Ride Well to Age Well Guide

COVID-19 Special Edition

A resource guide to transportation services
for San Diego County residents during COVID-19

Provided by members of the
Age Well San Diego Transportation Theme Team

Table of Contents

About the Ride Well to Age Well Guide: COVID-19 Special Edition ……....3

Key Transportation Resources (FACT, MTS, NCTD, 511)……4-7

Service Types ……...8

Find Your Next Ride ……...9-32

*Providers serving **All Regions***……...9-13

*Providers serving the **Central Region***……....14-16

*Providers serving the **East Region*** ……17-19

*Providers serving the **North Coastal/Inland Region***…… .20-28

*Providers serving the **North Central Region***……29-30

*Providers serving the **South Region***…… .31-32

Technical Guide to Smartphone Apps……33-34

Transit and Transportation Apps ……35

Transportation Glossary ……..36-44

Improving Transportation in Our Region……45

Please Note: *this information is subject to change at any time. For the most up-to-date information please call listed providers directly.*

About the Ride Well to Age Well Guide COVID-19 Special Edition

San Diego County is home to a robust network of transportation programs and services that help older adults maintain their independence, mobility, and social connections. As part of the *Age Well San Diego* initiative, experts in the fields of transportation and transit, aging, and social services worked together to create the **Ride Well to Age Well Guide: COVID-19 Special Edition**, a resource guide to transportation services available during the current pandemic. In response to COVID-19, many transportation providers have suspended or changed services. Due to rapid changes to programs and policies, please contact the transportation providers directly for the most up-to-date information. The Ride Well to Age Well Resource Guide contains the following sections:

- **Key Transportation Resources:** Learn about the region's popular transportation programs and agencies.
- **Service Types:** Learn more about the different levels of assistance available to riders.
- **Find Your Next Ride:** Transportation providers are listed according to the region(s) they serve. Look in the "All Regions" section first, followed by the section of the region in which you live. Learn about associated costs, eligibility requirements, level of assistance, and usage restrictions. Changes to programs due to COVID-19 are noted.
- **Technical Guide to Smartphone Apps:** Instructions on how to search for and download apps on an iPhone or Android.
- **Transit and Transportation Apps:** List of free transit and transportation apps for download, such as Uber and Lyft.
- **Transportation Glossary:** Familiarize yourself with general transit and transportation terms.
- **Improving Transportation in Our Region:** Learn more about the County's efforts to improve access to transportation.

Key Transportation Resource: FACT

About FACT

Facilitating Access to Coordinated Transportation (FACT) is a nonprofit agency formed in 2005, and in 2006 designated by the San Diego Association of Governments to coordinate public, nonprofit, private and other transportation services in San Diego County. FACT seeks to improve access to transportation for seniors, persons with disabilities, veterans, and the income disadvantaged and fill gaps in existing services. FACT acts as a mobility manager for individuals who are looking for transportation by referring them to the most appropriate mode for them.

Contact Information

516 Civic Center Drive, Oceanside, CA 92054
www.factsd.org
(888) 924-3228

FACT™
Facilitating Access to Coordinated Transportation

COVID-19 Response

In order to assist with the COVID-19 crisis, FACT is temporarily offering free transportation for essential needs to residents of San Diego County. Seniors, persons with disabilities, students, veterans and other residents who need assistance, may call FACT at 888-924-3228 between 8am and 3pm, Monday through Friday, to request free transportation anywhere in San Diego County. FACT is closely monitoring the Coronavirus COVID-19 public health crisis and is engaging in proactive steps to ensure that we protect our riders, contractors and employees. Riders are reminded to: (1) refrain from unnecessary travel, (2) cover your coughs and sneezes, and (3) wash hands frequently with soap and warm water or use an alcohol-based hand sanitizer.

Trip Fares

See above for details on free transportation during COVID-19

0 – 5.0 Miles: $2.50 5.1 – 10 Miles: $4.00 10.1 – 20 Miles: $5.00 20.1+ Miles: $10.00

Key Transportation Resource: MTS

About MTS

Metropolitan Transit Service (MTS) is a federally regulated transportation provider that offers transportation services to over three million people in San Diego County. MTS provides bus and rail services directly or by contract with private operators as well as a paratransit operation for customers with disabilities who are unable to use the MTS fixed route bus and trolley services.

