

# Navigating Local Transportation with Confidence



Thursday, December 12, 2024  
Online via Zoom  
Charlene Tonai Din

Copyright © 2006-2024 by Keiro Services.



# For Today's Class...

- Please turn your camera ON
- Mute when you are not speaking
- Recording and screenshots



# Hi! I'm Charlene Tonai Din.

- Program Associate
- Joined Keiro in August, 2024 and involved in JA community since childhood
- Involved in:
  - Quality of Life Classes
  - Community Events
- From Oakland → LA

*Ucla*



# Our Mission

*"To enhance the quality of senior life in Our Community"*

*How we deliver our mission is evolving*





# What Does Keiro Do?

*Older Adults*



*Caregivers*



*Community*





# Navigating Local Transportation with Confidence



# Disclaimer:

I cannot recommend particular services, however I will share the range of alternative transportation options that I have researched.

May go slightly longer than the time we have allotted, however, the recording will be shared with all registrants.

# Inspiration Behind Class

## Keiro Community Needs Survey 2023

Keiro conducted a survey in summer 2023 to assess the needs and preferences of older adults and caregivers as part of an ongoing commitment to better understand the evolving needs of Our Community.

What **PROGRAMS** or **SERVICES** would be most beneficial in navigating your **AGING JOURNEY?** (for respondents or their loved ones)



58%

Social programs hosted at Japanese American community centers



58%

Transportation services



51%

In-home support with activities of daily living



50%

In-home support with instrumental activities of daily living

- 2023 Community Needs Survey
- Transportation in our service areas can be a significant barrier
- My personal connection with, moving from Oakland to LA

# Today's Objectives

---

- ❑ Understand how alternative forms of transportation expand your choices for getting around
- ❑ Learn about the local transportation services available to you
- ❑ Identify how to navigate local routes with the resources provided

# Outline

---

1. Reasons to consider alternative forms of transportation
2. Overview of transportation resources
3. Finding what's right for you

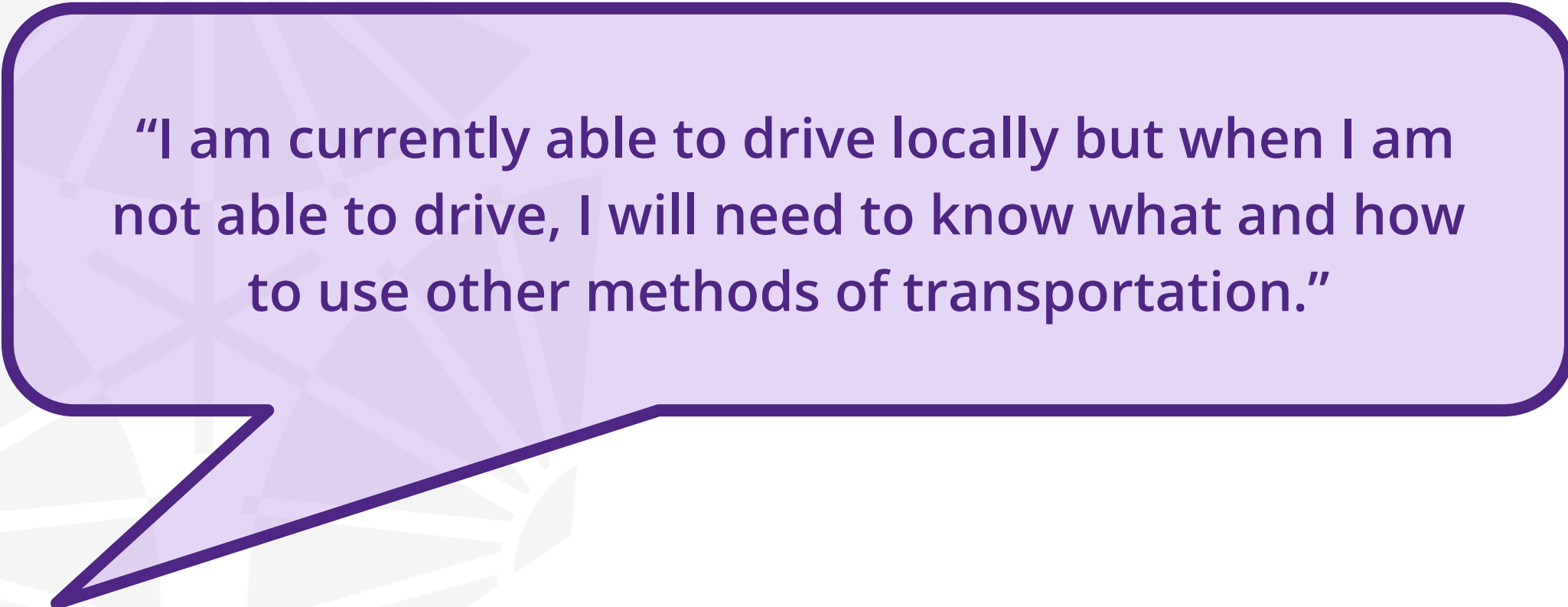
# Why consider alternative forms of transportation?



