



Together We Ride

 **OUTREACH**

MOBILITY MANAGEMENT CENTER

SENIOR MOBILITY GUIDE

Santa Clara & San Mateo Counties

April 2014

Table of Contents

Introduction	3
Santa Clara Valley Transportation Authority	4
San Mateo County Transit District	6
OUTREACH Mobility Management Center	7
Paratransit	8
Medical Transportation (Non-Emergency)	9
Volunteer Drivers	14
Community Programs & Shuttles	18
Senior Driver Safety Programs	22
Travel Training & Trip Planning	24
Taxi Services	26
Additional Resources	27
Contact Us	30

DISCLAIMER: *The information contained in this Mobility Guide is the most current available at the time of publication. Information is subject to change.*

Please contact us at (408) 436-2865 or via email at admin@outreach2.org regarding any additional or updated information.

Introduction

This mobility guide provides information about the wide variety of transportation resources available for every age and income bracket in



both Santa Clara and San Mateo Counties. Whether you're looking for public transportation, paratransit, volunteer drivers, or driver safety programs, this Mobility Guide will provide you with the information needed to understand and use the wealth of services accessible to you, your clients, and your loved ones.

Please do not hesitate to contact the OUTREACH Mobility Management Center at any time if you have further questions not answered in this guide.

Dial **(408) 436-2865** for information about all of your mobility needs.

Additional mobility and transportation resources are available online at www.outreach1.org. Click on the link labeled "**Community Search System**" to access over 200 different health and human service agencies throughout the greater San Francisco Bay Area.

Santa Clara Valley Transportation Authority

The Santa Clara Valley Transportation Authority (VTA) is an independent transportation district that provides sustainable, accessible, community-focused transportation options that are innovative, environmentally responsible, and promote the vitality of our region. All VTA buses, light rail trains and transit facilities are accessible. In addition to 3,700 bus stops, 62 light rail stations, and 15 transit centers, VTA provides a variety of additional mobility options:



- **Clipper:** Clipper is an all-in-one transit “smart card” that you can load transit passes and electronic cash value to use on Bay Area transit systems, including VTA, SF Muni, BART, AC Transit, Caltrain, SamTrans, and the SF Bay Ferry. The previously named RTC Discount Card is now a Clipper card. Clipper cards are offered at a discounted rate for seniors ages 65 and older.
- **Daycations:** This program was developed to help local seniors “get out and get adventurous” by helping them navigate the public transit system. A VTA speaker hosts morning trainings immediately followed by a free guided bus and/or light rail ride to entertainment or shopping venues of their choice in Santa Clara County (travel groups: minimum of 5, maximum of 10 per group).
- **Night Stop:** As a safety measure, a VTA bus operator can stop at a location that is closer to your final destination than the regular stop, providing it is along the designated route. This service is available after evening peak hours until the morning rush hour,

and is for de-boarding only. It is available upon request and will be provided only when and where the operator feels it is safe to pull over.

VTA continually builds partnerships to deliver transportation solutions that meet the evolving mobility needs of Santa Clara County.

Please visit the VTA website for time schedules and fares for public transportation in Santa Clara County or call the number below for trip planning assistance.

Address: 3331 North 1st St, San Jose, CA 95134

Phone: (408) 321-2300

Website: www.vta.org

San Mateo County Transit District

The San Mateo County Transit District (SamTrans) is the administrative body in control of the public transit and transportation programs within San Mateo County.

In 1977, more than a decade prior to the adoption of the Americans with Disabilities Act, SamTrans was responsible for creating Redi-Wheels, a paratransit program for those riders with mobility needs beyond those provided by the public transit system (RediCoast is the paratransit program serving passengers along the coastline of San Mateo County).



SamTrans is also responsible for the Caltrain community rail system throughout the County district as well as overseeing the San Mateo County Transportation Authority (SMCTA).

SamTrans operates 48 bus routes within the County as well as parts of Palo Alto and San Francisco. As their programs have grown, SamTrans has begun to introduce ultra-low emissions articulated buses and low-floor buses. They strive to improve service based on customers' travel patterns and available resources and continue to expand to meet the needs of the San Mateo County population.