Contact Information

1255 Imperial Avenue, Suite 1000, San Diego, CA 92101
www.sdmts.com
(619) 557-4555

COVID-19 Response

MTS is continuing service of bus and trolley lines, but with temporarily reduced frequency on weekdays. Visit www.sdmts.com or call for updates and impacts on your route. During COVID-19, in-person assessments to certify eligibility for new Access riders are suspended. New or recertifying riders can receive a temporary 90-day certification with submission of a completed application. Call MTS Access eligibility for details at 844-299-6326. To maintain social distancing, no cash is being accepted on board. Passengers can use their Compass Card, Compass Cloud app, or Access ticket vouchers for Access trip fares.

Trip Fares and Passes (Senior/Disabled/Medicare)

One-Way Fares		**Passes**
MTS Trolly: $1.25	MTS Rapid Express/Premium (Rts. 280, 290): $2.50	30-Day Pass: $23 or $32 (Premium Regional)
MTS Buss: $1.25	MTS Sorrento Valley Coaster Connection (Rts. 972, 973, 978, 979): Free	1-Day Pass: $3 or $6 (Premium Regional)
MTS Rapid: $1.25	MTS Access: $5	1-Day Coaster Pass: $7.50 or $58 (30-Day)

Key Transportation Resource: NCTD

About NCTD

North County Transit District (NCTD) is a special district transportation agency that offers transit services in North San Diego.

Contact Information

205 South Tremont Street, Oceanside, CA 92054
www.gonctd.com
(760) 966-6500

COVID-19 Response

Due to the COVID-19 pandemic, service changes are currently in effect for COASTER trains and BREEZE buses. Please check the Service Alerts page for the latest information. Weekday Coaster service will continue with reduced train frequency. All weekend Coaster service has been suspended. Riders with a valid Coaster Regional day or monthly pass will still be able to ride the Amtrak Pacific Surfliner. Riders may visit www.PacificSurfliner.com or call 800-872-7245 for the latest information regarding Amtrak travel advisories and service reductions.

One-Way Trip Fares and Passes (Senior/Disabled/Medicare)

BREEZE Bus: $1.25	Coaster 3 Zone: $3.25 (or $58.00 for 30-Day Pass)
SPRINTER Hybrid Rail: $1.25	Regional Pass (SPRINTER, BREEZE, MTS Buss, MTS Trolley, MTS Rapid): $3.00 (or $23.00 for 30-Day Pass)
FLEX Demand Response (372): $5.00 / except 372: $2.50	Premium Regional Pass (Regional Pass plus MTS Rapid Express): $6.00 (or $32.00 for 30-Day Pass)
Coaster 1 Zone: $2.50 (or $58.00 for 30-Day Pass)	Coastal Regional Pass (Premium Regional Pass plus COASTER and MTS Rural): $7.50
Coaster 2 Zone: $2.75 (or $58.00 for 30-Day Pass)	Coaster 3 Zone: $3.25 (or $58.00 for 30-Day Pass)

Key Transportation Resource: 511

About 511

The 511 website consolidates San Diego's regional transportation information into a one-stop resource. 511 provides information on traffic conditions; incidents and driving times; schedule, route and fare information for public transportation (MTS, NCTD, etc.); carpool and vanpool referrals; bicycling information; and more. Please note that transit service information is changing rapidly during COVID-19, so please contact service providers directly for up to date information. The automated 511 service is available 24 hours a day, 7 days a week, and can be reached by calling 511 in San Diego County, or by dialing 1-855-GO-SD-511.

