



Navigating Local Transportation with Confidence

As we age, understanding our transportation options can be a great way to preserve our autonomy, especially as physical and cognitive changes begin to impede our ability to drive safely. Below, you will find a variety of alternative transportation options available in Los Angeles, Orange, and Ventura counties including rideshare apps, shuttles, and public transportation.

Rideshare: Best Practices

- Double check your starting location and destination
- Notify emergency contact that you are taking the trip beforehand and share your location during the ride (see resources below)
- Before you are at your destination and as you leave the vehicle, make sure you have all your belongings
- Lyft Resources
 - [How to Use Lyft by TechInsider Video](https://youtu.be/HobCUu4WViQ?si=FtLrZ17lbq3oBFYJ) (youtu.be/HobCUu4WViQ?si=FtLrZ17lbq3oBFYJ)
 - [How to: In-App Safety Features Video](https://youtube.com/watch?v=5nr_x96aTqk) (youtube.com/watch?v=5nr_x96aTqk)
 - Includes sharing your location, canceling a ride, check in, and emergency call
- Uber resources:
 - [How to Use Uber by TechInsider Video](https://youtu.be/D8HI7Bg4Dqw?si=nVuYmQFkafW4zwOs) (youtu.be/D8HI7Bg4Dqw?si=nVuYmQFkafW4zwOs)
 - [How it Works - Share Status](https://uber.com/us/en/ride/how-it-works/share-status/) (uber.com/us/en/ride/how-it-works/share-status/)
 - Includes sharing your trip status

Rideshare: Assistants

- [GoGo Grandparent \(gogograndparent.com\)](https://gogograndparent.com): Subscription ride and delivery operator service for older adults
 - Reserve rides through ride-sharing companies without a smartphone, app, or computer
 - Can be used for grocery orders, meals, and prescription drug delivery
 - Monthly plans range from: \$11.72, \$20.49, \$81.99, and \$409.99 (as of 12/2024)



- [Arrive Rides \(arriverides.com/how-it-works/\)](https://arriverides.com/how-it-works/): A phone concierge service for senior transportation on-demand.
 - Works similarly to *GoGo Grandparent*
 - \$10 per month plus ride fare (as of 12/2024)

Shuttles for Older Adults: General Overview

- Paratransit services for older adults (usually 60-65 & older, depending on service region) who are functionally able-bodied or functionally disabled
 - Also serves people under 60 who are functionally disabled
- Provide curb-to-curb service, drivers cannot physically assist passengers
- Shared ride van service to any location within service area
- Fare: roughly ranges between free and \$4.00 per ride (as of 12/2024)
- Appointments are required
- Hours vary by service area
- Some offer services a few miles outside of outline, contact service or read brochure for more details on service area
- Shuttles for Older Adults Services by County
 - LA County: [Senior and Disabled Transportation Services \(pw.lacounty.gov/transit/DAR.aspx#pageTitle\)](https://pw.lacounty.gov/transit/DAR.aspx#pageTitle)
 - Ventura County: [Paratransit/Dial-A-Ride \(goventura.org/getting-around/paratransit-dial-a-ride/\)](https://goventura.org/getting-around/paratransit-dial-a-ride/)
 - Orange County: [Senior Mobility Program - Orange County Transportation Authority \(octa.net/programs-projects/programs/senior-transit-programs/senior-mobility-program/\)](https://octa.net/programs-projects/programs/senior-transit-programs/senior-mobility-program/)
 - [Facts Sheet with Contacts for Participating Cities \(octa.net/pdf/smp_facts.pdf\)](https://octa.net/pdf/smp_facts.pdf)
 - Also find services with an internet search like: "senior transportation [your city or county]"

Access Overview

- For functionally disabled individuals
- Curb-to-curb shared-ride service
- Requires Access Rider Identification Card
- Schedule rides one day in advance, can schedule 1-6 one-way trips per call
 - OC Access has same-day service
- As a shared ride service your travel time will be similar to that of a fixed-route bus, not a car or taxi
- One-way trips \$2.75-\$3.60 (as of 12/2024)
- Two different programs: Access and OC Access (links below)

Founded in 1961, Keiro improves the quality of life for older adults and their caregivers in the Japanese American community of Los Angeles, Orange, and Ventura counties. For more information, visit keiro.org.



- [Access \(accessla.org/riding_access/overview.html\)](https://accessla.org/riding_access/overview.html)
 - Provides service within ¾ mile of LA County fixed-route bus and rail lines, same schedule as most buses
 - Extends into *portions* of San Bernardino, Orange, and Ventura counties
 - [Access Eligibility \(accessla.org/riding_access/gaining_eligibility.html\)](https://accessla.org/riding_access/gaining_eligibility.html)
 1. Determine Eligibility
 - a. [Application Packet](#)
 - ii. [Click here to access the packet](#)
 - b. [ADA Paratransit Eligibility: How To Make Your Case \(dredf.org/wp-content/uploads/2018/01/paratransit-elig.pdf\)](https://dredf.org/wp-content/uploads/2018/01/paratransit-elig.pdf)
 - c. To find out if you're eligible for FREE transportation through Access, please call (800)-883-1295.
 2. Obtain Access ID Number
 - a. Apply [online](#)
 - ii. [Click here to apply for Access ID Number](#) or call 800.827.0829 (option 1)
 3. Schedule an In-Person Transit Evaluation
 4. Approval Process (receive in mail within 21 days after completing the Transit Evaluation)
 - [Access Rider's Guide \(accessla.org/sites/default/files/Rider's%20Guide_ENG.pdf\)](https://accessla.org/sites/default/files/Rider's%20Guide_ENG.pdf)
- [Orange County \(OC\) Access - Orange County Transportation Authority \(octa.net/getting-around/bus/oc-access/overview/\)](https://octa.net/getting-around/bus/oc-access/overview/)
 - Available to qualified applicants whose physical or cognitive limitations prevent them from utilizing the regular OC Bus fixed-route service.
 - [OC Access Eligibility \(octa.net/getting-around/bus/oc-access/faqs/\)](https://octa.net/getting-around/bus/oc-access/faqs/)
 - Review Eligibility page above
 - OC ACCESS Eligibility Phone: 714.560.5956, TDD 7-1-1
 - Hours: 8 a.m. to 5 p.m. Monday through Friday
 - Fax: 714.560.5914
 - Email: accesseligibility@octa.net



