



Senior Mobility Guide

Staying Connected in San Mateo County

October 2014



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Introduction



This guide provides information about a wide range of programs and services that can help you stay mobile, active and connected to your community. These programs include helping you remain a safe driver and specialized assistance getting out into the community. Regardless of your situation, there are services available that can help you. Here are some common situations and information you may find helpful.

You drive yourself and plan to keep driving as long as you safely can.

- A driver safety course can help keep your skills sharp and make sure you know how to adjust for changes as you get older. [Page 26](#)
- Many publications and online resources can help you spot possible difficulties before they become serious problems. [Page 26](#)

You drive yourself but don't feel as confident as you used to.

- A driver safety course can help you learn how to adjust your driving and deal with issues related to vision, flexibility, reaction time and medication. [Page 26](#)
- Adjustments to your car may help you drive with more confidence. [Page 27](#)
- Public transportation may be an option for you. If you haven't ridden a bus for a long time, you might be surprised by how much they've changed. [Page 3](#)
- A SamTrans Mobility Ambassador can help you learn about transportation options. [Page 6](#)

You've cut back on your driving and are looking for other ways to get around.

- Depending on your physical abilities, public transportation may be an option for some of your needs. Buses now have a lot of features that make them easier to use. [Page 3](#)
- Many communities have small buses that are designed for short trips to go shopping, to the library and to medical appointments. [Page 8](#)
- If using the bus is too hard for you, you might be eligible for services that pick you up at home and take you where you want to go. [Page 7](#)

You are concerned about a friend or family member who probably shouldn't be driving anymore.

- Several publications provide tips about how to talk to friends and family about driving. [Page 27](#)
- Get the latest information about Department of Motor Vehicles policies on testing, reporting and license renewal. [Page 28](#)

You ride public transportation but you're finding it more difficult as you get older, for example, if you need to carry anything.

- Local shuttle routes in some communities may be easier for you to use than SamTrans buses. [Page 8](#)

You can't drive, or prefer not to, and transit routes just don't go where you need to go.

- You may be able to get a ride on services operated by community organizations and some cities. [Page 15](#)

Your condition doesn't let you drive or use public transportation.

- You may be eligible for paratransit service that picks you up at home and takes you where you want to go. [Page 7](#)

You need help from another person in order to go anywhere.

- Services operated by community organizations and some cities may be able to help you. [Page 15](#)

Transit Service Information

The San Mateo County Transit District manages a range of public transit services, including SamTrans bus service, paratransit service for individuals who cannot use fixed-route transit, and Caltrain rail service.

SamTrans

SamTrans provides fixed-route bus service throughout San Mateo County and into parts of San Francisco and Palo Alto. All SamTrans buses are equipped with lifts or ramps that can be used by people who use mobility devices and/or have difficulty climbing steps. The entry to each bus also has grab rails and a kneeling feature that lowers the front end so the first step is easier to reach. Every bus has two wheelchair spaces—the operator will secure the device in place and offer a lap and shoulder belt for added safety. All SamTrans buses are equipped with an automated system that announces major transfer points, intersections and destinations. An electronic message board inside the bus simultaneously displays the same information. External loudspeakers announce the route number and destination of the bus at all bus stops. Priority seating for seniors and people with disabilities is available at the front of the bus. Seniors and people with disabilities with approved ID may save money by paying the Eligible Discount fare.

Free travel training is available for people with disabilities who want to learn to ride SamTrans buses or Caltrain. For more information about travel training, call 650-508-6202.

For more information about SamTrans service, call 1-800-660-4287 (TTY 650-508-6448) or visit www.samtrans.com. Redi-Wheels paratransit is available for people whose disabilities or health conditions prevent them from using the bus. See page 7 for more information.



Caltrain

Caltrain operates commuter rail service on the Bay Area Peninsula between San Jose and San Francisco, with commute-hour service to Gilroy. Caltrain has 13 stations in San Mateo County, connecting with BART at the Millbrae Transit Center. The older “Gallery” style train sets have a wheelchair accessible car that can accommodate up to three wheelchairs. The newer Bombardier train sets can accommodate up to 10 wheelchairs, two in each car, space permitting. Boarding assistance is available from the conductors, including the use of a lift or bridge plate for wheelchair users and those who have difficulty with stairs. Caltrain stations that are not currently wheelchair accessible are 22nd Street, South San Francisco, Broadway, Atherton, Stanford and College Park. The other 26 stations are fully accessible. All Caltrain stations provide free parking for passengers with a Disabled placard.

Seniors and people with disabilities with approved ID may save by paying the Eligible Discount fare. All fares must be paid prior to boarding, either by tagging on (and then tagging off at the destination) with a Clipper card at the Clipper reader or by purchasing a paper ticket from the Ticket Vending Machines on the station platforms. Senior Clipper cards are available by mail (see 511.org or www.clippercard.com for details) or at Bay Area transit agencies. Regional Transit Connection Clipper cards for people with disabilities are available at Bay Area transit agencies.

For more information on Caltrain service, call 1-800-660-4287 (TTY 650-508-6448), or visit www.caltrain.com.

BART (Bay Area Rapid Transit)

BART is a regional rail service with six stations in northern San Mateo County (Daly City, Colma, South San Francisco, San Bruno, San Francisco Airport and Millbrae). The BART system consists of five lines with 44 stations in San Mateo, San Francisco, Alameda, and Contra Costa counties.