Contact Information

401 B Street, Suite 800, San Diego, CA 92101
www.511sd.com
(619) 699-1900

Features

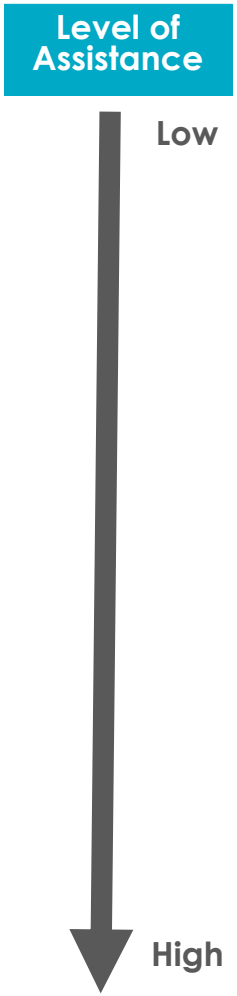
Traffic:

- Full featured and streamlined maps including current incident and construction information

Transit:

- If you know your route already, use the Transit Trip Planner tool to view maps
- Freeway Service Patrol (FSP) can help motorists with a gallon of gas, changing a flat tire, a jump start, and water for the radiator. If FSP can't get a vehicle running, they will tow the vehicle, at no charge, to a safe, pre-determined location.

Service Types



Curb-to-Curb Service:

- A form of transportation in which the transit vehicle picks up and drops off the passenger at the curb or driveway in front of their home or destination.
- In a curb-to-curb service, the driver does not assist the passenger along walks or steps to the door of the home or destination.

Door-to-Door Service:

- A form of transportation that includes passenger assistance between the vehicle and the door of the passenger's home or other destination.

Door-through-Door Service:

- A form of transportation where the driver provides assistance through the door of a residence and/or destination.

Non-Emergency Medical Transportation:

- Transportation service provided to individuals who are not in an emergency situation but need more assistance than a taxi or other transportation service is able to provide.
- Vehicles are often specially equipped to transport riders in wheelchairs, stretchers or with other special needs.
- In some cases, your health plan may cover this transportation.

Find Your Next Ride

This section lists transportation providers that serve all regions of San Diego County (p. 9-13), as well as providers that only serve specific regions (Central, p. 14-16; East, p. 17-19; North Coastal/Inland: p. 20-28; North Central, p. 29-30; and South, p. 31-32). To find your next ride, search the "All Regions" section below, as well as the regional section where your home/starting point is located.

ALL REGIONS*

Name	Service Type	Cost	Eligibility	Origin Area	Usage and Availability
American Cancer Society's Road to Recovery (800) 227-2345 cancer.org **Currently not providing service due to COVID-19*	Curb-to-curb (Ambulatory) *Will transport mobility device	Free; based on volunteer availability	Must have a cancer diagnosis; other eligibility requirements may apply	Greater San Diego County; may depend on zip code	Transport patients with a cancer diagnosis to cancer-related medical appointments; Must book at least 3 days before appointment
Black Tiger Transportation (619) 457-0577 btmedtransport.com **Have decreased the number of rides due to COVID-19*	Door-to-door (no-stairs) *Wheelchair lift/will transport mobility device	$40 for first 5 mi., then $5/mi. (ambulatory) or $60 for first 5 mi., then $5/mi. (non-ambulatory)	No eligibility requirements	Greater San Diego County	24/7 non-emergency medical transportation; Must book at least 48 hours in advance of ride (same day rides depend on availability)
Care 4 U Mobility (858) 564-9069 c4um.com	Curb-to-curb Door-to-door *Wheelchair lift/will transport mobility device	$25 for first 5 mi. then $2.50/mi.; $35 for first 5 mi. then $3/mi. (non-ambulatory)	No eligibility requirements	Greater San Diego County	Non-emergency wheelchair and ambulatory transportation; Must book at least 2 days in advance of ride

*Didn't find what you were looking for? Additional providers are listed by region in subsequent sections.

