



Senior Mobility Guide

San Mateo County Transportation Resources



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

Introduction

**San Mateo County
TRANSIT DISTRICT**

The Senior Mobility Guide is compiled by the San Mateo County Transit District's Accessible Transit Services team to be a comprehensive resource guide. The guide is an expansive reference to a wide range of transportation options, specialized assistance services, safe driver courses, as well as online resources to help you and/or a loved one remain mobile and connected to the community. Regardless of your situation, there are likely helpful services available.

Here are some common situations and corresponding resources that may be helpful to you, a family member, friend, or neighbor.

You still drive and plan to keep driving for as long as you can do so safely.

- Driver safety courses can help keep your skills sharp and provide adjustment guidance as you get older. There are also numerous publications and online resources that can help.

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You still drive but no longer feel confident about your driving capabilities.

- A driver safety course can provide guidance on how to adjust for changes with vision, flexibility, reaction time, as well as effects from medication.
- Adjustments to your vehicle may help you drive with more confidence.

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- Public transportation may be an option for you. If you have not taken a bus or train for a long time, the transit district's travel training program may be a good resource. Page 27

You would like to cut back on driving but are unsure of other options.

- Depending on where you live and your physical abilities, public transportation may be an option for you. Buses and trains have accessibility features that make them easier to use. Page 27
- If you're unable to use public transit some or all of the time due to a disability, you may be eligible for Americans with Disabilities Act (ADA) paratransit services. Page 28
- Depending on your city of residence and your destination, there are different options available to get you to your destination. Page 35

You cannot drive, or prefer not to, and transit routes do not stop near your home or near your destinations.

- Check out programs and services operated by cities, senior centers, community organizations, membership programs, and private entities. Page 35

Your condition does not allow you to drive or use public transportation.

- You may be eligible for paratransit that provides curb-to-curb service. Page 28

You need assistance in order to get around.

- Community organizations and private services may be able to help you. Page 35

You are concerned about a family member or friend who should stop driving.

- Several publications provide tips on how to talk to a family or friend about safe driving. Page 60
- Check on Department of Motor Vehicles' licensing policies. Page 61



Resources at a Glance

Program / Service	North County (Daly City to Burlingame)
SamTrans Buses (Page 14)	Visit www.samtrans.com/schedulesmaps# or call 800-660-4287
Ride Plus Microtransit (Page 16)	n/a
SamCoast (Page 16)	n/a
Caltrain (Page 16)	South San Francisco, San Bruno, Millbrae, Broadway, Burlingame
Public Transit Travel Training (Page 27)	SamTrans bus, Caltrain
Commute.org Shuttles (Page 19)	Daly City, Brisbane, South San Francisco, Millbrae, Burlingame
BART (Page 20)	Daly City, Colma, South San Francisco, San Bruno, SFO, Millbrae
Clipper (Page 22)	Payment system for Bay Area public transit systems

Mid-County (San Mateo to Redwood City)	South County (South of Redwood City)	Coastside (Pacifica and Coastside communities)
Visit www.samtrans.com/schedulesmaps# or call 800-660-4287	Visit www.samtrans.com/schedulesmaps# or call 800-660-4287	Visit www.samtrans.com/schedulesmaps# or call 800-660-4287
n/a	East Palo Alto/Belle Haven Neighborhood of Menlo Park	Half Moon Bay, El Granada
n/a	n/a	Mid, southern and rural coastal portions of the county
San Mateo, Belmont, San Carlos, Redwood City	Menlo Park, Palo Alto	n/a
SamTrans bus, Caltrain	SamTrans bus, Caltrain	SamTrans bus
San Mateo, Foster City, Belmont, Redwood City	Menlo Park	n/a
n/a	n/a	n/a
Payment system for Bay Area public transit systems	Payment system for Bay Area public transit systems	Payment system for Bay Area public transit systems

Program / Service	North County (Daly City to Burlingame)
Paratransit Services (Page 27)	SamTrans Redi-Wheels
Adult Day Care / Adult Health Care Centers (Page 33)	South San Francisco Adult Day Program, Burlingame Adult Day Health Care
Avenidas Door To Door (Page 43)	n/a
Belmont Senior Lunch and Transportation Program (Page 35)	n/a
Colma Cab Connect (Page 35)	Colma Residents age 55+
FISH (Friends in Service to Humanity) (Page 44)	n/a
Get Around! (City of San Mateo) Senior Rides Program (Page 36)	n/a
Get Up & Go Senior Transportation (PJCC) (Page 45)	age 50+ Bayside (east of 280) residents

Mid-County (San Mateo to Redwood City)	South County (South of Redwood City)	Coastside (Pacifica and Coastside communities)
SamTrans Redi-Wheels	SamTrans Redi-Wheels	SamTrans RediCoast
Catholic Charities Adult Day Services	Rosener House Adult Day Services	Coastside Adult Day Health Center
San Carlos, Redwood City	Atherton, East Palo Alto, Los Altos, Los Altos Hills, Menlo Park, Mountain View, Palo Alto, Portola Valley, Sunnyvale, and Woodside	n/a
Belmont Residents age 60+	n/a	n/a
n/a	n/a	n/a
City of San Mateo, Foster City, Belmont, San Carlos, Redwood City	n/a	n/a
City of San Mateo Residents age 60+	n/a	n/a
age 50+ Bayside (east of 280) residents	age 50+ Bayside (east of 280) residents	n/a

Program / Service	North County (Daly City to Burlingame)	Mid-County (San Mateo to Redwood City)	South County (South of Redwood City)	Coastside (Pacifica and Coastside communities)
Got Wheels! (Page 45)	Age 70+ or age 18+ with a CA Disabled Placard. Visit the website for the list of cities within their service area.	Age 70+ or age 18+ with a CA Disabled Placard. Visit the website for the list of cities within their service area	Age 70+ or age 18+ with a CA Disabled Placard. Visit the website for the list of cities within their service area	Age 70+ or age 18+ with a CA Disabled Placard. Visit the website for the list of cities within their service area
Kaiser Permanente Medical Center Shuttle - Redwood City (Page 46)	n/a	Provides a shuttle service to/from Redwood City Caltrain Station and their Redwood City medical campus.	n/a	n/a
Menlo Park M1- Cross Town Shuttle (Page 37)	n/a	n/a	Open to the public	n/a
Menlo Park Shoppers' Shuttle (Page 38)	n/a	n/a	Open to the public	n/a
Pacifica Senior Services Transportation (Page 39)	n/a	n/a	n/a	Pacifica seniors
Pacifica Connect-A-Ride (CaR) Program (Page 39)	n/a	n/a	n/a	Pacifica Residents age 65+
East Palo Alto Senior Lunch & Transportation Program (Page 41)	n/a	n/a	East Palo Alto Residents age 60+	n/a

Program / Service	North County (Daly City to Burlingame)
Puente Transportation Program (Page 47)	n/a
Ride PVI (Page 47)	San Mateo County
San Bruno Senior Center (Page 42)	San Bruno Residents age 60+
Senior Coastsiders (Page 48)	n/a
South City Shuttle (Page 42)	Three shuttle routes that provide complimentary service throughout South San Francisco. Open to the public.
Veterans Transportation Programs	
(Page 49)	Qualified Veterans
Membership Programs	
GoGoGrandparent (Page 51)	Membership program
The Villages (Page 52)	Membership program

