-quality paratransit services to older adults. Lakewood Rides has been recognized twice for providing quality service in this industry by Denver Regional Mobility and Access Council. Lakewood Rides serves citizens of Lakewood only- and has never provided services outside of Colorado.

Lakewood Rides measures the impact on riders through Satisfaction Surveys that ask riders to rate driver service, attitude, driving skill, office staff conduct, ride availability, bus ride, and cleanliness. Staff strive to maintain a rating of "Above Average" in each ratable question from a minimum of 90% of responders.

Lakewood Rides also continually evaluates program efficiency and effectiveness internally, improving processes when possible. Trip delivery timeliness is measured by the overall route, with check points through a Geo tracking system and customer feedback. In recent years, across all demand response door-through-door human service trips, the Overall Number of trips scheduled equals an average of 95% of those trips requested. The total number of demand response door-through-door human service trips scheduled is divided by the total number of demand response door-through-door human service trips requested. Lakewood Rides is currently meeting this criteria. Additionally, from 2017 to 2019 there has been a 48% reduction in unfilled medical trips. This change equated to 77% to 88% of requested medical trips scheduled. The goal is to schedule 95% of requested medical trips.

Lakewood Rides has learned the following lessons in the past five years, based on program data:

- Regarding the overall waitlist, staff have determined methods for more efficient pairing of trips. Staff pair trips based on pick up and destination area, and is evaluated to avoid backtracking for pickups and drop-offs, reduction in dead head miles, allowing drivers to accomplish more trips per hour based on their current location.
- The number of cancellations reduce the number of rides we are able to provide, and staff have developed strategies to reduce cancellations, including education and follow-up with riders who cancel more than 3 times in 30 days. If there are habitual cancellations (defined as 3 cancellations in 30 days at the door), especially medical, the individual gets a notice, and can be suspended at the next offense.
- Adjustments have been made in driver schedules to more efficiently utilize staff.
- Cross training where applicable has allowed increased trip capacity.

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Please describe how your agency has changed in response to the COVID-19 pandemic, specifically addressing the following:

- How does the organization currently ensure the safety of clients and staff?
- How has your organization needed to change methods of service delivery during this time?

Lakewood Rides has instituted safety and precautions that include utilizing larger equipment to ensure 6+ feet social distancing, buses are marked with guide tape to ensure distance is maintained, disinfecting in between each rider(s), and rotating seats such that each new rider does not sit in the same seat as the previous, disinfecting each day with an Electrostatic sprayer, and deep cleaning and disinfecting regularly. All high touch areas are disinfected regularly throughout the day. All Drivers wear masks when in contact with residents and while residents are in transport. Drivers also use gloves when needed, such as when handling residents’ groceries, mobility devices, or when assisting residents to and from their home or destination. Drivers sanitize hands in-between riders and keep hand sanitizer available on the bus for riders. Lastly, there is increased education to riders when needed on safety. All riders are asked to follow the Jefferson County Health order in wearing a mask while receiving the service. Mask are provided if the rider does not have one.

Service delivery has been changed in the following ways:

- Lakewood Rides now maintains social distancing for residents and drivers.
- All drivers use masks at all times.
- Max capacities have been reduced on all units, and have been marked accordingly as a guide to the drivers to ensure that residents remain 6 feet apart and 6 feet from the driver while seated on the bus.
- To accommodate new circumstances due to COVID-19, we are allowing for longer wait times and increased number of grocery bags when possible.
- As grocery stores now have established hours for older adults, Lakewood Rides has worked to accommodate earlier trips.
- Staff is utilized such that unfilled requests are 1% or less, at this time.
- Allowing for same day add-on or extended time at a destination. For example, scheduling last minute flu shot services at the riders’ doctor appointment, making an extra stop to pick up prescriptions within the already scheduled ride.
- Increased flexibility of return time- when the need arises. Many doctor appointments run over due to the protocol at the doctors office as it relates to COVID precautions.
- During the early weeks of the pandemic, Lakewood Rides focused on basic, urgent needs such as medical and food. As restrictions have laxed, all rides are scheduled regardless of the purpose.

Submittal Details

This submission must be **received** by 5:00 PM Mountain Time on Friday October 9, 2020.

Method of Submittal:	Not submitted yet
Date Submitted:	