# Possible Benefits

---

- Reduce physical & mental strain
- Address vision and hearing changes with alternative options
- Decrease financial burden with cost-effective options
- Take preventative action and maintain autonomy



“I am currently able to drive locally but when I am not able to drive, I will need to know what and how to use other methods of transportation.”

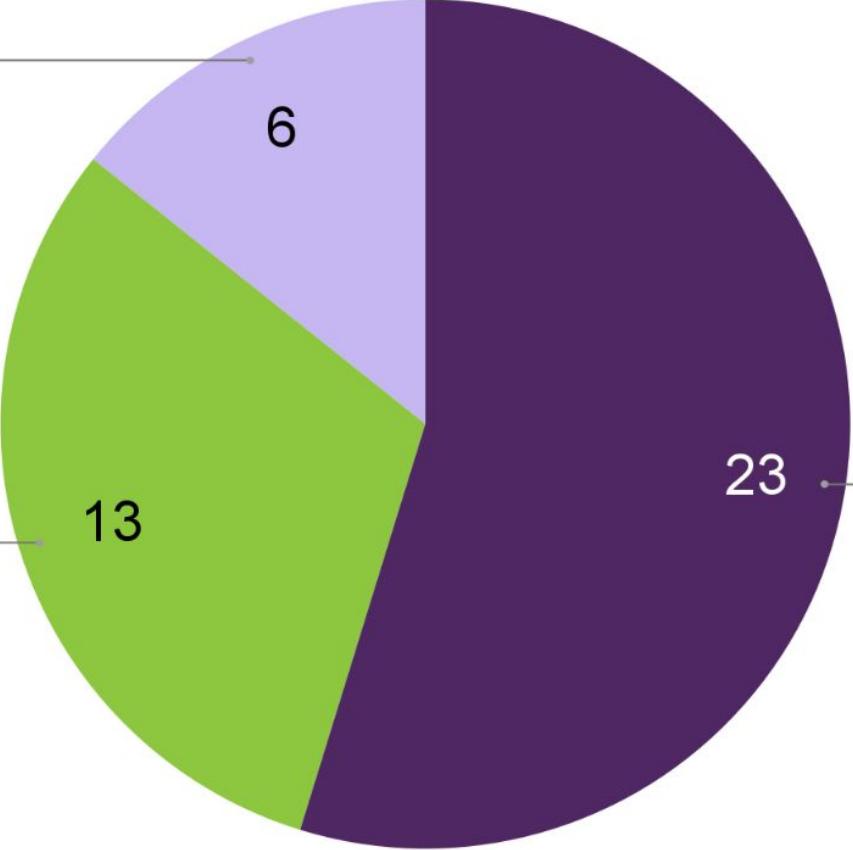
Registrant for This Class

**Registrants' Responses to: "Do you currently use other navigation options such as shuttles for older adults, rideshare apps, and public transportation to navigate your community?"**