BART helps make its system easy for seniors and people with disabilities in several ways. There is disabled parking at all stations with parking lots. All BART stations have escalators and elevators to the platforms. From the platform, there is level boarding to the trains—there are no steps required to

get on board or ramps for boarding assistance. All BART cars have space for wheelchairs. Station Agents are available at all times in each station to help seniors and people with disabilities.

For more information on BART service or ticket vendors call 650-992-2278 (TTY 510-839-2220) or visit www.bart.gov.

San Francisco Municipal Transportation Agency (Muni)

Muni provides public transportation in San Francisco and connects with SamTrans, Caltrain, and BART. Muni buses are fully accessible on all lines. Muni Metro Light Rail services are accessible at all stations and at key stops on the surface portion of the Metro lines.

For a brochure or more information on Muni's Accessible Services, please call the Muni Accessible Services Program at 415-701-4485 (TTY 415-701-4730) or visit www.sfmta.com/getting-around/accessibility/access-muni-buses.

For more information on Muni service call 415-701-2311 (TTY 415-701-2323) or visit www.sfmta.com.

Santa Clara Valley Transportation Authority (VTA)

VTA provides public transit in Santa Clara County and connects with SamTrans in Palo Alto. All buses are equipped with lifts or ramps to make boarding easier for people who use mobility devices or for anyone who has difficulty negotiating steps. VTA requires that all mobility devices be secured on their buses. VTA's light rail stations provide level boarding. For more information on VTA service, call 408-321-2300 (TTY 408-321-2330) or visit www.vta.org.

For individuals who are unable to use VTA's bus or light rail services due to their disabilities, paratransit is provided as required by the Americans with Disabilities Act (ADA). Information about VTA's ADA paratransit can be obtained by calling Outreach at 408-436-2865 (TTY 408-436-0155).

Discounts on Public Transit

Seniors (age 65 and older) and people with disabilities who possess a Regional Transit Connection Discount ID Card, Medicare Card or Department of Motor Vehicles Disabled Placard Identification Card are eligible for discounted fares on SamTrans, Caltrain, and all other Bay Area public transit systems. For SamTrans, they also may purchase an Eligible Discount Pass, which is available only on a Clipper card. Valid photo ID must be presented at the fare box upon request.

RTC Discount ID Card

The Regional Transit Connection (RTC) Discount ID Card allows passengers with disabilities to ride at a discounted fare on Bay Area transit systems, including SamTrans, Caltrain, BART and Muni. The RTC Discount Card is available to qualified people with disabilities. RTC Discount Cards are issued as “Clipper Cards”; once loaded with funds, they can be used to pay your fare on most Bay Area transit systems. Seniors can apply for a senior Clipper card at SamTrans headquarters or through the mail. For more information or to request an application, call SamTrans at 1-800-660-4287 (TTY 650-508-6448) or visit: www.samtrans.com/clipper, or <http://transit.511.org/RTC/RTDC.aspx>.

Mobility Ambassadors

Mobility Ambassadors are volunteers who help older adults and people with disabilities become familiar with their transportation options. A Mobility Ambassador can help you with many transportation-related issues, including planning a trip using public transit, finding a driver safety class, and learning about alternatives to driving, such as community shuttles. Ambassadors can also give educational presentations, conduct group and one-on-one rider training, and organize group trips on transit to interesting destinations.

Ambassadors are skilled in helping you navigate the Bay Area, making connections with other Bay Area transit services such as Caltrain, BART, and VTA.

You can meet with an Ambassador by appointment at host senior centers throughout the County. Current host centers include:

- Doelger Senior Center, Daly City
- Twin Pines Senior and Community Center, Belmont
- Foster City Senior Wing, Foster City
- Little House, Menlo Park
- Menlo Park Senior Center, Menlo Park
- Fair Oaks Adult Activity Center, Redwood City
- Veterans Memorial Senior Center, Redwood City
- San Bruno Senior Center, San Bruno
- San Carlos Adult Community Center, San Carlos
- Martin Luther King Senior Center, San Mateo
- San Mateo Senior Center, San Mateo
- Half Moon Bay Senior Center, Half Moon Bay



To learn more about the Mobility Ambassador Program, to schedule an appointment with an Ambassador, or to volunteer, contact Jean Conger at 650-508-6362, or email us at Ambassador@samtrans.com.

ADA Paratransit

If you are unable to use the SamTrans regular bus service some or all of the time due to a disability, you may be eligible for Americans with Disabilities Act (ADA) paratransit service. SamTrans operates the paratransit service called Redi-Wheels on the bayside of the county and RediCoast on the coastside. Paratransit buses, vans and sedans serve most of the county and will come to your home and take you to your destination. Trips can be reserved up to seven

days in advance and as late as one day in advance. Before you can use ADA paratransit, SamTrans will need to evaluate your eligibility; this process may take up to 21 days.

For more information on ADA paratransit service in San Mateo County, call Redi-Wheels/RediCoast at 650-508-6241 or visit www.samtrans.com. You can also call 1-800-660-4287 for general information on transit and ADA paratransit services.

Local Shuttles

Local shuttles are typically vans or shuttle buses that serve small areas within cities and communities weekdays during the midday, with some exceptions.

Bayshore/Brisbane Senior Shuttle

Service Area:	Brisbane/Bayshore Neighborhood of Daly City
Fare:	Free
Eligibility:	Open to all, no restrictions
Accessibility:	All vehicles are wheelchair-accessible.
For More Information:	1-800-660-4287 or TTY 650-508-6448
Or to book a ride:	415-740-9458

For schedules and a map go to www.samtrans.com/shuttles.

