

SAMPLE BOOKLET

The following booklet is included to provide the template-user with a completed, customized booklet for reference.

TRANSPORTATION SERVICES

A Guide for Seniors: Finding the Right Transportation Option for You



Public
Transportation

Older Driver
Resources

Specialized
Transportation



Provided by:

Beverly Foundation

566 El Dorado Street, Suite 100
Pasadena, California 91101

(626) 792-2292



Creating solutions, changing lives.

Provided by Beverly Foundation

TRANSPORTATION OPTIONS

Many older Americans think giving up the keys means giving up independence, but in Pasadena, that doesn't have to be the case.

Pasadena is known for its multiple transportation options. From public transportation (buses and taxis) to private transportation (available to members only) to specialized transportation (services geared toward the specialized needs of seniors)... Pasadena has it all.

This transportation guide was developed to aid you in finding the transportation option that best suits your needs or the needs of someone you know.

The booklet describes available transportation options and includes facts, quotes, and a true/false quiz. The quotes come from a focus group project conducted by the Beverly Foundation.

If you have any questions, or would like additional copies of this booklet, please write:

The Beverly Foundation

566 El Dorado Street, Suite 100

Pasadena, CA 91101

Or Call: 626-792-2292

Preface

Senior Transportation Is...

...seen as a one-way street – getting services to seniors; but really it is a two-way street for it also involves getting seniors to services, and to life.

...perceived as the domain of the public and paratransit systems; but it also is the domain of community groups, clubs, senior centers, meals program and private providers.

...viewed as getting people to quantity of life services and support; but it also involves quality of life opportunities.

...thought of as meeting service needs for the frail elderly; but it also can be seen as providing the means for enabling well seniors to be productively involved in their communities.

...approached as a senior problem for seniors to solve; but the solution can also be addressed by caregivers, community groups, and transportation providers.

...seen as problematic with the solution being creating new programs; but the solution can also be adapting existing options to be more senior friendly.

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True/False Quiz

The following are 10 questions to test your knowledge about senior transportation. Please mark each statement with a "T"-true and "F"-false. The answers are provided below.

- ①__90% of people over the age of 65 continue to drive their automobiles (have valid driver's licenses).
- ②__Dial-A-Ride programs only provide transportation to people who are disabled.
- ③__Recent research indicates that most people should be able to continue driving throughout their life.
- ④__Less than 5% of the population in the US uses public transportation.
- ⑤__Every city in the US is required to provide public transit services to its residents.
- ⑥__Volunteer drivers for individuals or organizations must report any payment for mileage to the IRS.
- ⑦__Volunteer drivers that use their own vehicles need personal auto insurance.
- ⑧__Adults 65+ have the highest pedestrian death rate than any age group, even children.
- ⑨__The 85+ population will grow 30% in the United States by the year 2009.
- ⑩__Rural communities get more than their fair share of transportation dollars.

ANSWERS FOUND ON PAGE 22

The Right Option For Me

Whether you are looking for transportation for yourself, or you are a caregiver in search of transportation for seniors, you may want to consider the following questions before deciding on a transportation option.

Rate the following transportation provider questions in order of importance to you or to the senior you serve. Then use the top-rated questions to gather more detailed information from the transportation provider you are considering.

1. What is the service area?
2. Is there a limitation on distance?
3. How much will the service cost?
4. Will insurance pay for rides provided by the service?
5. Are there requirements to qualify for the service? If so, what are they?
6. Is there an evaluation that must take place prior to the first ride?
7. Is there a membership fee that must be paid before scheduling rides with the service?
8. How far in advance must reservations be made?
9. Are rides provided in the evenings, on weekends or on holidays?

