



Senior Mobility Guide

Staying Connected in San Mateo County



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The Senior Mobility Guide can also be accessed at: www.peninsularides.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 44
- Many publications and online resources can help you spot possible difficulties before they become serious problems. Page 45

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 44
- Adjustments to your car may help you drive with more confidence. Page 46
- 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 8

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
- 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 ride public transportation but you're finding it more difficult as you get older, for example, if you need to carry anything.

- Many communities have small buses that are designed for short trips to go shopping, to the library and to medical appointments. Page 26

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 46
- Get the latest information about Department of Motor Vehicles policies on testing, reporting and license renewal. Page 47

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 33

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 33

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 whenever available.

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 ramps for those with mobility devices or who 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 650-508-6362 or email ambassador@samtrans.com.

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.

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 five 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, Broadway, Stanford, and College Park. The other 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. The RTC Clipper Access Card is for people with disabilities and is 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 (San Francisco Bay Area Rapid Transit)

BART (San Francisco Bay Area Rapid Transit) 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 San Mateo, San Francisco, Alameda, and Contra Costa counties, as well as portions of Santa Clara county with the Milpitas and Berryessa stations. 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 and priority seats for seniors and people with disabilities. 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. For trip planning assistance, call: 510-465-2278, email: barttic@bart.gov, or use the trip planning tool at 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, call 311, or 415-701-2311 (TTY 415-701-2323) or visit <https://www.sfmta.com/muni-access-guide>

For older adults and people with disabilities, the Mobility Management Center is the one-stop information and referral center. Call 415-351-7053 (TTY 415-351-3942) or email MobilityOptions@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.

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 **RTC Clipper Access Card** is available for people with disabilities. 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 trained to assist older adults, veterans, and people with disabilities to become familiar in using public transportation in San Mateo County to gain mobility and independence, as well as enhance awareness of different transportation options within their community. The mobility ambassador program can provide one-on-one “How to Ride” training or with a small group of riders. We can conduct educational presentations at locations such as community centers, veteran groups, senior centers, and senior living complexes. For more information, call 650-508-6362 or email ambassador@samtrans.com.

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 the Program Coordinator, Senior and Veteran Mobility at: 650-508-6362 or email us at: Ambassador@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 apply. Before you can use ADA paratransit, SamTrans will need to evaluate your eligibility. This process may take up to **21 days** from the date that you complete the application process.

SamTrans operates the paratransit service called Redi-Wheels on the bayside of the county and RediCoast on the Coastsides. 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.



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Resources at a Glance

Name of Service	Area	Phone	Trip Types
Local Shuttles			
Daly City Seton Shuttle	The Daly City Seton (DCS) Shuttle operates from the Daly City BART Station and provides free transit to Seton Medical Center, Seton Medical Offices, and the Daly City-Broadmoor area (near City Hall and Daly City DMV)	650-588-1600	Any
Millbrae Burlingame Weekday Shuttle	Between the Millbrae BART/ Caltrain Station and Broadway Caltrain Station, with select trips to Mills-Peninsula Medical Center, and the Easton Addition neighborhood of Burlingame along Adeline Drive	650-588-1600	Millbrae - Burlingame
Menlo Park Cross Town Shuttle	Menlo Park	650-330-6770	Any
Menlo Park Shoppers' Shuttle	Menlo Park South County	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	Shopping

Wheelchair Accessible	Fare	Eligibility	Reservations	Days and Hours	Page
Yes	Free	Open	None	Monday - Friday during morning and afternoon commute hours For up-to-date schedules: www.commute.org/route/daly-city-seton/	27
Yes	Free	Open	None	Monday - Friday during morning and afternoon commute hours	28
Yes	Free	Open	None	Monday - Friday, from 8:00 am – 6:00 pm	28
Yes	Free	Open	Tuesday: 650-330-2286 Wednesday: 650-330-2288 Saturday: 650-330-2289	The hours of operation are 9:30 am to 1:30 pm	28

