Project Overview

Purpose:
• Update the 2006 Senior Mobility Action Plan
• Develop effective mobility programs for older adults and people with disabilities in San Mateo County

Goals:
• Plan innovative transportation services for older adults and people with disabilities, which could be implemented and operated by SamTrans or other partners
• Identify viable alternatives to paratransit
• Form new partnerships with nonprofit and for-profit organizations
• Leverage existing funding and new funding sources
This mobility plan updates the seven overarching strategies from 2006 and recommends 11 potential programs related to them.

Mobility Strategies:
1. County Wide Mobility Management
2. Leverage Private On-demand Transportation Services
3. Community Transit
4. Community Based Transportation Services
5. Encourage the Use of Transit
6. Promote Safe Driving
7. Active Transportation & Access to Bus Stops
## Strategies and Programs

<table>
<thead>
<tr>
<th>Programs</th>
<th>Implementation Time Frame</th>
<th>Potential program leads</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobility Management Center – Phone and Website</td>
<td>Scheduled Launch Fall 2018</td>
<td>SamTrans</td>
</tr>
<tr>
<td>Taxi Fare Subsidy Pilot Program &amp; Strategies for Increasing Wheelchair-Accessible Taxis</td>
<td>Under Development</td>
<td>SamTrans</td>
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<tr>
<td>Improve Coordination and Information Sharing</td>
<td>Short Term (0-1 years)</td>
<td>SamTrans</td>
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<tr>
<td>Subsidized Ridesourcing Program with Telephone Booking</td>
<td>Short Term</td>
<td>SamTrans / Nonprofits</td>
</tr>
<tr>
<td>Improve and Increase Awareness of Mobility Ambassador and Veteran's Mobility Corps Programs</td>
<td>Short Term</td>
<td>SamTrans</td>
</tr>
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<tr>
<td>Older Adult Walking Groups</td>
<td>Short Term</td>
<td>Nonprofits/Human Services Agencies/ Community Groups</td>
</tr>
<tr>
<td>Safe Routes to Transit for Older Adults &amp; People with Disabilities</td>
<td>Short/Medium (0-2 years)</td>
<td>Cities/Nonprofits/Community Groups</td>
</tr>
<tr>
<td>Improve Coordination with Local Driver Safety Instruction and Continue to Provide Safe Driver Information</td>
<td>Short/Medium</td>
<td>SamTrans/Nonprofits</td>
</tr>
<tr>
<td>Mobile Accessible Travel Training (MATT) Bus</td>
<td>Medium (1-3 years)</td>
<td>SamTrans</td>
</tr>
<tr>
<td>Expand community-based transportation services</td>
<td>Medium</td>
<td>Nonprofits</td>
</tr>
<tr>
<td>Flexible-route Community Transit Service</td>
<td>Medium</td>
<td>SamTrans/Cities/Nonprofits</td>
</tr>
</tbody>
</table>
Mobility Management Center
- Scheduled Launch Fall 2018 -
Mobility Management Center

- New mobility management function that will provide transportation information and assistance through a call center and a website.
- Currently, no organization that provides countywide mobility management and no centralized source of information about transportation options for older adults and people with disabilities that can be accessed via phone.
The call center will be operated by the SamTrans customer service department with specially trained staff and will serve three main functions:

1. **Mobility Assessment** – Staff will perform a mobility assessment to assess a caller’s mobility and eligibility for various programs and recommend the best and most appropriate transportation services.

2. **Information and Assistance** – Call center staff will be able to provide detailed information about all transportation services that are available in the County and assist callers with planning trips on a variety of modes.

3. **Registration for taxi discount fare program** – Call Center staff will register eligible participants for the taxi fare discount program.
Peninsula Rides Website

• Contains information about all the transportation services available to older adults and people with disabilities in the county (including all in the Senior Mobility guide).

• Site includes “Find Your Ride” tool that enables users to find transportation services suited to their needs.
Mobility Management Center

Welcome!

Staying connected and safe is important as we age or experience reduced ability. This website provides information about your transportation options in San Mateo County to make it easier for you to get where you want to go.

Find your Ride
Find transportation services that fit your needs.

Talk with Someone
Talk to a friendly person who can help you understand your options.

Read the Guide
Read a printed guide which has all content from website.

Read More  Read More  Read More
The Find Your Ride tool can help you find the transportation services that best fit your needs. You don’t need to fill in all the fields, but the more details you provide, the more relevant your results will be.

Not sure? You can also browse all the services using the menu to the left.

Find Your Ride

What city will you start from?
Starting Location

What city do you need to go to?
Ending Location

Do you need a wheelchair accessible vehicle?

Yes  No

Answering the following will let us screen out any services that you may not be eligible for:

What is your age?

-- Select Age --

Search Results (38)

<table>
<thead>
<tr>
<th>Service</th>
<th>Wheelchair Accessible</th>
<th>Fare Type</th>
<th>Eligibility Restrictions</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Cancer Society — Road to Recovery Program</td>
<td>No</td>
<td>Free</td>
<td>Ambulatory cancer patients and caregivers</td>
</tr>
<tr>
<td>Avenidas Door to Door</td>
<td>No</td>
<td>Free</td>
<td>For anyone without their own transportation or access to public transport</td>
</tr>
<tr>
<td>BART (Bay Area Rapid Transit)</td>
<td>Yes</td>
<td>Paid</td>
<td>Open</td>
</tr>
<tr>
<td>Bayshore / Brisbane Senior Shuttle</td>
<td>Yes</td>
<td>Free</td>
<td>Open to all</td>
</tr>
<tr>
<td>Belmont Twin Pines Senior</td>
<td>Yes</td>
<td>Donation</td>
<td>Senior or disabled, and</td>
</tr>
</tbody>
</table>
Staff Recommendation

• Adoption of the Mobility Plan for Older Adults and People with Disabilities.

Next Steps

• Implementation of projects funded and under development, including Mobility Management Center and Taxi Fare Subsidy Pilot Program
• Pursue funding opportunities and partnerships for short and short/medium term programs