The Bayshore/Brisbane Senior Shuttle operates request-ride service during the midday and connects to the Bayshore Caltrain Station. Passengers may request rides for any purpose within the service area. To request a ride, the passenger must call and leave a message stating when and where they would like to be picked up and dropped off. The driver will then return the call and work out the schedule with the passenger.

Devil's Slide Ride

Service Area: Pacifica
Hours: Weekends only, 8:00 am to 5:00 pm
Fare: Free
Eligibility: Open to all, no restrictions
Accessibility: Vehicles are wheelchair-accessible.
For More Information: Pacifica Engineering Division
650-738-3767
www.cityofpacifica.org



The Devil's Slide Ride service runs in a loop from North Pacifica to the Devil's Slide Trail and back, and stops at designated locations. See Pacifica's website for detailed information on the schedule and stops.

East Palo Alto Community Shuttle

Service Area: East Palo Alto and Palo Alto
Hours: Every day, peak hours and some late night service
Fare: Free
Eligibility: Open to all, no restrictions
Accessibility: Vehicles are wheelchair-accessible.
For More Information: East Palo Alto Mobility Manager
650-853-3197

For schedules and a map go to www.samtrans.com/shuttles. The shuttle goes from Woodland-Bayshore neighborhood locations in East Palo Alto such as the Ravenswood Health Clinic, to the Palo Alto Caltrain Station.

Foster City Senior Express Shuttle

Service Area: Foster City and as far north as Trousdale Drive/ Mills-Peninsula Hospital in Burlingame and as far south as Veterans Boulevard/Kaiser Hospital

in Redwood City. The bus also travels to Stanford Hospital and the Millbrae Transit Center.

- Hours: Tuesday through Thursday, midday hours
- Fare: One way: \$2 for local trips, \$5 for trips outside of Foster City
- Eligibility: Must be age 50 or older and a Foster City resident
- Accessibility: The shuttle is wheelchair-accessible.
- For More Information: Community Center Senior Wing, 650-286-2585

The Senior Express Shuttle is an on-demand service that includes a pick-up at the residence and drop-off at the Foster City Senior Wing or designated stop. To make a reservation, call or stop by the Recreation Center Senior Wing front desk between 9:00 am and 1:00 pm Monday through Friday. Ride requests for the next day must be made by 1:00 pm. The payment method for the Senior Express Shuttle is a punch card. Punch cards can be purchased at the Senior Wing front desk.

Menlo Park Midday Shuttle

- Service Area: Menlo Park
- Hours: Monday through Friday, 9:30 am to 3:00 pm
- Fare: Free
- Eligibility: Open to all, no restrictions
- Accessibility: The vehicles are wheelchair-accessible.
- For More Information: 650-330-6770
www.menlopark.org/departments/trn/shuttles.html

The Menlo Park Midday Shuttle operates on an hourly schedule. The shuttle serves the Menlo Park Caltrain Station, Menlo Park Library, Veteran’s Administration Medical Center, Menlo Park Senior Center, Stanford Shopping Center and the Palo Alto Caltrain Station. The shuttle is a 20-passenger bus with two spaces available for wheelchairs. The shuttle stops at all SamTrans bus stops, and is also a “flag down service”; passengers can wave at the driver, who will stop in any safe location to pick them up.

Menlo Park Shoppers' Shuttle

Service Area:	Menlo Park
Hours:	Tuesdays, 9:15 am to 2:30 pm, Wednesdays and Saturdays, 9:30 am to 1:00 pm
Fare:	Free
Eligibility:	Open to all, no restrictions
Accessibility:	The vehicles are wheelchair-accessible.
For More Information:	650-330-6770 Or go to www.menlopark.org/departments/trn/shuttles.html

The Menlo Park Shoppers' Shuttle is a request-ride service. By request, the shuttle will pick you up at your home in Menlo Park starting at 9:15 am (depending on your location) and take you to destinations such as Woodside Plaza, Peninsula Boardwalk and Sequoia Station Shopping Center on Tuesdays and Sharon Heights, downtown Menlo Park, or the Stanford Shopping Center on Wednesdays and Saturdays (times are variable). For the return trips home, the shuttle will pick up passengers at 12:30 pm and 1:30 pm on Tuesdays and at noon and again at 1:00 pm on Wednesdays and Saturdays.

Pacifica Senior Center Transportation Service

Service Area:	Pacifica
Hours:	Monday through Friday, 9:00 am to early afternoon
Fare:	\$3.00 suggested donation for round trip transportation to the center and scheduled shopping trips. Medical trips are a mandatory fare of \$20.00 round trip.
Eligibility:	Must be age 60 or older and a Pacifica resident
Accessibility:	The 21-passenger bus is lift-equipped for wheelchair and walker access.
For More Information:	650-738-7350

The transportation service takes seniors to and from the Pacifica Senior Center, with 24-hour phone notice. The Center schedules group shopping

trips to local destinations. Individual requests for medical trips will be accommodated as the schedule permits and must be requested at least 48 hours in advance.

Redwood City-Midpoint Caltrain Shuttle

The Redwood City-Midpoint Caltrain shuttle runs between Redwood City Caltrain and the Midpoint Technology Park on Broadway. The shuttle serves the Stanford Medical Outpatient Center.

