

**LET'S GO!**

A Directory of  
Transportation Options in  
Sonoma County.

Prepared by:

Sonoma County Area Agency on Aging

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# PUBLIC TRANSPORTATION

## *Bus Services and Ferry*

Name of Program	Street Address	City, State, Zip	Telephone	Website	Description of Service
➡ Cloverdale Transit		Cloverdale, CA	(707) 894-1743	transit.511.org/providers/index.asp	Local fixed route bus service in the city of Cloverdale
➡ Golden Gate Transit	1011 Anderson Dr.	San Rafael, CA, 94901	(707) 5412000 or 511	goldengate.org	Service within Marin, Sonoma, San Francisco, and Contra Costa Counties. Ferries between Larkspur
➡ Greyhound Bus Lines	435 Santa Rosa Ave or 3345 Santa Rosa Ave	Santa Rosa 95404 Santa Rosa 95407	After hrs: (800) 231-2222 or (707) 545-6495	www.greyhound.com	National Intercity bus service Provides scheduled passenger service to more than 2,600 destinations.
➡ Healdsburg Transit Dispatch	Healdsburg Senior Centre	Healdsburg, CA	(707) 431-3324	transit.511.org/providers/index.asp	Local fixed route bus service in the city of Healdsburg
➡ Mendocino Transit Authority	241 Plant Rd.	Ukiah, CA, 95482	1-800-696-4682 or (707) 462-1422	4mta.org	Daily service between Point Arena & Santa Rosa. And Mendocino, Ukiah and Santa Rosa.
➡ Petaluma Transit	555 North McDowell Blvd.	Petaluma, CA	(707) 778-4460	transit.511.org/providers/index.asp or transit.cityofpetaluma.net	Fixed route within city limits.
➡ Santa Rosa CityBus	100 Santa Rosa Ave. Room 6; P.O. Box 1678	Santa Rosa, CA, 95402	(707) 543-3333 or TTY 543-3926	srcity.org/tp	17 regular routes. All vehicles have wheelchair lifts and are accessible
➡ Sonoma County Transit	355 W. Robles Ave.	Santa Rosa, CA	(707) 576-7433 or 1-800-345-7433 or TTY 585-9817	sctransit.com	Intercity in county, service-Cotati, Rohnert Park, Sebastopol, Sonoma, Windsor, Russian River, Sonoma Valley Inter-county service-Sonoma to San .Rafael.

# PARATRANSIT

## *ADA Paratransit and Dial-A-Ride*

Name of Program	Address	City	Telephone Number	Website	Description of Service
☛ Cloverdale Transit		Cloverdale	894-1743		Wheelchair bus service.
☛ Healdsburg Dial-A-Ride	133 Matheson St.	Healdsburg, CA	(707) 431-3324		Dial-A-Ride and paratransit in the city of Healdsburg. Reservations should be made at least a day in advance. Available to general public, with priority given to seniors (60+) and disabled persons (no certification required.)
☛ Petaluma People Services		Petaluma, CA	(707) 765-8493	<a href="http://petalumapeople.org/rides.shtml">petalumapeople.org/rides.shtml</a>	ADA paratransit service in Petaluma. Available to disabled persons certified as ADA paratransit eligible.
☛ MV Transportation- Santa Rosa Paratransit		Santa Rosa, CA	for reservations (707) 546-2092		ADA paratransit serving Santa Rosa. Disability must prevent rider from using fixed route. Must complete an application signed by a doctor.
☛ Sonoma County Paratransit	153 Stony Circle #100	Santa Rosa, CA, 95401	(707) 573-3377 (800) 992-1006	<a href="http://sctransit.com/scp.htm">sctransit.com/scp.htm</a>	Intercity ADA paratransit for Cotati, Rohnert Park, Sebastopol, Sonoma, Windsor, unincorporated areas in Russian River and Sonoma Valley Areas. Riders must be registered and certified as ADA eligible
☛ Volunteer Wheels			573-3377 or (800) 992-1006 TTY 573-3381		Within Sonoma County Transit service areas. Vans with wheelchair lift or sedans; applications required.