Name of Service	Area	Phone	Trip Types
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	650-877-8550	To/from local stores, senior center, libraries, city hall, and parks
Senior Center Transportation			
East Palo Alto Senior Shuttle	East Palo Alto	650-329-5900	To/from senior center
Pacifica Senior Center Connect-A-Ride (CaR) Program	Trips must begin or end in Pacifica. Includes city of Pacifica, Colma BART, and hospitals between Daly City and Burlingame	650-738-7353	Subsidized taxi trips using Serra Cabs to/from senior center, group shopping trips and individual medical trips

Wheelchair Accessible	Fare	Eligibility	Reservations	Days and Hours	Page
Yes	Free	Open	None	Monday - Friday, 6:45 am - 9:20 am and 3:30 pm - 6:00 pm	29
Yes	\$2, round trip donation	Age 60 or older	Call the senior center	Monday - Thursday, 8:00 am - 4:00 pm, Friday 8:00 am - 3:00 pm	30
Yes	Free	Open	None	Monday - Friday, 7:00 am - 7:00 pm	30
Senior Center Transportation					
Yes	Free	Participants of the Senior Nutrition Lunch program	Call the Nutrition Supervisor	Monday - Friday, 9:00 am - 2:00 pm	31
Yes	\$5.00 per one-way trip. Up to 8 one-way trips per month	Pacifica residents age 65+. Must complete an application	Same day. Call Serra Cab directly at 650-222-2222	24 hours, 7 days a week	32

Name of Service	Area	Phone	Trip Types
Redwood City Veterans Memorial Senior Center	Redwood City	650-780-7270	To/from senior center
Community Transportation			
ACCESS Paratransit	Santa Clara County with some services in San Mateo County	408-321-2300 TTY 408-321-2330	Any
Avenidas Door To Door	Atherton, East Palo Alto, Los Altos, Los Altos Hills, Menlo Park, Mountain View, Palo Alto, Portola Valley, Redwood City, San Carlos, Sunnyvale, and Woodside	650-289-5411	Rides and deliveries. Volunteers or Staff for under 10 miles in distance. Lyft services will be scheduled for trips over 10 miles
Brisbane Village Helping Hands	Brisbane	415-508-2185	Any

Wheelchair Accessible	Fare	Eligibility	Reservations	Days and Hours	Page
Yes	Free	Redwood City resident	The transportation program for Redwood City residents who attend the senior center is currently on hold. To obtain updates, please call the senior center	Currently on hold	32
Community Transportation					
Yes	\$4 - \$16 depending on the type of trip	Disabled individuals who cannot use conventional public transit	1 to 3 days in advance at 408-321-2380	Monday - Friday, 8:00 am - 5:00 pm	33
No	Volunteer and staff drivers: \$5 - \$10 each way based on distance. Lyft rides: amount charged by Lyft plus a \$5 service fee, invoiced monthly	For anyone without their own transportation or access to public transport	Call up to 5 weeks in advance	Monday - Friday, 8:15 am - 4:00 pm	34
No	Free to dues-paying members	Members, primarily older adults	Call at least one week in advance	Monday - Friday, 8:00 am - 6:00 pm	34

Name of Service	Area	Phone	Trip Types
Colma Cab Connect	All trips must start or end in Colma. Riders are eligible to take eight one-way trips to any destination within the cities of Colma, Daly City, South San Francisco, Pacifica and San Bruno	650-985-5678	Any
El Camino Hospital RoadRunners Transportation	Both pick up and appointment locations need to be within a 10-mile radius for RoadRunners or a 30-mile radius for Lyft from El Camino Health's hospital in Mountain View	650-940-7016	Any
FISH (Friends in Service to Humanity)	San Carlos, Belmont, Redwood City	650-593-1288	Medical appointments
Foster City Village	San Mateo County	650-378-8541	Any

Wheelchair Accessible	Fare	Eligibility	Reservations	Days and Hours	Page
Yes	8 one-way trips monthly at \$5 per ride. Rides must start or end in Colma and be within five miles	Colma residents age 55+	Services provided by Serra Yellow Cab. Participants to call the cab directly	Available 24/7 through Serra Yellow Cab	35
No	Fares are based on distance each way. Call for details	Community members. Riders do not need to be affiliated with El Camino Health.	650-940-7016	Monday - Friday, 8:00 am to 3:30 pm (closed weekends and holidays)	36
Some vehicles are wheelchair accessible. Please state the request when scheduling	Free	Unable to ride public transportation, have no other way to get to appointments	Requests for transportation may be made up to 2 weeks in advance	According to driver availability	37
No	Free to dues-paying members	Dues paying members of Foster City Village	Schedule at least 3 days in advance	Monday - Friday, 9:00 am - 1:00 pm	37