Service Area:	Redwood City
Hours:	Monday through Friday, peak hours
Fare:	Free
Eligibility:	Open to all, no restrictions
Accessibility:	All vehicles are wheelchair-accessible.
For More information:	650-588-1600 http://www.commute.org/index.php/shuttle-info/rider-alerts/redwood-city-midpoint-caltrain

Senior Coastsiders

Service Area:	Coastside (Half Moon Bay, Moss Beach, El Granada and Montara)
Hours:	Monday through Thursday, 8:00 am to 4:00 pm, Friday, 8:00 am to 3:00 pm
Fare:	\$2.00 round trip suggested donation
Eligibility:	Must be age 60 or older
Accessibility:	The vehicles are wheelchair-accessible.
For More Information:	650-726-9056

The Senior Coastsiders Van is a request-ride service that operates on the coastside of San Mateo County. The van is primarily used to transport seniors from their homes to programs at the Senior Center but also provides rides for other purposes, such as shopping on Wednesdays and Fridays.

Senior Center Transportation Services

The following Senior Center Services only transport seniors to and from their homes and the designated senior center.

Belmont Twin Pines Senior Center

- Service Area: Belmont
- Hours: Monday through Thursday from 9:00 am to 1:00 pm, and some Fridays for bingo (first and third Friday of the month)
- Fare: \$1.00 one way suggested donation
- Eligibility: Must be a senior or a person with a disability and a Belmont resident
- Accessibility: The Senior Center's van is wheelchair accessible, though passengers must be able to transfer to a passenger seat.
- For More Information: Belmont Senior Center, 650-595-7444



Photo: George Draper, MTC

East Palo Alto Senior Center

- Service Area: East Palo Alto
- Hours: Monday through Friday, 9:00 am to 2:00 pm
- Fare: \$0.25 one way suggested donation
- Eligibility: Must be 55 year or older, or have a disability
- Accessibility: The van for the East Palo Alto Senior Center can accommodate folding wheelchairs only. The East Palo Alto Community Shuttle (page 9), which can accommodate regular wheelchairs, stops very close to the Senior Center.
- For More Information: East Palo Alto Senior Center, 650-329-5900

Menlo Park Senior Center

Service Area:	Menlo Park and parts of East Palo Alto
Hours:	Monday through Friday, 9:00 am to 3:00 pm
Fare:	Based on donations
Eligibility:	Must be 60 years or older, a registered Senior Center member, and live locally within the Senior Center's area
Accessibility:	The vehicles are wheelchair-accessible.
For More Information:	Menlo Park Senior Center, 650-330-2283 www.menlopark.org

Redwood City Veterans Memorial Senior Center

Service Area:	Redwood City
Hours:	Tuesday through Thursday, 7:00 to 11:00 am, and 1:00 to 5:00 pm
Fare:	Free
Eligibility:	Must be a Redwood City resident
Accessibility:	The vehicles are wheelchair-accessible. When reserving, ask for Lloyd and inform him if you are travelling with a wheelchair so they can allow additional time in scheduling and can identify an appropriate pickup spot.
For More Information:	Veterans Memorial Senior Center, 650-537-2969

San Bruno Senior Center

Service Area:	San Bruno
Hours:	Monday through Friday, 9:00 am to 3:00 pm
Fare:	\$1.00 one way
Eligibility:	Must be age 50 or older and a San Bruno resident
Accessibility:	The van is wheelchair-accessible.
For More Information:	San Bruno Senior Center, 650-616-7150

Reservations must be made one day in advance.

Community Transportation Services

American Cancer Society—Road to Recovery Program

The American Cancer Society's Road to Recovery Program is staffed by volunteer drivers who pick up cancer patients at their homes and take them to anything cancer-related, including doctor's appointments, radiation treatments and chemotherapy. Call to reserve at least four business days in advance.

Service Area:	San Mateo County
Hours:	Monday through Friday, 9:00 am to 5:00 pm. It is preferable if the medical appointment or treatment starts between 9:30 am and 4:30 pm.
Fare:	Free
Eligibility:	Ambulatory cancer patients and caregivers
Accessibility:	Private vehicles (generally not wheelchair accessible)

For More Information:

- 1. Cancer patients** who need a ride to a cancer-related medical appointment or treatment should call 1-800-ACS-2345 (1-800-227-2345). Cancer patients who do not meet all of the eligibility requirements above can still call this number for help finding an appropriate transportation provider.
- 2. To become a volunteer driver**, call the American Cancer Society's local Bay Area Unit located at 71 Stephenson Street, Suite 400, San Francisco, CA 94105 at 415-394-7100 (press 3 for the local office).