Address: 1250 San Carlos Ave, San Carlos, CA 94070

Phone Number: (650) 508-6200

Website: www.samtrans.com

OUTREACH Mobility Management Center

OUTREACH began its journey 30 years ago as a War on Poverty Organization and is the Metropolitan Transportation Commission's designated Consolidated Transportation Service Agency (CTSA) for Santa Clara County. As a premier source of human service transportation, OUTREACH operates as the Americans with Disabilities Act (ADA) paratransit broker for the Valley Transportation Authority (VTA) to provide public paratransit service to the 15 incorporated cities and towns in the South Bay Area.

As the county has continued to diversify and expand its population, OUTREACH has evolved its services to include mobility options for all vulnerable populations, including seniors and low-income person. Additional programs include senior transportation, taxi vouchers, volunteer rides, bus passes, and gas cards.



The OUTREACH Mobility Management Center is the driving force of innovative mobility options in the South Bay Area, providing not only transportation services but also an array of online tools to assist other health and human agencies in managing their own services.

Address: 926 Rock Ave, Suite 10, San Jose, CA 95131

Phone Number: (408) 436-2865

Website: www.outreach1.org

Paratransit

Under the provisions of the Americans with Disabilities Act (ADA) of 1990, complementary paratransit service is required for passengers who are unable to navigate the public bus system some or all of the time; unable to get to a point from which they could access the public bus system; or have a temporary need for these services because of injury or some type of limited duration due to a disability.

Santa Clara County

OUTREACH is the paratransit provider for Santa Clara County. OUTREACH paratransit is based on a reservation system, with clients making reservations for trips 1 day to 3 days in advance. Service is provided with sedans or accessible vans.

Address: 926 Rock Ave, Suite 10, San Jose, CA 95131

Phone Number: (408) 436-2865

Website: www.outreach1.org

San Mateo County

The San Mateo County Transit District (SamTrans) operates two paratransit programs in San Mateo County: Redi-Wheels (bayside) and RediCoast (coastside). Clients are able to book trips up to 7 days in advance for any purpose.

Address: 1250 San Carlos Ave, P.O. Box 3006, San Carlos, CA 94070

Phone Number: (650) 508-6448

Website: www.samtrans.com

Medical Transportation (Non-Emergency)

Public transit and paratransit provide transportation services for riders to almost any location they need, whether it be to hair appointments, museums, hospitals, schools, or a friend's house. However, it is often medical transportation that is the most urgent need for vulnerable populations. The following list of providers is for those who need non-emergency (non-life threatening) medical transportation.

Santa Clara County

Boundless Care, Inc.

Boundless Care, Inc. is dedicated to providing reliable transportation at affordable and negotiable rates 24 hours a day and 7 days a week for



people in need of transit to and from inpatient/outpatient services, physician appointments, dialysis appointments, chemotherapy sessions, and certain

recreational activities. Please call the number below for more information.

Website: www.boundlesscare.org

Phone: (408) 363-8900

CARE Trans

CARE Trans provides wheelchair-accessible, non-emergency medical transportation to residents in the South Bay Area (particularly San Jose). They are an approved Medi-Cal provider and also accept private pay. For rates and information, please send them an email or call the number below.

Website: www.caretransofsanjose.com

Phone: (408) 392-9007

Email: caretrans1917@att.net

Family Tree Medical Transport, LLC

Family Tree Medical Transport provides safe, reliable, and affordable non-emergency medical transportation within the entire San Francisco Bay Area. They are able to accommodate wheelchairs and also provide gurney transport. Costs are a flat fee with no mileage rate and varies based on waiting time, number of stairs involved, and any extra assistance needed for overweight patients.

Website: www.familytreemedtrans.com

Phone: (408) 694-3350

One-Stop MedEx



One-Stop MedEx strives to provide safe, dependable, and affordable non-emergent transport services for nursing homes, hospitals, individuals, and workers' compensation claimants throughout Northern California. Providing ambulatory, wheelchair, and stretcher services, One-Stop MedEx is an all-inclusive resource for patient care coordinators, social workers, adjusters, discharge planners, and case managers. Please call the number below for more information.

