United We Guide: A Mobility Manager Program In St. Johns County

A Guide for Seniors: Find the Right Transportation Option for You

Call: (904) 209-3700 and ask for the Mobility Manager
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Mobility Manager: (904) 209-3700
United We Guide is a program developed by a consortium of state agencies and local organizations who are working together to assist Floridians 60 and older with access to local transportation safety and mobility options.

Through the United We Guide program, a “Mobility Manager” has been established in St. Johns County at the St. Johns Council on Aging. Your Mobility Manager will work with local agencies to help coordinate the travel and trip planning needs of individuals who receive human service program assistance or are seeking alternative transportation services.

This booklet has been developed to assist the St. Johns County Mobility Manager to promote their call number and provide elder residents with information on available state and local transportation safety and mobility resources.

If you have any questions, or would like additional copies of this booklet, please contact:

- St. Johns County Mobility Manager
  (904) 209-3700 – Ask for the Mobility Manager
True/False Quiz

The following 9 questions are to test your knowledge about senior transportation. Please mark each statement with a “T”–true and “F”–false.

1. __ 90% of people over the age of 65 continue to drive their automobiles (have valid driver’s licenses).
2. __ Dial-A-Ride programs only provide transportation to people who are disabled.
3. __ Recent research indicates most people should be able to continue driving throughout their life.
4. __ Less than 5% of the population in the United States uses public transportation.
5. __ Every city in the United States is required to provide public transit services to its residents.
6. __ Volunteer drivers for individuals or organizations must report any payment for mileage to the IRS.
7. __ Volunteer drivers that use their own vehicles need personal auto insurance.
8. __ Adults 65+ have the highest pedestrian death rate than any age group, even children.
9. __ Rural communities get more than their fair share of transportation dollars.

ANSWERS FOUND ON PAGE 21
Whether you are looking for transportation for yourself, or you are a caregiver in search of transportation for seniors, you may want to consider the following questions before deciding on a transportation option. Then use these questions to gather more detailed information from the transportation provider you are considering.

1. What is the service area?
2. Is there a limitation on distance?
3. How much will the service cost?
4. Will insurance pay for rides provided by the service?
5. Are there requirements to qualify for the service? If so, what are they?
6. Is there an evaluation that must take place prior to the first ride?
7. Is there a membership fee that must be paid before scheduling rides with the service?
8. How far in advance must reservations be made?
9. Are rides provided in the evenings, on weekends, or on holidays?
10. Are rides provided to social as well as medical or shopping appointments?
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 serve as an escort? If so, is there an extra cost associated?
17. Will there be a wait when picked-up from home? If so, how long?
18. Will there be a wait when picked-up for my return trip? If so, how long?
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 of the ride while others are being picked-up/dropped-off?
The following older driver transportation safety and mobility resources are available at the state level.

**State Resources**

- **Florida Department of Transportation**  
  Safe Mobility for Life Program  
  (866)-374-3368 Ext. 5414  
  www.safeandmobileseniors.org

- **Florida Department of Elder Affairs**  
  Communities for a Lifetime  
  (850) 414-2123  
  www.communitiesforalifetime.org

- **Florida Commission for the Transportation Disadvantaged**  
  (800) 983-2435  
  www.dot.state.fl.us/ctd

- **Florida GrandDriver**  
  (850) 617-2713  
  www.floridagranddriver.com
Automobile/Driving Resources

The following older driver transportation safety and mobility resources are available at the federal level.

Federal Resources

- **AAA Foundation for Traffic Safety**
  
  (800) 933-7222  
  www.AAASeniors.com

- **National Highway Traffic Safety Administration**
  
  (888) 327-4236  
  www.nhtsa.dot.gov

- **National Center on Senior Transportation**
  
  (202) 347-3066  
  www.seniortransportation.easterseals.com
Driver Assessment

Medical professionals can conduct clinical and on-road driving assessments and can offer treatment plans that range from modifying driving habits to installing adaptive equipment in the vehicle and training in its use. The following are your closest available resources.