(Continued on page 22)

Resources at a Glance

Name of Service	Area	Phone	Trip Types
Local Shuttles			
Bayshore/Brisbane Senior Shuttle	Bayshore/Brisbane neighborhood of Daly City	800-660-4287 TTY 650-508-6448 To book a ride: 415-740-9458	Any
Devil's Slide Ride	Pacifica	650-738-3767	Any
East Palo Alto Community Shuttle	East Palo Alto and Palo Alto	650-853-3197	Any
Foster City Senior Express Shuttle	Between Foster City and points north to Burlingame and south to Redwood City	650-286-2585	Any
Menlo Park Midday Shuttle	Menlo Park	650-330-6770	Any
Menlo Park Shoppers' Shuttle	Menlo Park	650-330-6770	Shopping
Pacifica Senior Center Transportation Service	Pacifica	650-738-7350	To/from senior center, group shopping trips and individual medical trips
Redwood City-Midpoint Caltrain Shuttle	Redwood City	650-588-1600	Any
Senior Coastsiders	Half Moon Bay, Moss Beach, El Granada, Montara	650-726-9056	To/from senior center, some shopping

Wheelchair Accessible	Fare	Eligibility	Reservations	Days and Hours	Page
Yes	Free	Open	Call driver	Monday-Friday, midday hours	<u>8</u>
Yes	Free	Open	None – catch the bus at a bus stop	Weekends only, 8 am–5 pm	<u>9</u>
Yes	Free	Open	None – catch the bus at a bus stop	Everyday, peak hours and some late night service	<u>9</u>
Yes	\$2 in Foster City, \$5 beyond Foster City	Age 50 or older and Foster City resident	Call 9 am–1 pm the day before	Tuesday–Thursday, midday hours	<u>9</u>
Yes	Free	Open	None – wave down the bus on its route	Monday–Friday, 9:30 am–3 pm,	<u>10</u>
Yes	Free	Open	Call for info	Tuesday, 9:30 am–2 pm, Wednesday and Saturday, 9:30 am–1 pm	<u>11</u>
Yes	\$3 donation, \$20 round trip for medical trips	Age 60 or older and Pacifica resident	Call 24 hours ahead for shopping and 48 hours ahead for medical	Monday–Friday, 9 am–early afternoon	<u>11</u>
Yes	Free	Open	None – catch a bus at a bus stop	Monday–Friday, peak hours	<u>12</u>
Yes	\$2 round trip donation	Age 60 or older	Call the senior center	Monday–Thursday, 8 am–4 pm, Friday, 8 am–3 pm	<u>12</u>

Name of Service	Area	Phone	Trip Types
Senior Center Transportation			
Belmont Twin Pines Senior Center	Belmont	650-595-7444	To/from senior center
East Palo Alto Senior Center	East Palo Alto	650-329-5900	To/from senior center
Menlo Park Senior Center	Menlo Park and parts of East Palo Alto	650-330-2283	To/from senior center
Redwood City Veterans Memorial Senior Center	Redwood City	650-537-2969	To/from senior center
San Bruno Senior Center	San Bruno	650-616-7150	To/from senior center
Community Transportation			
American Cancer Society—Road to Recovery	San Mateo County	800-227-2345	Cancer-related appointments
Avenidas Door To Door	Belmont south and Mountain View	650-289-5453 650-281-5411 to book a ride	Any
FISH	Belmont, San Carlos and Redwood City (rides may be requested from San Mateo to Palo Alto)	650-593-1288	Medical, dental, physical therapy

Wheelchair Accessible	Fare	Eligibility	Reservations	Days and Hours	Page
Yes	\$1 donation	Senior or disabled and Belmont resident	Call the senior center	Monday–Thursday, 9 am–1 pm, some Fridays	<u>13</u>
No	\$0.25 donation	Age 55 and older or disabled	Call the senior center	Monday–Friday, 9 am–2 pm	<u>13</u>
Yes	Donation	Age 60 or older, registered Senior Center member, living in the area	Call the senior center	Monday–Friday, 9 am–3 pm	<u>14</u>
Yes	Free	Redwood City resident	Call the senior center, ask for Lloyd	Tuesday–Thursday, 7–11 am and 1–5 pm	<u>14</u>
Yes	\$1.00 one way	Age 50 or older, and San Bruno resident	Call the senior center one day in advance	Monday–Friday, 9 am–3 pm	<u>14</u>
No	Free	Ambulatory cancer patients and caregivers	Call four business days in advance	Monday–Friday, 9 am–5 pm	<u>15</u>
No	\$7.50–15.00 depending on distance	Anyone without their own transportation or access to public transport	Call up to 5 weeks in advance	Monday–Friday, 8:15 am–4 pm	<u>22</u>
No	Free	Anyone unable to ride public transportation, have no other way to get to appointments, ambulatory	Through answering service, call up to one week in advance and at least 48 hours in advance	Monday–Thursday, 9 am–5 pm	<u>22</u>

Name of Service	Area	Phone	Trip Types
Get Up & Go (PJCC)	San Mateo County bayside	650-378-2750	Any non-work
Kaiser Redwood City & Seton Medical Center	Hospital service areas and Caltrain Station	650-299-3139 (Kaiser) 650-808-9871 (Seton)	Medical
Private Services			
Lift Hero	San Mateo and San Francisco Counties	650-241-0400	Any
Need-a-Ride	Palo Alto to San Mateo	650-462-0853	Any
SilverRide	Bay Area	650-853-7433	Activities
ADA Paratransit			
SamTrans Redi-Wheels	Bayside portion of San Mateo County, Pacifica and Daly City	650-508-6241	Any
SamTrans Redi-Coast	Coastside from south of Devil's Slide to the border of Santa Cruz County	650-508-6241	Any