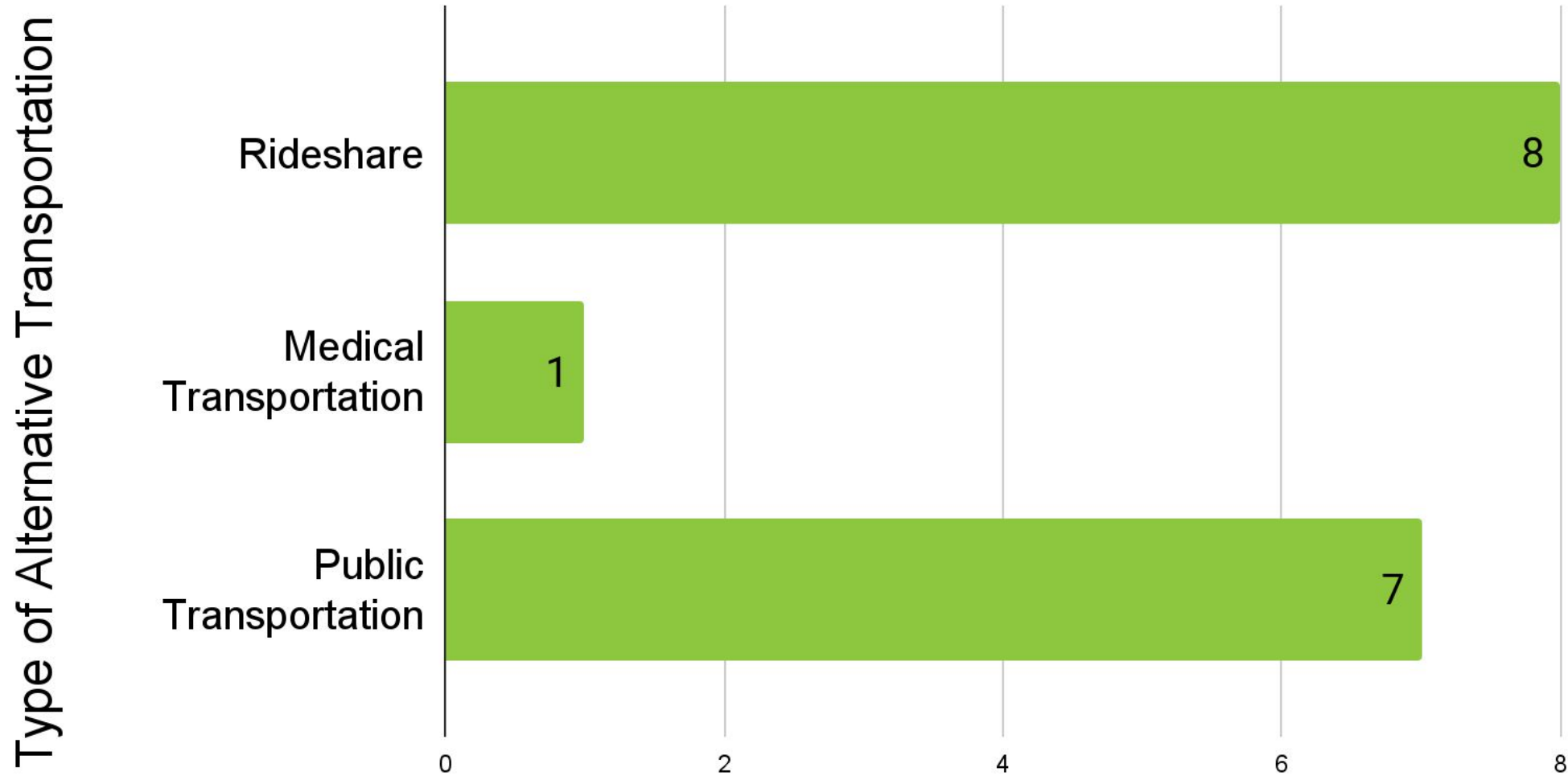
No Response  
14.3%

Yes  
31.0%

No  
54.8%



## Count of Alternative Transportation Used by Registrants Who Use(d) Alternative Transportation



## How confident do you feel in your knowledge regarding local transportation methods that may include shuttles for older adults, rideshare apps, and public transportation?