Driver Skills Assessment

- **Driver Rehabilitation Specialists**
  Brooks Rehabilitation
  3901 University Boulevard S
  Jacksonville, FL  32216
  Peggy Gannon CTRS, CDRS
  (904) 858-7242

  Shands Driver Rehabilitation Program
  Shands Rehabilitation Hospital
  4101 NW 89th Boulevard
  Gainesville, FL  32606
  Susan Lee Maroney OTR/L, CDRS
  (352) 265-5487

  University of Florida Independence Drive
  5000 NW 34th Street, Suite 1
  Gainesville, FL  32605
  Desiree Lanford MOT, OTR/L
  (888) 248-5005
Driver Self Assessment

There are some self assessment resources available that can help identify and address natural age-related changes that could affect older drivers.

- **AAA Roadwise Review**
  Available to both members ($12) and non-members ($15) at your local AAA branch office or on-line at:
  www.aaa.com
  under Senior Driving Programs

- **AAA Foundation for Traffic Safety**
  Drivers 55 Plus: Self Rating Form
  www.seniordrivers.org
  under Quiz

- **AARP Driver Safety Program**
  Test Your Driving I.Q.
  Close Call Quiz
  www.aarp.org/drive

- **National Highway Traffic Safety Administration**
  Driving Safely While Aging Gracefully
  www.nhtsa.dot.gov
  under Traffic Safety – Older Driver
Driver Safety Training

There are some driver safety training resources available that are designed to provide you the knowledge you need to help keep you driving safer and longer.

- **AARP Driver Safety Course**
  This training course is available either on-line or in a classroom setting and helps you tune up your driving skills while also updating your knowledge on the latest rules of the road.

  To find out about next available classes, either call or visit the AARP Web site:
  (888) 227-7669
  www.aarp.org/drive

- **CarFit**
  This community-based educational program was created by the American Society on Aging and developed in collaboration with AARP, AAA and the American Occupational Therapy Association. It is designed to give you a quick but comprehensive check on how well you and your vehicle work together.

  Contact your Mobility Manager for information on upcoming CarFit events.
  (904) 209-3700
  www.car-fit.org
Community Traffic Safety Teams (CTST)
CTST’s are locally based groups of highway safety advocates who are committed to solving traffic safety problems through a comprehensive approach. Their goal is to reduce the number and severity of traffic crashes within their communities. To find out when your local CTST meets or upcoming safety events contact:

Florida Department of Transportation
Community Traffic Safety Program
2198 Edison Avenue
Jacksonville, FL 32204-2730
(904) 360-5424
Paratransit Training

“Paratransit” is considered transportation services that are provided between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon between the user and provider of the service. Americans with Disabilities (ADA) transportation services are required to be provided by transit providers. There are federally approved limits as to who is eligible and when and where the service goes.

Senior Transit

The Community Transportation Coordinator (CTC) in St. Johns County is the St. Johns Council on Aging. They provide transportation disadvantaged services to seniors.

- St. Johns Council on Aging
  (904) 209-3710
Paratransit Training

ADA Transit- JTA Connexion

Within Jacksonville and Duval County, the Jacksonville Transportation Authority’s JTA Connexion provides paratransit service for disabled and transportation for disadvantaged riders unable to use fixed route buses for travel only within Duval County. A one-day advanced reservation is required. JTA Connexion can connect with Sunshine Bus for trips by qualified ADA riders.

- JTA Connexion
  (904) 265-6999 - Reservations
  (904) 636-7404 – TDD
  www.jtafla.com
Public Transit

There are some public transit system resources available to seniors in St. Johns County:

Buses

- **Sunshine Bus Company**
  Regular fares are $1.00 each way, seniors (60 and older), children 6 years old and under, persons with disabilities, and anyone with either a Medicaid or Medicare Card may ride for $.50 each way. All day passes available. Riders must use exact change on buses.