Mid-County (San Mateo to Redwood City)	South County (South of Redwood City)	Coastside (Pacifica and Coastside communities)
n/a	n/a	Transportation is provided for residents of southern coastside: Pescadero, La Honda, Loma Mar, or San Gregorio
San Mateo County	San Mateo County	San Mateo County (Except Pescadero)
n/a	n/a	n/a
n/a	n/a	Call center for service area coverage
n/a	n/a	n/a
Qualified Veterans	Qualified Veterans	Qualified Veterans
Membership program	Membership program	Membership program
Membership program	Membership program	Membership program

Program / Service	North County (Daly City to Burlingame)
Private Pay Services	
Lyft (Page 53)	Private Pay
Uber (Page 54)	Private Pay
Serra Yellow Cab (Page 55)	Private Pay
SilverRide (Page 55)	Private Pay
Onward Door-Through-Door sm Assistance (Page 56)	Private Pay
Medical Transportation Services (non-emergency)	
(Page 57)	Private Pay

Mid-County (San Mateo to Redwood City)	South County (South of Redwood City)	Coastside (Pacifica and Coastside communities)
Private Pay	Private Pay	Private Pay
Private Pay	Private Pay	Private Pay
Private Pay	Private Pay	Private Pay
Private Pay	Private Pay	Private Pay
Private Pay	Private Pay	Private Pay
Private Pay	Private Pay	Private Pay
Private Pay	Private Pay	Private Pay
Private Pay	Private Pay	Private Pay

Public Transit Services

In addition to San Mateo County transit systems, we are also including helpful information on regional and neighboring public transit systems.

San Mateo County Transit District

The San Mateo County Transit District (District) is the administrative body for the principal public transit and transportation programs in San Mateo County.

- SamTrans bus service, Ride Plus Microtransit, SamCoast, and ADA Paratransit services.
- Caltrain commuter rail.
- San Mateo County Transportation Authority (SMCTA).
 - The San Mateo County Transportation Authority plans, funds, and delivers transportation programs and projects throughout San Mateo County.

Caltrain and the SMCTA have contracted with the District to serve as their managing agency, under the direction of their appointed boards.

SamTrans

SamTrans provides fixed-route bus service throughout San Mateo County and into parts of San Francisco and Palo Alto. The Eligible Discount fare is available to seniors (age 65+) and persons with disabilities with an approved ID.

All SamTrans buses have the following accessibility features:

- Each bus has a kneeling feature that lowers the front end of the bus, making it easier for passengers to reach the first step.
- Each bus is equipped with a ramp to assist passengers who use mobility devices or cannot climb steps.
- The side-facing seats at the front of the bus and the first two forward facing seats are designated as priority seating for seniors and persons with disabilities.
- The side-facing seats at the front of the bus fold up to allow room for securing mobility devices. SamTrans bus operators will secure mobility devices. The bus operator will offer a lap and shoulder belt to secure the passenger seated in a mobility device.
- All buses are equipped with an automated system that makes amplified announcements of 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.

For more information on how to ride SamTrans buses:

- Visit www.samtrans.com/rider-info/how-ride
- Pick up a How to Ride SamTrans brochure at your local senior center, library, or call 800-660-4287 (TTY 650-508-6448).
- Public Transit Travel Training: The San Mateo County Transit District offers free 1-on-1 or small group travel training for adults age 18+. Email ambassador@samtrans.com or call 650-508-6362 for information, or download forms at www.peninsularides.com.

To learn more about SamTrans services, call 800-660-4287 (TTY 650-508-6448) or visit www.samtrans.com.

Ride Plus

SamTrans Ride Plus is a curb-to-curb on-demand shared-ride microtransit that services two zones (East Palo Alto/Belle Haven neighborhood of Menlo Park, and Half Moon Bay/El Granada) 7 days a week at the same cost as riding the SamTrans bus. You can book rides online, by phone, or via the mobile app. For more information, call 800-660-4287 (TTY 650-508-6448) or visit www.samtrans.com/microtransit-samtrans-ride-plus.

SamCoast

SamCoast provides curb-to-curb, shared-ride service in the mid, southern and rural parts of the San Mateo County coast.

All trips must start or end in the service area. SamCoast connects to regional SamTrans fixed routes 117 and 294 in Half Moon Bay. The scheduling of trips is dependent upon vehicle availability and demand.

To learn more about this service and the service area, call SamTrans Coastside Services at 650-560-0360 or visit www.samtrans.com/service-info/coastside-services.

Caltrain

Caltrain is a regional rail service with 31 total stations between San Francisco and San Jose, with commute-hour service down to Gilroy.

In the County of San Mateo:

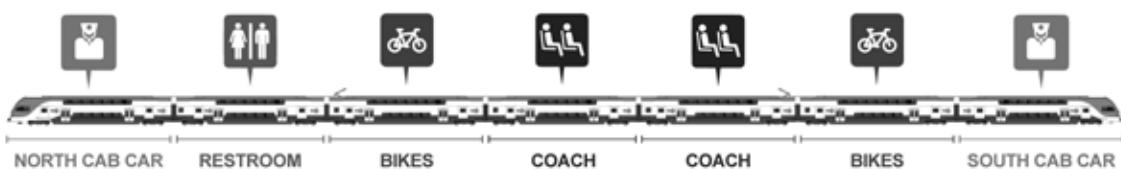
- Caltrain has 11 full-time stations.
- The Broadway station has weekend-only service and is the only station within San Mateo county that's not wheelchair accessible.

- Caltrain connects with BART at the Millbrae Transit Center.

Caltrain launched its electric train service on September 21, 2024 with a fleet of new state-of-the-art high-performance electric trains to replace diesel locomotive trains. The electric trains enhance the speed, capacity, safety, and comfort of Caltrain's rail service while reducing emissions and improving air quality.

Enhanced amenities on the electric trains include:

- Power sources at every fixed seat,
- Digital onboard displays with trip information,
- ADA-compliant restroom, and
- More space under each seat to stow belongings as well as overhead storage space for additional passenger belongings.



Caltrain has the following accessibility features:

- 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. For passengers who need assistance, please wait at the blue assistance square painted on the ground of the boarding platform or sit on the bench at the same area.
- The Caltrain parking fee is waived for any person with a disability whose car displays a disabled California license plate or parking placard issued by the California Department of Motor Vehicles. The car does not have to be parked in an accessible space for the fee to be waived.

- Every train car has priority seats for seniors and persons with disabilities. The seats are marked with a Priority Seating sign.
- Each electric train has one restroom. The restroom car is marked by a restroom symbol on the door and is always in the second car from the north end.



All fares must be paid prior to boarding...

- by tapping on (and then tapping off at the destination) with a Clipper card at the Clipper reader, or
- by purchasing a paper ticket from the ticket machines on the station platforms, or

Seniors and persons with disabilities with appropriate ID may save by paying the Eligible Discount fare.

For more information on how to ride Caltrain:

- Visit www.caltrain.com/rider-information/how-ride-caltrain.
- Public Transit Travel Training: The San Mateo County Transit District offers free 1-on-1 or small group travel training for adults age 18+.
- Email ambassador@samtrans.com or call 650-508-6362, or download forms at www.peninsularides.com.

To learn more about Caltrain, call 800-660-4287 (TTY 650-508-6448) or visit www.caltrain.com.

Commute.org Shuttles

Commute.org is a joint powers agency (JPA) located in San Mateo County. The JPA is comprised of 19 cities and towns as well as the County of San Mateo.

Funding for Commute.org programs is provided by the San Mateo County Transportation Authority (SMCTA), City/County Association of Governments (C/CAG) of San Mateo County, Bay Area Air Quality Management District, and public/private sector contributors to the shuttle program.