Wheelchair Accessible	Fare	Eligibility	Reservations	Days and Hours	Page
Yes	\$6 round-trip	Older adults who do not drive or find it difficult to use public transportation	Call by Wednesday of the week before	Monday, Tuesday and Friday, daytime	<u>23</u>
Yes	Call for info	Patients of the hospitals	Call the hospital	Call for info	<u>24</u>
No	\$35 per hour plus a per mile fee	Open	Call to schedule at least 12 hours in advance, though they will try to accommodate immediate requests	24/7	<u>24</u>
No	Based on distance	Ambulatory	Call and leave a message for a response in the evening	Monday–Friday, part of Saturday	<u>25</u>
No	\$85 per hour	Anyone able to walk 20 feet	Call SilverRide		<u>25</u>
Yes	\$3.75	Anyone unable to ride buses due to a disability	Call from 7 days ahead up to 5 pm the day before	Everyday, 5:30 am–Midnight, 24 hours in some places	<u>7</u>
Yes	\$3.75	Anyone unable to ride buses due to a disability	Call from 7 days ahead up to 5 pm the day before	Monday-Friday, 6:30 am–8 pm Saturday, Sunday and holidays, 8 am–5 pm	<u>7</u>

Avenidas Door To Door

Service Area:	Belmont south to Mountain View
Hours:	Monday through Friday, 8:15 am to 4:00 pm
Fare:	\$7.50 up to 4 miles, \$10.50 up to 8 miles, \$15.00 up to 12 miles; also once a week grocery shopping for \$10 per month
Eligibility:	Anyone without their own transportation and without access to public transportation
Accessibility:	The vehicles are not wheelchair accessible.
For More information:	650-289-5453
Or to book a ride:	650-289-5411 (up to 5 weeks in advance)

Avenidas provides all types of trips whether they are trips to medical appointments, the hair salon, to Avenidas for a class, lunch with a friend, shopping destinations, etc. The fares are billed monthly. Drivers will escort passengers to and from the car. Care givers and spouses may accompany passengers at no additional charge.

Weekly grocery shopping is provided by volunteer drivers who take three people at a time to the store of their choosing. The driver will wait at the store, load bags into the car, and take the passengers and groceries home. Due to high demand, weekly grocery shopping is limited to customers currently in the program, though new customers can have their names added to a wait list.

FISH

Rides are given for medical, dental, or physical therapy appointments. Calls are answered by volunteers through an answering service. Rides can be requested up to one week in advance and must be requested at least 48 hours in advance. Rides are on a first-come first-served basis depending on driver availability.

Service Area:	Belmont, San Carlos, Redwood City (but riders may request rides as far north as San Mateo and as far south as Palo Alto)
Hours:	Monday through Thursday, 9:00 am to 5:00 pm

Fare: Free
Eligibility: Ambulatory residents who cannot ride public transit and have no other means to get to appointments
Accessibility: Private vehicles (generally not wheelchair-accessible but when requesting a ride, riders may request special service on a wheelchair-accessible vehicle)
For More information: 650-593-1288

Get Up & Go (Peninsula Jewish Community Center)*

As part of the Get Up & Go program, the Peninsula Jewish Community Center (PJCC) operates a door-to-door, wheelchair-accessible bus and car service for older adults who do not drive. Every Monday, Tuesday, and Friday, the Get Up & Go drivers transport seniors from their homes to destinations within San Mateo County, for medical appointments, shopping, personal errands or attendance at libraries and senior centers. Escorts are available if requested. Twice a month, seniors are brought to specially designed programs at the PJCC. Rides must be scheduled by Wednesday of the week before your ride.

Service Area: San Mateo County (no service to the coast side)
Hours: Every Monday, Tuesday, and Friday (daytime only); special programs every other Wednesday at the PJCC.
Fare: \$6.00 round trip
Eligibility: Older adults in San Mateo County who do not drive or find it difficult to use public transportation. The PJCC serves a diverse multicultural community.
Accessibility: Buses are wheelchair-accessible.
For More information: 650-378-2750

*Get Up & Go is supported by gifts to the PJCC and grants from the Jewish Community Endowment Newhouse Fund; Jewish Community Federation and Endowment Fund; Sequoia Hospital/Dignity Health; The Peninsula Health Care District; the Metropolitan Transportation Commission's New Freedom Fund; and Mills-Peninsula Health Services.

Hospitals

Two hospitals in San Mateo County offer limited transportation for their patients. In addition, the Road Runners program of El Camino Hospital in Mountain View offers transportation to residents of southern San Mateo County. For more information:

Kaiser Permanente Medical Center–Redwood City	650-299-3139
Seton Medical Center	650-808-9871
El Camino Hospital–Road Runners Program	650-940-7016

OUTREACH

OUTREACH has developed a Mobility Management Center that offers a range of individualized transportation choices for seniors, people with disabilities, Veterans, and others facing transportation barriers. Community members can use the online Searchable Database onecalloneclick.org to locate services and chat with a live person or community members can call OUTREACH Mobility Managers at (408) 436-2865 for one-on-one service.

Private Transportation Services

The services in this section are provided by private, for-profit companies. SamTrans does not endorse these services and has not verified the information provided by the companies.

Lift Hero

Lift Hero connects seniors, family members, and senior living operators with trusted drivers via website, mobile app, and analog phone interfaces. Drivers are carefully screened, first aid certified, and have received senior-specific training. They use their personal vehicles to deliver through-door transportation and accompaniment. The entire experience is tailored to support each individual passenger, and to foster their relationship with a small circle of drivers. Lift Hero prefers riders to reserve rides at least 12 hours in advance but they will try to accommodate immediate needs.