Website: www.onestopmedex.com

Phone: (510) 500-4487

Road Runners (El Camino Hospital)

Road Runners is a transportation service provided by dedicated El Camino Hospital Auxiliary volunteers. Transportation is provided for medical, dental, and El Camino Hospital outpatient services.

Website: www.elcaminohospital.org

Phone: (650) 940-7016

Road to Recovery



The American Cancer Society's Road to Recovery program provides transportation to and from treatments for cancer patients who cannot drive themselves or do not have access to transportation. Volunteer drivers donate their

time and their own personal vehicles so these patients may receive the medical care they need.

Website: www.cancer.org

Phone: (800) 227-2345

S&P Medical Transportation

S&P Med Trans is a non-emergency medical transportation provider serving the city of San Jose and surrounding cities. Services include wheelchair-accessible transport for the elderly and disabled. Please call the number below or email for additional information.

Website: <http://www.sandpmedtrans.com>

Phone: (408) 829-8648 or (408) 264-6411

UBF Transport Services

UBF Transport Services is a non-emergency medical transportation company dedicated to providing safe, comfortable, and efficient passenger transportation services for anyone undergoing dialysis, going to a doctor's appointment, in need of wheelchair-accessible transportation, and other medical needs. UBF is dedicated to providing on-time transportation; Medi-Cal eligibility verification is available in minutes. All of their drivers are first aid and CPR-certified. For additional information, please call the number below.

Website: www.ubftransport.com

Phone: (408) 263-1234

San Mateo County

Friends in Service to Humanity (FISH)

FISH is volunteer transportation assistance for medical appointments. Rides are given for medical, dental, or physical therapy appointments. Passengers must have no other way to get to their appointment and be unable to ride public transportation. The passengers must also be ambulatory as they are driven in private vehicles by the volunteers.

Address: 1 Davis Dr, Belmont, CA 94002

Phone: (650) 570-6002

San Mateo County Aging & Adult Services

The San Mateo County Aging & Adult Services Department transports clients in County-owned and operated vehicles. The Department also

provides taxi vouchers and bus passes for health services and related transportation.

Website: <http://www.smchealth.org/aas>

Address: 225 37th Ave, San Mateo, CA 94403

Phone: (650) 573-3527

Volunteer Drivers

While there are many public transportation options available, you may have additional mobility constraints during your daily or weekly schedules. The fixed-route or paratransit systems may not

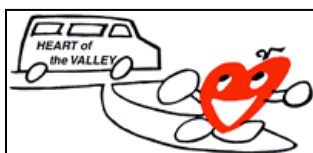


accommodate you during hours that you would need, or perhaps you may need a direct ride for trips such as going to and from the grocery store or your local drugstore. Such constraints may require that you review other options. The following subsections list information on health and human service agencies in

Santa Clara County and San Mateo County that provide volunteer rides to their own clients and the general public.

Santa Clara County

Heart of the Valley



Heart of the Valley Services for Seniors, Inc. is committed to supporting independent living for seniors 65 years and older residing in the western

Santa Clara County. Heart of the Valley recruits volunteers to provide seniors with escorted transportation and a variety of in-home services, including gardening, computer assistance, minor home repairs, cleaning out closets or sheds, and/or general companionship.

Website: www.servicesforseniors.org

Address: P.O. Box #418, Santa Clara, CA 95052

Phone: (408) 241-1571

Hospice of the Valley



Since 1979, over 30,000 friends and neighbors have received compassionate end-of-life care and grief support from Hospice of the Valley, the oldest community-based non-profit hospice in Santa Clara County. They will provide limited transportation within Santa Clara County to those families whose loved ones wish to live the remainder of their lives with peace and dignity when a cure is no longer an option.

Website: www.hospicevalley.org

Address: 4850 Union Ave, San Jose, CA 95124

Phone: (408) 559-5600

Love in the Name of Christ (Love, Inc.)