Commute.org offers first-last mile service via sixteen fixed-route shuttles that are free of charge to the public during morning and afternoon commute hours. Although the primary focus of these shuttles is to transport and connect workers to/from transit stations during commute hours, the shuttles are open to all and the vehicles are wheelchair accessible.

Mornings: 6:00 am - 10:00 am

Afternoons: 3:00 pm - 7:00 pm

Shuttles connect riders to:

- Transit stations such as BART, Caltrain, and SF Bay Ferry.
- Hospitals, workplaces, schools, and residential areas throughout San Mateo County.

Shuttles currently service the following cities/towns:

- Daly City, Brisbane, South San Francisco, Millbrae, Burlingame, San Mateo, Foster City, Belmont, Redwood City, and Menlo Park.

Visit www.commute.org/shuttles for a full list of shuttles, stops, and schedules or use their trip planning tool to check if a commute.org shuttle serves your origin or destination.

Main #: 650-588-8170

Shuttle line: 650-588-1600

BART (San Francisco Bay Area Rapid Transit)

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 that serve BART stations in the counties of San Mateo, San Francisco, Alameda, and Contra Costa, as well as portions of Santa Clara County with the Milpitas and Berryessa stations.

BART has the following accessibility features:

- Priority seating is to the left of the door on all trains for seniors and persons with disabilities.
- Wheelchair areas are located at the center door of each train car.
- Stations with parking have designated disabled person (DP) parking spaces.
- All BART stations have accessible elevators.
- Station agents are available in each station to assist passengers.

For trip planning assistance, call 510-465-2278 or visit www.bart.gov/planner.

For more information on BART, contact Customer Service at 510-464-7134 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 more information on Muni's Accessible Services:

Visit: www.sfmta.com/muni-access-guide
Call: 311, or 415-701-2311 (TTY 415-701-2323)

For older adults and people with disabilities, the Mobility Management Center is the one-stop information and referral center.

Visit: www.sfmta.com/getting-around/accessibility/contact-mobility-management-center
Call: 415-351-7053 (TTY 415-351-3942)
Email: MobilityOptions@SFMTA.com.

Free travel training is available for individuals or groups of older adults and people with disabilities who would like to use the Muni system. For more information, visit www.sfmta.com/getting-around/accessibility/travel-training.

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 (no steps required to get on board), or ramps for boarding assistance.

For more information on VTA senior services, call 408-321-2300 (TTY 408-321-2330) or visit www.vta.org/go/seniors.

Transit Resources

Clipper®

The Metropolitan Transportation Commission (MTC) manages the regional Clipper Card for San Francisco Bay Area transit agencies, including BART.

Clipper is an easy all-in-one payment card for public transit (bus, rail, train, and ferry) within the Bay Area counties. You can load cash value, passes, or any combination on a single card for all your public transit trips. Clipper 2.0 launched December 10, 2025 that allows Bay Area transit agencies to accept contactless credit and debit cards in addition to plastic Clipper cards and mobile Clipper cards in Apple Wallet or Google Wallet for adult fares. Eligible Discount (ED) card holders (such as youth and senior clipper card holders) will need to continue using their Clipper ED cards in order to receive the discount rate.



Discounts on Public Transit

Youth, seniors, riders with disabilities and income-qualified riders can receive reduced fares and access to discounted passes. For a full list of discounts, visit www.clippercard.com/ClipperWeb/discounts.

Clipper Access

Riders under age 65 with qualifying disabilities can apply for a Clipper Access card (formerly RTC Discount Card). To apply, you must visit a participating transit agency such as SamTrans at its headquarters. For more information, visit 511.org/transit/rtc-card or call 800-660-4287 (TTY 650-508-6448).

Senior Clipper Card

Adults aged 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, a Medicare Card, or a Department of Motor Vehicles Disabled Placard Identification Card. Seniors can apply for a Senior Clipper Card in person at SamTrans headquarters, through the mail, email, fax, on the phone, or online at Clippercard.com. The processing fee is waived, and the card does not expire.



For more information on the different Clipper card discounts, visit www.clippercard.com/ClipperWeb/get, or call: 877-878-8883 (TTY 800-735-2929)

Go Card Program - San Mateo County

The Go Card helps cover transportation costs for qualifying San Mateo County residents. Participants can receive a \$200 mobility debit card to be spent on qualifying transportation purchases.



Your Go Card can be used to fund trips on public transit, express lanes, toll bridges, paratransit, and bike or scooter rentals, including the providers listed below:



Eligibility

- A San Mateo County resident.
- Age 18 or older.
- Earn an individual annual income at or below 60% of San Mateo County Area Median Income (AMI).

The table below reflects income limits based on your household size.

HOUSEHOLD SIZE	1	2	3	4	5
INCOME UP TO	\$82,260	\$94,020	\$105,780	\$117,480	\$126,900

- Multiple people in one household may receive a Go Card, provided that they each meet the eligibility requirements.

Enrollment

Qualified individuals can enroll in the Go Card program in one of two ways:

1. In person at any of the partner locations.
 - a. With in-person enrollment, a case manager or staff member will assist with the enrollment process and verify each individual's eligibility.
 - b. Email info@101expresslanes.org to obtain a current list of partner locations or visit www.101expresslanes.org/program/equity-program/how-to-enroll
 - c. Bring age, income, and address verification documents.
2. Use the online Go Card Enrollment Portal.
 - a. Connect with a partner location on how to access the online portal.

What You need to apply

1. You'll need to have an email address and documentation to support eligibility criteria for proof of age, address, and income.
2. Acceptable ID types include driver's licenses, passports, green cards, military IDs, and any other government-issued IDs that have your date of birth.
3. For proof of address, acceptable documents include utility bills, bank or credit card statements, leases, employment letters, USPS documentation, and insurance or tax documents.
4. Income eligibility is verified through pay stubs, tax forms, a letter from your employer, or a benefits letter. If none of these options are available to you, you may sign a self-declaration statement confirming your income.

Email: info@smcexpresslanes.org

Visit: 101expresslanes.org/program/equity-program



Public Transit Travel Training / Mobility Ambassadors

The San Mateo County Transit District's Public Transit Travel Training and Mobility Ambassadors programs are managed by the Accessible Transit Services' Senior and Veteran Mobility Program Coordinator.

If you're interested in learning how to ride the SamTrans bus or Caltrain, please email ambassador@samtrans.com or download Public Transit Travel Training forms online at www.peninsularides.com/learn-to-ride-the-bus.

Mobility Ambassadors are volunteers who have been carefully screened, background checked and comprehensively trained. Most of the ambassadors are older adults who are residents within the county and actively participate in staffing community events or information tables to help fellow residents enhance their awareness of different transportation options to remain mobile, independent, and connected within their community. Some ambassadors are trained to provide one-on-one or small group training on how to ride the SamTrans bus and/or Caltrain. Our Mobility Ambassadors do not escort individuals to appointments or social events. If you're interested in becoming a volunteer ambassador, please email ambassador@samtrans.com.

Contact the Program Coordinator at 650-508-6362 or email ambassador@samtrans.com if you're interested in:

- exploring volunteer opportunities as a Mobility Ambassador,
- participating in the travel training program to learn how to take the SamTrans bus or Caltrain,
- coordinating a group presentation on transportation resources in San Mateo County for senior or veteran groups.

Paratransit Services

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 nor income requirements.