Name of Service	Area	Phone	Trip Types
Get Around! (City of San Mateo) Senior Rides Program	Rides must begin or end in 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	650-522-7490	Any
Get Up & Go Senior Transportation (PJCC)	San Mateo County (except coast side), plus Palo Alto VA Health systems, Stanford Hospital & Clinics, and Palo Alto Medical Foundation	650-378-2750	Any
Got Wheels!	The Got Wheels! Program has reached capacity. Waitlist for the service closed effective 3/27/23. For updates, contact the program coordinator at 650-403-4300 ext. 4329	650-403-4300, x4329	Any
Kaiser Permanente Medical Center - Redwood City	Medical center campus and to/from Redwood City Caltrain Station	650-299-3139	Medical

Wheelchair Accessible	Fare	Eligibility	Reservations	Days and Hours	Page
Yes	8 one-way or 4 round-trip trips per month for \$5.00 per one-way ride. \$2.00 per ride if the Recreation Fee Assistance Scholarship is approved	City of San Mateo residents 60+ years old. Registration is required online, or in person	Schedule your rides in advance or on-demand	24 hours, 7 days a week	38
Yes	Free	Adults age 50+; the PJCC serves a diverse multicultural community	Call in advance. Rides must be scheduled by Wednesday of the week before your ride	Monday - Friday, 9:30 am to 3:30 pm	39
Yes	\$5 per one-way ride	Residents 70+, no-fee membership required	Schedule rides on-demand, 24 hours a day, 7 days a week	24 hours, 7 days a week	39
Yes	Free	Kaiser members	Call to request shuttle	Monday - Friday, 7:00 am - 3:00 pm	40

Name of Service	Area	Phone	Trip Types
Ride PVI	RIDE PVI now serves most of San Mateo County (from Half Moon Bay to Daly City in the North to Menlo Park in the South)	650-272-5006 to register	Medical, Dental, Pharmacy, Grocery, To/From Little House
Villages of San Mateo County	San Bruno through Redwood Shores	650-260-4569 (Volunteers available to answer calls Mon - Fri, 9:00 am - 1:00pm)	Any
Village of the Coastside	Pescadero to Montara, including Pacifica	650-440-5030 (Volunteers available to answer calls Mon - Fri, 9:00 am-1:00pm)	Any
Private Services			
GoGoGrandparent	Nationwide service	855-464-6872	Any
Serra Yellow Cab	Daly City, Colma, Brisbane, Pacifica, Broadmoor, Millbrae, Burlingame, Hillsborough, Foster City, Belmont, San Carlos, Redwood City and SFO	650-991-2345 / 650-342-1234 for regular reservations 650-340-9999 for wheelchair vans	Any

Wheelchair Accessible	Fare	Eligibility	Reservations	Days and Hours	Page
No	No-cost or low-cost, depending on residence and distance	Pre-registered users, primarily older adults	Transportation hotline provided to registered riders	Monday - Friday 9:00 am - 4:00 pm	40
No	Free for dues-paying members	Adults and seniors who reside in the service area.	Trips must be booked at least 4 business days in advance.	Monday - Friday, 8:00 am - 5:00 pm	41
No	Free for dues-paying members	Adults and seniors who reside in the service area.	Trips must be booked at least 4 business days in advance.	Monday - Friday, 8:00 am - 5:00 pm	41
Private Services					
No	Based on distance and time	Open to all, but must pre-register and select a membership plan	Call to arrange ride	24 hours, 7 days a week	42
Yes, upon request	Based on distance	Open	Call to arrange ride	24 hours, 7 days a week	42

Name of Service	Area	Phone	Trip Types
SilverRide	Bay Area	415-861-7433	Appointments Activities
ADA Paratransit			
SamTrans Redi-Wheels	Bayside of San Mateo County and Pacifica	650-508-6241 x 1 for Eligibility	Any
SamTrans RediCoast	Coastside of San Mateo County	650-508-6241 x 1 for Eligibility	Any