## OTHER SERVICES

Name of Program	Telephone Number	Description of Program
➤ AM-CARE Non-Emergency Medical Transportation	578-1144	Wheelchair and gurney transportation
➤ American Cancer Society	545-6720 option #3 866-444-7672	Transportation for cancer patients to medical appointments
➤ Cloverdale MediVan	894-8536 X22	Free rides for doctor appointments and medical tests only. ( Call 24 hrs in advance of appointment
➤ FISH of Sonoma Valley	996-0111	Rides to medical and social service appointments; Sonoma Valley residents only
➤ Vintage House Senior Center – Volunteer Driver	996-0311	Free nonmedical rides for seniors, call ahead to schedule
➤ Pro Transport-1	586-4041	Ambulance, gurney van, wheelchair medical transportation; Medicare/ Medi-Cal provider
➤ Rohnert Park, Sunshine Bus	585-6780	Van rides by appointment, limited hours and days.
➤ Sebastopol Senior Area Centre- Volunteer Driver Transportation	829-2440	Provides free rides to West County residents 60+ for medical, social services and shopping needs. Call 5 days in advance
➤ Wheelcare Express	573-3055	Wheelchair transportation. Medi-Cal accepted.

### *Taxi Services*

The Sonoma County Yellow Pages list Taxicabs for all areas of the county. The pick-up charge is from \$2.75 to \$2.20 and the per mile senior discount charge ranges from \$ 2.25 - \$ 2.50. Call the company first to confirm charges and make reservations. The charge is the same for 1 to 4 passengers so sharing an taxicab with others, to go to the senior center or an event can be cost effective.

### *Bike and Rideshare Services*

Name of Program	Telephone Number	Website	Description of Program
➤ Regional Bike	511 (Say "Bicycling")	bicycling.511.org	Nine-county Bay Area bike operating program

➤ Regional Rideshare Program- Carpool and Vanpool	511 (Say "Rideshare")	rideshare.511.org	Nine-county Bay Area commuting program by carpool and vanpool.
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## *Airport Services*

<b>Name of Program</b>	<b>Street Address</b>	<b>City, State, Zip</b>	<b>Telephone</b>	<b>Website</b>	<b>Description of Service</b>
➤ Sonoma County Airport Express	5807 Old Redwood Highway	Santa Rosa, CA, 95403	(707) 837-8700 (800) 327-2024	Airportexpressinc.com	Sonoma & Marin Counties to San Francisco and Oakland airports/ Return.
➤ Marin Airporter	8 Lovell Ave.	San Rafael, CA, 94901	(415) 461-4222	Marinairporter.com	Service from Marin County to San Francisco Airport.
➤ Caltrain	1250 San Carlos Ave. San Carlos CA 94070		511 (Say "Transit")	sfoairpot.com	Rail service from San Francisco, San Mateo or Santa Clara Counties to Caltrain Millbrae Station. Take BART Millbrae to SF airport and get on AirTrain to SFO terminal.
➤ BART/Air Bart (Oakland)	7200 San Leandro St Oakland CA 94021		888-1-FLY-OAK  (510) 569-8310	Bart.gov or Oaklandairport.com	Rail from Alameda, Contra Costa, San Francisco or San Mateo counties to BART Coliseum Station. Connect with AirBART to Oakland Airport. Handicap accessible.

## INFORMATION & REFERRAL

*Senior Centers provide activities, events and information in each community. They do not offer rides but can refer you to transportation resource.*

Cloverdale Senior Center	Maggie Rosenberg	P. O. Box 663 Cloverdale, CA 95425 <a href="mailto:cloverdalesrctr@sbcglobal.net">cloverdalesrctr@sbcglobal.net</a>	894-4826
Healdsburg Senior Center	Sonja Drown	133 Matheson Healdsburg, CA 95448 <a href="mailto:sdrown@ci.healdsburg.ca.us">sdrown@ci.healdsburg.ca.us</a>	431-3324
Petaluma Senior Center	Don Streeper	211 Novak Drive Petaluma, CA 94954 <a href="mailto:dstreeper@ci.petaluma.ca.us">dstreeper@ci.petaluma.ca.us</a>	778-4399
Rohnert Park Senior Center	Jessica Schiebel	6800 Hunter Dr., Suite A Rohnert Park, CA 94928 <a href="mailto:jschiebel@rpcity.org">jschiebel@rpcity.org</a>	585-6784
Russian River Senior Center	Diane Spain	15010 Armstrong Woods Road Guerneville, CA 95446 <a href="mailto:dspain@westcountyservices.org">dspain@westcountyservices.org</a>	(Site) 869-0618 (Admin.) 887-2226
Santa Rosa Multi-Purpose Senior Center	Jan Post-Schwarz	704 Bennett Valley Road Santa Rosa, CA 95404 <a href="mailto:jpost-schwarz@srcity.org">jpost-schwarz@srcity.org</a>	524-5716 Or 545-8608
Sebastopol Area Senior Center	Terry Kelley	167 North High Street Sebastopol, CA 95472 <a href="mailto:sebsenior@net10.net">sebsenior@net10.net</a>	829-2440
Vintage House	Cindy Scarborough Linda Gavron	264 First Street East Sonoma, CA 95476 <a href="mailto:cynthia@vintagehouse.org">cynthia@vintagehouse.org</a>	996-0311
Windsor Senior Center (Front Desk: 838-1250)	Eva Corbin	9231 Foxwood Drive P. O. Box 100 Windsor, CA 95492 <a href="mailto:ecorbin@townofwindsor.com">ecorbin@townofwindsor.com</a>	838-1252