The San Mateo County Transit District provides paratransit services using:



Redi-Wheels:
Bayside of the county



RediCoast: Coastside

An application and interview are required to determine eligibility for paratransit services. The evaluation process may take up to 21 days from the date of the interview. To apply, call 650-366-4856.

- Paratransit services provide curb-to-curb service for pick up and drop off for most of the county.
- Paratransit vehicles include buses, vans, sedans and taxi cabs.
- Trips for wheelchair users are provided using wheelchair-accessible vehicles.
- Trips can be reserved up to seven days in advance and as late as the day before your trip.
- Same-day paratransit trips are offered based on availability.

For more information on paratransit service in San Mateo County, call 650-508-6241 or visit www.samtrans.com/accessibility/paratransit.

Consultation & Assistance

The following organizations provide staff and/or peer counselors who can consult, advise, and assist individuals on a wide range of issues including transportation services and programs that are available in various parts of San Mateo County.

Healthy Aging Response Team (HART) - North County

650-301-3300

www.dcpartnership.org/hart/

The Healthy Aging Response Team helps aging community members (50+) and adults with disabilities (18+) navigate through available community resources.

Services

- Transportation referrals
- Food Bank “Grocery” Home Deliveries
- Home-Delivered Meals
- Health & Wellness
- Information and Referral Services
- Technology & Digital Literacy Programs
- Case Management
- Regular Senior Social Gatherings
- In-Home Assessments

Self-Help for the Elderly

www.selfhelpelderly.org/



**Self-Help for
the Elderly**
安老自助處

San Mateo County locations:

Millbrae: 450 Poplar Avenue
415-770-3739

San Mateo: 50 E. 5th Avenue
650-342-0822

Self-Help for the Elderly promotes independence, well-being, and dignity for older adults by helping them gain access to culturally aligned programs and services to empower lifestyle choices, enhance standard of living, and to achieve the best possible health.

For a full list of services, visit www.selfhelpelderly.org/.

HICAP of San Mateo County

650-627-9350 800-434-0222

info@hicapsm.org

www.hicapsanmateocounty.org



HICAP San Mateo County is contracted by San Mateo County and Self-Help for the Elderly. The Health Insurance Counseling & Advocacy Program (HICAP) provides free, unbiased, one-on-one counseling and community education on Medicare and related health insurance issues.

HICAP helps clients understand their benefits, rights, and options. HICAP does not sell, endorse, or recommend any specific health insurance. HICAP serves Medicare beneficiaries, their families, and those becoming eligible for Medicare. HICAP counselors are registered by the California Department of Aging.

Peninsula Family Service

24 Second Avenue
San Mateo, CA 94401
info@pfs.org

<https://peninsulafamilyservice.org>



Peninsula Family Service support older adults by promoting wellness, connection, and independence through our Older Adult Services. This helps individuals stay active, engaged, and thrive through all stages of life.

Older adult services include:

- Got Wheels! transportation program
- Peer counseling
- Overcoming loneliness
- Technology training
- Fair Oaks Adult Activity Center

Call the Older Adults Resource Line to stay connected to resources and services available to those ages 60+ in San Mateo County, such as food services, weekly well-being calls with a peer counselor.

Call 650-780-7543 Monday – Friday, 7:30am – 4:00pm

Senior Coastsiders – Coastside

925 Main Street
Half Moon Bay, CA 94019

650-726-9056

info@seniorcoastsiders.org
www.seniorcoastsiders.org

Senior Coastsiders supports successful aging for Coastside seniors by providing opportunities, services, and resources that meet their needs, enrich their lives, foster their independence, and respect their creativity, dignity, and value.

Services include:

- Transportation: Weekday shared rides to the center for participants to attend classes, activities, and lunch; twice weekly and trips to grocery stores, and monthly social outings in a 9-seater wheelchair accessible van.
- Meals: served in the dining room or home delivered
- Care management
- Classes & activities
- Pet buddy program
- Minor home repairs



Adult Day Care / Health Care Centers

Adult Day Care and Adult Health Care Centers are alternatives to nursing home care for those who do not need 24-hour skilled nursing but require some level of supervision. These centers provide a safe, therapeutic, and stimulating environment to enhance an individual's socialization, independence and quality of life. These vital services allow family members to balance work obligations and/or caregiving responsibilities, as well as respite as a caregiver.

All programs provide or can assist with transportation arrangement to/from the center. Many centers also provide caregiver support groups and training.



Adult Day Care / Health Care Centers in San Mateo County

1. **South San Francisco Adult Day Program** (Roberta Cerri Teglia Center)
601 Grand Avenue, South San Francisco
650-829-3824
2. **Burlingame Adult Day Health Care**
1720 El Camino Real, Suite 7, Burlingame
650-239-9322
www.burlingameadhc.com
Services include nursing care, physical/occupational therapies.
3. **Carl Gellert & Celia Berta Gellert Foundation Adult Day Services**
787 Walnut Street, San Carlos
650-592-9325
www.catholiccharitiessf.org/adult-day-services-san-mateo-v-2/
Specializes in Alzheimer's and dementia care.
4. **Rosener House Adult Day Services**
500 Arbor Road, Menlo Park
650-322-0126
www.1pvi.org/rosenerhouse
5. **Coastside Adult Day Health Center**
925 Main Street, Half Moon Bay
650-726-5067
www.coastsideadultdayhealth.org/services
Services include nursing care, speech/physical/occupational therapies, memory care.

City Programs

Belmont Senior Lunch and Transportation Program

The City of Belmont provides transportation to those participating in the nutrition program and other organized activities at the Twin Pines Senior Center. The program seeks to reduce the isolation of older adults by offering meals in a social setting.

- To be eligible, seniors must be age 60+, a resident of Belmont, and unable to drive on their own.
- Lunch and transportation services are available from Tuesday through Thursday.
- Drivers will pick up seniors who need transportation to the senior center beginning at 9:00 am to participate in activities, enjoy a nutritious lunch, then take them home starting at 12:15 pm.

For more information on how to register for the nutrition and transportation programs, call 650-595-7444.

Colma Cab Connect

The town of Colma offers a subsidized taxi program where eligible participants receive up to eight subsidized one-way rides monthly at \$5 per ride (tip not included). The program contracts with Serra Yellow Cab to provide the rides and wheelchair accessible vehicles are available at no additional cost. Extra fees may be incurred by the participant for trips outside of the defined service area.

- To be eligible, seniors must be age 55+ and a resident of Colma.
- All trips must start or end in Colma.
- Eligible riders can take up to eight subsidized one-way rides monthly to destinations within the cities of Colma, Daly City, South San Francisco, Pacifica and San Bruno.
- Participants pay \$5 per ride within the defined service area, with the remainder of the cost subsidized by Colma Cab Connect.
- Rides are available 24/7 via Serra Yellow Cab.
- Wheelchair accessible vehicles are available at no additional cost. Please state the request when scheduling with Serra Yellow Cab.

For more information, call 650-985-5678. Application can be picked up at the Colma Community Center or visit www.colma.ca.gov/colmacabconnect.

Get Around! (City of San Mateo) Senior Rides Program

Get Around! is a program that offers City of San Mateo residents age 60+ an affordable means of transportation. Registration is required and can be completed online, in person at the San Mateo Senior Center, or by mail.

This is a subsidized taxi program where eligible participants receive up to eight subsidized one-way rides monthly at \$5 per ride (tip not included). The program contracts with Serra Yellow Cab to provide the rides and wheelchair accessible vehicles are available at no additional cost. Extra fees may be incurred by the participant for trips outside of the defined service area.