Neutral

9.5%

Somewhat Confident

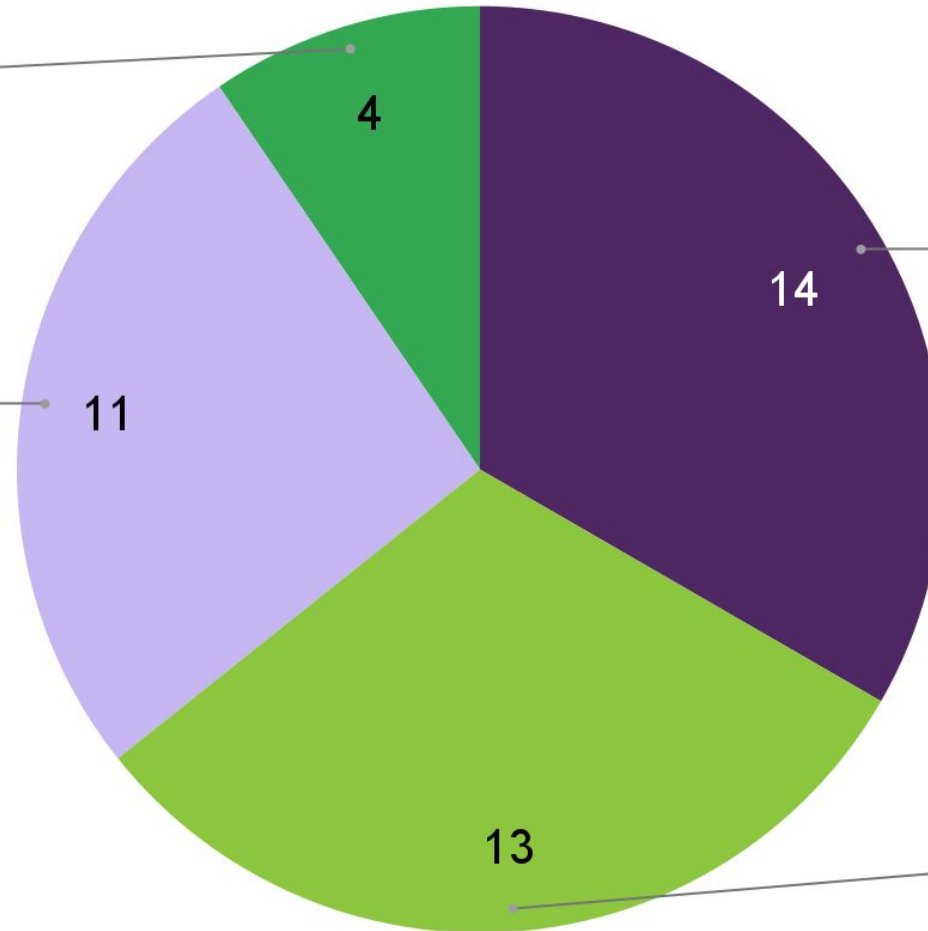
26.2%

Somewhat Unconfident

33.3%

Highly Unconfident

31.0%



**64%** (27/42) of registrants are either somewhat or highly unconfident in their knowledge regarding local transportation methods



# Overview of Transportation Resources

# Supplemental Document

[\[keiro.org/qoltransportationdoc\]](https://keiro.org/qoltransportationdoc)

(includes information & links for this class)



# Rideshare Apps

Rideshare: travel in a private vehicle driven by its owner, free or for a fee, especially as part of an arrangement made using a website or app.