Wheelchair Accessible	Fare	Eligibility	Reservations	Days and Hours	Page
Folding Wheelchairs	Based on distance and time	Clients must be able to walk a minimum of 20 feet with a walking aid	Call to arrange ride	24 hours, 7 days a week	43
ADA Paratransit					
Yes	One-way trip: \$4.25	Persons with disabilities who cannot independently use regular bus service. Application/ interview to determine rider eligibility	Reservation hours are 8:30 am - 5:00 pm, 7 days a week including holidays. Call between one and seven days in advance to book your trips	Daily: 4:30 am - midnight	9
Yes	One-way trip: \$4.25	Persons with disabilities who cannot independently use regular bus service. Application/ interview to determine rider eligibility	Reservation hours are 8:30 am - 5:00 pm, 7 days a week including holidays. Call between one and seven days in advance to book your trips	Daily: 6:00 am - 9:00 pm	9

Veterans Transportation Resources

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 as rides are not guaranteed due to rides scheduled based on driver availability. Contact the following for detail information and on scheduling a ride. www.vetride.va.gov

SF VA Healthcare System

Randy Buckley 415-221-4810 x24745, randy.buckley1@va.gov

Gladys Jefferson 415-221-4810 x22789, gladys.jefferson@va.gov

VA Palo Alto Healthcare System

VTS Dispatcher 650-496-2542, VTSPaloAlto@va.gov

VA Travel Pay Reimbursement

This program helps pay for transit and transportation for healthcare. For more information, 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 for additional information and to join, or contact the following local Hospital Service Coordinators.

SF VA Health - DAV Hospital Service Coordinator: 415-379-5612

Palo Alto VA Health - DAV Hospital Service Coordinator: 831-884-1156



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
HART@dcpartnership.org
www.dcpartnership.org/programs/healthy-aging-response-team

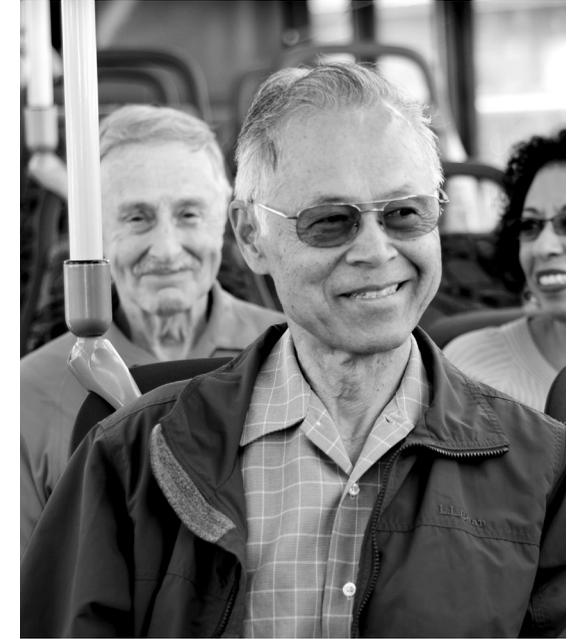
Self Help for the Elderly (mid County): 650-342-0822
Peninsula Family Service (south County): 650-780-7542
Senior Coastsiders (coastal County): 650-726-9056
www.seniorcoastsiders.org

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.

Daly City Seton Shuttle

The Daly City Seton (DCS) Shuttle operates from the Daly City BART Station and provides free transit to Seton Medical Center, Seton Medical Offices, and the Daly City-Broadmoor area (near City Hall and Daly City DMV).



Service Area: Daly City BART to Seton Medical Center
Hours: Monday - Friday during morning and afternoon commute hours. For up-to-date schedules: www.commute.org/route/daly-city-seton/
Fare: Free
Accessibility: All shuttles are wheelchair-accessible and equipped with a bicycle rack on the front of the vehicle
Eligibility: None
For More Information: 650-588-1600 or email shuttles@commute.org

Millbrae Burlingame Weekday Shuttle

The Millbrae Burlingame Commuter (MBC) Shuttle provides direct service between the Millbrae BART/Caltrain Station and Broadway Caltrain Station, with select trips to Mills-Peninsula Medical Center, and the Easton Addition neighborhood of Burlingame along Adeline Drive.