10. Are rides provided to social as well as medical or shopping appointments?
11. Are door-through-door, door-to-door or curb-to-curb services provided?
12. Are rides provided to people who use wheelchairs?
13. Do riders stay in their wheelchair, or are they transferred to a seat during the ride?
14. Is there an escort or attendant in the vehicle with the driver?
15. Does someone stay with me/my family member during appointments?
16. Can a family member serve as an escort? If so, is there an extra cost associated?
17. Will there be a wait when picked up from home? If so, how long?
18. Will there be a wait when picked up for my return trip? If so, how long?
19. Will the driver or attendant come into the office/building for the return trip?
20. Will other passengers be riding? If so, what is the maximum length of time of the ride while others are being picked-up/dropped-off?

“Next to health, adequate transportation is the most important thing.”

Public Transit

Public transportation options in Pasadena include bus services and light rail (effective July 26, 2003). There are three bus service options: Metropolitan Transit Authority (MTA), Foothill Transit, and the Pasadena ARTS bus. The light rail system that operates within Pasadena is called the Gold Line and is operated by MTA.

Metropolitan Transit Authority (MTA)

MTA, also called Metro bus, offers over 200 bus lines serving LA and the surrounding communities. If you are 62 or older, you can ride on any MTA bus for 55 cents local travel. You must show photo identification (ID) verifying your age when boarding the bus.

To receive a senior discount, MTA requires a special MTA photo ID card. The ID card can be obtained at any MTA Service Center. Whether you apply, or someone applies for you, the application must include a photo ID (with birth date) and a picture (size 1" x 1.25") for the MTA ID. Addresses for the Los Angeles Union Station and Hollywood Service Centers are listed below. You can supply your photo or they will take one. As a convenience to Pasadena residents, the Pasadena Senior Center also issues MTA cards. There is a \$2 charge if the Senior Center takes the photo.

Monthly Senior Discount Pass stamps allows you to ride the bus for an unlimited number of trips within a given month. The stamps normally cost \$12 (which includes freeway travel). Pasadena residents benefit from a special city program that makes the stamps available for \$9. The stamps can be purchased beginning the 25th of each month. It is best to purchase the stamps as early as possible for they sell out within 4 – 5 business days. The reduced-price stamps can be purchased at:

■ **Pasadena City Hall**

100 N. Garfield Ave., Room 121
Pasadena, CA 91109
(626) 744-4055

Residents of other cities can call MTA for purchase locations in their communities. Additionally, for route information, contact:

■ **MTA**

Administrative Offices

729 N. Vignes St.
Los Angeles, CA 90012
(213) 922-2000
(800) 266-6883 for schedule and route info
www.mta.net

“I wouldn’t go many places if there wasn’t the bus.”

MTA Service Centers:

Los Angeles Union Station

1 Gateway Plaza

Los Angeles, CA 90012-2932

Hours: 6 am - 6:30 pm Monday – Friday

Alternately, an EZ Pass can be purchased which provides unlimited monthly rides on the MTA bus system, the light rail system, and other local bus services. See page 7 for more details.

Foothill Transit

Foothill Transit offers bus services covering 327 square miles in Los Angeles County. For seniors 62 or older, you can ride on any Foothill Transit bus for 55 cents for local and express travel. You must show photo identification (ID) verifying your age when boarding the bus.

Foothill Transit offers a monthly bus pass at special prices for seniors. A monthly pass lets you ride the bus an unlimited number of times during a month. The pass is a bargain if you ride more than 20 times during the month—equivalent to 10 to 15 round trips. A pass is good for a month effective upon the first use and valid for 31 days thereafter. To purchase a bus pass or monthly pass for seniors, photo identification is required. Foothill Transit accepts a Medicare card, driver license or disabled card, or Social Security letter

with a picture ID to order a pass. A Foothill Transit senior bus pass costs \$10.

■ Foothill Transit

5640 North Peck Rd
Arcadia, CA 91006
(626) 357-7912

For routing and scheduling information:

(800) RIDE-INFO (743-3463)
(626) 967-3147

Foothill Transit (and the MTA) also sells an EZ Pass that allows unlimited use of any transit service in LA County, including MTA services and the train system (i.e., Gold Line). The pass is \$29.00/month for seniors (a 50% discount). You can purchase the EZ Pass by showing your photo ID at any of the transit stores, which include:

■ City of Pasadena - Transit Section

221 East Walnut, Suite 210
Pasadena, CA 91109
(626) 744-4586

■ Continental Currency

447 E. Orange Grove Blvd.
Pasadena, CA 91104
(626) 564-0712

“Drivers are friendly.”

