



Senior Mobility Guide

Staying Connected in San Mateo County

October 2018



Table of Contents

Introduction	1
Transit Service Information.....	3
Mobility Ambassadors	7
ADA Paratransit	9
Information and Assistance.....	9
Local Shuttles.....	10
Senior Center Transportation Services.....	14
Resources at a Glance.....	18
Community Transportation Services	26
Private Transportation Services	33
Local Driver Safety Training	35
Other Driver Safety Resources	36
Walking and Fitness	38
Other Information Resources.....	39
Quick Phone List	Inside back cover

The Senior Mobility Guide can also be accessed at: www.peninsularides.com

Image source: jgf4seniors.org, gettyimages.com, viamagazine.com, beactivedecatur.com.

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 35
- Many publications and online resources can help you spot possible difficulties before they become serious problems. Page 36

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 35
- Adjustments to your car may help you drive with more confidence. Page 37
- 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 7

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 10
- 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 9

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 34
- Get the latest information about Department of Motor Vehicles policies on testing, reporting and license renewal. Page 33

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 10

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 24

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 9

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 24

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. Seniors and people with disabilities with approved ID can save money by paying the Eligible Discount fare and enjoy priority seating at the front of the bus.

SamTrans buses have many amenities for those with physical challenges. All SamTrans buses can “kneel” to lower the bus so the first step is easier to reach, and also have lifts or ramps for those with mobility devices or have difficulty climbing steps. Each bus has grab rails and two wheelchair spaces — the operator will secure the device in place, and offer a lap and shoulder belt for added safety.

SamTrans buses make amplified announcements of major transfer points, intersections and destinations. An electronic message board inside the bus displays the same information. External loudspeakers announce the route number and destination of the bus at all bus stops.

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 9 for more information.

SamTrans FLX Services

FLX Pacifica operates on a fixed route, serving SamTrans bus stops. However, customers can arrange for direct service within one-half mile of the route by calling up to one day in advance.

Service Area:	Pacifica
Hours:	Monday through Friday, 7:00 am to 7:00 pm
Fare:	\$1.10 local, \$1.00 Clipper, or \$2.50 day pass with senior discount
Eligibility:	Open to all, no restrictions
Accessibility:	Buses are wheelchair accessible
For More Information:	1-800-660-4287 (TTY 650-508-6448)
Or to Book a Ride:	650-560-0360 (24-hours in advance)

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

Caltrain

Caltrain operates rail service on the Peninsula between San Jose and San Francisco, with commute-hour service to Gilroy. Caltrain has 11 full time stations in San Mateo County, with an additional 2 providing weekend-only service. Caltrain connects with BART at the Millbrae Transit Center. Seniors and people with disabilities with appropriate 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, by purchasing a paper ticket from the ticket machines on the station platforms, or through the online mobile app.

The older “Gallery” style trains have a wheelchair accessible car that can accommodate up to three wheelchairs. The newer Bombardier trains can accommodate up to 5 wheelchairs, one in each car, space permitting. Boarding assistance is available from 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.

Senior Clipper cards are available by mail (see www.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 entire BART system consists of five lines with 45 stations in San Mateo, San Francisco, Alameda and Contra Costa counties.

BART has many features to make it easy for seniors and persons with disabilities to use it. 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. All BART cars have space for wheelchairs. Station Agents are available at all times in each station to help seniors and persons 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 Muni Metro Light Rail.

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 persons who use mobility devices or for anyone who may have difficulty negotiating steps. VTA requires that all mobility devices be secured on VTA buses. VTA's light rail stations provide level boarding – meaning that there are no steps required to get on board – or ramps for boarding assistance.

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).

Discounts on Public Transit

Seniors (age 65 and older) are eligible for discounted fares on SamTrans, Caltrain, and all other Bay Area public transit systems if they possess a valid photo ID, or a Medicare Card, or a Department of Motor Vehicles Disabled Placard Identification Card. The Regional Transit Connection (RTC) is now only available for people with disabilities and is no longer issued to seniors (age 65+). For SamTrans, they may also purchase an Eligible Discount Monthly pass, which is only available on a Clipper Card. Seniors can apply for a Senior Clipper Card at SamTrans Headquarters or through the mail. The card is free and does not expire. 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.