Service Area:	Millbrae Burlingame
Hours:	Monday through Friday during morning and afternoon commute hours
Fare:	Free
Eligibility:	Open to all, no restrictions
Accessibility:	All shuttles are wheelchair-accessible
For More Information:	650-588-1600 or email shuttles@commute.org

Menlo Park Cross Town Shuttle

The City of Menlo Park offers free shuttle service for local community destinations and for commuters working in business parks.

For more information: 650-330-6770 or email ngyee@menlopark.gov

The M1-Crosstown Shuttle is a free community service route open to everyone. It runs between Belle Haven and Sharon Heights via downtown Menlo Park, downtown Palo Alto, and the Stanford Shopping Center/Stanford Medical Center area. The M1-Crosstown Shuttle operates Monday through Friday, from 8:00 am–6:00 pm. It operates with two 20-passenger buses, which each have two spaces for wheelchairs and a rack that can accommodate two bicycles.

Menlo Park Shoppers' Shuttle

The City of Menlo Park has a special program called the Shoppers' Shuttle. This shuttle is free and open to everyone. The shuttle has two spaces for

wheelchairs and can comfortably accommodate walkers, and the friendly driver is ready to assist passengers with walkers and packages.

Unlike the other normally scheduled shuttle services in Menlo Park, this is a door-to-door service that must be reserved in advance. The shuttle only runs on Tuesdays to Redwood City, and to Menlo Park and parts of Palo Alto on Wednesdays and Saturdays. The hours of operation are 9:30 am to 1:30 pm.

The shuttle picks up passengers from their home starting at 9:30 am. For the return trip home, the shuttle will pick up passengers starting at Noon. Rides must be scheduled at least one day in advance, please call the appropriate number to schedule or cancel a ride:

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

Redwood City-Midpoint Caltrain Shuttle

The Redwood City Midpoint shuttle (MPT) operates from the Redwood City Caltrain Station on Winslow Street. and provides service along Broadway and to the Stanford campus in Redwood City.

Service Area:	Redwood City
Hours:	Monday through Friday, peak commute hours 6:45 am - 9:20 am and again at 3:30 pm to 6:00 pm
Fare:	Free
Eligibility:	Open to all, no restrictions
Accessibility:	All vehicles are wheelchair-accessible
For More Information:	650-588-1600 https://commute.org/route/midpoint-caltrain

Senior Coastsiders

Senior Coastsiders coordinates transportation to transport seniors from their homes in Half Moon Bay, Moss Beach, El Granada and Montara to and from the center. There's also weekday service to/from a local store for grocery shopping. Please contact the center for more detail information.

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:	Emma Navarrete, Office Manager, 650-726-9056, enavarrete@seniorcoastsiders.org

South City Shuttle

The South City Shuttle provides free service around South San Francisco Monday through Friday (except certain holidays), with trips to local stores, senior center, libraries, city hall, and parks. The shuttle provides transit connections with SamTrans and BART. This free shuttle is open to the general public.

Service Area:	South San Francisco BART, Hillside/Chestnut, Linden/Aspen, Orange West Orange Library, Main Library, and 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:	Call 650-877-8550 or email shuttle@ssf.net
For schedules and a map go to www.smctd.com/shuttles .	

Senior Center Transportation Services

East Palo Alto Senior Center Lunch and Transportation Program

The center provides transportation to seniors who are registered with the nutrition program. The Senior Nutrition Program provides a nutritious lunch to adults 60 years of age or older. The program seeks to reduce the isolation of older adults by providing these meals in a social setting. 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 Jackie at 650-329-5900.

Pacifica Senior Center Connect-A-Ride (CaR) Program

The Pacifica Senior Center Connect-A-Ride (CaR) program provides subsidized taxi trips to Pacifica residents. Rides are provided by Serra Yellow Cab. The CaR Program has been made possible due to the generosity of Sirkka Niukkanen.