■ **Ralph's Supermarket - Pasadena**

3601 E. Foothill Blvd.
Pasadena, CA 91107
(626) 351-8806

■ **Pasadena City College Student Business Services**

1580 E. Colorado Blvd.
Pasadena, CA 91106
(626) 585-7336

Hours:

9 am - 5 pm, 6 - 8 pm Monday - Thursday

9 am - 4 pm Friday

Closed Saturday & Sunday

Pasadena ARTS Buses

The City of Pasadena provides a low-cost bus service, the **Pasadena Area Rapid Transit System**, referred to as **ARTS**.

ARTS buses are distinguished by their colorful paint jobs. There are now four ARTS routes (all wheelchair accessible), making it easy and convenient for residents and visitors to get around without a car.

The regular (adult) base fare is 50 cents, with a discounted rate of 25 cents for youth (K-12), seniors (60+) and disabled. Seniors and youth must show proof of their age. Disabled passengers need to show

their Access Services, MTA or Medicare ID. Those who present their Pasadena Dial-A-Ride or Access Services ID will be able to ride the ARTS for free.

Transfers to other ARTS routes are free. Transfers to other transit systems will be available for 25 cents - a one-way trip savings of 60 cents on an MTA bus or the Gold Line. Transfers from other regional providers will be accepted on the ARTS.

Route 10 - Service westbound on Colorado Boulevard and eastbound on Green Street between Hill Avenue and Orange Grove Boulevard. Providing service to between Pasadena City College and Old Pasadena.

Service Hours

Monday - Thursday: 7 am to 8 pm

Friday: 7 am to 10 pm

Saturday: 11 am to 10 pm

Sunday: 11 am to 5 pm

Route 20 - Provides service between northern and southern Pasadena via a two-way loop on Fair Oaks Avenue and Lake Avenue. Directly serves the Lake, Fillmore, Del Mar & Memorial Park Gold Line Stations.

Service Hours

Monday - Friday: 7:00 am to 8:00 pm

Saturday: 11:00 am to 8:00 pm

Sunday: 11:00 am to 5:00 pm

Route 31/32 - Provides service between Northwest Pasadena (North Fair Oaks Avenue) and Hastings Ranch (East Foothill Boulevard) via Washington Boulevard. Within one block of the Sierra Madre Villa Gold Line Station.

Service Hours

Monday - Friday: 7:00 am to 8:00 pm

Saturday: 11:00 am to 8:00 pm

Sunday: 11:00 am to 5:00 pm

Route 40 - Travels between Sierra Madre Villa (East Foothill Boulevard) and Old Pasadena (Raymond Avenue) via Orange Grove Boulevard and Villa Street. Direct connection to the Sierra Madre Villa Gold Line Station (pulls into the station), and it is a short walk to the Memorial Park and Allen Stations. The stops at Villa and Lake are one block from the Lake Station.

Service Hours

Monday - Friday: 7:00 am to 8:00 pm

Saturday: 11:00 am to 8:00 pm

Sunday: 11:00 am to 5:00 pm

Route 50 - NEW ROUTE! Provides weekday service to

“It is important to have transportation you can afford and that is good.”

the Linda Vista area, Art Center College of Design, Old Pasadena, the Civic Center area, the Rose Bowl, the future Art Center campus in southern Pasadena, and AM & PM peak hour service to/from JPL. Directly serves the Memorial Park, Del Mar, and Fillmore Gold Line stations.