Service Area: San Mateo and San Francisco Counties
Hours: Rides are available 24/7
Fare: \$35 per hour in addition to a per mile charge (first 10 miles are free)
Eligibility: Open to all, no restrictions
Accessibility: Vehicles can transport folding wheelchairs and passengers who are transferable
For More Information: 650-241-0400, www.lifthero.com (mobile app is also available)

Need-a-Ride

Service Area: Palo Alto north to San Mateo
Hours: Monday through Friday (all day), Saturday (half day)
Fare: Fare is based on distance traveled.
Eligibility: Must be ambulatory
Accessibility: Vehicles are not wheelchair-accessible.
For More Information: 650-462-0853

Need-a-Ride is a ride-request service. Leave a message and your call will be returned between 6:00 pm and 9:00 pm.

SilverRide

SilverRide provides assisted transportation, companions, personalized activities, and group events for older adults who want to get things done, socialize, and have enriching life experiences. As part of its service, SilverRide coordinates and refers a network of complementary products and services that together provide a comprehensive lifestyle solution for older adults.

Service Area: Throughout the Bay Area
Fare: \$85 per hour
Eligibility: Must be able to walk a minimum of 20 feet with a walking aid
Accessibility: Vehicles can transport folding wheelchairs and passengers who are transferable.
For More information: 650-853-7433 www.silverride.com

Local Driver Safety Training

AARP

The AARP Driver Safety Program offers local classes for drivers aged 50 or over. The courses cover many topics related to being an older driver, such as traffic rules, staying flexible, medications, etc. The course is designed to help you remain a safe driver. It covers normal age-related physical changes and how to adjust your driving to allow for these changes. Additionally, all insurance companies offer a discount to AARP Driver Safety graduates.

Courses are offered throughout the year. Each class is eight hours long, most commonly in two four-hour segments over two days. In San Mateo County, courses meet at nearly 20 locations throughout the county. AARP now offers a four-hour renewal course for previous graduates.

For information on AARP Driver Safety courses in your area, and for other helpful information, go to www.aarp.org/drive or call 877-846-3299.

California Highway Patrol (CHP)

The California Highway Patrol offers an Older Driver Traffic Safety seminar in conjunction with the San Mateo County Commission on Aging and San Mateo County Supervisor Adrienne Tissier. The free class is three hours long and is designed to help keep older drivers on the road longer and refresh their driving skills.

To register for the seminar or for more information, please call the office of Supervisor Adrienne Tissier at 650-363-4572.

Other Driver Safety Resources

Self Assessments

If you are concerned about your ability to drive a vehicle, information developed by various aging and traffic safety groups may help you determine whether you need to have a more formal evaluation of your driving abilities.

Roadwise Review—AAA (online tool)

The AAA Roadwise Review is an interactive online tool that helps you identify potential aging-related driving issues, identify steps to reduce risk, and monitor your driving health in private. Go to www.seniordriving.aaa.com for this and other helpful online resources, including an online older driver safety course.

Driving Decisions Workbook

The University of Michigan developed a web-based workbook to help older drivers evaluate their ability to drive safely. The workbook is available online at www.um-saferdriving.org.

National Highway Traffic Safety Administration Brochures

The National Highway Traffic Safety Administration (NHTSA) has developed a series of online publications that address older adults' ability to drive safely. These include "Safe Driving for Older Adults," "Driving Safely While Aging Gracefully" and materials dealing specifically with driving after a stroke or with various conditions, such as arthritis, Parkinson's disease, sleep apnea, diabetes, or seizures. These resources can be viewed online at www.nhtsa.gov/Driving+Safety/Older+Drivers. Copies of most can be ordered by calling the NHTSA at 888-327-4236 or online at mcs.nhtsa.gov (click on "Motorcycle and Older Driver").

Adjusting Your Vehicle

Proper adjustment of seats, mirrors, headrests, and the steering wheel can help keep you driving safely. A variety of simple devices can be added to help compensate for physical changes or simply to make the vehicle fit you more comfortably and safely. The American Society on Aging, the American Automobile Association, and AARP have developed a program called CarFit, Helping Mature Drivers Find Their Perfect Fit. For more information, go to www.car-fit.org or to www.aarp.org and search for "driver safety."

Talking to Family and Friends

The Hartford insurance company has developed a series of publications about initiating conversations with older drivers, exercise for drivers, vehicle

technology and older drivers, dementia and driving, and other topics. These publications can be viewed online, downloaded, or ordered at www.thehartford.com/mature-market-excellence/.

Department of Motor Vehicles (DMV) Licensing

The Department of Motor Vehicles does not take away your driver's license when you reach a certain age. Your mental and/or physical condition and your ability to follow traffic laws and rules regardless of age determine whether your license is renewed, restricted, suspended, or revoked. All customers age 70 or older must renew their driver's license in person at a DMV office. Restrictions may be imposed relating to declining physical condition.

The number one restriction for senior drivers is vision-related and usually requires the driver to wear glasses or corrective contact lenses. Some other common restrictions are no freeway driving, no nighttime driving, no rush hour driving, or driving only with proper support to ensure a proper driving position.

For more information: 1-800-777-0133

TTY 1-800-368-4327

Or visit www.dmv.ca.gov/about/senior/senior_top.htm

Disabled Parking Placards

You can get a Disabled Person placard or license plates if you have impaired mobility and a licensed physician, surgeon, physician's assistant, nurse practitioner, or certified nurse-midwife certifies your condition.

The placard and plates entitle you to park your vehicle in parking spaces designated for people with disabilities, including spaces at a blue or green curb, at metered on-street parking spaces at no charge, and in areas that require residential or merchant permits. You do not have to own or drive the vehicle to use the placard.