- Service Area: Trips must begin or end in Pacifica. Includes city of Pacifica, Colma BART and hospitals between Daly City and Burlingame.
- Hours: 24 Hours/7 days a week
- Fare: Up to 8 trips per month at \$5.00 per trip
- Eligibility: Must be age 65 or older and a Pacifica resident. Complete an application at the senior center, along with proof of age and residency.
- Accessibility: Some wheelchair-accessible service is available
- For More Information: Michael Costakis
650-738-7353

Redwood City Veterans Memorial Senior Center

The transportation program for Redwood City residents who attend the senior center is currently on hold until new drivers are brought on board and complete training. To obtain updates, please call the senior center at 650-780-7270.

Community Transportation Services

ACCESS Paratransit

VTA ACCESS Paratransit service is provided to eligible individuals with disabilities who cannot use conventional accessible bus and light rail transit service due to their physical, visual or cognitive disabilities.

To learn more about VTA ACCESS paratransit service, eligibility and how to apply, call VTA Customer Service at 408-321-2300 (TTY 408-321-2330) or ACCESS Eligibility Department at 408-321-2381 Monday to Friday from 8:00 am to 5:00 pm; to make a reservation, or for account inquiries, call 408-321-2380, Monday to Friday, 8:00 am to 5:00 pm.

Check out VTA's website at www.vta.org. For direct link to VTA ACCESS paratransit page, log on to: www.vta.org/go/paratransit.



Avenidas Door To Door

Rides with Door-to-Door Volunteers or Staff for under 10 miles in distance can be scheduled 24 hours ahead or up to 5 weeks in advance to drive you to medical and dental appointments, to visit with friends, to the hair salon, or go shopping. For trips over 10 miles, Lyft services will be scheduled.

Service Area:	Rides and deliveries 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.
Hours:	Monday through Friday, 8:15 am to 4:00 pm
Fare:	Volunteer and staff drivers: \$5 - \$10 each way based on distance Lyft rides: amount charged by Lyft plus a \$5 service fee, invoiced monthly
Eligibility:	Seniors without their own transportation and without access to public transportation
Accessibility:	The vehicles are not wheelchair-accessible
For More Information or to Book a Ride:	contact the Rides Coordinator at 650-289-5411 or email rides@avenidas.org

Brisbane Village Helping Hands

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.

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

Colma Cab Connect

Participants will receive eight subsidized rides (one-way trips) monthly at \$5 per ride (tip not included). Rides are provided by Serra Yellow Cab and wheelchair accessible vehicles are available at no additional cost. Extras fees may be incurred by the participant for trips outside of the defined areas.

Service Area:	All trips must start or end in Colma. Riders are eligible to take eight one-way trips to any destination within the cities of Colma, Daly City, South San Francisco, Pacifica and San Bruno
Hours:	Available 24/7 via Serra Yellow Cab
Fares:	Riders pay \$5 per ride with the remainder of the cost subsidized by the Colma Cab Connect program
Eligibility:	Colma residents age 55+
Accessibility:	Rides are provided by Serra Yellow Cab and wheelchair accessible vehicles are available at no additional cost. Please state the request when scheduling
For More Information:	Call 650-985-5678 or visit www.colma.ca.gov/colmacabconnect to download the application or pick up an application at the Colma Community Center

El Camino Hospital Mountain View - RoadRunners Program



RoadRunners is an affordable door-to-door transportation service provided by El Camino Hospital Auxiliary volunteers for rides within a 10-mile radius, or via Lyft for rides within a 30-mile radius. Through a partnership with Lyft, riders may receive a ride by a Lyft driver if RoadRunners is full. There is a \$3.00 surcharge for Lyft rides.

Service Area:	Both pick up and appointment locations need to be within a 10-mile radius for RoadRunners or a 30-mile radius for Lyft from El Camino Health's hospital in Mountain View
Hours:	Pick up and Drop off service hours are Monday through Friday, 8:00 am to 3:30 pm (closed weekends and holidays)
Fares:	Fares are based on distance each way. Call or check the website for details
Eligibility:	Community members. Riders do not need to be affiliated with El Camino Health
Accessibility:	Rides are available for individuals with walkers; but vehicles are not equipped for wheelchairs
For More Information:	650-940-7016 or visit www.elcaminohealth.org/community/roadrunners-transportation

FISH (Friends in Service to Humanity)

FISH is comprised of volunteers from churches in the local community that provide transportation to and from medical appointments for persons 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.