Service Hours

This shuttle will operate to/from JPL once an hour from 7:00 am to 10:00 am and 5:00 pm to 8:00 pm
Monday – Friday: 7:00 am to 8:00 pm

Route 60 - NEW ROUTE! Provides peak hour weekday service in the East Pasadena and upper and lower Hastings Ranch area between North Altadena Drive and Michillinda Avenue by way of Foothill Boulevard, Hastings Ranch Drive and Sierra Madre Boulevard. Commuter connections to the Gold Line at the Sierra Madre Villa Gold Line station.

Service Hours

Monday – Friday: 6:00 to 9:00 am & 4:00 to 8:00 pm

■ **Pasadena (ARTS) Bus**

Pasadena Public Works and Transportation Dept.

City Hall, Room 212

100 N. Garfield Ave.

Pasadena, CA 91101

(626) 744-4055

www.ci.pasadena.ca.us/trans/transit/trans_arts.asp

Metro Gold Line (Light Rail)

Metro Gold Line – scheduled to open in July 2003. The Pasadena Gold Line Light Rail is a major component in the proposed 400-mile Los Angeles County rail transit system. The 13.6-mile Pasadena extension links Pasadena with South Pasadena, Highland Park, Lincoln Heights, Chinatown and downtown Los Angeles.

Six stations serve riders in Pasadena - Fillmore Street; a Transportation Center and park-and-ride facility at Del Mar Boulevard; Memorial Park at the Holly Street Village Apartments; Lake Avenue; Allen Avenue; and Sierra Madre Villa in East Pasadena, which includes a park-and-ride facility. Pasadena ARTS bus routes serve every station. (see page 9)

Plans are for trains to run 6:00 am to 1:00am daily at every eight to 10 minutes during rush hour and every 15 to 30 minutes during slower periods.

Self-service ticket machines will be available on the boarding platforms. The fare is \$1.35 a trip, with discounts for seniors. Transfers are 25 cents. You may pay with tokens, coins (no pennies) or one- or five-dollar bills. The machine prints a ticket and makes change.

Riders must hold onto their tickets. There are no

“Transportation is a basic responsibility of a community and should be affordable and sustainable.”

conductors to collect tickets or gates to pass through. On board, police check to see that passengers have valid tickets or passes. If someone cannot show proof of payment, the police may issue a citation and fine.

There are special discount fares for seniors. The reduced price of a monthly pass is \$12 (more than a two-thirds discount). The reduced cost of an EZ Transit Pass is \$29 (a 50% discount).

To qualify for the Metro senior discount, riders must be between the ages of 62 and 65 and not employed full-time, or over the age of 65. They must also have one of the following to show proof of age: DMV Senior Citizen ID Card, Medicare ID Card with matching photo identification; LA County Senior Citizen Care; or other form of photo identification showing proof of age. Metro also issues its own Senior Citizen ID Card through any of its Metro Customer Centers.

For more information about how to apply for reduced fares programs, call the Metro Reduced Fare office at 213-680-0054.

Specialized Transportation

Specialized transportation services, also called paratransit services, are available to those who don't

drive and cannot use regular public transit because of difficulties getting to transit stops or boarding buses. Two services are available in Pasadena—Pasadena Dial-A-Ride and Metro Access Services.

Pasadena Dial-A-Ride

Dial-A-Ride is members only service offering shared-ride, curb-to-curb, wheelchair-accessible van transportation throughout Pasadena, Altadena, San Marino and the East San Gabriel portion of Los Angeles County. It is available to all residents age 60 or older and to those under 60 who have a physical, psychological or developmental disability certified by a physician. Reservations can be made from 1 day to 2 weeks in advance.

Pasadena Dial-A-Ride may be used for any purpose. Rides cost 50 cents each way. An escort may accompany the rider at no charge.

■ Pasadena Dial-A-Ride

Public Works and Transportation Department

Pasadena City Hall, Room 212

100 N. Garfield Ave.

Pasadena, CA 91101

For information or an application, call (626) 744-4094 or visit your local senior center, senior residential office disabled service agency, library or hospital. You must be a registered member of Dial-A-Ride, which is a two-week process.