  For more information contact:
  St. Johns Council on Aging
  (904) 209-3716
  For TDD – Call Florida Relay Service at 711
  www.sunshinebus.net

- **Jacksonville Transportation Authority (JTA)**
  Regular fares are $1.00 each way with discounts available. Seniors (60 and older) ride for FREE with ID. Trip Planning and information about riding are available on-line or by phone.

  (904) 630-3100
  (904) 630-3191 - TDD
  (904) 630-3166 - Fax
  www.jtafla.com
Private/Volunteer Transportation

Information pertaining to private transportation, such as taxi’s, medical transportation companies, and faith-based services are provided.

Private Transportation/Taxis

Contact information for private taxi and medical transportation companies.

- **ABC Airport Shuttle**
  PO Box 2109
  St. Augustine, FL
  (904) 826-3596

- **Ace Taxi**
  88 South Dixie Highway
  St. Augustine, FL
  (904) 824-6888

- **Checker Cab**
  6520 US North
  St. Augustine, FL
  (904) 829-1111

- **Comfort Cab Co.**
  432 Lena Street
  St. Augustine, FL
  (904) 824-8240
Private/Volunteer Transportation

- **Mobile Medical Transport, Inc.**  
  PO Box 350648  
  Palm Coast, FL  
  (386) 503-4693

- **Yellow Cab/Ancient City Cab**  
  88 South Dixie Highway  
  St. Augustine, FL  
  (904) 829-2256

Faith-Based/Volunteer Programs

Contact the St. Johns County Mobility Manager for a current list of available transportation resources from faith-based or volunteer driver programs.

- **St. Johns County Mobility Manager**  
  (904) 209-3700 – For Information
Resident-Based Transportation Programs

Specialized transit is sometimes available at assisted living facilities (ALF’s), nursing homes or other senior housing centers.

ALF and Senior Housing Programs

These services may only be available to residents and/or their escorts.

- **Allegro Senior Housing**
  1101 Plantation Drive S.
  St. Augustine, FL
  (904) 460-9100

- **Ashford Court at Marsh Landing**
  1700 The Greenway
  Ponte Vedra Beach, FL
  (904) 285-8827

- **Bayview - Samantha Wilson Care Center**
  161-A Marine Street
  St. Augustine, FL 32084
  (904) 829-3475
Resident-Based Transportation Programs

- Buckingham Smith Assisted Living
  169 Martin Luther King Avenue
  St. Augustine, FL
  (904) 829-9315

- Coral Landing Assisted Living Residence
  2820 Old Moultrie Road
  St. Augustine, FL
  (904) 794-2273

- Glenmoor Assisted Living
  235 Towerview Drive
  St. Augustine, FL
  (904) 940-4800

- Loving Care Living Facility
  76 Bruen Street
  St. Augustine, FL
  (904) 824-6616

- Emeritus at St. Augustine
  150 Mariner Health Way
  St. Augustine, FL
  (904) 794-9988
Information & Referral

Groups and organizations in your community may provide assistance or information on programs or awareness materials regarding special events on transportation, or news on public policy and city laws affecting seniors.

Senior Centers

- **Coastal Community Center**  
  180 Marine Street  
  St. Augustine, FL 32084  
  (904) 209-3700

- **Trout Creek Park Pavilion**  
  6795 Collier Road  
  Orangedale, FL 32092  
  (904) 522-1611

- **The Players Senior Community Center**  
  175 Landrum Lane  
  Ponte Vedra, FL 32082  
  (904) 280-3233
Information & Referral

Government

- St. Johns County Administration
  500 San Sebastian View
  St. Augustine, FL 32084
  (904) 209-0530
  www.co.st-johns.fl.us

- City of St. Augustine
  P.O. Box 210
  St. Augustine, FL 32085-0210
  (904) 825-1006
  www.ci.st-augustine.fl.us

- City of St. Augustine Beach
  2200 SR A1A South
  St. Augustine Beach, FL 32080
  (904) 471-2122
  www.staugbch.com