For more information: 1-800-777-0133

TTY 1-800-368-4327

Or visit www.dmv.ca.gov/about/senior/senior_top.htm (click on "Disabled Person Placard or Plates" under "Getting Around")

Walking and Fitness

Fitness and exercise are key components of your mobility. Not only does regular exercise make it easier to walk to destinations and travel on transit, it also helps maintain your body's strength, flexibility, reflexes, and coordination, which can lengthen the amount of time you are able to drive safely.

City Parks and Recreation Departments

Most cities in San Mateo County offer health and exercise classes through their Parks and Recreation Departments. Some cities even have programs targeted specifically at older adults. For more information, contact your city's Parks and Recreation Department.

San Mateo County Adult Schools

Several group exercise classes are available through the county's five Adult Schools. Seniors can often take these courses for free or for a nominal fee. For more information and a current schedule of classes, contact:

- Jefferson Adult School (Daly City):
650-550-7890 or www.jeffersonadulthood.net
- San Mateo Adult School: 650-558-2127 or www.smace.org
- South San Francisco Adult School:
650-877-8844 or www.ssfae-ssfusd-ca.schoolloop.com

Community Exercise and Fitness Classes (membership based)

The three YMCAs in San Mateo County offer a variety of fitness classes appropriate for older adults. The Peninsula Jewish Community Center (PJCC) offers a Stay Fit for Life program, which is designed specifically for sedentary older adults. Membership discounts are available for seniors at YMCAs and the PJCC.



For more information on membership and a current schedule of classes:

- Peninsula Family YMCA (San Mateo):
650-286-9622 or www.ymcasf.org/Peninsula
- Sequoia YMCA (Redwood City):
650-368-4168 or www.ymcasv.org/sequoia
- East Palo Alto YMCA:
650-328-9622 or www.ymcasv.org/eastpaloalto
- Peninsula Jewish Community Center (Foster City):
650-378-2703 or www.pjcc.org/health/fitness/hf-classes-fitlife.html

Other Information Resources

Help at Home Directory

The Help at Home Directory is a mini-reference guide to assist San Mateo County adults of all incomes to remain in their homes when they are ill, disabled, or in crisis. The guide is developed by the San Mateo County Commission on Aging and contains some information on transportation in the county.

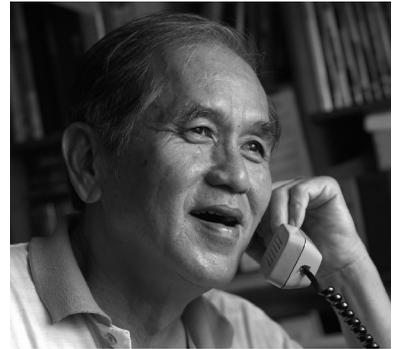
Printed copies of the directory can be found at all senior centers in the county, or you can request a printed copy by calling 650-573-2643.

PDF versions of the booklet in English, Spanish, or Chinese can be found at www.smchealth.org/helpathome.

Peninsula Library System

There are 33 libraries in San Mateo County, with at least one branch in almost every city. Each library has many informational resources for seniors, such as printed copies of the Community Information Handbook and librarians who will do their best to help you find answers to your questions. Additionally, each library has maps and schedules for local transit. Most libraries also have computers that you can use to access websites and staff who can look up most of the Internet references in this guide for you.

To find the branch nearest you, consult the blue government pages of your local phone book or go to www.plsinfo.org.



SMC Connect

SMC Connect is an online search engine developed by the County of San Mateo Human Services Agency that helps users locate community services in San Mateo County.

Go to www.smc-connect.org.

511

511 is a one-stop resource for Bay Area transportation information, including real-time traffic conditions, public transportation routes and schedules, bicycling information and much more. 511 information is available on the phone by dialing 511 or on the web at 511.org. To use the phone service, speak your choices or press zero to use touch-tone menus. It is a free service and is available 24 hours a day, seven days a week. The website includes an interactive trip planner. Phone users who are hearing impaired can use 511 by calling 711.

Senior Mobility Guide Online

An online version of this guide is available at www.seniormobility.org. The online guide has live links to all the web resources listed in this print version.

Notes

Quick Phone List

Public Transit

Bay Area Transportation	511
SamTrans & Caltrain	800-660-4287
SamTrans Travel Training	650-508-6202
Redi-Wheels	650-508-6241
BART	650-992-2278
VTA (general transit information)	408-321-2300
VTA ADA Paratransit (Outreach)	408-436-2865
Muni (general transit information)	415-701-2311
Muni Accessible Services	415-701-4485

Community Transit Services

American Cancer Society	800-227-2345
Avenidas Door To Door	650-289-5453
Bayshore/Brisbane Shuttle	800-660-4287
Devil's Slide Ride	650-738-3767
East Palo Alto Community Shuttle	650-853-3197
FISH (Belmont to Redwood City)	650-593-1288
Foster City Senior Express Shuttle	650-286-2585
Get Up & Go (PJCC)	650-378-2750
Menlo Park Shuttles	650-330-6770
Pacifica Senior Center Transportation Service	650-738-7350
Redwood City Kaiser Hospital	650-299-3139
Redwood City Midpoint Caltrain Shuttle	650-588-1600
Senior Coastsiders	650-726-9056
Seton Medical Center	650-808-9871