Find Your Next Ride

ALL REGIONS*					
Name	**Service Type**	**Cost**	**Eligibility**	**Origin Area**	**Usage and Availability**
Disabled American Veterans (858) 552-7470 dav.org **Currently not providing service due to COVID-19*	Curb-to-curb Door-to-door *Does not accept wheelchairs or gurneys	Free	Must be a veteran and ambulatory; appointment must end by 2:00 PM to utilize service (12 PM for Oceanside and Escondido)	Greater San Diego County	Transportation to/from VA Medical Center, Mission Valley, and Oceanside clinics for medical appointments; Must book at least 2 weeks in advance
GoGoGrandparent (855) 464-6872 gogograndparent.com	Curb-to-curb *Will transport mobility device	$.27/min. + Uber/Lyft ride fare based on trip miles	No eligibility requirements	Greater San Diego County	24/7 Transportation for grocery shopping, medical appointments, errands, etc.; Must book at least 15 min. in advance of ride
Lyft lyft.com **Shared rides (i.e. Lyft Pool) are not available due to COVID-19*	Curb-to-curb *Wheelchair accessible when Access Mode is enabled	Depends on trip miles	No eligibility requirements	Greater San Diego County	Any usage; Immediate service

*Didn't find what you were looking for? Additional providers are listed by region in subsequent sections.

Find Your Next Ride

ALL REGIONS*					
Name	**Service Type**	**Cost**	**Eligibility**	**Origin Area**	**Usage and Availability**
MTS Access (844) 299-6326 sdmts/access.com **MTS Access in-person assessments have been suspended due to COVID-19*	Curb-to-curb Door-to-door *Wheelchair lift/will transport mobility device	$5.00 one-way fare for all MTS zones; 10-pack ticket book $50	Must be ADA certified; application required	Call to determine if your origin/ destination is within the service area	Any usage; Must book at least 1-2 days in advance of ride
NCTD LIFT (760) 726-1111 gonctd.com/services/lift-paratransit/	Curb-to-curb *Wheelchair lift/will transport mobility device	$5 one-way fare; 10-pack ticket book $50	Must be certified as eligible; application required	Call to determine if your origin/ destination is in the service area	Any usage; Must book at least 1 day in advance of ride
On the Go Navigator (858) 637-7320 jfssd.org **Rides for medical purposes/groceries only due to COVID-19*	Curb-to-curb *Will transport mobility device	$4 per ride plus the cost of a Lyft ride and $20 enrollment fee	Ages 60+ and limited access to transportation; application required	Greater San Diego County	Any usage; Must book at least 1 hr. in advance of ride
On the Go Silver (858) 637-7320 jfssd.org **Rides for medical purposes/groceries only due to COVID-19*	Curb-to-curb Door-to-door *Wheelchair lift/will transport mobility device	Pricing begins at $35 (custom packages available) plus $20 enrollment fee	Ages 60+ and limited access to transportation; application required	Greater San Diego County	Service for individual riders or large groups

*Didn't find what you were looking for? Additional providers are listed by region in subsequent sections.

Find Your Next Ride

ALL REGIONS*					
Name	**Service Type**	**Cost**	**Eligibility**	**Origin Area**	**Usage and Availability**
Sol Transportation (866) 765-3177 soltransportation.com ** $60 added fee to disinfect vehicle due to COVID-19. Passenger must be wearing a mask, gloves, and gown*	Door-to-door *Wheelchair lift/will transport mobility device	$45 first 5 mi., then $3.25/mi., (ambulatory) or $55 first 5 mi., then $3.25/mi. (non-ambulatory)	No eligibility requirements	Greater San Diego County	Non-emergency ambulatory and non-ambulatory wheelchair transportation; service primarily for medical appointments
TLC Medical Transport (619) 284-7433 tlcride.com	Curb-to-curb Door-to-door *Wheelchair lift/will transport mobility device	$58 for first 5 mi, then $4/mi (wheelchair) and $135 for first 5 mi, then $6/mi (gurney)	No eligibility requirements	Greater San Diego County	Non-emergency wheelchair and gurney transportation; Must book at least 1 day in advance of ride
Transit Van Shuttle (866) 261-3114 transitvanshuttle.com	Curb-to-curb Door-to-door *Wheelchair lift/will transport mobility device	$30 starting rate for local trips around San Diego; depends on trip miles	No eligibility requirements	Greater San Diego County	Charter service and non-emergency medical transportation to any destination; Must book at least 1 day in advance of ride

*Didn't find what you were looking for? Additional providers are listed by region in subsequent sections.