Love, Inc. is a non-profit organization that networks local church ministries and church volunteers of all denominations to help people in need. Love, Inc. provides transportation via volunteers from local churches.

Website: www.loveincsantaclaracounty.org

Address: P.O. Box #111363, Campbell, CA 95011

Phone: (408) 723-9223

POSSO Escort Program



The Portuguese Organization for Social Services and Opportunities (POSSO) was founded in 1976 with a message for hope for a better tomorrow and charity for those in need. POSSO's Escort Program provides scheduling,

transportation, translation and interpretation, as well as advocacy for seniors by trained professionals and volunteers.

Website: www.portuguesecenter.org

Address: 1115 East Santa Clara St, San Jose, CA 95116

Phone: (408) 293-0877

Avenidas Door to Door



Whether you need to go to a medical appointment, the hair salon, Avenidas for a class, have lunch with a friend, go shopping or just want to get out, Avenidas Door To Door will take you wherever you want to go safely and on time. Our drivers will take you anywhere within an eight mile radius of Avenidas. That includes the cities of San Carlos, Redwood City, Atherton, Woodside, Menlo Park, Portola Valley, East Palo Alto, Palo Alto, Los Altos, Los Altos Hills and Mountain View north of Grant Road.

Website: www.avenidas.org/services/transportation

Address: 450 Bryant St, Palo Alto, CA 94301

Phone: (650) 289-5411

San Mateo County

Coastside Opportunity Center



Coastside Hope serves the working poor, the homeless, seniors living below the poverty level, the disabled, and families and/or individuals in crisis. Door-to-door transportation services are provided from individuals' coastside homes and/or from Seton Coastside Hospital to their appointments (medical & leisure).

Website: www.coastsidehope.org

Address: 99 Avenue Alhambra, El Granada, CA 94018
Phone: (650) 726-9071

Get Up & Go (Peninsula Jewish Community Center)

Take advantage of this low-cost shared ride transportation program Monday, Tuesday and Friday of each week. Escorts are provided as needed. This service enables non-driving older adults to “Get Up & Go” to medical, dental and personal appointments, or for personal errands such as banking, food & clothing shopping. Personal caregivers are transported free of charge. Reservations are required no later than the Thursday in the week prior to the date transportation is needed.

Website: www.pjcc.org

Address: 800 Foster City Blvd, Foster City, CA 94404

Phone: (650) 378-2750

Transportation Reimbursement for Independence Program (TRIP)

Peninsula Family Service provides a variety of services to residents of San Mateo County, including their Transportation Reimbursement for Independence Program (TRIP). TRIP targets seniors who are unable to use SamTrans or Redi-Wheels paratransit services. Seniors are expected to recruit their own volunteer drivers (friends, family, etc.), arrange their own rides, and submit a monthly report to TRIP staff for mileage reimbursement.

Address: 24 Second Ave, San Mateo, CA 94401

Phone: (650) 780-7546

Community Programs & Shuttles

Santa Clara and San Mateo Counties provide additional mobility options in the form of community programs (i.e. senior centers, adult day health care, etc.) and community shuttles, both of which allow for transportation within a limited area (city limits, 3 mile radius, etc.), or for a limited purpose, such as to and from a client's house to their program.

Santa Clara County

Live Oak Senior Nutrition Center

(408) 354-0707

Established in 1974, the Live Oak Senior Nutrition Center is an independent, non-profit organization that has been supported by many church members as an important seniors' ministry in the Los Gatos community. As a part of this program, round trip transportation is provided by private car for seniors who need to get to local appointments, for shopping, etc. There is no charge for this service.

Marguerite Shuttle

(650) 723-9362

Marguerite is Stanford's free public shuttle service, which travels around campus and connects to nearby transit, shopping, dining, and entertainment. The service is free and open to the public.

Palo Alto Shuttle Service

(650) 329-2520

The City of Palo Alto's Shuttle is free and open to everyone. All shuttles are wheelchair accessible. Bus stops are marked with a "Palo Alto Shuttle" sign, a sticker on a regular VTA bus stop sign, or a "Shuttle" decal on a stop sign pole in residential areas.