- Town of Hastings
  6195 S. Main Street
  Hastings, FL 32145
  (904) 692-1420
Information & Referral

Local Public Agencies

- **ElderSource**
  4160 Woodcock Drive 2nd floor
  Jacksonville, FL 32207
  (888) 242-4464
  www.myeldersource.org

- **St. Johns County Council on Aging, Inc.**
  180 Marine Street
  St. Augustine, FL 32084
  (904) 209-3700
  www.stjohnscoa.com

- **St. Johns County Health Department**
  1955 US 1 South, Suite 100
  St. Augustine, FL 32086
  (904) 825-5055

- **St. Johns County Sheriff’s Department**
  4015 Lewis Speedway
  St. Augustine, FL 32084
  (904) 824-8304

- **St. Johns County Tax Collector**
  4030 Lewis Speedway
  St. Augustine, FL 32084
  (904) 209-2250
Information & Referral

- **The St. Francis House**  
  70 Washington Street  
  St. Augustine, FL 32084  
  (904) 829-8937

- **United Ways of Northeast Florida 211**  
  P.O. Box 41428  
  Jacksonville, FL 32203  
  Dial 2-1-1  
  www.nefl211.org

- **Veterans Services**  
  1955 US 1 South, Ste. 500  
  St. Augustine, FL 32086  
  (904) 209-6160
True/False Quiz Answers

So how well did you do? The following are answers to the Quiz questions found on page 1.

1. **F** According to the National Highway Traffic Safety Administration about 75% of the people over age 65 have a valid drivers license which makes it legally possible for them to drive their cars.

2. **F** While some Dial-A-Ride services also function as ADA services (which have specific eligibility requirement) many Dial-a-Ride programs serve community residents regardless of health and disability status.

3. **F** According to recent research, people age 70-75 have a life expectancy of at least 18 years. On average, they can expect to drive 11 of these years and depend on other transportation for the remainder of their lives.

4. **T** According to the National Personal Transportation Survey 3% of the population uses public transportation.

5. **F** Funding for public transit is provided from the United States Department of Transportation and frequently matched by local communities. However, communities are not required to provide public transit.
True/False Quiz Answers

⑥ _F_ The Internal Revenue Service exempts reimbursement for mileage to volunteer drivers as reportable taxable income.

⑦ _T_ Generally, a volunteer driver’s insurance policy is the “first line of attack” in the event of a crash during the course of driving a person on a volunteer rather than a paid basis.

⑧ _T_ According to the United States Department of Transportation adults age 65+ have the highest pedestrian death rate than any other age group, even children. The reason is that they are physically frail, which makes them more prone to a serious injury and more difficult for them to recover.

⑨ _F_ According to the Community Transit Association of America, while 30% of the population resides in rural America, only 6% of the federal transportation dollars are allocated to rural communities.
Transportation Facts

- In 2007, 16% of the population in St. Johns County were 65 years and above, compared to 17% of Florida’s total population for this age group.

- Nationally, Florida has the highest ranking of licensed drivers aged 65 years and above. It is predicted by the year 2020, that 1 in 4 drivers in Florida will be over the age of 65 years. In 2007, 16% of St. Johns County licensed drivers were over the age of 65.

- Only 3% of those 65-74 have chronic conditions that restrict them to traveling within their own neighborhood.

- The majority of seniors are aware of their limitations and self-regulate their driving to reflect their driving ability by driving less and avoiding night time or bad weather driving, for example.

- Most transit systems provide specialized paratransit services. Collectively, they provide more than 70 million trips per year.

- On average, not more than 18% of those eligible for service are registered for specialized transportation in mid-sized cities; in large size cities, the corresponding figure is 22%.
Transportation Facts

- Riders who use paratransit rarely make more than 40% of their trips on these systems.
- An estimated 3.4 million Americans depend on Medicaid transportation to get to doctors and medical appointments (roughly 10% of the covered population).