Oxford Languages

# Rideshare: Overview

- Major Rideshare Apps: Uber and Lyft
- Resources for Each App
  - Share location with a contact
  - Lyft: [Women+](#) a free program to connect women & nonbinary riders & drivers
- How To Resources included in supplemental document
  - [How to Use Lyft by TechInsider Video](#)
  - [How to: In-App Safety Features Video](#)
    - Includes sharing your location, canceling a ride, check in, and emergency call
  - [How to Use Uber by TechInsider Video](#)
  - [How it Works - Share Status Video](#)
    - Includes how to share the status of your ride

# Rideshare: Best Practices

- Ride with an experienced friend or loved one before solo trips
- Double check your starting location and destination when booking
- Notify emergency contact that you're taking the trip beforehand & share location with them during ride (see supplemental doc)
- Verify the driver's name, car's make, model, & color
- Before you are at your destination and as you leave the vehicle, make sure you have all your belongings

# Rideshare: Pros and Cons

## Rideshare Cons:

- Expenses can add up
  - Roundtrip Pasadena Buddhist Temple ⇔ Pasadena Kaiser (32 min, 14 miles)
    - \$24 one-way, \$48 roundtrip
    - Nearly \$50 for a round trip ride can be unreasonable and out of budget for many people
- Entrusting someone to drive you can feel and be unsafe

## Rideshare Pros:

- Save on Car Expenses and Risks
  - Annual cost of car insurance for a 70-year-old driver: \$1,839 ([insure.com](https://www.insure.com)).
  - Cost of gas, risk of accidents, and parking challenges that come with driving
- Convenience of rideshare allows you not to worry about risks associated with driving
- Splitting the ride with others lowers the cost per person

# Rideshare Demo



# Are Rideshare Apps Overwhelming or Too Much of a Hassle?

# Rideshare: Assistant Services

- Overview:
  - Subscription service
  - Can book a ride by calling or arrange a ride for a loved one
  - Monthly fees on top of ride fare
    - Depending on coverage of service can range from \$10 to hundreds of dollars
  - Example Services:
    - [GoGo Grandparent](#)
    - [Arrive Rides](#)



# Shuttles

# Shuttles: Overview

---

- Shuttles for Older Adults
- Access - ADA Complementary Paratransit
- Non-Emergency Medical Transportation and Non-Medical Transportation



# Shuttles for Older Adults

# Shuttles for Older Adults: Overview

- Public transit services for older adults (usually 60-65 & older) or people under 60 w/ disabilities
- Provide curb-to-curb service, drivers cannot physically assist passengers
- Shared ride van service to any location within service area
- Fare: roughly free to \$4.00 & hours vary by service area
- Need reduced fare TAP card
- Appointments are required



image:

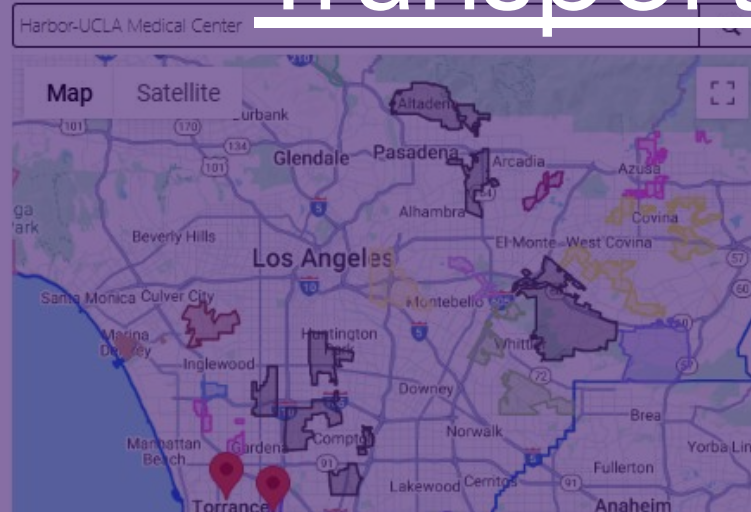
<https://www.ci.commerce.ca.us/home/showpublishedimage/3647/637825262620870000>