Service and reservation hours:

7 am - 9 pm Monday - Friday

9 am - 7 pm Saturday

7 am - 7 pm Sunday

9 am - 7 pm Christmas Eve, New Year's Day and the day after Thanksgiving

No service on Memorial Day, Labor Day, Veteran's Day, Thanksgiving Day and Christmas Day.

Access Services

Access Services offers shared-ride, curb-to-curb van and taxi transportation for persons who cannot use regular bus or train service because of a disability. Eligibility is determined through certification interviews with Access Services representatives, first

"I depend totally on the van. It is my salvation."

during a telephone pre-screening call then at a local certification site. The agency provides free transportation to and from the interview site, and the registration process takes 4 weeks to complete.

Access Services may be used for any purpose. The service is available 24 hours a day, seven days a week, for travel throughout Los Angeles County in areas that are served by MTA (Metropolitan Transit Authority). Fares are based on distance traveled and range from \$1.80 one way for distances up to 19.5 miles to \$2.70 one way for distances over 20 miles. For the same fare, an escort may accompany the rider. The rider will be told what the fare will be when making the reservation.

■ **Access Services, Inc. (ASI)**

(800) 827-0829

(800) 827-1359 for hearing or speech impaired

Taxi Cabs

Taxi Vouchers

Pasadena-area taxicab companies who are contracted with MTA and the International Institute of Los Angeles - Immediate Needs Transportation Program provide rides to people of any age who have a

“Cab drivers are very caring.”

transportation need and use taxi vouchers to defray fare costs. The vouchers, which are paid for by LA County, are valued at \$7 each (good for 2.8 miles) and are available to those who have exhausted all other transportation options. They are distributed on a first come first serve basis to those with immediate needs for transportation. A person may receive 4 vouchers per month at a value of \$28.00. Only two (2) vouchers may be used per one-way ride regardless of the total fee for the trip.

For more information and distribution centers, contact:

■ **International Institute of Los Angeles
Immediate Needs Transportation Program**

10180 East Valley Boulevard

El Monte, CA 91731

(626) 452-9421

San Gabriel Transit

Located in San Gabriel, CA, San Gabriel Transit offers wheelchair assistance to those who call three hours in advance to reserve the taxi. They serve the greater Los Angeles area, exclusive of downtown LA. The cost is \$1.80 per mile plus an additional \$1.90 to start the taximeter. To reserve a taxi, you can call San Gabriel Transit at (626) 350-8100.

Private Transportation

Many senior communities, nursing homes, senior care facilities, and Adult Day Services offer transportation to their clients and/or residents. Some facilities have a very structured transportation program with scheduled rides to grocery stores and special outings planned each week, while other facilities are more flexible with their transportation services, offering rides to almost anywhere the client wishes to go.

An example of one of these facilities is the Monte Vista Grove Homes. They supply daytime transportation services to residents of Monte Vista through scheduled rides at their main office.

If you or a senior you know is a resident of a senior community or nursing home, client of a senior care facility or a member of an Adult Day Service program, you could ask one of the staff if transportation services are provided. If the facility does not offer transportation services privately, they may contract with other organizations that do provide transportation.

Personalized Transportation

PasRide

Developed as a pilot program by the Beverly Foundation, PasRide accomplishes two goals:

- (1) provides senior friendly transportation and
- (2) provides a model of a Supplemental Transportation Program for seniors (STPs) that other communities across the country can adapt.

Beginning July 1, 2003, Intervale Senior Services became the permanent site of PasRide and is offering the program as part of its menu of senior services.

PasRide is available to seniors who are age 65 and above and live in the Greater San Gabriel Valley (including but not limited to: Pasadena, Arcadia, South Pasadena, Alhambra, San Marino, Glendale, Eagle Rock, and Altadena). It is designed for adults who no longer drive and have difficulty using the local bus system, Dial-a-Ride and Metro Access Programs. The program complements existing transportation options.