- To be eligible, seniors must be age 60+ and a resident within the city of San Mateo.
- Rides must begin or end in the city of San Mateo and travel destinations cover the cities of San Mateo, Belmont, Burlingame, Foster City, Hillsborough, Redwood City, San Carlos, the Veteran's Hospitals in Menlo Park and Palo Alto and Stanford affiliated medical offices in Palo Alto. All rides must begin or end in the City of San Mateo.
- Participants pay \$5 per ride (\$2.00 per ride if the Recreation Fee Assistance Scholarship is approved) to destinations within the program parameters with the remainder of the cost subsidized by the program.
- Rides are available 24/7 via Serra Yellow Cab. Wheelchair accessible vehicles are available at no additional cost. Riders must state the request when scheduling with Serra Yellow Cab.

For more information, call 650-522-7490 or visit [www.cityofsanmateo.org/ DocumentCenter/View/78229/19-20-Get-Around-Membership-Form-English](http://www.cityofsanmateo.org/DocumentCenter/View/78229/19-20-Get-Around-Membership-Form-English)

Menlo Park M1-Cross Town Shuttle

The City of Menlo Park offers free shuttle service that is open to everyone. The cross town shuttle service connects the public to local community destinations in Menlo Park such as senior facilities, downtown retail, library, and more.

- The M1-Crosstown Shuttle runs between Belle Haven and Sharon Heights via downtown Menlo Park, downtown Palo Alto, and the Stanford Shopping Center/Stanford Medical Center area.
- This shuttle also connects to shuttles at the Palo Alto Caltrain station, and the Stanford Marguerite shuttle offers connections to/around Stanford University.

- The shuttle operates Monday through Friday, from 8:00 am – 6:00 pm.
- This service operates with two 20-passenger buses, each with a space for one wheelchair and a rack that can accommodate two bicycles.

Call 650-330-6770 or email transportation@menlopark.gov for more information.

Menlo Park Shoppers' Shuttle

The City of Menlo Park has a special program called the Shoppers' Shuttle that's free and open to everyone.

- This is a curb-to-curb service that must be reserved at least one day in advance.
- The hours of operation are 9:30 am – 1:30 pm
- The shuttle picks up passengers from their home starting at 9:30 am, and passengers will have approximately 2 hours at their destination.
- For the return trip home, the shuttle will pick up passengers starting at 12:00 pm.
- The shuttle has space for one wheelchair and can comfortably accommodate walkers. The friendly driver is ready to assist passengers with walkers and packages.

650-330-2286: Tuesdays to Redwood City

650-330-2288: Wednesdays to Menlo Park/Palo Alto

650-330-2289: Saturdays to Menlo Park/Palo Alto

650-330-2285: Sundays to Redwood City

Call 650-330-6770 or email transportation@menlopark.gov for more information, or visit the menlopark.gov/ website.

Pacifica Senior Services Transportation

The Pacifica Senior Services bus is available for transportation from your home in Pacifica to and from the senior and community Center Monday through Friday, 9:00 am – 2:00 pm.

- To be eligible for the program, seniors must be residents of Pacifica.
- Residents in the northern neighborhoods (Fairmont to Vallemar) are typically picked up from 8:50 am – 9:30 am.
- Residents in the southern neighborhoods are typically picked up from 9:30 am – 10:00 am.
- The 20-passenger bus is lift-equipped for wheelchair and walker access.
- A suggested \$4.00 round-trip donation for seniors is appreciated.

Call 650-738-7353 to make a reservation.

Pacifica Connect-A-Ride (CaR) Program

The Pacifica Connect-A-Ride (CaR) program has been made possible due to the generosity of Sirkka Niukkanen who wanted to leave a legacy program that would benefit seniors in Pacifica.

This is a subsidized taxi program where eligible participants receive up to eight subsidized one-way rides monthly at \$5 per ride (tip not included). The program contracts with Serra Yellow Cab to provide the rides and wheelchair accessible vehicles are available at no additional cost. Extra fees may be incurred by the participant for trips outside of the defined service area.

- To be eligible for the program, seniors must be age 65+ and a resident of Pacifica.
- All trips must start or end in Pacifica.
- Eligible riders can take up to eight one-way trips to destinations within the city of Pacifica, Colma BART and hospitals between Daly City and Burlingame.
- Participants pay \$5 per ride to destinations within the program parameters with the remainder of the cost subsidized by the program.
- Rides are available 24/7 via Serra Yellow Cab.
- Wheelchair accessible vehicles are available at no additional cost. Riders must state the request when scheduling with Serra Yellow Cab.

You can complete an application at the senior center (bring proof of age and residency), or download an application at www.cityofpacific.org/departments/parks-beaches-recreation/senior-services/senior-services-transportation

For more information, call 650-738-7353 or email mcostakis@pacific.ca.gov.



East Palo Alto Senior Lunch and Transportation Program

The City of East Palo Alto provides transportation to those participating in the nutrition program and other organized activities at the senior center. The program seeks to reduce the isolation of older adults by providing these meals in a social setting.

- The Senior Nutrition Program provides a nutritious lunch to East Palo Alto adults age 60+.
- Drivers will pick up seniors who need transportation at 9:00 am to the senior center to participate in activities, enjoy a nutrition lunch, then take them home starting at 12:30 pm.
- Vans are wheelchair accessible.

For more information on how to register for the nutrition program, call 650-329-5900.



Redwood City Veterans Memorial Senior Center

The transportation program for Redwood City residents who attend activities and programs at the senior center is on hold until new drivers are brought on board and complete training.

To obtain updates, please call the senior center at 650-780-7270.

San Bruno Senior Center

The City of San Bruno provides Monday – Friday transportation to the San Bruno Senior Center for age 60+ San Bruno residents.

- Drivers will pick up seniors who need transportation to the senior center beginning at 9:30 am to participate in activities at the senior center, then take them home starting at 12:45 pm. There is also a 3:00 pm option to return home on Mondays, Wednesdays, and Fridays after Bingo.

For more information on how to register for the transportation program, call 650-616-7150.

South City Shuttles

The South City Shuttles offer complimentary service throughout South San Francisco and is available to all members of the public.

- The three shuttle routes include stops at local stores, senior centers, Kaiser Hospital, the new library/Parks & Recreation building, downtown South San Francisco, various parks, and more.
- The shuttles also provide transit connections with SamTrans, Caltrain, and BART.
- The shuttles operate Monday through Friday (excluding observed holidays) from 7:00 am to 7:00 pm.
- All vehicles are wheelchair-accessible

Call 650-877-8550 or email shuttle@ssf.net for more information.

For schedules and maps, visit

www.ssf.net/Services/Free-South-City-Shuttle.

Community Programs

Avenidas Door To Door

Rides and delivery services are available to seniors who reside within the southern region of San Mateo county who are without access to public transportation or their own transportation.

Services

- Rides and delivery services are available in Atherton, East Palo Alto, Los Altos, Los Altos Hills, Menlo Park, Mountain View, Palo Alto, Portola Valley, Redwood City, San Carlos, Sunnyvale, and Woodside.
- Services are available Monday through Friday, 8:15 am – 4:00 pm.
- Wheelchair accessible vehicles.

Rides

- Rides can be scheduled 24 hours ahead or up to 5 weeks in advance.
- Volunteers or Staff drivers provide rides up to 10 miles in distance.
 - Same day services or special requests may be possible, depending on staff availability.
 - \leq 5 miles: \$5 each way – volunteer or staff drivers.
 - 5.1 – 10 miles: \$10 each way – volunteer or staff drivers.
- 10.1+ miles: Lyft services are scheduled.
 - Lyft rate + \$5 service fee (invoiced monthly)
- \$5 fee for same day requests.
- \$10 fee for same day cancellations.