# Shuttles for Older Adults: Services by County

- Internet search: “senior transportation your city or county”
- LA County: [Senior and Disabled Transportation Services](#)
- Ventura County: [Paratransit/Dial-A-Ride](#)
- Orange County: [Senior Mobility Program - Orange County Transportation Authority & Facts Sheet with Participating Cities](#)

contact service or read brochure for more details on services provided

## -SERVICES



- Service Areas**
- AGOURA HILLS  
ALONDRA PARK / DEL AIRE / EL CAMINO VILLAGE  
ALTADENA/EAST SAN GABRIEL/KINNELO MESA  
AVOCADO HEIGHTS/ BASSETT/HACIENDA HEIGHTS  
AZUSA/ CITRUS/ GLENDORA  
CALABASAS/ EAST MALIBU/TOPANGA CANYON  
CARSON/LONG BEACH  
CHATSWORTH/WEST HILLS/KAGEL CANYON  
EAST LOS ANGELES/CITY TERRACE/BELVEDERE GARDENS  
LA CRESCENTA / MONTROSE

- > Eastern Region
- > West/Central Region
- > Southern Region
- > Northern Region
- > Santa Clarita Region
- > Antelope Valley Region

# SERVICE REGIONS

## Access Services



# Access Overview



- Public transit for functionally disabled individuals
- Curb-to-curb shared-ride service
- Different categories of eligibility: [General Access eligibility](#), [OC Access eligibility](#)
- Requires in-person assessment
- Requires Access Rider Identification Card
- One way trips \$2.75-\$3.60 (as of 12/2024)

# Shuttle and Access Safety

- Both are NOT a medical transportation service, which provides specialized transportation with medically trained professionals
- Personal Care Attendants usually do not have to pay a fare on for services as long as such is indicated during booking
- Make sure you have the services' safety line saved to your contacts - most can be found within riders guides
- Contact services for more information



# Non-Emergency Medical Transportation and Non-Medical Transportation

# Non-Emergency Medical Transportation (NEMT) & Non-Medical Transportation (NMT)



- Free transportation to appointments covered by Medi-Cal
- Non-Emergency Medical Transportation (NEMT):
  - Transportation by ambulance, wheelchair van, or litter van for those who cannot use public or private transportation ([DHCS](#))
- Non-Medical Transportation (NMT):
  - Transportation by private or public vehicle for people who do not have another way to get to their appointment ([DHCS](#))
- Discuss with Health Care Provider for more information
- Can be door-to-door

# NEMT & NMT: Programs

Available through:

- [Kaiser](#)
- [LA Care](#)
- [Health Net](#)
- [Molina](#)
- And more, contact your health care provider or social worker to find out if this service is right for you

[OC Office on Aging's:](#)

[Senior Non-Emergency Medical Transportation \(SNEMT\) Program](#)

- County run program providing low cost transportation to & from health related trips.

# Private NEMT Agency Examples

- Equipped with lifts and ramps
- Also door-to-door service
- Examples:
  - [Ride With Us Transportation](#)
    - Services Los Angeles County
  - [Care 22 – Medical Transportation](#)
    - Services Orange County



# Shuttles for Older Adults: Databases

## Local Transit Services Directory from Access

- Primarily covers LA and Ventura County
- Matches an individual's location with available accessible transportation
- Provides helpful information like application and website links, in a clear and concise manner

## Ride In Sight Database

- Comprehensive directory of transportation options in your area
- Results primarily include non-emergency medical transportation

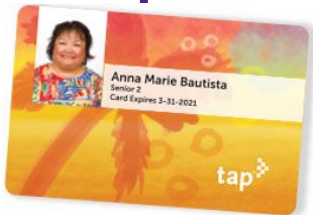
# Public Transportation Options



# Public Transportation: Options & Benefits for Older Adults

## LA County:

- Metro Rail, Metrolink, Metro Micro, Buses, Dial-A-Ride
- Reduced Fare Tap card for Seniors 62+/ Medicare/ Customer with Disability
  - Apply in person or online
- On the Move Riders Program
  - Contact: 213.922.2002 or email at [onthemove@metro.net](mailto:onthemove@metro.net)



## Ventura County:

- Gold Coast Transit (formerly SCAT), VCTC Intercity, Amtrak, Metrolink, Dial-A-Ride