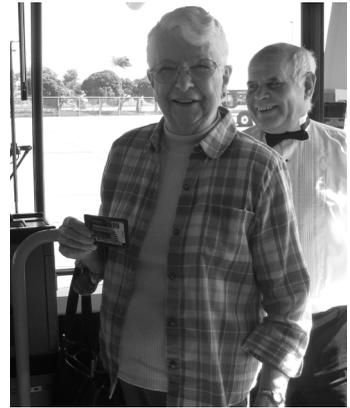
Mobility Ambassadors

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

You can set up an appointment with an Ambassador by calling Jean at 650-508-6362.

You can meet your assigned Ambassador at a senior center, a community center, or at a public library near your home. If you live in a building that has a community or conference room, you can meet with your Ambassador there. The volunteer Ambassadors, many of whom are older adults themselves, are carefully screened, comprehensively trained, and are eager to show others how to enjoy riding public transit.

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



Veterans Mobility Corps

The Veterans Mobility Corps is a unique Vet-to-Vet program providing free assistance to all military veterans who cannot (or choose not to) drive due to physical, emotional or mental disabilities. Veteran Volunteers (who are military veterans themselves) assist fellow veterans to maintain mobility and independence by training them to ride public transit and access other alternatives to driving, such as community shuttles. They are carefully screened and trained to work with veterans of any age, and with a variety of disabilities.

In addition to conducting one-to-one and group rider training, Veteran Volunteers are also available to give educational presentations and organize group trips on transit to popular destinations.

If you would like to learn more about the Veterans Mobility Corps, to schedule an appointment with a Veteran Volunteer, or to volunteer, contact Jean Conger at 650-508-6362. You can also contact Jean by email at CongerJ@samtrans.com or Vet2Vet@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. There are no age or income requirements. If you think you might be eligible, please call 650-366-4856 to set up an evaluation appointment. Before you can use ADA paratransit, SamTrans will need to evaluate your eligibility. This process may take up to 21 days from the date of your appointment.

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. The vehicles can accommodate wheelchairs. Trips can be reserved up to seven days in advance and as late as the day before your trip.

For more information on ADA paratransit service in San Mateo County, call Redi-Wheels/RediCoast at 650-508-6241 or visit www.samtrans.com/Accessibility/Paratransit.html.

Information and Assistance

The following organizations provide staff who can consult, advise and assist individuals on a wide range of issues including transportation services and programs available in various parts of San Mateo County:

Healthy Aging Response Team (HART) (north County): Weekdays, 8:00 am to 5:00 pm, 650-991-5558 or HART@dcpartnership.org, or www.dcpartnership.org/programs/healthy-aging-response-team/

Self Help for the Elderly (mid County): 650-342-0822
Peninsula Family Service (south County): 650-403-4300
Senior Coastsiders (coastal County): 650-726-9056
<https://www.seniorcoastsiders.org>

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
Hours:	Monday-Friday, midday hours
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 <http://www.smctd.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.

Menlo Park Crosstown Shuttle

Service Area:	Menlo Park
Hours:	Monday through Friday, 7:00 am to 6:00 pm
Fare:	Free
Eligibility:	Open to all, no restrictions
Accessibility:	The vehicles are wheelchair-accessible.
For More Information:	Menlo Park Transportation Manager, 650-330-6770 www.menlopark.org/156/Shuttle-services

The Menlo Park Crosstown Shuttle (formerly known as Midday Shuttle) operates on an hourly schedule. The shuttle serves the Menlo Park Senior Center, Veteran’s Administration Medical Center, Menlo Park Library, Menlo Park Caltrain Station, Little House, Palo Alto Caltrain Station, Palo Alto Medical Foundation, Stanford Shopping Center, Stanford Medical Center, and Sharon Heights. The shuttle is a 20-passenger bus with two spaces available for wheelchairs. The shuttle stops at all marked shuttle stops and SamTrans bus stops. This shuttle is also a “flag down service”, where 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, Wednesdays and Saturdays, 9:30 am to 1:30 pm
Fare:	Free
Eligibility:	Open to all, no restrictions
Accessibility:	The vehicles are wheelchair-accessible.
For More Information:	650-330-6770 www.menlopark.org/156/Shuttle-services

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 starting at 12 pm.