Non-Emergency Medical Transportation (NEMT) and Non-Medical Transportation (NMT)

- [California Department of Health Care Services Definitions:](#)
 - Non-emergency medical transportation (NEMT) is transportation by ambulance, wheelchair van, or litter van for those who cannot use public or private transportation.
 - Non-medical transportation (NMT) is transportation by private or public vehicle for people who do not have another way to get to their appointments.
- Example Providers of Free NEMT transportation to appointments covered by Medi-Cal:
 - [Kaiser](#)
 - [LA Care](#)
 - [Health Net](#)
 - [Molina](#)
 - And more. Contact your health care provider or social worker to find what works for you.
- [OC Office on Aging's: Senior Non-Emergency Medical Transportation \(SNEMT\) Program](#)
 - [Click Here for information on the program](#)
 - Transportation to older adults who are in need of low-cost transportation to & from medical appointments, dentists, therapies, exercise programs, testing and other health related trips.

Non-Emergency Medical Transportation (NEMT) Agency Examples

- Equipped with lifts and ramps
- Door-through-door service.
 - Can help you out of your home, onto a wheelchair or gurney, and get you to your appointment on time.
- Examples:
 - [Ride With Us Transportation \(ridewith-us.com/\)](http://ridewith-us.com/)
 - Services Los Angeles County
 - [Care 22 – Medical Transportation \(https://care-22.com/\)](https://care-22.com/)
 - Services Orange County



Shuttles for Older Adults: Databases

- [Local Transit Services Directory from Access](#)
 - [Click Here for information on the program](#)
 - Directory 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](#)
 - [Click here for information on the program](#)
 - Comprehensive directory of transportation options in your area
 - Results primarily include non-emergency medical transportation

Public Transportation for Older Adults

- [LA County Public Transportation \(metro.net\):](#)
 - Metro Rail, Metrolink, Metro Micro, Buses, and Dial-A-Ride
 - [Metro Micro Service Areas \(metro.net/micro/\)](#):
 - Altadena/Pasadena/Sierra Madre
 - El Monte
 - Highland Park/Eagle Rock/Glendale
 - LAX/Inglewood
 - North Hollywood/Burbank
 - Northwest San Fernando Valley
 - UCLA/Westwood/VA Medical Center
 - Watts/Compton
 - [Reduced Fare Tap card](#) for Seniors 62+/ Medicare/ Customer with Disability (www.metro.net/riding/fares/seniors/)
 - Apply in person or online
 - [On the Move Riders Program \(OTMRP\)](#) (www.metro.net/riding/move-riders-club/)
 - Works to empower older adults with the information and confidence to travel on fixed-route transportation, by providing one-on-one and/or group travel training, informational transit tours, and travel training workshops.
- [Ventura County Public Transit \(cityofventura.ca.gov/419/Public-Transit\):](#)
 - Gold Coast Transit (formerly SCAT), VCTC Intercity, Amtrak, Metrolink, Dial-A-Ride



- [Orange County Public Transit \(octa.net/programs-projects/programs/senior-transit-programs/overview/\)](http://octa.net/programs-projects/programs/senior-transit-programs/overview/):
 - OC Bus, Senior Mobility Program (comparable to Dial-A-Ride)
 - [Senior & Disabled Fares](https://www.octa.net/getting-around/bus/oc-bus/fares-and-passes/overview/senior-disabled-fares/) for OC Bus (<https://www.octa.net/getting-around/bus/oc-bus/fares-and-passes/overview/senior-disabled-fares/>)
 - [Senior Non-Emergency Medical Transportation \(SNEMT\) Program](http://www.octa.net/programs-projects/programs/senior-transit-programs/snemt-program/) (www.octa.net/programs-projects/programs/senior-transit-programs/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 \(www.metro.net/riding/safety-security/\)](http://www.metro.net/riding/safety-security/)
 - Metro Watch App
- Plan out your trip using Map site or App
 - [Google Maps \(google.com/maps\)](http://google.com/maps)
 - [Apple Maps \(beta.maps.apple.com/\)](http://beta.maps.apple.com/)
 - [Rome2Rio \(rome2rio.com/\)](http://rome2rio.com/) - includes price comparison
- See worksheet on next page



Determining What Transportation is Right for Your Route

- How are the following variables for the transportation options I'm considering and how important are each of them to me?

(Rank each variable based on importance and feel free to add your own)

- | | |
|--------------------------------|----------|
| ○ Length of route | 1. _____ |
| ○ Safety | 2. _____ |
| ○ Convenience | 3. _____ |
| ○ Cost | 4. _____ |
| ○ Availability / Service Hours | 5. _____ |
| ○ Eligibility | |

- Starting Location Address: _____

- Destination Address: _____

- Preferred Transportation Method(s): _____

- Steps to sign up and book a ride:

1. _____
2. _____
3. _____
4. _____
5. _____

- Is my route within this transportation options' service areas? _____

- Who can accompany me on this route? _____

- Who would know about this route? _____