

# IMPROVING THE LIVES OF OLDER ADULTS ONE RIDE AT A TIME

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On June 20, NCECE joined the National Nurse-Led Care Consortium and National Center for Health in Public Housing *for a Learning Collaborative* on developing cross-sector partnerships to improve health outcomes. One successful partnership highlighted in the Learning Collaborative is between Peninsula Volunteers, Inc. (PVI), the Sequoia Healthcare District, and Lyft Concierge. The program provides subsidized, affordable rides to older adults in need of transportation to doctors, dentists, and PVI's Little House Activity Center.



When a call is placed to a dedicated transportation hotline number, PVI will arrange for a Lyft driver to pick up the caller from their home. To return home, a call is placed once more to the same hotline number and PVI will book a Lyft ride home. Thus, a smartphone is not necessary for an older adult to procure Lyft services.

“Since the beginning of the program in May 2016, over 460 unique riders have been served and 17,000 rides have been taken overall,” said Little House Program Coordinator Kamilah Najieb-Wachob. “Based on current trends, ridership will be expanding by an average growth rate of 13 new riders per month.”

According to Najieb-Wachob, a 2016 survey of older adults in the mid-Peninsula region found that one notable obstacle was access to affordable transportation.

Concerned that poor health and social isolation would arise from a potential reduction in doctor visits and trips to activity centers and other service-oriented destinations, the partnership was made and the program was implemented.

The program has garnered success since its inception and community members are encouraged to provide feedback. In both July and December of 2018, more than 900 rides were recorded.

Feedback to PVI has shown an increasing willingness among older adults to utilize ride services multiple times per week.

To learn more about the program, [visit the PVI website](#).

Additional information on the Lyft Concierge service is available [on the Lyft website](#).