Redwood City-Midpoint Caltrain Shuttle

Service Area:	Redwood City
Hours:	Monday through Friday, peak commute hours 6:30 am - 9:30 am and again at 3:45 pm to 7:00 pm
Fare:	Free
Eligibility:	Open to all, no restrictions
Accessibility:	All vehicles are wheelchair-accessible.
For More Information:	650-588-1600 www.commute.org/shuttles-by-city/230-redwood-city

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.

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.

South City Shuttle

The South City Shuttle provides service around South San Francisco, with trips to local stores, the senior center, libraries, city hall and parks.

Service Area: South San Francisco BART, Hillside/Chestnut, Linden/Aspen, Orange West Orange Library, Main Library, Rotary Plaza,

Hours: Monday through Friday, 7:00 am to 7:00 pm

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)

For schedules and a map go to <http://www.smctd.com/shuttles>.

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 Shuttle

Service Area:	East Palo Alto
Hours:	Monday through Friday, 9:00 am to 2:00 pm
Fare:	\$0.50 roundtrip
Eligibility:	Must be a participant of the Senior Nutrition Lunch Program
Accessibility:	The van for the East Palo Alto Senior Center can accommodate folding wheelchairs only.
For More Information:	Nutrition Supervisor, 650-688-1824



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, be 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, 650-330-2280 www.menlopark.org

Pacifica Senior Center Transportation Service

Service Area:	Pacifica
Hours:	Monday through Friday, pickups 8:45 am to 10:00 am, drop offs 1:00 pm to 2:15 pm
Fare:	\$3.00 donation for round trip transportation to the center and scheduled shopping trips is appreciated. No eligible individual turned away, regardless of contribution. Medical trips are a mandatory fare of \$20.00 round trip. The shuttle will pick up passengers starting at 12 pm.
Eligibility:	Must be age 60 or older and a Pacifica resident.
Accessibility:	The 20-passenger bus is lift-equipped for wheelchair and walker access.
For More Information:	650-738-7350 www.cityofpacifica.org/depts/pbr/senior_services/transportation/default.asp

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 Veterans Memorial Senior Center

Service Area:	Redwood City
Hours:	Tuesday, Wednesday, Thursday 8:00 am to 2:00 pm
Fare:	Free
Eligibility:	Must be a Redwood City resident and attend the Veterans Memorial Senior Center
Accessibility:	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 identify an appropriate pickup spot.
For More Information:	Veterans Memorial Senior Center, 650-780-7270

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 www.sanbruno.ca.gov/gov/city_departments/ community_services/50plus/default.htm Reservations must be made one day in advance.

(Continued on Page 26)

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
Menlo Park Crosstown Shuttle	Menlo Park	650-330-6770	Any
Menlo Park Shoppers' Shuttle	Menlo Park South County	650-330-6770 - Info 650-330-2286 - Tues. 650-330-2288 - Wed. 650-330-2289 - Sat.	Shopping
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
South City Shuttle	South San Francisco	1-800-660-4287 (TTY 650-508-6448)	To/from senior center, shopping, libraries, parks
Senior Center Transportation			
Belmont Twin Pines Senior Center	Belmont	650-595-7444	To/from senior center
East Palo Alto Senior Shuttle	East Palo Alto	650-688-1824	To/from senior center

Wheelchair Accessible	Fare	Eligibility	Reservations	Days and Hours	Page
Yes	Free	Open	Call driver	Monday-Friday, midday hours	10
Yes	Free	Open	None: wave down the bus on its route	Monday-Friday, 7:00am - 6:00pm,	10
Yes	Free	Open	Call for more information	Tuesday Wednesday, and Saturday, 9:30am - 1:30pm	11
Yes	Free	Open	None: catch a bus at a bus stop	Monday-Friday, 6:30am - 9:30am and 3:45pm - 7:00pm	12
Yes	\$2 round trip donation	Age 60 or older	Call the senior center	Monday-Thursday, 8:00am - 4:00pm Friday 8:00am - 3:00pm	12
Yes	Free	Open	Note: catch a shuttle at a bus stop	Monday-Friday, 7:00am - 7:00pm	13
Yes	\$1 donation	Senior or disabled and Belmont resident	Call the senior center	Monday-Thursday, 9:00am - 1:00pm - some Fridays	14
No	\$0.50 round trip	Participant of the Senior Nutrition Lunch program	Call the Nutrition Supervisor	Monday-Friday, 9:00am-2:00pm	15