Service Area:	San Carlos, Belmont, Redwood City
Hours:	According to volunteer availability
Fares:	None. Donations are welcome
Eligibility:	Residents of San Carlos, Belmont, Redwood City
Accessibility:	Some vehicles are wheelchair accessible Please state the request when scheduling
For More Information:	650-593-1288

Foster City Village

Foster City Village members can receive rides provided by volunteer drivers free of charge when scheduling at least 3 days in advance from 9:00 am - 1:00 pm Monday - Friday.

Service Area:	San Mateo County
Hours:	Monday - Thursday, 9:00 am - 1:00 pm Virtual hours, Friday 9:00 am - 1:00 pm
Fares:	Free to Foster City Village (FCV) members
Eligibility:	Must have a FCV membership
Accessibility:	Private vehicles. We do not offer wheelchair accessible vehicles
For more Information:	650-378-8541, fcvillage94404@gmail.com

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

Get Around! is a program offered through the Parks and Recreation Department that offers seniors living in San Mateo a safe and affordable means of transportation. Registration is required, and can be completed online, in person, or by mail.



- Service Area: Rides must begin or end in 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.
- Hours: Schedule your rides in advance or on-demand, 24 hours a day/7 days a week
- Fare: 8 one-way or 4 round-trip trips per month for only \$5.00 per one-way ride. \$2.00 per ride if the Recreation Fee Assistance Scholarship is approved
- Eligibility: City of San Mateo residents 60+ years old
Registration is required online, or in person
- Accessibility: Wheelchair accessible service available
- For More Information: Call 650-522-7490 or obtain the registration form online. www.cityofsanmateo.org/DocumentCenter/View/78229/19-20_Get-Around_Membership-Form-English

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

As part of the Get Up & Go program, the Peninsula Jewish Community Center (PJCC) operates a door-to-door, wheelchair-accessible van service for older adults who do not drive. Every weekday, Get Up & Go transports seniors from their homes to destination within San Mateo County for medical appointments, shopping, and personal errands.

- Service Area: San Mateo County (no service to the coast side), plus Palo Alto VA Health systems, Stanford Hospital & Clinics, and Palo Alto Medical Foundation
- Hours: Every weekday, Monday – Friday, 9:30 am to 3:30 pm. Call in advance. Rides must be scheduled by Wednesday of the week before your ride
- Fare: Free
- Eligibility: Adults age 50+; the PJCC serves a diverse multicultural community
- Accessibility: Van with a wheelchair ramp. Please indicate the need for accessibility when requesting your ride
- For More Information: 650-378-2750

Got Wheels!

The Got Wheels! Program has reached capacity. Waitlist for the service closed effective March 27, 2023. For updates, contact the program coordinator at 650-403-4300 ext. 4329

Kaiser Permanente Medical Center - Redwood City

Service Area: Redwood City Medical Center campus
and to/from Redwood City Caltrain Station

Hours: Monday through Friday, 7:00 am - 3:00 pm
Free for Kaiser Permanente Members
(tips not accepted)

Accessibility: Shuttle vehicles are wheelchair accessible

For More Information: 650-299-3139 (Security Office)

Ride PVI

If you need a ride from your home to Little House, the doctor or dentist, grocery stores, and pharmacies, call our transportation hotline number at 650-272-5040. We will arrange for a Lyft or Uber driver to pick you up from your home within a few minutes. When you're ready to return, call us back and we will get you a safe, comfortable ride home. No cell phone needed.

Service Area: RIDE PVI now serves most of San Mateo County
(from Half Moon Bay to Daly City in the North to
Menlo Park in the South)

Hours: Transportation hotline Monday- Friday
9:00 am – 4:00 pm (24/7 preschedule)

Fare: No-cost or low-cost,
depending on residence and distance

Eligibility: Pre-registered users, primarily older adults

Accessibility: The vehicles are not wheelchair accessible

For More Information: Call 650-272-5006 to register
www.1pvi.org/ridepvi/

Villages of San Mateo County (VSMC)

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 as noted above (from San Bruno to RWC AND Redwood Shores, and on the coastside from Pescadero to Pacifica and over the hill to bayside doctor's appointments).