Find Your Next Ride

ALL REGIONS*					
Name	**Service Type**	**Cost**	**Eligibility**	**Origin Area**	**Usage and Availability**
Travelers Aid Society of San Diego SenioRide (619) 295-8393 ext. 314 **Rides limited to medical rides/grocery shopping due to COVID-19*	Door-to-door *Will transport mobility device (some exceptions for volunteer driver service)	Free	Low-income seniors ages 60+	Greater San Diego County	Menu of free transportation options, including taxi vouchers, senior bus passes, and volunteer driver program
Uber uber.com **Shared rides are not available due to COVID-19*	Curb-to-curb *Wheelchair accessible when Wav is enabled	Depending on trip miles	No eligibility requirements	Greater San Diego County	Any usage; Immediate service

*Didn't find what you were looking for? Additional providers are listed by region in subsequent sections.

Find Your Next Ride

Be sure to also check the “All Regions” section starting on p. 9 to find additional providers that serve the Central region.

CENTRAL					
Name	**Service Type**	**Cost**	**Eligibility**	**Origin Area/ZIP**	**Usage and Availability**
Neighborhood House ADHC Transportation (619) 233-6691 neighborhoodhouse.org ***Suspended all non-center services due to COVID-19*	Curb-to-curb *Wheelchair lift/will transport mobility device	Included in ADHC program fee	Must be a registered agency client	Downtown, Encanto, East San Diego, National City, Paradise Hills, Normal Heights, La Mesa, Kensington, College Grove, Golden Hill, Spring Valley	Transportation to/from the Adult Day Care Center; Arrange for transportation at time of application
Neighborhood House Senior Center Transportation (619) 233-6691 neighborhoodhouse.org **Suspended all non-center services due to COVID-19*	Curb-to-curb *Will transport mobility device	Free; Donations accepted	Ages 60+; Must be a registered agency client	Golden Hill, Logan Heights, Encanto	Transportation to/from the senior center; Arrange for transportation at time of application

Find Your Next Ride

Be sure to also check the "All Regions" section starting on p. 9 to find additional providers that serve the Central region.

CENTRAL					
Name	**Service Type**	**Cost**	**Eligibility**	**Origin Area**	**Usage and Availability**
Salvation Army Senior Nutrition Program (619) 446-0271 salvationarmy.org **Transportation to the nutrition programs has been suspended due to COVID-19; food delivery service available*	Door-to-door *Will transport mobility device	$4 suggested donation	Ages 60+; Must enroll in the nutrition program	Chula Vista (91910, 91911), El Cajon (92019, 92020, 92021), and San Diego (92102, 92104, 92105, 92111, 92117, 92123)	Group transportation to the senior nutrition programs in El Cajon, Metro Area, and Santee; Must book 1 day in advance of ride
Seniors A Go Go (619) 284-9281 *elderhelpofsandiego.org* **Providing medically necessary transportation only due to COVID-19*	Curb to curb Door to door Door through door *Will transport mobility device	Donation-based	Ages 60+; application required	Central and select areas of East County – call to determine if your origin area is within the service area	Transportation to medical appointments, salon, senior center, library, social visits, etc.; Must book at least 1 week in advance
Sharp HealthCare Transportation (619) 740-4288 *sharp.com*	Door-to-door *Wheelchair lift/will transport mobility device	Free	Sharp patients ages 60+ or disabled with limited/no transportation options	La Mesa, Serra Mesa, Mission Village, Linda Vista, Kearny and Clairemont Mesa; call for a complete list of locations	Non-emergency medical transportation to apps at Sharp Vista, Memorial, and Grossmont Hospital; Must book at least 2 weeks in advance of appointment

Find Your Next Ride

Be sure to also check the “All Regions” section starting on p. 9 to find additional providers that serve the Central region.