Name of Service	Area	Phone	Trip Types
Menlo Park Senior Center	Menlo Park and parts of East Palo Alto	650-330-2280	To/from senior center
Pacifica Senior Center Transportation Service	Pacifica	650-738-7350	To/from senior center, group shopping trips and individual medical trips
Redwood City Veterans Memorial Senior Center	Redwood City	650-780-7270	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
ACCESS Paratransit	Santa Clara County with some service in San Mateo County	408-321-2300 408-321-2330 - TTY	Any
Avenidas Door To Door	Redwood City, Atherton, Woodside, Menlo Park, Portola Valley, East Palo Alto, Palo Alto, Los Altos Hills, Los Altos, Mountain View	650-289-5453 To book a ride: 650-281-5411	Any, up to 12 miles

Wheelchair Accessible	Fare	Eligibility	Reservations	Days and Hours	Page
Yes	Donation	Age 60 or older, registered Senior Center member, living in the area	Call the senior center	Monday-Friday, 9:00am - 3:00pm	15
Yes	\$3 donation, \$20 round trip for medical trips	Age 60 or older and Pacifica resident	Call 24 hours ahead for shopping 48 hours ahead for medical appointments	Monday-Friday, 8:45am - 1:30pm	16
Yes	Free	Redwood City resident	Call the senior center, ask for Lloyd	Tuesday, Wednesday, Thursday, 8:00am - 2:00pm	16
Yes	\$1.00 one way	Age 50 or older, and San Bruno resident	Call the senior center one day in advance	Monday-Friday, 9:00am - 3:00pm	17
No	Free	Ambulatory cancer patients and caregivers	Call four business days in advance	Monday-Friday, 9:00am - 5:00pm	26
Yes		Disabled individuals who cannot use conventional public transit	Request by phone		26
No	\$10-20 depending on distance	For anyone without their own transportation or access to public transport	Call at least 48 hours in advance and up to 5 weeks in advance	Monday-Friday, 8:15am - 4:00pm	27

Name of Service	Area	Phone	Trip Types
Brisbane Village Helping Hands	Brisbane	415-508-2185	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
Foster City Village	Foster City (rides may be requested as far San Mateo or Redwood City)	650-378-8541	Medical, dental, errands, groceries, social activities
Get Up & Go (PJCC)	San Mateo County bayside, Palo Alto VA Health Systems Stanford Hospital & Clinics	650-378-2750	Any non-work
El Camino Hospital - Road Runners Program	10 miles out of El Camino Hospital Mountain View	650-940-7016	Any
Kaiser Redwood City	Hospital service areas and Caltrain Station	650-299-3139	Medical
Little House	East Palo Alto, Palo Alto, Stanford, Portola Valley, Menlo Park, Redwood City, Atherton, Woodside, San Carlos, Belmont, Foster City, San Mateo	650-272-5040	Medical, Dental, To/From Little House

Wheelchair Accessible	Fare	Eligibility	Reservations	Days and Hours	Page
No	Free	Members, primarily older adults	Call at least one week in advance	Monday-Friday, 8:00am - 6:00pm	27
No	Free	Ambulatory, Unable to ride public transportation, have no other way to get to appointments	Through answering service, call one week in advance	Monday-Thursday, 9:00am - 5:00pm	28
Yes	Free	Dues-paying members	Call during office Hours M-Th 9:00 am-3:00 pm	Monday-Friday, 9:00am-5:00pm	28
Yes	Free	Older adults who do not drive or find it difficult to use public transportation	Call by Wednesday of the week before	Monday, Tuesday, Thursday, Friday daytime	29
No	0-1 miles \$5 one-way and 8-10 miles \$19 one-way	Community Members	Call the Hospital	Monday-Friday, 8:00am - 4:30pm	30
Yes	Free	Kaiser members	Call to request after 9 am	Monday-Friday 7:00am - 7:00pm	30
No	\$4-\$8 depending on distance	Pre-Registered Members	Call for on-demand service, No reservations	Monday-Thursday, 8:00am - 8:00pm Friday: 8:00am - 4:00pm	30