To participate in the program, each rider identifies his or her own volunteer driver or volunteer drivers. This could be a family member, friend or neighbor, for example. Rides can be provided for any purpose. The volunteer driver can take the rider to the doctors, to the hair salon, to a friend's home... anywhere the rider needs or wants to go. Rides are scheduled directly between riders and volunteer drivers.

“I want to be able to get to the essential place and to the fun things in life.”

PasRide will reimburse the rider, who then, provides their volunteer driver(s) with the reimbursement.

If you would like more information, or would like to register with PasRide please contact:

■ **YWCA San Gabriel Valley**

1647 West Garvey Avenue North
West Covina, CA 91790
(626) 960-3773

CareVan, Inc.

CareVan is a personalized transportation service that offers door-through-door assistance, escorts upon request and special assistance to those using wheelchairs. Transportation is available Daytime and Evening from 5am - 10pm for a flat rate of \$40 for a round-trip plus \$1.50 per mile. CareVan prefers that customers make reservations 2 days in advance, however rides can be requested the same day as needed with the understanding that transportation is not guaranteed.

If you would like more information, or would like to make reservations please contact:

■ **CareVan, Inc.**

1847 Dan Street
Glendale, CA 91201

(818) 502-0353

“Transportation needs to be adaptable in an urgent situation.”

True/False Quiz

So how well did you do? The following are answers to the Quiz questions found on page 1.

- ① **T** According to the National Highway Traffic Safety Administration about 75% of the people over aged 65 have a valid drivers license which makes it legally possible for them to drive their cars.
- ② **F** While some Dial-A-Ride services also function as ADA services (which have specific eligibility requirement) many dial-a-ride programs serve community residents regardless of health and disability status.
- ③ **F** According to recent research, people age 70-74 have a life expectancy of at least 18 years. On average, they can expect to driver 11 of these years and depend on other transportation for the reminder of the lives.
- ④ **T** According to the National Personal Transportation Survey 3% of the population uses public transportation.
- ⑤ **F** Funding for pubic transit is provided from the US Department of Transportation and frequently matched by local communities. However, communities are not required to provide public transit.
- ⑥ **F** The Internal Revenue Service exempts reimbursement for mileage to volunteer drivers as reportable as taxable income.

- ⑦ **T** Generally, a volunteer driver's insurance policy is the "first line of attack" in the event of a crash during the course of driving a person on a volunteer rather than a paid basis.
- ⑧ **T** According to the US Department of Transportation adults age 65+ have the highest pedestrian death rate than any other age group, even children. The reason is that they are physically frail, which makes them more prone to a serious injury and more difficult for them to recover.
- ⑨ **T** The 85+ population is expected to increase from 4.4 million in 2000 to 5.7 million by 2009, a 29.5% increase.
- ⑩ **F** According to the Community Transit Association of America, while 30% of the population resides in rural America, only 6% of the federal transportation dollars are allocated to rural communities.

For more information about Supplemental Transportation Programs for seniors (STPs), please visit the Beverly Foundation online at:

www.beverlyfoundation.org

For additional resource materials, please visit the AAA Foundation for Traffic Safety at:

www.aafts.org

Transportation Facts

- In 2000, close to 35 million Americans were aged 65 and above, comprising 12.4% of the nation's total population. The 85 years and above age segment comprised over 4 million Americans or 12.1% of all seniors.
- Only 3% of those 65-74 have chronic conditions that restrict them to traveling within their own neighborhoods.
- The majority of seniors are aware of their limitations and self-regulate their driving to reflect their driving ability by driving less and avoiding night time or bad weather driving, for example.
- Most transit systems provide specialized paratransit services. Collectively, they provide more than 70 million trips per year.
- On average, not more than 18% of those eligible for service are registered for specialized transportation in mid-sized cities; in large size cities, the corresponding figure is 22%.
- Riders who use paratransit rarely make more than 40% of their trips on these systems.
- An estimated 3.4 million Americans depend on Medicaid transportation to get to doctors and medical appointments (roughly 10% of the covered population).

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NOTES