Grocery Pickup

- Amount charged by Trader Joe's or Instacart plus a \$25 monthly fee (invoiced monthly). No limit on number of deliveries.

For more information,

Call: 650-289-5411

Email: www.avenidas.org/programs/door-to-door

Visit: 311, or 415-701-2311 (TTY 415-701-2323)

FISH (Friends in Service to Humanity)



FISH is comprised of volunteers from local churches that provide transportation to and from medical appointments for individuals who are unable to drive themselves or use public transportation, and do not have family members available to drive them.

- Volunteers use their own vehicles and are insured by FISH.
- Rides are based on volunteer availability.
- No fees, but donations are welcome.
- Some vehicles are wheelchair accessible. Please state the request when scheduling

City of San Mateo, Foster City 650-570-6002

Belmont, San Carlos, Redwood City 650-593-1288

Get Up & Go Senior Transportation (Peninsula Jewish Community Center)

The Peninsula Jewish Community Center (PJCC) provides a free transportation service for older adults who are no longer driving. PJCC membership is not necessary and there are no income or religious affiliation requirements.

- Services are available to bayside residents age 50+ from their homes to medical/dental appointments, shopping, and other essential errands.
- Hours of operation are Mondays – Fridays, 9:30 am – 3:30 pm with limited availability on Wednesdays. No service on weekends, national, and Jewish holidays.
- Rides must be scheduled by Wednesday of the prior week.

Call 650-378-2750 for more information on registering for the service.

Got Wheels!

The Got Wheels! subsidized taxi program is offered through Peninsula Family Services.

The program contracts with Serra Yellow Cab to provide the rides and wheelchair accessible vehicles are available at no additional cost. Extra fees may be incurred by the participant for trips outside of the defined service area.

For the latest list of cities in the service area, visit:
<https://peninsulafamilyservice.org/got-wheels/>

To be eligible, seniors must be:

- Age 70+ or age 18+ with a disability (as defined by the California DMV).
- Eligible riders can take up to a limited number of subsidized one-way rides monthly to destinations within the defined service areas.
- Participants pay \$5 per ride (tip optional) within the defined service area, with the remainder of the cost subsidized by the program.
- The program contracts with Serra Yellow Cab.
- Wheelchair accessible vehicles are available at no additional cost. Please state the request when scheduling with Serra Yellow Cab.

Got Wheels! is currently closed for enrollment until further notice. All applications received on or after September 1, 2025 will be added to the waitlist. Applicants will be notified when enrollment re-opens.

For updates, please call 650-403-4300 x4329.

Kaiser Permanente Medical Center - Redwood City

Kaiser Permanente Medical Center in Redwood City provides a shuttle service to/from Redwood City Caltrain Station and around their Redwood City medical center and clinics. Shuttles are driven by trained and courteous Security Officers.

- Monday through Friday, 7:00 am – 3:00 pm.
- Shuttle vehicles are wheelchair accessible.

To schedule a pickup, call the Security Department's main line at 650-299-3139.

Puente Transportation Program

Transportation is provided for residents of southern coastside: Pescadero, La Honda, Loma Mar, or San Gregorio.

- Transportation is available for non-emergency medical or dental appointments, to the pharmacy or the grocery store within San Mateo County.
- Rides must be booked at least one day in advance.
- Rides are at no cost, first come, first served.

For more information, call 650-262-4112 or email mzavala@mypuente.org.

Ride PVI

PVI offers concierge, on-demand transportation. Lyft and Uber drivers are dispatched to your residence within minutes of your call. Once you've registered for the program, call the transportation hotline and the staff will arrange for a Lyft or Uber driver to pick you up. Each ride is monitored by a staff member to ensure you have been accurately picked up and dropped off.

- Program service areas are San Mateo county (excluding Pescadero) and Santa Clara county.
- Multilingual translation service available.
- The transportation hotline is available:
Monday – Tuesday: 9:00 am – 5:30 pm
Wednesday – Friday: 9:00 am – 4:00 pm
 - If you need a ride outside of the listed time frame above, you may call the day ahead to schedule an earlier or later ride or on the weekend. However, staff is not available to monitor the ride.

- Ride fees are the prevailing Lyft/Uber fares (based on distance) +\$4.00 scheduling fee. Subsidized rates may apply.
- Subsidies may be available thanks to the generous funding of supporters including the Sequoia Healthcare District, the County of San Mateo, AARP, Sourcewise, and the City of Menlo Park.

For more information, visit 1pvi.org/ridepvi, or call 650-272-5006 for registration, check on the status of subsidies available, or to be placed on the waiting list.

Senior Coastsiders

Senior Coastsiders provides weekday shared rides, twice weekly trips to grocery stores, and monthly social outings in a 9-seater wheelchair accessible van. Reservations must be made 24 hours in advance. Services are partially funded by San Mateo County Area Agency on Aging. Recommended rider contribution is \$2/ride. To be eligible, seniors must be aged 60+.

For More Information,

visit www.seniorcoastsiders.org or contact Emma Navarrete at 650-726-9056 or email enavarrete@seniorcoastsiders.org.

Veterans Transportation Resources

VetRide (VTS)

Veterans who are eligible for VA health care benefits and have a VA-authorized appointment are automatically eligible for transportation through the Veterans Transportation Service (VTS). VTS provides free transportation services for qualifying veterans to and/or from participating VA medical centers in a multi-passenger van. Rides must be requested at least 7-10 business days before the appointment. Veterans are advised to have a backup plan since rides are not guaranteed as rides scheduled are based on driver availability.

Visit www.vetride.va.gov or contact the following VA systems for program information, how to schedule a ride by phone, or how to use their self-service portal to request rides.

SF VA Healthcare System VTS Dispatcher: 415-221-4810 x23080

VA Palo Alto Healthcare System 650-496-2542

VTS Dispatcher: VTSPaloAlto@va.gov

VA Travel Pay Reimbursement

VA Travel Pay Reimbursement pays eligible veterans and caregivers back for mileage and other travel expenses to and from approved health care appointments.

For detailed information to check if you're eligible and how to file a claim:

Visit: www.va.gov/health-care/file-travel-pay-reimbursement/

Call: 855-574-7292 Monday – Friday: 8:00 am – 8:00 pm

Disabled American Veterans (DAV)

DAV operates a fleet of vehicles around the country to provide free transportation to VA medical facilities for injured and ill veterans.

The vans are driven by volunteers, and the rides are coordinated by the local Hospital Service Coordinators. You must first join as a DAV member to receive the benefits.

Visit www.dav.org on how to join or contact the following local Hospital Service Coordinators.

SF VA Health - DAV Hospital Service Coordinator: 415-750-2144

Palo Alto VA Health - DAV HospitalService Coordinator: 831-883-1156



Membership Programs

The services in this section are provided by private entities and are listed as a resource only. The San Mateo County Transit District does not guarantee nor endorse their services. To obtain the most up-to-date information, visit the entity's website or connect via the contact information listed.

GoGoGrandparent

This is a phone-based concierge service designed for seniors and people with limited mobility to access needed services 24/7, with or without a smartphone. This is a membership program that coordinates services such as rides, delivery of groceries, prescriptions, meals, home services, and more.

Once you select a plan (Basic, Value, Premium, Total Care) that corresponds to your service needs, you then simply call or go online and GoGoGrandparent will coordinate the different services you need with partners such as Uber, Lyft, DoorDash, Instacart and others. Services can be arranged 24/7 by speaking to an operator or scheduling online.