Name of Service	Area	Phone	Trip Types
Mid-Peninsula Village	Burlingame, San Mateo, and Hillsborough	650-260-4569	Any
Sequoia Village	Belmont, San Carlos, and Redwood City including Redwood Shores	650-260-4569	Any
Seton Medical Center (Seton BART Shuttle)	Daly City BART to Seton Medical Center	650-991-6480	Any
Private Services			
Go-Go Grandparent	Nationwide service	855-464-6872	Any
Need-a-Ride	Palo Alto to San Mateo	650-462-0853	Any
Serra Yellow Cab	Daly City, Colma, Brisbane, Pacifica, Broadmoor, Millbrae, Burlingame, Hillsborough, San Mateo, Foster City, Belmont, San Carlos, Redwood City, Menlo Park, and SFO	650-991-2345 for regular reservations 650-340-9999 for wheelchair vans	Any
SilverRide	Bay Area	650-853-7433	Activities
ADA Paratransit			
SamTrans Redi-Wheels	Bayside portion of San Mateo Co. plus 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
No	Free for dues-paying members	Members	Call at least 4 business days ahead	Monday-Friday, 8:00am - 5:00pm	31
No	Free for dues-paying members	Members	Call at least 4 business days ahead	Monday-Friday, 8:00am - 5:00pm	31
Yes	Free	Open	Catch a shuttle at a bus stop	Monday-Friday, 6:00am - 9:00am, 12:00pm - 7:00pm	32
No	Based on distance and time	Open	Call to request	24/7	33
No	Based on distance	Ambulatory	Leave a message for response in the evening	Monday-Friday, part of Saturday	33
Yes, upon request	Based on distance	Open	Call for request	24/7	34
No	Based on distance and time	Able to walk 20 feet	Call SilverRide	24/7	34
Yes	\$4.25	Unable to ride buses due to a disability	Call from 7 days ahead up to 5 pm the day before	Everyday, 5:30am-Midnight, 24 hours in some places	9
Yes	\$4.25	Unable to ride buses due to a disability	Call from 7 days ahead up to 5 pm the day before	Monday-Friday, 6:30am - 8:00pm, Saturday, Sunday and holidays 8:00am - 5:00pm	9

Community Transportation Services

American Cancer Society—Road to Recovery Program

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 1-800-227-2345.

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.

ACCESS Paratransit

VTA ensures a comparable paratransit service is provided to eligible individuals with disabilities who cannot use conventional public transit service due to their physical, visual or cognitive disabilities.

To learn more about VTA paratransit service, eligibility and how to apply, call 408-321-2300 (TTY 408-321-2330) or go to VTA website: <http://www.vta.org>.

For direct link to VTA paratransit page, log on to: <http://www.vta.org/getting-around/paratransit/accessibility-program-overview-travel>.

Avenidas Door To Door

Service Area:	Redwood City, Atherton, Woodside, Menlo Park, Portola Valley, East Palo Alto, Palo Alto, Los Altos, Los Altos Hills, Mountain View
Hours:	Monday through Friday, 8:15 am to 4:00 pm
Fare:	\$10.00 up to 3.9 miles, \$15.00 up to 7.9 miles, \$20.00 up to 12 miles
Eligibility:	Seniors 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 Door to Door provides rides up to 12 miles to medical appointments, community centers, classes, shopping, beauty salon, etc. Rides are provided by experienced volunteer drivers or Lyft rides will be dispatched to serve you. You can bring a caregiver or companion along at no additional charge. Drivers use their personal passenger vehicles and cannot accommodate wheelchairs. You will be billed each month for the previous month's rides. Rides must be scheduled 48 hours in advance and can be scheduled up to 5 weeks in advance.

Brisbane Village Helping Hands

Service Area:	Brisbane
Hours:	Monday through Friday, 8:00 am to 6:00 pm
Fare:	Free to dues-paying members
Eligibility:	Members, primarily older adults
Accessibility:	The vehicles are not wheelchair-accessible.
For More Information:	415-508-2185 (leave a message and we'll return your call), www.brisbanevillage.org

Members may receive a variety of services including transportation. Volunteer drivers (Trained and background checked) use their own cars to provide rides for members to destinations in San Mateo and San Francisco Counties. Trips of any type can usually be accommodated if requested at least one week in advance. Requests are accepted up to 48 hours in advance.

FISH

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 Appointments Call:	650-593-1288

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 two weeks in advance and must be requested at least one week in advance. Rides are on a first-come first-served basis depending on driver availability.