CENTRAL					
Name	**Service Type**	**Cost**	**Eligibility**	**Origin Area**	**Usage and Availability**
Veterans Transportation Service (858) 552-7572 *sandiego.va.gov*	Curb-to-curb Door-to-door *Wheelchair accessible	Free	Must be a military veteran Must be a registered agency client; VA	San Diego, Chula Vista, El Cajon only	Medical transportation to/from VA medical centers and clinics; Must book at least 2 days in advance of appointment

Find Your Next Ride

Be sure to also check the "All Regions" section starting on p. 9 to find additional providers that serve the East region.

EAST					
Name	**Service Type**	**Cost**	**Eligibility**	**Origin Area**	**Usage and Availability**
City of La Mesa Rides4 Neighbors (619) 667-1321 cityoflamesa.com **Rides for medical purposes/groceries only due to COVID-19*	Curb-to-curb Door-to-door *Wheelchair lift/will transport mobility device	$20 application fee plus $10 annual membership; Donation based for monthly use	Ages 60+ or disabled adults who are unable to drive or use public transit; Must be a registered agency client	La Mesa, El Cajon, Lemon Grove, Spring Valley, Santee, Lakeside	Transportation for medical appointments (guaranteed), personal care, shopping, etc. (not guaranteed); Must book at least 1 week in advance of ride
La Maestra Family Clinic Transportation (619) 280-4213 (ask for Transportation services) lamaestra.org	Door-to-door (Ambulatory) *Will transport mobility device	Free	Must be a La Maestra patient who do not have transportation options	Within 5 miles of the clinic on Fairmount Avenue	Medical transportation to/from the Fairmount Avenue clinic or a specialist; arrange for transportation when making an appointment
Mountain Health Transportation Program – Campo Clinic (619) 445-6200 mtnhealth.org **Currently not providing service due to COVID-19*	Door to door *Wheelchair lift, transport foldable wheelchair	$3 fee for the ride	Must be a Mountain Health patient and not have transportation to and from the Campo clinic	Tecate, Potrero, Jacumba, Campo, Guatay	Transportation to and from the Campo clinic; Arrange for transportation when making an appointment

Find Your Next Ride

Be sure to also check the "All Regions" section starting on p. 9 to find additional providers that serve the East region.

EAST					
Name	**Service Type**	**Cost**	**Eligibility**	**Origin Area**	**Usage and Availability**
On the Go Rides & Smiles (858) 637-7320 jfssd.org **Rides for medical purposes/groceries only due to COVID-19*	Curb to curb Door to door *Will transport mobility device	$5-$27 depending on trip miles or $8 group shuttle one-way plus $20 enrollment fee	Ages 60+ and limited access to transportation; application required	Limited to East and North San Diego and North County Inland	Individual rides to medical and personal appointments, social activities, errands, etc.; Must book at least 1 week in advance of ride
Seniors A Go Go (619) 284-9281 *elderhelpofsandiego.org* **Providing medically necessary transportation only due to COVID-19*	Curb to curb Door to door Door through door *Will transport mobility device	Donation-based	Ages 60+; application required	Central and select areas of East County – call to determine if your origin area is within the service area	Transportation to medical appointments, salon, senior center, library, social visits, etc.; Must book at least 1 week in advance
Salvation Army Senior Nutrition Program (619) 446-0271 salvationarmy.org **Transportation to nutrition programs has been suspended due to COVID-19; food delivery service available*	Door-to-door *Will transport mobility device	$4 suggested donation	Ages 60+; Must enroll in the nutrition program	Chula Vista (91910, 91911), El Cajon (92019, 92020, 92021), and San Diego (92102, 92104, 92105, 92111, 92117, 92123)	Group transportation to the senior nutrition programs in El Cajon, Metro Area, and Santee; Must book 1 day in advance of ride

Find Your Next Ride

Be sure to also check the “All Regions” section starting on p. 9 to find additional providers that serve the East region.