San Mateo County

Bayshore/Brisbane Senior Shuttle

(415) 740-9458

The Bayshore/Brisbane Senior Shuttle operates a request-a-ride service. The shuttle will circle on the route until it gets a phone call booking a trip. If the driver is operating the bus, they will attempt to return your call from the next stop. If the driver is able to, they will do the trip the same day; however, if demand is high or if the shuttle is booked to another area, your trip will be booked at the next available time. Trips can start only in the Bayshore/Brisbane area.

Belmont Twin Pines Senior Center

(650) 595-7444

The Twin Pines Senior and Community Center is a beautiful, modern multi-use facility located in Twin Pines Park. Transportation for members of the senior center is provided Monday through Thursday midday and some Fridays for special programs.

East Palo Alto Senior Shuttle

(650) 853-3119

The East Palo Alto Senior Shuttle operates three different routes during the midday: 1) Mondays and Thursdays, the shuttle goes to downtown Palo Alto, Palo Alto Medical Foundation, Stanford Shopping Center, Welch Road, and Stanford Medical Center; 2) Tuesdays and Fridays, the shuttle goes to Kaiser Hospital, Foods Co., Smart & Final, Kmart, Sequoia Station in Redwood City, and Stanford Hospital; and 3) Wednesday, the shuttle goes to the San Antonio Shopping Center, Costco, and Wal-Mart in Mountain View.

Foster City Senior Express Shuttle

(650) 286-2585

The Senior Express Shuttle is an on-demand service for Foster City residents who are 50 years and over. The service includes a pick-up at

the residence and drop-off at the Foster City Senior Wing or designated stop. Reservations may be made up to 14 days in advance.

Menlo Park Midday Shuttle (650) 330-6770

The Menlo Park Midday Shuttle operates on an hourly schedule Monday through Friday, 9:30am to 3:30pm. The shuttle serves the Menlo Park Caltrain Station, Menlo Park Library, V.A. Medical Center, Menlo Park Senior Center, shopping and Stanford Hospital.

Menlo Park Senior Center (650) 330-2280

The Menlo Park Senior Center offers health, recreational and educational programs, as well as cultural events and social services for older adults. Nutritionally balanced gourmet hot meals, and door-to-door local transportation to and from the Center, are offered on weekdays for minimal cost to the registered patrons.

Redwood City Climate Best Express (650) 588-1600

The Redwood City Climate Best Express provides on-demand service in the eastern part of Redwood City and two stops outside of the service area: Veterans Memorial Senior Center and Woodside Plaza. It operates Tuesday through Saturday (except holidays) from 10am to 5pm.

Redwood City Veterans Memorial Senior Center (650) 780-7270

The Veterans Memorial Senior Center is dedicated to the health and wellness of older adults by enhancing body, mind and spirit. Transportation to and from the center is available Tuesday through Thursday from 9:00 am to 4:00 pm.

San Bruno Senior Center (650) 616-7150

The San Bruno Senior Center provides a variety of classes, programs, workshops, seminars, and volunteer opportunities to more than 250 adults ages 50+. Transportation is provided from door-to-door for San Bruno residents. Reservations are required at least 24 hours in advance. Service is provided Monday through Friday.

San Mateo Senior Center (650) 522-7490

The San Mateo Senior Center hosts a vibrant mix of activities, including games, bingo, and a lunchtime menu. As a part of their service, transportation is provided for local group grocery shopping trips on the first and third Thursdays of the month (\$3.00 round trip).

Senior Coastsiders (650) 726-9056

Senior Coastsiders owns 2 buses and provides service to seniors on the San Mateo coast side from Montara through Half Moon Bay.

Seniors in Action (650) 738-7384

The Seniors in Action van transports seniors to and from the Pacifica Senior Center Monday through Friday during the midday with 24-hour phone notice. The Center schedules two group shopping trips per month to local destinations. Individual requests for transportation to medical appointments will be accommodated as the schedule permits and must be requested at least 72 hours in advance.