Indian Health Project	Renee Schneider	144 Stony Point Rd. Santa Rosa, CA 95407	521-4580
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### ***County/City Government***

➤ **Area Agency on Aging**

3725 Westwind Blvd.

Santa Rosa, CA 95403

TEL: 707-565-5900

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

### **Sonoma County Senior Resource Guide**

A comprehensive guide to senior resources can be found at the AAA website [www.socoaaa.org](http://www.socoaaa.org) or at your local senior center. The Senior Resource Guide is available in Spanish.



# TRANSPORTATION FACTS

## *Public Transit*

- Two thirds of US public transportation agencies provide service designed to meet the needs of senior citizens and persons with disabilities.
- Public transportation is one of the safest modes of travel in the United States. Riding a transit bus is 91 times safer than car travel. By train, passengers are 15 times safer.

## *Public Transit Costs*

- In fiscal year 2002, the fifth year of funding under the Transportation Equity Act for the 21st Century (TEA-21), the federal government invested \$6.7 billion in public transportation.
- The American Society of Civil Engineers reports that improvement to transit bus and rail facilities are not keeping up with the strain placed on systems by increased ridership. ASCE says public transportation spending must increase by 41% just to maintain current conditions.

## *Specialized Transit*

- Many transit systems provide specialized paratransit services and collectively provide more than 70 million trips per year. However, most specialized services are too limited to replace the mobility lost by seniors who stop driving, and area unable to provide the personalized service that many seniors require. On average, not more than 18% of those eligible for services are registered for specialized transportation in mid-sized cities; in large size cities, the corresponding figure is 22%. Moreover, data indicate that riders who use these services rarely make more than 40% of their trips on these systems.

## *Medicaid Transportation*

- Nationally, an estimated 3.4 million recipients (roughly 10% of the covered population) depend on Medicaid transportation to get to medical appointments. These are people who are unable to drive or too poor to own/operate their own car and cannot access affordable public transportation.
- Slightly less than 1% of the entire Medicaid budget is devoted to nonemergency transportation. This amounts to 1.2 billion dollars.

## *Cost of Driving*

- According to the American Automobile Association, the estimated cost of driving a single-occupant vehicle is between \$4,826 (for a small car) and \$9,685 (for a large car), depending upon mileage. By contrast, the annual average cost for public transportation for one adult ranges from \$200 to \$2000, depending upon mileage, time of day, type of vehicle or service.

## ***Pedestrians***

- According to the 1995 National Personal Transportation Survey, adults age 65 and older walk for 9% of their trips (three times more than using public transit for their trips). The average length of a walking trip is less than one-third of a mile.

## **THE RIGHT OPTION FOR ME**

When looking for transportation, you may want to consider the following questions before deciding on an option. Once you have answered as many questions as possible, you can then use your answers and any remaining questions to gather more detailed information from the transportation provider you are considering.

1. Are there requirements to qualify for the service? If so, what are they?
2. Is there an evaluation that must take place prior to the first ride?
3. How much will the service cost? Is there a membership fee that must be paid before scheduling rides with the service?
4. Will insurance (medical/health, auto, Medicare, Medicaid, property) pay for rides provided by the service?
5. What service area does this provider cover?
6. What kinds of trips can I make using this service? Medical/Health? Shopping? Banking? Personal care? Employment? Visiting? Religious services? Others?
7. Can I get a ride from any point to any other point in this service area?
8. How far in advance must reservations be made? How soon after I call can I get a ride?
9. What is your cancellation policy?
10. Are rides provided in the evenings, on weekends or on holidays?
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 ride with me as an escort? If so, is there an extra cost associated?
17. How soon after I call can I be picked up for my return trip?
18. Will the driver come into my house to get me? Meet me at my front door? Meet me at the curb in front of my house? Help me get on the vehicle?
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 I will have to ride while others are being picked-up/dropped-off?

