

Transportation Options for Older Adults Who Don't Drive

June 2025

Please contact the service to verify that this information is still current!

Access/VRTA Paratransit General Info: (408) 321-2380 <https://www.vta.org/go/paratransit>

- By application, with a phone interview prior to approval.
- For older adults who are not able to take the bus due to physical, visual, or cognitive disability.
- One personal care assistant may also ride for free.
- Door-to-door service, as opposed to curbside.
- Vehicles can accommodate walkers, scooters, and wheelchairs.
- One-way ride is \$4.
- Reserve your standard ride 1-3 days in advance. You can also book next day trips before 5pm. There is a premium charged of \$16 one-way for special circumstances.
- Online reservations are an option.
- This is a ride-share program; part of the trip may be picking up/dropping off other clients.
- Travel time includes a "pick up window" of 30 minutes and extra time for other riders. This can be a lot of waiting around for riders, although sometimes there are no other riders and it's a straight shot to the destination.
- Funds must be deposited into the rider's account before they may start using the service.

GoGoGrandparent 1(855) 464-6872 <https://gogograndparent.com/>

- 24/7, no app needed
- Anyone age 18+
- Books on-demand rides for people who don't use the internet
- Service holds your credit information on file and billing goes through their company
- Since the pandemic, they now offer other services such as grocery delivery, assistance with chores, home maintenance. There are additional fees for these services.

Heart of the Valley Services for Seniors 408-241-1571 <https://www.servicesforseniors.org/>

- For adults 65+ in Santa Clara and surrounding areas
- Services provided by trained volunteers
- Request must be at least 7 days in advance of service date
- Can request someone to drive to a destination and stay with the rider (i.e. assistance with grocery shopping)
- Donation request envelope sent separately, but services are not for fee.
- Provide rides and other services such as handyperson services, help with paperwork, more.
- Cannot accommodate people in wheelchairs

PVI (Peninsula Volunteers, Inc.) 650-272-5040 <https://1pvi.org/ridepvi/>

- Free; funded by the County
- Service area includes City of Santa Clara
- Calls Uber or Lyft for rider.
- 14 one-way rides to the Senior Center, grocery store, medical appointments, more
- For those age 60+ and pre-registration required

Roadrunners 650-940-7016 [RoadRunners Transportation | El Camino Health](#)

- Driver service utilizing Lyft.
- Dispatchers schedule, address riders' questions and bill users without requiring the use of a smartphone for a Lyft scheduled ride.

- There is a \$3.00 surcharge for regular Lyft rides and \$6.00 surcharge for Lyft Assist rides operating within a 10-mi radius of El Camino Hospital (ECH). This includes part of, but not all, Santa Clara.
- You do not have to be affiliated with El Camino Hospital
- Office hours are Monday through Friday, 7 a.m. to 3:30 p.m
- No wheelchair service.

Silicon Valley Hopper www.ridewithvia.com **Book a ride by calling 669-201-1892**

- Previously named "Via"
- Shared ride "micro transit" service operates **corner to corner** instead of door to door.
- This means you might have to walk a short distance to your pickup point.
- Door to door service is provided for older adults and people using wheelchairs
- To keep things running smoothly and efficiently, system assigns you to a 'virtual bus stop' - which are pickup and drop-off points that are usually at a nearby corner.
- Service area is Cupertino and Santa Clara (not all parts of the city), plus El Camino Hospital in Mountain View.
- Payment is via the app from your credit card on file. No tipping.
- \$3.50 per ride. Seniors, students, disabled & low income riders can qualify for a reduced \$1.75 fare. Additional passengers ride for only \$1 each.
- **Service hours:** Monday to Friday 7am - 7pm, Saturday 9am - 5pm

Uber and Lyft

<https://www.uber.com/us/en/ride/>

<https://www.lyft.com/rider>

These are separate companies, but they operate in similar ways using your smartphone. (If you don't have a smartphone, see **Go Go Grandparent** option on page 1.)

- Create an account using your credit card
- Download their app to interact with their services.
- When you want a ride, open the app, enter where you want to go, and then you will see when the driver accepts your request and is on their way.
- You will be told the driver's name and what kind of car they drive, and you can follow their progress to you in real time.
- Rides can be on-demand or reserved in advance. Pick up and drop off is door-to-door.
- All transactions take place through the app; no money is exchanged.

Fares depend on the trip distance and which type of requested service, such as a luxury car, a ride share with other passengers, or a vehicle that can accommodate a walker or mobility device. Fares will vary depending on supply and demand, so when there are fewer drivers and many requests, the rate goes up. If business is slow, the fare can be less expensive. Typically, fares are less than what would be charged if using a traditional taxi service.

Lyft options include a female driver only. Uber options include "Uber Eats" which picks up take-out meals.