Service Area: Sequoia Village: Belmont to Redwood City
including Redwood Shores
Mid-Peninsula Village: San Bruno to San Mateo
including Hillsborough
Village of the Coastside: Pescadero to Montara
including Pacifica

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

Fare: Free to dues-paying members

Eligibility: Membership, catering to seniors aged adults

Accessibility: Most vehicles are not wheelchair accessible.
Wheelchair accessibility can be accommodated
upon special request.

For More Information: www.villagesofsmc.org
Sequoia & Mid-Peninsula:
(650) 260-4569*, info@villagesofsmc.org
Village of the Coastside:(650) 440-5030*
villagesofthecoastside@gmail.com

**Volunteers are available to answer calls Monday through Friday,
9:00 am - 1:00 pm.*

Private Transportation Services

GoGoGrandparent

We arrange for reliable rides for seniors 24/7. Speak to an operator or schedule online. In addition to scheduling rides, we can also assist with order of groceries, household supplies, vitamins, prescription medication, and meals delivered direct to your door. You make the call to GoGoGrandparent and we make the arrangements with partners like Uber, Lyft, DoorDash, Instacart and others.

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, but must pre-register and select a membership plan
Accessibility:	Vehicles can transport folding wheelchairs and passengers who are transferable
For More Information:	855-464-6872, www.gogograndparent.com

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.
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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 / 650-342-1234 for regular reservations 650-340-9999 for wheelchair vans

SilverRide

SilverRide offers adults and families fully assisted rides that are tailored to the needs of the rider. Our driver companions have a passion for helping seniors and individuals who need a little extra help. When needed, our drivers will accompany riders all the way to their final destination or during an appointment or activity.

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:	415-861-7433 www.silverride.com

Local Driver Safety Training

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 age 50 and older.

Registration for online courses are available at www.aarpdriversafety.org.

To find a location for in-person classes:

<https://www.aarp.org/auto/driver-safety/locations/>

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 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.

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

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.



AAA: Roadwise Driver

AAA's Roadwise Driver is an online course designed to help you be a better, 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

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", "Driving Safely while aging gracefully", and materials focused on driving with various conditions such as "How medical conditions can impact your ability to drive safely."

These resources can be viewed online at www.nhtsa.gov/road-safety/older-drivers. 888-327-4237 (TTY 1-800-424-9153).

CarFit Program

CarFit was created in 2006 in collaboration with AAA (American Automobile Association), AARP and the American Occupational Therapy Association (AOTA). It is an educational program that offers older adults the opportunity to check how well their personal vehicles "fit" them. The program also provides information and materials on community-specific resources that could enhance their safety as drivers and/or increase their mobility in the community.

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

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 others. 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) 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 are required to renew their driver's license in person at a DMV office. For more information, 1-800-777-0133 (TTY 1-800-368-4327).

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 older 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: www.dmv.ca.gov/portal/vehicle-industry-services/occupational-licensing/occupational-licenses/mature-driver-improvement-program/

Disabled Person Parking Placards & Plates

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. For more information: www.dmv.ca.gov/portal/vehicle-registration/license-plates-decals-and-placards/disabled-person-parking-placards-plates/

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 variety of engaging virtual and in-person programs for adults. For more information on membership and a current schedule of classes:

- Peninsula Family YMCA (San Mateo):
650-286-9622
www.ymcasf.org/locations/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

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 1-800-660-4287.

The Guide is available in English, Spanish and Chinese.



Quick Phone List

Public Transit

Bay Area Transportation	511
SamTrans & Caltrain	800-660-4287
SamTrans Travel Training	650-508-6362
Redi-Wheels	800-660-4287
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	415-351-7053

Community Transit Services

Avenidas Door To Door	650-289-5453
Brisbane Village Helping Hands	415-508-2185
Daly City Seton Shuttle	650-588-1600
El Camino Hospital Roadrunners	650-940-7016
Foster City Village	650-378-8541
Get Up & Go (PJCC)	650-378-2750
Pacifica Senior Center Transportation Service	650-738-7353
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/rider-info/seniors