



City of  
**Mountain View**

## AGE FRIENDLY MOUNTAIN VIEW SENIOR RESOURCE GUIDE



### TRANSPORTATION

- All information is subject to change
- Please call to confirm pricing

Revised December  
2023

## **ON DEMAND TRANSPORTATION – 24/7 TRANSPORTATION**

### **Lyft**

Need smartphone/computer: Yes (Account can easily be created online)

Hours of operation: 24/7

Scheduling: +/- 15 minutes

Cost & Payment: Minimum fare: \$5

(\$2.24 base fare + \$.40 per minute + \$.93 per mile + adjustment based on supply/demand) Check app or website for current rates.

Credit card via app

[www.lyft.com](http://www.lyft.com)

Third party tutorial:

<https://techboomers.com/p/lyft>

### **Uber**

Need smartphone/computer: Yes (Account can easily be created online)

Hours of operation: 24/7

Scheduling: +/- 15 minutes

Cost & Payment: Minimum fare: \$7.20

(\$2.20 base fare + \$.39 per minute + \$.91 per mile + adjustment based on supply/demand) Check app or website for current rates.

Credit card via app

Assistance: Uber Assist (May not always be available)

<https://www.uber.com/us/en/price-estimate/>

<https://www.uber.com/>

Third party tutorials:

<https://techboomers.com/uber> (through, w/videos)

### **GoGoGrandparent**

Need smartphone/computer: Regular cellphone

Hours of operation: 24/7

Scheduling: Around 15 minutes

Cost & Payment: \$0.27/minute on top of Uber or Lyft charges

Credit card

Number of riders: Up to 4

Wheelchair friendly: Yes, but must transfer yourself into car without assistance.

Membership required. Starting at \$9.99 per month.

<https://gogograndparent.com>

(855) 464-6872

### **Taxis**

Bay Area Yellow Cab

Cost & Payment: \$3 base fee + \$3 per mile + tip.

[Bayareayellowcab.com](http://Bayareayellowcab.com)

(650) 450-9955

(408) 444-5555

## **LOCAL TRANSPORTATION WITH SPECIFIC HOURS OF OPERATION**

### **VTA Access Paratransit**

Monday through Friday (EXCEPT holidays)

8:00 AM to 5:00 PM

Eligibility / Limitations: Eligible individuals with disabilities who cannot use conventional public transit service due to their physical, visual or cognitive disabilities. Application process. One Personal Care Attendant and a Service Animal may accompany an eligible customer at no additional charge.

Cost: 2x VTA Adult Bus fare (for eligible individual and companion)

The paratransit photo ID card qualifies customers for free service on VTA bus and light rail services.

Extra cost for same day service.

Deposit into account by Credit Card or check (balance must be positive)

Area: a ¾-mile area around VTA bus routes

Assistance: Yes

Wheelchair friendly: Yes

Hours of operation: 7/7, when VTA operates

Scheduling: 3hours for a pick-up on same day; 30 Minute Pick-Up Window. Call for current rates.

Best to call before 5pm on the day of scheduling.

[www.vta.org/getting-around/paratransit/accessibility-paratransit-service](http://www.vta.org/getting-around/paratransit/accessibility-paratransit-service)

(800) 894-9908

(408) 321-2380

### **Medicare Advantage Plan**

Transportation services maybe available with your Medicare Advantage plan. Check your benefits advisor. Medi-Cal offers transportation to and from appointments for services covered by Medi-Cal. This includes transportation to medical, dental, mental health, or substance use disorder appointments, and to pick up prescriptions and medical supplies.



**Avenidas Door to Door**

Need smartphone/computer: No

Hours of operation: Monday through Friday with the earliest pickup at 8:15 a.m. and last pickup at 4:00 p.m.

Scheduling: at least 48 hours (and up to five weeks)

Same day service with Lyft can be requested for an additional fee.

Cost & Payment: Short Ride – 0-3.9 miles: \$15

Medium Ride – 4-7.9 miles: \$20

Long Ride – 8-12 miles: \$25

Additional Fees:

Same Day/On Demand: \$5.00

Same Day Cancellation: \$7.50

No-Show/Missed Ride: \$10.00

Monthly billing (check or credit card)

Number of riders: A spouse or a caregiver may accompany the rider at no additional charge

Area: 12 miles from San Carlos, Redwood City, Atherton, Woodside, Menlo Park, Portola Valley, East Palo Alto, Palo Alto, Los Altos, Los Altos Hills, Mountain View

Assistance: Yes

Wheelchair friendly: No

<https://www.avenidas.org/programs/door-to-door>

(650) 289-5411

**Silver Ride**

Scheduling: 24 hours at least

Cost & Payment: All pricing is quoted in advance and once completed; trips are automatically billed to a credit card on file or deducted from a pre-paid balance.

Assistance: Yes

<https://www.silverride.com/senior/>

(415) 861-7433

**RoadRunners Transportation**

Need smartphone/computer: No

Eligibility / Limitations: Transportation is provided for medical, dental, or any health related appointments, senior centers, local banks, beauty shops and markets.