For Additional Information:

Call: 855-464-6872 ext. 44945

Visit www.GoGoGrandparent.com

The Villages

Using the national model from Village to Village Network of “neighbors caring for neighbors”, local communities form membership-based villages offering a range of support services, programs, social activities, as well as transportation to help older adults age in place. Volunteer drivers (trained and background checked) use their own vehicles to provide rides for members.

For more information, contact each village to obtain details and on membership subsidies.

Brisbane Village: 415-508-2185

brisbanevillagehelpinghands@gmail.com
www.brisbanevillage.org

Foster City Village: 650-378-8541

info@fostercityvillage.org
www.fostercityvillage.org

Villages of SMC: 650-260-4569

info@villagesofmsc.org
www.villagesofsmc.org

Sequoia: Belmont to Redwood City, including Redwood Shores

Mid-Peninsula: San Bruno to San Mateo, including Hillsborough

Coastside: 650-440-5030

info@villageofthecoastside.org
Pescadero to Montara, including Pacifica

Health Plan Coverage / Health Care Providers

Numerous Medicare health plans or Medicare Advantage plans provide transportation coverage for a limited number of rides per year. Call your plan to check if your plan offers transportation benefits.

If you are deemed homebound due to a medical condition (illness, injury, or post-surgery), your plan or healthcare system may cover transportation to/from medical appointments, pickup/delivery of prescriptions, household supplies, over-the-counter items, groceries, or meals. Check with your health plan and/or health care provider.

Private Pay Services

The services in this section are provided by private entities and are listed as a resource only. The San Mateo County Transit District does not guarantee nor endorse their services. To obtain the most up-to-date information, visit the entity's website or connect via the contact information listed.

Lyft/Lyft Silver

Lyft provides on-demand rides via private vehicles that can be scheduled via the app or website.

Alternatively, if you don't want to use the app or go online, you can get a Jitterbug Smart4 or Flip2phone, enroll in Lively Rides, then you simply press “0” to arrange for a Lyft ride. Ride fares will be included in your monthly phone bill. Call 877-301-5284 for more info.

Lyft Silver is a recently launched service designed specifically for older adults offering live phone support as well as a more simplified app.

Lyft Silver Offers:

- vehicles that are easier to get in/out of for older adults.
- trusted contacts to see ride details in real time (i.e. drop off location).
- loved ones the ability to deposit gift card amounts into your account.

For more information, visit: lyft.com/rider/silver

Uber/Uber Senior Accounts

Uber provides on-demand rides via private vehicles that can be scheduled via the app or website.

Alternatively, if you don't want to use the app or go online, you can call the toll-free number for assistance in setting up your account and request a ride. Call 833-873-8238 for more info.

Uber offers the following via their Senior Accounts:

- a simplified app experience with larger text and buttons.
- ability to save frequently visited destinations for faster booking.
- ability for trusted contacts to track trips, add favorite locations, and call the drivers.
- family account holders to add an older adult to their family account.

For more information, visit: uber.com/us/en/ride/seniors

Serra Yellow Cab

This is a San Mateo County taxi service that covers Daly City to Menlo Park and has wheelchair accessible vehicles.

If you need a wheelchair accessible vehicle, make the request when you call to ensure that an appropriate vehicle is dispatched.

To book a cab:

650-991-2345 for regular reservations
650-340-9999 for wheelchair vans

SilverRide

In addition to transportation, drivers are trained to provide fully assisted rides that are tailored to the needs of the rider.

Drivers can be scheduled for enhanced services to fully assist a rider with door-through-door assistance and personalized support by accompanying the rider all the way to their final destination, during an appointment, shopping, or a social outing

Fares are quoted in advance based on distance traveled, time of day and accompaniment preferences.

For More Information:

Call: 415-861-7433

Visit: www.silverride.com.

Onward Door-Through-Doorsm Assistance

Onward is a premier ride-share alternative for seniors, disabled adults, and low acuity patients in need of minor physical assistance. Onward provides companion rides by drivers who are trained to support riders entering and exiting the vehicle, fold wheelchairs/walkers, and provide that extra bit of assistance needed by riders.

Visit www.onwardrides.com/companion-rides or call the Concierge Team at 1-800-700-4797.



Medical Transportation (non-emergency)

The services in this section are provided by private entities and are listed as a resource only. The San Mateo County Transit District does not guarantee nor endorse their services. To obtain the most up-to-date information, visit the entity's website or connect via the contact information listed.

Non-emergency medical transportation is transportation for those who require some level of assistance (such as getting in and out of the vehicle) and/or medical supervision during a trip. This mode of transportation may be required by a healthcare facility or treatment center post-hospitalization or outpatient procedure (such as colonoscopy). Listed below are a few local entities you can call to obtain more information.

Bay City Medical Transport: 415-610-9214
admin@BayCityMedicalTransport.com

Capital Medical Transportation: 650-446-6666
book@capitalmedtransport.com

My Medical Ride Transit Svc: 415-967-9212

OneAccess Medical Transport: 510-648-2085

Superior Medical Transport: 650-600-9422

Trust Medical Transportation: 650-799-9921
trustmtrans@outlook.com

Valiant Medical: 415-910-3500
info@valiantmedical.net

Driver Safety Resources

In-Person Programs

AARP Smart Driver™ Course

The AARP Smart Driver Course is one of many programs offered by AARP Driver Safety. It's the nation's largest classroom and online driver safety course and it's designed especially for drivers aged 50 and older. Online courses are available at www.aarpdriversafety.org.

To find a location for in-person classes:

www.aarp.org/auto/driver-safety/locations/ or check with your local senior center.

For more information on AARP Driver Safety courses, call 800-350-7025 or visit www.aarp.org/auto/driver-safety/

CHP: Age Well Drive Smart Seminars

The California Highway Patrol offers an in-person Age Well Drive Smart seminar in conjunction with the San Mateo County Commission on Aging.

The free class is three hours long and is designed to help keep older drivers on the road longer and refresh their driving skills.

Funding for Age Well Drive Smart is provided by a grant from the California Office of Traffic Safety through the Business, Transportation and Housing Agency.

For more information, contact Public Information Officer Sophie Lu at 650-207-0315 or email Sophie.lu@chp.ca.gov.

Online Programs

AAA: Roadwise Driver

AAA's Roadwise Driver is an online course designed to help you be a better and safer driver, refine your driving skills and maintain your independence. You'll learn about new vehicle technology and driving tips for today's drivers.

The course covers topics such as:

- Extending Your Safe Driving Career
- Distractions, Drowsiness, Aggressive Driving & Road Rage
- Managing Visibility, Time & Space
- Alcohol & Medications
- Comfort & Safety Tips

Call 1-877-476-1254 or visit

www.aaadriverprogram.com/california/road-wise

CarFit Program

CarFit is a community-based educational program created in 2006 in collaboration with AAA (American Automobile Association), AARP and the American Occupational Therapy Association (AOTA). The program promotes continued safe driving and mobility among older drivers by focusing on safety, comfort, and fit in a driver's personal vehicle.

A proper fit in one's vehicle can greatly increase the safety of the driver and the safety of others.

For more information, go to www.car-fit.org to register for virtual or on-demand workshops.

National Highway Traffic Safety Administration Brochures

The National Highway Traffic Safety Administration (NHTSA) has developed a series of online publications and videos that address older adults' ability to drive safely.