## Orange County:

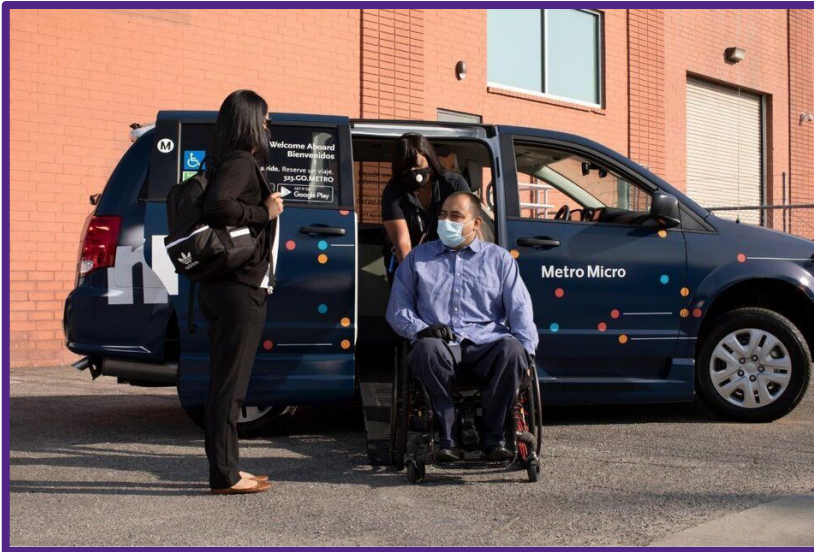
- OC Bus, Senior Mobility Program (comparable to Dial-A-Ride)
- Senior & Disabled Fares for OC Bus
- Senior Non-Emergency Medical Transportation (SNEMT) Program

# Public Transportation: Best Practices

- Talk to others to determine the best routes in terms of convenience, safety, etc.
  - Ride during times with other riders around
  - Check schedules of each transit
- Travel with others if possible
- LA Metro: [Safety Measures](#)
  - Metro Watch App
- Plan out your trip using Map site or App
  - [Google Maps](#)
  - [Apple Maps](#)
  - [Rome2Rio](#) - includes price comparison

