

AGENDA ITEM 2 D
Action Item

MEMORANDUM

DATE: June 1, 2023
TO: El Dorado County Transit Authority
FROM: Brian James, Planning and Marketing Manager
SUBJECT: My Ride - Mileage Reimbursement Program Policy Update

REQUESTED ACTION:

BY MOTION,

Approve the My Ride Mileage Reimbursement Program Policy Update as Proposed

BACKGROUND

The My Ride Mileage Reimbursement Program enables seniors (60 or older), veterans, or disabled residents of El Dorado County who are registered for the My Ride program at El Dorado Transit to reimburse their friends, neighbors, or family members for providing them with transportation in their personal vehicles. Trips can be for any purpose, and there are no fees to participate in this program. The trips are free for the passenger, and the driver receives reimbursement for providing a valuable service for the passenger.

Since implementation in August 2022, the My Ride program has provided 4,362 passenger trips or an average of 485 passenger trips per month. It is becoming an invaluable program for many residents of our community.

DISCUSSION

Staff have been overseeing the program to look for any signs of unintended use by participants. Since the program's inception, a pattern has emerged with a few participants benefiting as both a driver and passenger for opposite legs of the same round trip. This use case is outside the intent of the program to assist eligible passengers that would otherwise be unable to transport themselves. Based on this assertion, staff is recommending policy clarification.

The current program rules state, "Participants cannot be both the passenger and the driver," which leaves room for misinterpretation. Staff recommends that this policy be clarified to state, "Registrants may only take part in the program as either a Participant or as a Volunteer Driver in any given calendar month." This restriction should prevent unintended use by multiple registrants as both a passenger and driver for the same trips.