

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

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



**Public  
Transportation**

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**Older Driver  
Safety Resources**

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**Specialized  
Transportation**



**Call: (904) 209-3700 and ask for  
the Mobility Manager**

The logo consists of a horizontal bar with a red square on the left and a blue rectangle on the right. The text "United We Guide" is written in white, bold, sans-serif font across the blue portion.

**United We Guide**

# Table of Contents

True/ False Quiz . . . . .	1
Caregiver Considerations . . . . .	2
Automobile/Driving Resources . . . . .	4
■ State and Federal Older Driver Resources	
Driver Assessment . . . . .	6
■ Driver Rehabilitation Specialists	
Driver Self Assessment . . . . .	7
Driver Safety Training . . . . .	8
Paratransit Service . . . . .	10
Public Transit . . . . .	12
■ Buses	
Private/Volunteer Transportation . . . .	13
■ Taxis/Medical Transport	
■ Faith-Based/Volunteer Programs	
Resident-Based Transportation . . . . .	15
■ ALF/Senior Housing Transportation	
Information & Referral . . . . .	17
■ Senior Centers	
■ Government	
■ Local Public Agencies	
True/False Quiz Answers . . . . .	21
Transportation Facts . . . . .	23

# **Mobility Manager**

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**

# Caregiver Considerations

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?

## Caregiver Considerations

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?

# **Automobile/Driving Resources**

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

## **State Resources**

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- **Florida Department of Transportation  
Safe Mobility for Life Program**  
(866)-374-3368 Ext. 5414  
[www.safeandmobileseniors.org](http://www.safeandmobileseniors.org)
- **Florida Department of Elder Affairs  
Communities for a Lifetime**  
(850) 414-2123  
[www.communitiesforalifetime.org](http://www.communitiesforalifetime.org)
- **Florida Commission for the  
Transportation Disadvantaged**  
(800) 983-2435  
[www.dot.state.fl.us/ctd](http://www.dot.state.fl.us/ctd)
- **Florida GrandDriver**  
(850) 617-2713  
[www.floridagrاندdriver.com](http://www.floridagrاندdriver.com)

# **Automobile/Driving Resources**

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

## **Federal Resources**

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- **AAA Foundation for Traffic Safety**  
(800) 933-7222  
[www.AAASeniors.com](http://www.AAASeniors.com)
- **National Highway Traffic Safety Administration**  
(888) 327-4236  
[www.nhtsa.dot.gov](http://www.nhtsa.dot.gov)
- **National Center on Senior Transportation**  
(202) 347-3066  
[www.seniortransportation.easterseals.com](http://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](http://www.aaa.com)

under Senior Driving Programs

- **AAA Foundation for Traffic Safety**

Drivers 55 Plus: Self Rating Form

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

under Quiz

- **AARP Driver Safety Program**

Test Your Driving I.Q.

Close Call Quiz

[www.aarp.org/drive](http://www.aarp.org/drive)

- **National Highway Traffic Safety Administration**

Driving Safely While Aging Gracefully

[www.nhtsa.dot.gov](http://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](http://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](http://www.car-fit.org)

# Driver Safety Training

- **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**

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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

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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](http://www.jtafla.com)

## Public Transit

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

### Buses

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#### ■ **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](http://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](http://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

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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**

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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**

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- **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

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■ **St. Johns County Administration**

500 San Sebastian View  
St. Augustine, FL 32084  
(904) 209-0530  
[www.co.st-johns.fl.us](http://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](http://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](http://www.staugbch.com)

■ **Town of Hastings**

6195 S. Main Street  
Hastings, FL 32145  
(904) 692-1420

# **Information & Referral**

## **Local Public Agencies**

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- **ElderSource**  
4160 Woodcock Drive 2nd floor  
Jacksonville, FL 32207  
(888) 242-4464  
[www.myeldersource.org](http://www.myeldersource.org)
  
- **St. Johns County Council on Aging, Inc.**  
180 Marine Street  
St. Augustine, FL 32084  
(904) 209-3700  
[www.stjohnscoa.com](http://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](http://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 pubic 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**

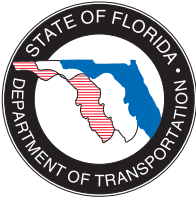
- Riders who use paratransit rarely make more than 40% of their trips on these systems.
- An estimated 3.4 million Americans depend on Medicaid transportation to get to doctors and medical appointments (roughly 10% of the covered population).





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**United We Guide**



Provided by:



A partnership between Florida agencies  
who serve seniors

Funded by Florida Dept. of Transportation



Creating solutions, changing lives.