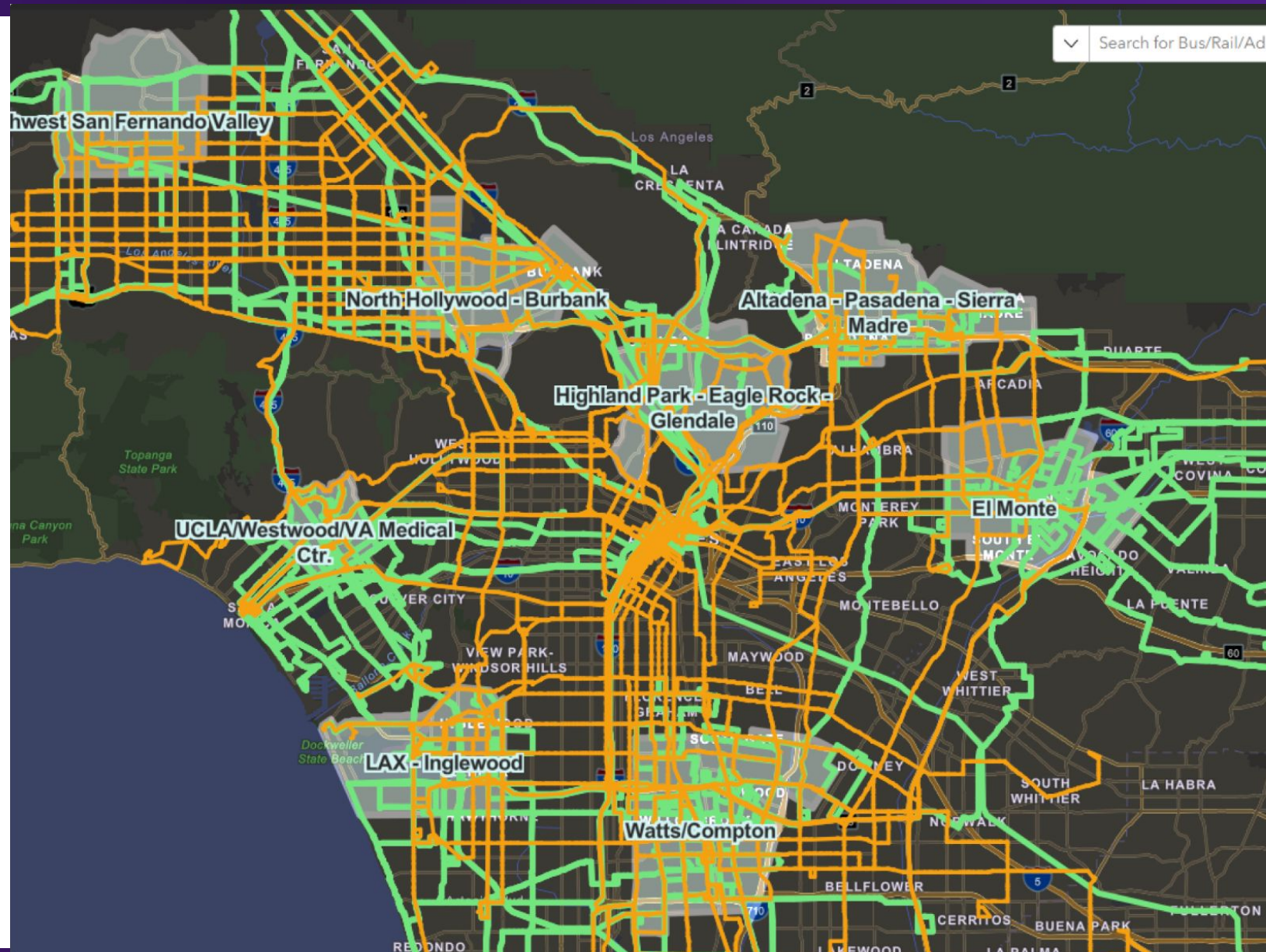


# Metro Micro



# Service Areas:

- Altadena/Pasadena/Sierra Madre
- El Monte
- Highland Park/Eagle Rock/Rock/Glendale
- LAX/Inglewood
- North Hollywood/Burbank
- Northwest San Fernando Valley
- UCLA/Westwood/VA Medical Center
- Watts/Compton



# Metro Micro Demo



# On the Move Riders Program

## Lilly Ortiz



South Bay Group at Keiro no Hi



# Determining What Transportation is Right for Your Route

# Questions to Ask Yourself

---

- How are the following variables for the transportation options I'm considering and how important are each of them to me?
  - Length of route
  - Safety
  - Convenience
  - Cost
  - Availability / Service Hours
  - Eligibility
- More self-reflection questions are included at the end of the supplemental document

Poll: Would you be interested in a follow up immersive/in-person class where we teach you how to use alternative transportation?



# Revisiting Today's Objectives

- ✓ ☒ Understand how alternative forms of transportation expand your choices for getting around
- ✓ ☒ Learn about the local transportation services available to you
- ✓ ☒ Identify how to navigate local routes with the resources provided

# Keiro's Call to Action

---

1. Review & Implement what you learned
  - a. Connect with others who use alternative transportation
    - i. (Keiro Programs staff, On the Move Riders Program, community members, loved ones)
  - b. Plan out a route using alternative transportation
2. Share what you learned with others
3. Provide your feedback!
  - a. [keiro.org/qoltransportationeval](https://keiro.org/qoltransportationeval)



# Keiro Quality of Life Classes

January 2025

- **Supporting Independence**  
with Alzheimer's Association  
Thursday, January 9, 2025 | 2:00 - 3:00 p.m.
- **Addressing Hearing for Better Health**  
with Angelica O'Boyle, AuD, CCC-A, FAAA  
Thursday, January 16, 2025 | 2:00 - 3:00 p.m.

Visit [keiro.org/qol](https://keiro.org/qol) to register for FREE and for class descriptions.



# Will you Join us?

*Help Keiro Improve the Quality of Senior Life*



Visit our Website:  
[keiro.org/support](https://keiro.org/support)

Follow us on Social Media:  
[@KeiroConnect](https://www.instagram.com/KeiroConnect)



Any Comments or Questions?



Thank you so much!