Foster City Village

Service Area:	Foster City (but riders may request rides as far north as San Mateo and as far south as Redwood City)
Hours:	Monday through Friday, 9:00 am to 5:00 pm (Office hours are M-Th 9:00 am to 3:00 pm)
Fare:	Free
Eligibility:	Dues-paying Members of Foster City Village
Accessibility:	Private vehicles (may not be wheelchair-accessible)

but when requesting a ride, riders may request special service on a wheelchair-accessible vehicle)

For Appointments Call: 650-378-8541

For More Information: fcvillage94404@gmail.com

Full members of Foster City Village can receive rides provided by volunteer drivers free of charge when scheduling at least 3 days in advance. To book a ride call 650-378-8541 between 9:00 am and 3:00 pm Monday-Thursday.

Get Up & Go (Peninsula Jewish Community Center)*

Service Area: San Mateo County (no service to the coast side)
Palo Alto VA Health Systems

Hours: Every Monday, Tuesday, Thursday, and Friday
(9:30 am to 3:30 pm); special programs every other
Wednesday at the PJCC

Rides must be scheduled by Wednesday of the week before your ride.

Fare: Free

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

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 or personal errands. Escorts are available if requested. Twice a month, seniors are brought to specially designed programs at the PJCC.

*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.

El Camino Hospital Mountain View - Road Runners Program

Service Area:	Both the pick up location and the appointment location needs to be within a 10-mile radius of El Camino Hospital Mountain View (excluding mountain geography).
Hours:	Monday through Friday, 8:00 am to 4:30 pm
Fare:	0-1 miles \$5 one-way trip, 8-10 miles \$19 one-way trip Complete fare schedule available online
Eligibility:	Community members
Accessibility:	The vehicles are not wheelchair-accessible.
For More Information:	650-940-7016 or visit www.elcaminohospital.org/services/roadrunners-transportation

The Road Runners program of El Camino Hospital in Mountain View offers transportation to residents of southern San Mateo County. Trips of any type can be accommodated.

Kaiser Permanente Medical Center - Redwood City

Service Area:	Redwood City Medical Center to Redwood City Caltrain Station
Hours:	Monday through Friday 7:20 am - 6:45 pm (after 9:00 am call for request)
Fare:	Free
Eligibility:	Kaiser Permanente Members
Accessibility:	The vehicles are wheelchair accessible.
For More Information:	650-299-3139

Little House Transportation

Service Area:	Zone 1: East Palo Alto, Palo Alto, Stanford, Portola Valley Zone 2: Menlo Park, Redwood City, Atherton, Woodside Zone 3: San Carlos, Belmont, Foster City, San Mateo
---------------	--

Hours: Monday through Thursday, 8:00 am to 8:00 pm
Friday, 8:00 am to 4:00 pm

Fare: \$4 per trip within and between neighboring zones.
\$8 per trip between non-neighboring zones

Eligibility: Pre-registered users, primarily older adults.

Accessibility: The vehicles are not wheelchair-accessible.

For More Information: 650-272-5040, www.penvol.org/littlehouse/transportation

Pre-registered users receive a subsidized Lyft ride to and from their home, Little House, San Carlos Adult Activity Center, Veterans Memorial Senior Center or medical appointments. The service is on-demand. No smartphone required.

Mid Peninsula Village

Service Area: Burlingame, San Mateo, Hillsborough

Hours: Monday through Friday, 8:00 am to 5:00 pm

Fare: Free to dues-paying members

Eligibility: Members, primarily older adults

Accessibility: The vehicles are not wheelchair-accessible.

For More Information: 650-260-4569, email: info@villagesofsmc.org or visit: www.villagesofsmc.org

Dues-paying members may receive a variety of services including transportation. Volunteer drivers (trained and vetted) use their own cars to provide rides for members to destinations in San Mateo County from Burlingame to Palo Alto. Trips of any type can be accommodated if booked at least 4 business days in advance.

Sequoia Village

Service Area: Belmont, San Carlos and Redwood City including Redwood Shores

Hours: Monday through Friday, 8:00 am to 5:00 pm

Fare: Free to dues-paying members

Eligibility: Members, primarily older adults
Accessibility: The vehicles are not wheelchair-accessible.
For More Information: 650-260-4569, email: info@villagesofsmc.org or
visit: www.villagesofsmc.org

Dues-paying members may receive a variety of services including transportation. Volunteer drivers (trained and vetted) use their own cars to provide rides for members to destinations in San Mateo County from Burlingame to Palo Alto. Trips of any type can be accommodated if booked at least 4 business days in advance.