South San Francisco Senior Center (650) 829-3824

The South San Francisco Senior Center transportation service is primarily used to transport clients in the Adult Day Care program to and from their homes. Transportation to the El Camino Senior Center and Magnolia Center may be available dependent upon the pick-up location and time.

Senior Driver Safety Programs

In the San Francisco Bay Area, there are vast, widespread transportation resources available for vulnerable populations such as seniors and the disabled. Previous sections of this guide have targeted those individuals who need mobility options for some or all of



their trips. However, there are many seniors who are still active drivers and have access to a vehicle to transport themselves and their loved ones when necessary. There are local and national programs available for those mature drivers who have a license but could use

a few adjustments to their driving habits due to age-related physical and mental changes that may affect their ability to drive safely. The following subsections provide detail regarding senior driver safety programs, both in-person and online, local and statewide.

AAA Foundation for Traffic Safety



The American Automobile Association (AAA) has long been recognized as an advocate for

driver training and safety in Northern California, Nevada and Utah. In the early 2000s, AAA focused on promoting senior driving safety, supporting solutions such as senior-friendly road design, education for seniors and their families, supplemental transportation, and screening tools to help seniors become safer drivers. AAA provides many local programs and classes, and their website contains multiple assessment tests and other useful resources on driving safely for older adults.

Website: www.aaaseniors.com

Phone: (800) 922-8228

AARP



Founded in 1958, AARP is a nonprofit, nonpartisan membership organization that helps people ages 50 and over improve the quality of their lives. AARP's mission is to enhance the quality of life for all Americans as they age, leading positive social change, and delivering value to members through information, advocacy, and service. Their website hosts a Driver Safety Program to promote safe driving, help older drivers maintain their mobility, and promote independence among older adults.

Website: <http://www.aarpdriversafety.org/>

Address: 1415 L St, Sacramento, CA 95814

Phone: (886) 448-3614

Travel Training & Trip Planning

Being able to travel safely and confidently is the key to maintaining a productive and independent life. There are multiple programs available in the Bay Area that provide assistance and training to those with visual, physical, and cognitive disabilities as well as older adults who want to be able to navigate public transportation with confidence.

VTA

The VTA has two programs to assist with travel training (<http://www.vta.org/senior/services>):

- **Daycations:** “To help our senior riders learn how to better use the VTA system, we offer the training and excursions called ‘Daycations.’ A VTA speaker hosts morning trainings immediately followed by a free guided bus and/or light rail ride to entertainment or shopping venues of their choice in Santa Clara County. Our phone number is (408) 321-2300.”
- **Trip Planning:** “We make it easy to find out how to get where you are going. You can get a customized trip plan by speaking to one of our Information Service Representatives (ISR). ISR are available to help Monday through Friday from 6:00 am until 7:00 pm, and Saturdays from 7:30 am to 4:00. Our phone number is (408) 321-2300.”

OUTREACH

OUTREACH assists with travel training and trip planning. Please call the OUTREACH Mobility Management Center for more information.

Website: www.outreach1.org

Address: 926 Rock Ave, Suite 10, San Jose, CA 95131
Phone: (408) 436-2865

Santa Clara Valley Blind Center

The Santa Clara Valley Blind Center (SCVBC) has been serving the blind and visually impaired of San Jose and the greater community since 1953. SCVBC provides transportation and travel training as a part of their rehabilitation services to make living easier and safer for individuals losing their vision.

Website: www.visionbeyondsight.org

Address: 101 North Bascom Ave, San Jose CA 95128

Phone: (408) 295-4016

Vista Center for the Blind and Visually Impaired



The Vista Center for the Blind and Visually Impaired provides a travel training program run by Orientation and Mobility Specialists who teach adults and children who have vision impairments the specific skills needed to find their way through their environment and to travel safely and efficiently at home, school, work, and throughout the community.