These include:

- How to understand and influence older drivers.
- How to adapt a motor vehicle to accommodate the unique needs of an older driver.
- How medical conditions can impact your ability to drive safely.
- Driving Safely while aging gracefully, and more.

These resources can be viewed online at www.nhtsa.gov/road-safety/_older-drivers. Call 888-327-4237 (TTY 800-424-9153) for more information.

Safe Driving for a Lifetime Publications

The Hartford Insurance company offers a series of publications and helpful driving safety guidebooks.

These include:

- Initiating productive and caring conversations with older drivers.
- Vehicle safety technology.
- Dementia and driving, and more.

These publications can be viewed online, downloaded, or ordered at www.thehartford.com/resources/_mature-market-excellence/_publications-on-aging.

Department of Motor Vehicles (DMV)

License Renewal

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 are the factors that will determine whether your license is renewed, restricted, suspended, or revoked.

All customers aged 70 or older are required to renew their driver's license in person at a DMV office. For more information, call 800-777-0133 (TTY 800-368-4327). or visit www.dmv.ca.gov/portal/senior-drivers.

Mature Driver Improvement Program

If you are interested in taking additional driving lessons to keep your skills sharp, consider DMV's Mature Driver Improvement Program. These courses are designed for drivers age 55+ and provide instructions on defensive driving, effects that medication, fatigue, alcohol, visual, or auditory limitations have on a person's driving ability, motor vehicle laws, and updates on rules of the road. Successful completion of an approved course can qualify for reduced insurance premiums.

For more information on the Mature Driver Improvement Program visit: www.dmv.ca.gov/portal/vehicle-industry-services/occupational-licensing/_occupational-licenses/mature-driver-improvement-program/



DMV License Renewal Assistance

The Veterans Memorial Senior Center (VMSC) provides assistance to help seniors navigate the DMV's eLearning course for license renewal. You must have a SMART phone and transportation to the VMSC (1455 Madison Avenue, Redwood City) for their team to help you complete the process.

For more information, call to schedule an appointment at 650-780-7270.

Disabled Person Parking Placards & Plates

You can obtain a disabled person placard or license plates if you have impaired mobility and provide certification of your condition from a licensed physician, surgeon, physician's assistant, nurse practitioner, or certified nurse-midwife.

The placard and plates entitle you to park your vehicle at no charge at designated spaces for persons with disabilities, including spaces at a blue or green curb, at metered on-street parking spaces, 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: www.dmv.ca.gov/portal/vehicle-registration/license-plates-decals-and-placards/disabled-person-parking-placards-plates/

Maintaining Mobility

Mobility — the ability to move or walk freely and easily — is critical for functioning well and living independently. According to the National Institute on Aging, maintaining mobility and preventing disability are key to living independently as we age. A lack of physical activity or exercise can make it more likely that a person will experience loss of mobility. The increasing incidence of sedentarism (sitting too much) is a growing health concern, as many older adults simply don't get enough physical activity and spend too much time sitting daily.

Regular exercise helps maintain your body's strength, flexibility, reflexes, balance and coordination crucial to enhance your mobility and lengthen the time you are able to move and get around safely.

Check out some of the following fitness resources that may help you enhance your mobility.

City Parks and Recreation Departments

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

To find the center closest to you, call 650-363-4020 or email ParksandRecreation@smgov.org.

Community Exercise and Fitness Classes (membership based)

- The Peninsula Jewish Community Center (PJCC) offers a variety of engaging virtual and in-person programs for adults. 650-212-7522 pjcc.org/fitness-wellness/
- The three YMCAs in San Mateo County offer a variety of fitness classes appropriate for older adults.
 - Peninsula Family YMCA (San Mateo): 650-286-9622 www.ymcasf.org/location/peninsula-family-ymca
 - Sequoia YMCA (Redwood City): 650-368-4168 www.ymcasv.org/locations/sequoia-ymca
 - East Palo Alto YMCA: 650-328-9622 www.ymcasv.org/locations/lewis-joan-platt-east-palo-alto-family-ymca
- Adaptive Physical Education is a non-profit community fitness center that is open to adults of all abilities, especially seniors and adults with physical disabilities. It offers a variety of group fitness classes and a fully-equipped adapted gym for individual workouts.
- The center is open to all residents of San Mateo and Santa Clara counties. 650-369-7732 www.adaptivepevmsc.org
- Bay Area Older Adults is a charitable 501(c)(3) organization that offers different cultural events, day trips, and adventures for adults age 50+. Basic membership is free.
- Find out more at www.bayareaolderadults.org.

Additional Resources

PeninsulaRides.com

An online interactive version of the Senior Mobility Guide is available at www.peninsularides.com.

- Use the “Find Your Ride” tool to bring up transportation resources based on your answers to a few questions.
- Watch videos on how to ride SamTrans and Caltrain.
- Download forms for Public Transit Travel Training.

Mobility Resource Center

This is a service supported by the San Mateo County Transit District to help guide older adults, veterans, and persons with disabilities to transportation resources within San Mateo County.

The service is available 7 days a week, including holidays.

1-800-660-4287 option 3

Translation services are Available.

(TTY 650-508-6448)

7 a.m. - 7 p.m. Monday - Friday

8 a.m. - 5 p.m. Weekends & Holidays



511

511 is a one-stop resource for Bay Area transit, traffic, carpool, vanpool, and bicycling information, available 24/7.

To access information:

- Dial “511” on your phone. Speak your choices or press zero to use the touch-tone menu. It is a free service and is available 24/7.
- Hearing impaired phone users can call 711 to access the information.
- Visit www.511.org to access information online. The website includes an interactive trip planner.

Help at Home Resource Guide

Help at Home is developed by the San Mateo County Commission on Aging as a resource guide for older adults and adults with disabilities in San Mateo County.

This directory is a mini-reference guide to assist San Mateo County adults of all incomes to access resources and to remain safely in their own homes. A list of senior and community centers within San Mateo county is also available within the guide.

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.

Get There Together

A partnership between the County of San Mateo and Half Moon Bay to create an action plan of strategies to improve and make better use of the transportation options already available on the Coastsde.

The project identifies policies, programs, and incentives to make it easier and more attractive to make different transportation choices, such as transit, carpooling, walking, or biking on the Coastsde.

The project looks at supportive strategies that improve and enhance the existing transportation options on the Coastsde.

To learn more about the Project:

Chanda Singh, Senior Transportation Planner
csingh@smcgov.org

www.smcgov.org/planning/get-there-together-action-plan-transportation-choices-half-moon-bay-and-midcoast

Connect the Coastsde

Connect the Coastsde is a community-based transportation plan to help improve mobility and safety for Coastsde residents and visitors. It identifies programs and improvements for the Highway 1 and Highway 92 corridors to improve mobility and accommodate the Midcoast’s future transportation needs.

For more information, visit www.smcgov.org/planning/connect-coastsde



SMC Connect

SMC Connect is developed by the County of San Mateo Human Services Agency as an online platform to help residents connect with community services within San Mateo County.

It is designed to make information easier to access and navigate by organizing share resource information.

For more information, visit www.smc-connect.org.

For live, confidential help from trained experts, please call 211 any time, day or night, or visit your nearest Core Service Agency for in-person assistance.



Peninsula Libraries

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.



San Mateo County
TRANSIT DISTRICT

Mobility Resource Center

1-800-660-4287 option3
Translation Services Available
(TTY 650-508-6448)

7 a.m. - 7 p.m. Monday - Friday
8 a.m. - 5 p.m. Weekends & Holidays