Seton Medical Center - Daly City (Seton BART Shuttle)

Service Area: Daly City BART to Seton Medical Center
Hours: Monday through Friday 6:00 am - 9:00 am and
12:00 pm - 7:00 pm
Fare: Free
Accessibility: The vehicles are wheelchair-accessible.
Eligibility: None
For More Information: 650-991-6480

Private Transportation Services

Go-Go Grandparent

Service Area:	Nationwide service
Hours:	Rides are available 24/7
Fare:	Fares are quoted in advance based on distance traveled and time traveled.
Eligibility:	Open to all, no restrictions
Accessibility:	Vehicles can transport folding wheelchairs and passengers who are transferable.
For More Information:	855-464-6872, www.gogograndparent.com

Register by calling 855-464-6872 and press option 2 to speak to an operator or using the online registration web page at www.gogograndparent.com before using the service. Custom pick-ups, group accommodations, and scheduled services are 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.

Serra Yellow Cab

Service Area:	Offers dispatch service to/from Daly City, Colma, Brisbane, Pacifica, Broadmoor, Millbrae, Burlingame, Hillsborough, San Mateo, Foster City, Belmont, San Carlos, Redwood City, Menlo Park and SFO
Hours:	Rides are available 24/7
Fare:	Fare is based on distance traveled.
Eligibility:	Open to all, no restrictions
Accessibility:	Wheelchair vans are available upon request.
For More Information:	www.serrayellowcab.com
To Book a Ride:	650-991-2345 for regular reservations 650-340-9999 for wheelchair vans

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:	Fares are quoted in advance based on distance traveled, time of day and accompaniment preference.
Eligibility:	Clients 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 Age Well-Drive Smart seminar in conjunction with the San Mateo County Commission on Aging and San Mateo County Supervisor Warren Slocum. 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 Warren Slocum at 650-363-4570 or email mdragun@smcgov.org.

Other Driver Safety Resources

Self Assessments

If you are becoming 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 <https://deepblue.lib.umich.edu/handle/2027.42/1321>.

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 <https://www.nhtsa.gov/road-safety/older-drivers>. Copies of most can be ordered by calling the NHTSA at 888-327-4236 (TTY 1-800- 424-9153).

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/resources/mature-market-excellence.

Department of Motor Vehicles (DMV) Licensing

The DMV 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 (or TTY 1-800-368-4327),
www.dmv.ca.gov/portal/dmv/detail/about/senior/senior_top

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 persons 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.

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.

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):
650-378-2737 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.

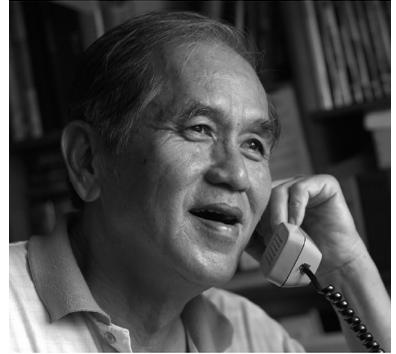
Printed copies of the directory can be found at all senior centers in the county, or you can request a printed copy by calling 650-573-2643.

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 helpful 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 that helps users locate community services in San Mateo County developed by the County of San Mateo Human Services Agency.

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 www.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.peninsularides.com. The online guide has live links to all the web resources listed in this print version.

Requesting a Senior Mobility Guide

Additional Guides can be obtained in the lobby of SamTrans Headquarters located at 1250 San Carlos Avenue, San Carlos, California 94070. Guides can also be requested by calling 650-622-7823. The Guide is available in English, Spanish and Chinese.

Quick Phone List

Public Transit

Bay Area Transportation	511
SamTrans & Caltrain	800-660-4287
SamTrans FLX Services	650-560-0360
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 (ACCESS)	408-321-2300
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
Brisbane Village Helping Hands	415-508-2185
East Palo Alto Community Shuttle	650-688-1824
El Camino Hospital Roadrunners	650-940-7016
FISH (Belmont to Redwood City)	650-593-1288
Foster City Village	650-378-8541
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
Sequoia & MidPen Villages	650-260-4569
Seton Medical Center	650-991-6480
South City Shuttle	800-660-4287



1250 San Carlos Ave.
San Carlos, CA 94070-1306

www.samtrans.com/seniors