Website: www.vistacenter.org

Address: 2470 El Camino Real, Ste 107, Palo Alto, CA 94306

Phone: (650) 858-0202

Taxi Services

Taxi cab companies fill the need for immediate, direct service. Senior discounts can also assist in making this an affordable mode of transportation – the San Jose Municipal Code (Chapter 6.64) states: “For users of taxicab services who are handicapped or are 65 years of age or older, a minimum fifteen percent (15%) discount will be taken from the total regular fare. Taxicabs providing subsidized fares may provide a discount greater than fifteen percent (15%) off the total regular fare.” This discount applies to all companies who serve the San Jose International Airport or are operating under licenses within the City of San Jose.

1-800-TAXI

1-800-TAXI-USA’s online and telephone referral directory is the most comprehensive and dependable of its kind, offering the convenience of one easy to use, easy to remember toll-free number to quickly connect callers to local taxi companies.

Website: www.1800taxiusa.com

Phone: (800) 829-4872

Additional Resources

Below is a list of additional transit, mobility, and health and human service resources serving Santa Clara and San Mateo Counties:

Santa Clara County

Council on Aging Silicon Valley



The Council on Aging Silicon Valley provides a comprehensive system of services and support to the aging community and their caregivers, empowering them to maintain their independence and to better equip them to make more informed decisions.

Website: www.coasiliconvalley.com

Address: 2115 The Alameda, San Jose, CA 95126

Phone: (408) 350-3200

511



511 is your one-stop phone and web source for up-to-the-minute Bay Area traffic, transit, rideshare, and bicycling information. It's free and available whenever you need it – 24 hours a day, 7 days a week – from anywhere in the nine counties of the Bay Area.

Website: www.511.org

Phone: Dial “5-1-1” and simply say “traffic,” “public transportation,” “ridesharing,” “bicycling,” or “more choices” to get started!

211 Santa Clara County



211 Santa Clara County, a program of United Way Silicon Valley, is the dialing code for free, non-emergency community, health, and disaster information in Santa Clara County.

Website: www.211scc.org

Address: 1400 Parkmoor Ave, Suite 250, San Jose, CA 95126

Phone: Dial "2-1-1" within Santa Clara County

(866) 896-3587 from outside Santa Clara County

United Way Silicon Valley



United Way Silicon Valley is committed to improving community conditions by helping local people become financially stable and independent. To drive positive change, United Way Silicon Valley helps people help themselves by identifying critical needs, mobilizing the caring power of the community, and aligning resources to achieve the best solutions.

Website: www.uwsv.org

Address: 1400 Parkmoor Ave, Suite 250, San Jose, CA 95126

Phone: (408) 345-4300

LinkAges Bay Area Time Bank



The linkAges Bay Area TimeBank is a community based service exchange network where members provide neighborly services to one another in exchange for time. One hour of service earns one Time Dollar, and everyone's time and service is valued equally.

Website: www.timebank.linkages.org

Phone: (650) 691-8784

San Mateo County

San Mateo County Area on Aging (AAA)



The San Mateo County AAA serves to contract with other County agencies, cities, and community-based organizations to provide needed services for seniors and people with disabilities within the County.

Website: www.smchealth.org

Address: 225 37th Ave, San Mateo, CA 94403

Phone: (650) 573-3900

211 Bay Area

211 in San Mateo County gives assistance in finding food, housing, health care, senior services, child care, legal aid, transportation, and much more. United Way partners with the San Mateo Community Information Program (CIP) to update and maintain the 211 San Mateo database (http://cip.plsinfo.org/whats_in_database.htm).

Website: www.211bayarea.org/san-mateo

Phone: (415) 808-4300

Contact Us

Our goal is to provide a comprehensive list of information on mobility options in the Santa Clara County for you or your loved ones.

For additional questions and/or comments, please do not hesitate to contact the OUTREACH Mobility Management Center:

Address: 926 Rock Ave, Suite 10, San Jose, CA 95131

Phone: (408) 436-2865

Fax: (408) 382-0470

Email: admin@outreach2.org

Website: www.outreach1.org

We are open Monday through Friday, 8 am to 5 pm, and would be happy to help you learn more about any of the programs listed in this guide or any additional programs that may be available in your area.

Please feel free to make suggestions for other programs you feel may be important to incorporate in this mobility guide.