

SamTrans Mobility Plan for Older Adults and People with Disabilities

Draft Final

Board of Directors Meeting October 3, 2018 SPDS Item #3

3.

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

Strategies and Programs

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



Programs	Implementation Time Frame	Potential program leads	
Mobility Management Center – Phone and Website	Scheduled Launch Fall 2018	SamTrans	
Taxi Fare Subsidy Pilot Program & Strategies for Increasing Wheelchair- Accessible Taxis	Under Development	SamTrans	
Improve Coordination and Information Sharing	Short Term (0-1 years)	SamTrans	
Subsidized Ridesourcing Program with Telephone Booking	Short Term	SamTrans / Nonprofits	
Improve and Increase Awareness of Mobility Ambassador and Veteran's Mobility Corps Programs	Short Term	SamTrans	

Strategies and Programs



Programs	Implementation Time Frame	Potential program leads	
Older Adult Walking Groups	Short Term	Nonprofits/Human Services Agencies/ Community Groups	
Safe Routes to Transit for Older Adults & People with Disabilities	Short/Medium (0-2 years)	Cities/Nonprofits/Community Groups	
Improve Coordination with Local Driver Safety Instruction and Continue to Provide Safe Driver Information	Short/Medium	SamTrans/Nonprofits	
Mobile Accessible Travel Training (MATT) Bus	Medium (1-3 years)	SamTrans	
Expand community-based transportation services	Medium	Nonprofits	
Flexible-route Community Transit Service	Medium	SamTrans/Cities/Nonprofits	



- 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 callers 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.

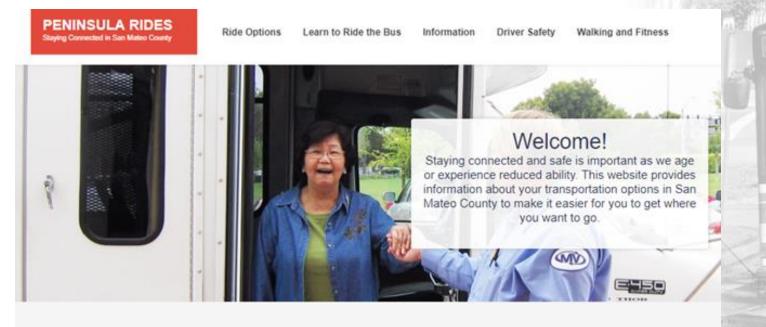
Peninsula Rides Website

•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







Find transportation services that fit your needs.

Read More

C

Talk with Someone

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

Read More



Read the Guide

Read a printed guide, which has all content from website.



Mobility Management Center

Find Your Ride Tool

Public Transit

Local Shuttles

Senior Center Services

Community Services

Private Services

ADA Paratransit

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?

What city do you need to go to?

v

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)

American Cancer Society — Road to Recovery ProgramNoFreeAmbulatory cancer patients and caregiversAvenidas Door to DoorNoFreeFor anyone without their own transportation or access to public transportBART (Bay Area Rapid Transit)YesPaidOpenBayshore / ShuttleYesFreeOpen to allBelmont Twin Prines SeniorYesDonationSenior or disabled, and		Service	Wheelchair Accessible	Fare Type	Eligibility Restrictions
DoorWithout their own transportation or access to public transportBART (Bay Area Rapid Transit)YesPaidOpenBayshore / Brisbane Senior ShuttleYesFreeOpen to allBelmont TwinYesDonationSenior or		Society — Road to Recovery	No	Free	cancer patients
Rapid Transit)Bayshore / Brisbane Senior ShuttleYesFreeOpen to allBelmont TwinYesDonationSenior or			No	Free	without their own transportation or access to public
Brisbane Senior Shuttle Belmont Twin Yes Donation Senior or			Yes	Paid	Open
		Brisbane Senior	Yes	Free	Open to all
			Yes	Donation	

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