



SamTrans Mobility Plan for Older Adults and People with Disabilities

Draft Final

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

Project Overview

samTrans

Purpose:

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

Goals:

- Plan innovative transportation services for older adults and people with disabilities, which could be implemented and operated by SamTrans or other partners
- Identify viable alternatives to paratransit
- Form new partnerships with nonprofit and for-profit organizations
- Leverage existing funding and new funding sources

Strategies and Programs



This mobility plan updates the seven overarching strategies from 2006 and recommends 11 potential programs related to them.

Mobility Strategies:

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

Strategies and Programs



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

Strategies and Programs



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

Mobility Management Center

- Scheduled Launch Fall 2018 -

- New mobility management function that will provide transportation information and assistance through a call center and a website.
- Currently, no organization that provides countywide mobility management and no centralized source of information about transportation options for older adults and people with disabilities that can be accessed via phone.

The call center will be operated by the SamTrans customer service department with specially trained staff and will serve three main functions:

- 1. Mobility Assessment** – Staff will perform a mobility assessment to assess a callers mobility and eligibility for various programs and recommend the best and most appropriate transportation services.
- 2. Information and Assistance** – Call center staff will be able to provide detailed information about all transportation services that are available in the County and assist callers with planning trips on a variety of modes.
- 3. Registration for taxi discount fare program** – Call Center staff will register eligible participants for the taxi fare discount program.

Peninsula Rides Website

- Contains information about all the transportation services available to older adults and people with disabilities in the county (including all in the Senior Mobility guide).
- Site includes “Find Your Ride” tool that enables users to find transportation services suited to their needs.

Mobility Management Center



PENINSULA RIDES

Staying Connected in San Mateo County

[Ride Options](#)

[Learn to Ride the Bus](#)

[Information](#)

[Driver Safety](#)

[Walking and Fitness](#)



Welcome!

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



[Find your Ride](#)

Find transportation services that fit your needs.

[Read More](#)



[Talk with Someone](#)

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

[Read More](#)



[Read the Guide](#)

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

[Read More](#)

Mobility Management Center



Find Your Ride Tool

[Public Transit](#)

[Local Shuttles](#)

[Senior Center Services](#)

[Community Services](#)

[Private Services](#)

[ADA Paratransit](#)

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

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

Find Your Ride

What city will you start from?

Starting Location ▼

What city do you need to go to?

Ending Location ▼

Do you need a wheelchair accessible vehicle?

Yes No

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

What is your age?

-- Select Age -- ▼

Search Results (38)

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

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

Next Steps

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