# TRANSPORTATION RESOURCES

## ➤ **United We Ride**

[www.unitedweride.gov](http://www.unitedweride.gov)

United We Ride is an interagency Federal national initiative that supports States and their localities in developing coordinated human service delivery systems. In addition to State coordination grants, United We Ride provides State and local agencies a transportation-coordination and planning self-assessment tool, help along the way, technical assistance, and other resources to help their communities succeed.

## ➤ **Administration on Aging (AoA)**

Washington, DC 20201

TEL: 202-619-0724

[www.aoa.gov](http://www.aoa.gov)

AoA is the Federal focal point and advocate agency for older persons and their concerns. In this role, AoA works to heighten awareness among other Federal agencies, organizations, groups, and the public about the valuable contributions that older Americans make to the Nation and alerts them to the needs of vulnerable older people. Through information and referral and outreach efforts at the community level, AoA seeks to educate older people and their caregivers about the benefits and services available to help them.

## Resources for Older Drivers and Riders

### ➤ **AAA Foundation for Traffic Safety**

TEL: 202-638-5944

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

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

### ➤ **National Highway Traffic Safety Administration (NHTSA)**

TEL: 1-888-327-4236

[www.nhtsa.dot.gov](http://www.nhtsa.dot.gov)

### ➤ **GrandDriver**

TEL: 1-888-472-6303

[www.granddriver.info](http://www.granddriver.info)

### ➤ **AARP**

[www.aarp.org/research/housing-mobility/transportation/](http://www.aarp.org/research/housing-mobility/transportation/)

## ***Resources for People with Disabilities***

### **American Association of People with Disabilities (AAPD)**

1629 K Street NW, Suite 503

Washington DC, 20006

TEL: 1-800-840-8844

TTY: 202-457-0046

FAX: 202-457-0473

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

AAPD is a non-profit, non-partisan, cross-disability organization whose goals are unity, leadership and impact. Can use site to become a member and find out about disabilities in the news.

### **American Council of the Blind (ACB)**

Washington, DC 20005

TEL: 202-467-5081 or 800-424-8666

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

The Council strives to improve the well-being of all blind and visually impaired people by serving as a representative national organization of blind people and elevating the social, economic and cultural levels of blind people; improving educational and rehabilitation facilities and opportunities.

### **Americans with Disabilities Act**

Disability Rights Section – US Department of Justice

950 Pennsylvania Avenue, NW

Civil Rights Division – Disability Rights Section – NYAV

Washington, DC 20530

TEL: 800-514-0301

TTD: 800-514-0383

[www.ada.gov](http://www.ada.gov)

## LINKS

### Administration on Aging

[www.aoa.gov](http://www.aoa.gov)

[www.eldercare.gov](http://www.eldercare.gov)

or

[www.aoa.gov/prof/transportation/transportation.asp](http://www.aoa.gov/prof/transportation/transportation.asp)

Advice, suggestions, and information on transportation services, issues on aging and disabilities, and programs for people with limited income can be found at the following websites:

AARP – [www.aarp.org](http://www.aarp.org)

American Automobile Association Foundation for Traffic Safety – [www.aaafoundation.org](http://www.aaafoundation.org)

Community Transportation Association of America – [www.ctaa.org](http://www.ctaa.org)

Disability Info.gov – [www.disabilityinfo.gov](http://www.disabilityinfo.gov)

Easter Seals Project Action – [projectaction.easterseals.com](http://projectaction.easterseals.com)

Federal Transit Administration – [www.fta.dot.gov](http://www.fta.dot.gov)

Intelligent Transportation System Demonstration Program – [www.its.washington.edu](http://www.its.washington.edu)

National Association of Area Agencies on Aging – [www.n4a.org](http://www.n4a.org)

National Association of State Units on Aging – [www.nasua.org](http://www.nasua.org)

National Highway Traffic Safety Administration – [www.nhtsa.dot.gov](http://www.nhtsa.dot.gov)

National Rural Transit Assistance Program – [www.nationalrtap.org](http://www.nationalrtap.org)

WESTAT – [www.westat.com](http://www.westat.com)

