Senior Mobility Initiative and Veterans Mobility Corps

Board of Directors
June 3, 2015
Agenda Item 3

Seniors are the fastest growing segment of our customer base

Senior Mobility Program:
- Senior Mobility Guide
- Information and assistance
- Driver safety (CHP/AARP)
- Volunteer Driver (PJCC)
- Mobility Ambassadors
Mobility Ambassadors

- Volunteers educate seniors/disabled on options to paratransit
- Since inception of program in 2009:
  - 4,700 volunteer hours
  - Trained 700 seniors
- Reduces paratransit demand
- 64% continue to ride buses (21% in 2013)

Veterans Mobility Corps

- New initiative to broaden mobility options
- Veterans 65+ or those with physical or mental disabilities
- Builds off Mobility Ambassador program
- Travel training – “train the trainer”
- Partnership with Next Step Center (at Menlo Park VA Medical Center)
Why Focus on Veterans’ Mobility?

- Veterans make up 6.6% of San Mateo County population 18+ (2006-2010)
- Ratio of injuries to fatalities 16:1, 5x higher than Vietnam War
- 20% of vets from Iraq/Afghanistan have traumatic brain injuries
- 38% with traumatic brain injuries have transportation problems

Transportation Challenges

- Access to VA medical services
  - One VA hospital in county (Menlo Park)
  - Other VA hospitals (Palo Alto, SF)
- Veterans at greater risk for PTSD, unemployment, homelessness, suicide
- Veterans who miss appointments have higher rates of depression
- Insufficient volunteer driver programs
What’s Next

• Launching Veterans Mobility Corps in June
• Finalizing volunteer training classes
  - VA Outpatient Clinic (San Bruno)
  - VA Mental Health Services (Menlo Park)
  - San Mateo County Veterans' Services Office
• Exploring donating unclaimed Lost & Found bikes to wounded veterans

Questions