Hours of operation: Monday - Friday (except holidays) 8:00 a.m. to 5:00 p.m.

Scheduling: One week in advance.

Same day will be scheduled with Lyft.

Cost & Payment: One-way costs: 0–1 mile: \$8 1–2 miles: \$10 3–5 miles: \$14.50 6–7 miles: \$19.00 8–10 miles: \$22.00 Additional stops: \$3.00. Lyft surcharge: \$3.00. Call for current rates.

Area: within a 10-mile radius of El Camino Hospital Mountain View or 10-mile radius of Los Gatos Hospital (excluding mountain geography).

Wheelchair friendly: No

[www.elcaminohospital.org](http://www.elcaminohospital.org)

(650) 940-7016

### **American Cancer Society (Road to Recovery)**

Need smartphone/computer: No

Eligibility / Limitations: Patients must be traveling to a cancer-related medical appointment.

Other eligibility requirements may apply.

Scheduling: It can take several business days

Cost & Payment: free

Wheelchair friendly: TBD

<https://www.cancer.org/treatment/support-programs-and-services/road-to-recovery.html>

(800) 227-2345

### **SPECIAL NEED TRANSPORTATION**

Use the yellow pages to find all relevant companies:

Expected costs: \$40 or more for a one way ride, depending on destination. Health insurances and Medi-care may cover part of the cost.

[www.yellowpages.com/search?search\\_terms=special+needs+transportation&geo\\_location\\_terms=Mountain+View%2C+CA](http://www.yellowpages.com/search?search_terms=special+needs+transportation&geo_location_terms=Mountain+View%2C+CA)"

### **PUBLIC TRANSPORTATION**

#### **511 SFBay**

For general information regarding transportation in the Bay area,

<https://511.org/>

Call 511

#### **Mountain View Community Shuttle**

Hours of operation: 10AM to 6PM (Monday through Sunday).

Monday through Friday: Every 30 minutes from 7AM to 7PM

Weekends and holidays: Every 60 minutes from 10AM to 6PM

Accessibility: wheelchair accessible & Bike Racks

Free

[Mvcommunityshuttle.com](http://Mvcommunityshuttle.com)

Maps <https://mvcs.tripshot.com/g/tmsSystemMap/TMSSystemMap.html>

<https://mvcommunityshuttle.com>

(855) 730-7433

#### **MTA**

Hours of operation: Depends on the line

Accessibility: Wheelchair accessible & Bike Racks

Cost: Seniors 65+ \$1 per ride or \$30 per month with a senior Clipper Card (Applications available at Mountain View Senior Center)

Special senior oriented programs: Night Stop closer to home (off peak hours) & Training sessions (daycations)

[www.mta.org/seniors](http://www.mta.org/seniors)

(408) 321-2300 or via 511

**Stanford Marguerite**

(Bus route to/from San Antonio Center-Stanford Mall)

Hours of operation: Different for various routes. Approximately 5:30am – 9:00 pm

Free

<https://transportation.stanford.edu/marguerite>

(650) 724-4309

**MVgo**

Hours of operation: Monday - Friday (except holidays) 6:30am – 10:30am and 3:00 – 7:30pm

Commuter schedules, with departures from Mountain View's Transit Center in the morning and returns starting in the afternoon

Accessibility: wheelchair accessible & Bike Racks

Free

<https://mvgo.org/>

(650) 933-2518

**Caltrain**

Accessibility: wheelchair accessible & Bike Racks

One way between \$1.60 to \$6.60 for trips **starting** in Mountain View (65+) with a Clipper Card

[www.caltrain.com/main.html](http://www.caltrain.com/main.html)

(800) 660-4287

Weekdays: 7 am - 7 pm /Weekends & Holidays: 8 a.m. - 5 p.m.

(650) 508-6448 (TTY)

**SENIOR DRIVER'S EDUCATION****Locally held classes****AARP**

Program: Driver Safety course

Resource type: Online & locally

[www.aarp.org/auto/driver-safety/](http://www.aarp.org/auto/driver-safety/)

(888) 687-2277

**AAA**

Program: Driver Improvement Courses & resources

Resource type: Online & locally

<https://exchange.aaa.com/>

(800) 723-1955

**California Highway Patrol (CHP)**

Age Well Drive Smart

Classes held locally

Free

[www.chp.ca.gov](http://www.chp.ca.gov)

Internet Driven

**Free online DMV practice tests in Partnership with San Mateo County Public Library**

Free online DMV practice test in English, Spanish & Russian.

Resource type: Online

Free

<https://smcpl.driving-tests.org/california/>

**Free Information and guides**

**United States Department of Transportation**

Information and tips for older drivers

Online Only

<https://www.nhtsa.gov/road-safety/older-drivers>

**California DMV**

Senior Guide for Safe Driving

Online

<https://www.dmv.ca.gov/portal/driver-education-and-safety/special-interest-driver-guides/senior-drivers/>

**Clearinghouse for Older Road User Safety (Chorus)**

Resources for Senior Drivers

Online

[www.roadsafeseniors.org/](http://www.roadsafeseniors.org/)