EAST					
Name	**Service Type**	**Cost**	**Eligibility**	**Origin Area**	**Usage and Availability**
Sharp HealthCare Transportation (619) 740-4288 *sharp.com*	Door-to-door *Wheelchair lift/will transport mobility device	Free	Sharp patients ages 60+ or disabled with limited/no transportation options	La Mesa, Serra Mesa, Mission Village, Linda Vista, Kearny and Clairemont Mesa (Call for a complete list of locations)	Non-emergency medical transportation to apps at Sharp Vista, Memorial, and Grossmont Hospital; Must book at least 2 weeks in advance of appointment
Veterans Transportation Service (858) 552-7572 *sandiego.va.gov*	Curb-to-curb Door-to-door *Wheelchair accessible	Free	Must be a military veteran Must be a registered agency client; VA	San Diego, Chula Vista, El Cajon only	Medical transportation to/from VA medical centers and clinics; Must book at least 2 days in advance of appointment

Find Your Next Ride

Be sure to also check the “All Regions” section starting on p. 9 to find additional providers that serve the North Coastal/Inland region.

NORTH COASTAL/INLAND					
Name	**Service Type**	**Cost**	**Eligibility**	**Origin Area**	**Usage and Availability**
24-7 Taxicab (888) 247-8294 *24-7taxicab.com*	Curb-to-curb *Wheelchair lift/will transport mobility device	$3.50 flat fee plus $2.75/mi.	No eligibility requirements	Carlsbad, Vista, Cardiff, Encinitas, Oceanside, San Marcos, Leucadia, Escondido, Fallbrook	Transportation for medical apps, errands, etc.
Carlsbad West Taxi Company (760) 710-7373 *carlsbadwesttaxi.com* **7 am – 7 pm service; limiting service area to Carlsbad only due to COVID-19*	Curb-to-curb *Will transport mobility device/folding wheelchairs	$3 flat fee plus $3/mi.	No eligibility requirements	Carlsbad Village ($10 minimum); Outside of Carlsbad Village ($15 minimum)	Transportation to social activities, errands, medical apps., grocery store, etc.

Find Your Next Ride

Be sure to also check the “All Regions” section starting on p. 9 to find additional providers that serve the North Coastal/Inland region.

NORTH COASTAL/INLAND					
Name	**Service Type**	**Cost**	**Eligibility**	**Origin Area**	**Usage and Availability**
City of San Marcos Senior Center Transportation (760) 744-5535 ext. 3605 san-marcos.net **Not accepting new applicants at this time due to COVID-19*	Curb-to-curb Door-to-door *Wheelchair lift/will transport mobility device	$1 donation each way	San Marcos residents	San Marcos	Transportation to/from grocery store (Thursdays) and the nutrition program Monday – Friday; Must book by 11 AM the day prior to lunch
City of San Marcos Catch-a-Ride! 760-744-5535 ext. 3605 san-marcos.net **Not accepting new applicants at this time due to COVID-19*	Curb-to-curb *Wheelchair lift/will transport mobility device	$2.50 one-way trip within city limits or $5 within 20 mi. (medical trips only)	San Marcos residents ages 60+ with income less than $37,450 per year and no other means of transportation; application required	San Marcos	Transportation for any purpose within city limits and medical trips within/outside city limits; Must book at least 1 week in advance of ride

Find Your Next Ride

Be sure to also check the “All Regions” section starting on p. 9 to find additional providers that serve the North Coastal/Inland region.

NORTH COASTAL/INLAND					
Name	**Service Type**	**Cost**	**Eligibility**	**Origin Area**	**Usage and Availability**
City of Vista Senior Nutrition Program (760) 639-6160 cityofvista.com **Reserve lunch for pick-up or delivery 2 days in advance; Mon/Wed 11 am - 12 pm; delivery on Wed only due to COVID-19*	Door-to-door *Wheelchair lift/will transport mobility device	$1 suggested donation round-trip	Vista residents ages 60+; Application required	Vista only	Transportation to /from the Center’s nutrition program; Must book at least 1 day in advance of ride
Del Mar Community Connections Sassy Chassis Van Services 858-792-7565 dmcc.cc/transportation **Service unavailable due to COVID-19; grocery and supply delivery upon request (click here)*	Door-to-curb	Free	City of Del Mar residents ages 60+ who are unable to drive; application required	Del Mar	Group transportation to retail and grocery stores for essential shopping

Find Your Next Ride

Be sure to also check the “All Regions” section starting on p. 9 to find additional providers that serve the North Coastal/Inland region.

NORTH COASTAL/INLAND					
Name	**Service Type**	**Cost**	**Eligibility**	**Origin Area**	**Usage and Availability**
Del Mar Community Connections Personalized Rides (858) 792-7565 dmcc.cc/transportation **Service unavailable due to COVID-19; grocery and supply delivery upon request (click here)*	Door-to-door Curb-to-curb	Free	City of Del Mar residents ages 60+ who are unable to drive; application required	Del Mar	Group transportation to retail and grocery stores for essential shopping
Del Mar Community Connections Foxy Flyer Wheelchair Rides (858) 792-7565 dmcc.cc/transportation **Service unavailable due to COVID-19; grocery and supply delivery upon request (click here)*	Door-to-door wheelchair rides	Free	Adult residents of zip code 92014 who use a wheelchair; application required	Del Mar	Transportation to medical appointments or necessary errands; must book 1 week in advance of ride

Find Your Next Ride

Be sure to also check the "All Regions" section starting on p. 9 to find additional providers that serve the North Coastal/Inland region.

NORTH COASTAL/INLAND					
Name	**Service Type**	**Cost**	**Eligibility**	**Origin Area**	**Usage and Availability**
Encinitas Senior Center Transportation (760) 943-2221 encinitas.ca.us **Providing medically necessary transportation only due to COVID-19*	Curb-to-curb *Will transport mobility device	Free	Encinitas residents; application required	Encinitas, Cardiff, Leucadia	Transportation to/from the Center's nutrition program ($4 suggested donation for 60+ and $6 for under 60); Must book by 9 AM the day prior to your ride
Foundation for Senior Care Van Program (760) 723-7570 foundationforseniorcare.org **Services unavailable due to COVID-19; food or grocery delivery only*	Door-to-door *Will transport mobility device	$7 suggested donation roundtrip	Fallbrook residents	Fallbrook	Transportation to/from the adult day care center, medical appointments, grocery store, pharmacy; Must book 2 days in advance of ride
Go Oceanside (760) 435-5155 oceansiderec.com **Service unavailable due to COVID-19*	Door-to-door (FACT rides) Door-through-door (volunteer driver and shuttle service)	Free volunteer driver and shuttle service; $8 per book of taxi vouchers; $5 for one-way rides from FACT	City residents ages 65+; application required	Oceanside	Transportation for errands, medical appointments, or social activities; Volunteer driver service is for medical appointments only; Must book at least 1 week in advance of ride

Find Your Next Ride

Be sure to also check the "All Regions" section starting on p. 9 to find additional providers that serve the North Coastal/Inland region.

NORTH COASTAL/INLAND					
Name	**Service Type**	**Cost**	**Eligibility**	**Origin Area**	**Usage and Availability**
North County Transit District LIFT 760) 726-1111 gonctd.com/lift	Curb-to-curb *Wheelchair Accessible	$5 one way or $50 book of 10 tickets	Must have a disability and meet specific criteria – visit website or call for more info.	Most areas of North Inland and North Coastal San Diego (*3/4 of a mile within a bus route)	Transportation for medical apps, grocery shopping, errands, etc.; Must book at between 1-7 days in advance of ride
On the Go Rides & Smiles (858) 637-7320 jfssd.org **Rides for medical purposes/groceries only due to COVID-19*	Curb to curb Door to door	$5-$27 depending on trip miles or $8 group shuttle one-way plus $20 enrollment fee	Ages 60+ and limited access to transportation; application required	Limited to East and North San Diego and North County Inland	Individual rides to medical and personal appointments, social activities, errands, etc; Must book at least 1 week in advance of ride
Out & About Encinitas (760) 943-2221 encinitas.ca.us **Cannot accommodate new passengers at this time*	Curb-to-curb *Will transport mobility device (depends on driver)	Free	Encinitas residents; application required (call for availability)	Encinitas, Cardiff, Leucadia	Transportation to/from the Center's nutrition program ($4 suggested donation for 60+ and $6 for under 60); Must book by 9 AM the day before you plan to attend

Find Your Next Ride

Be sure to also check the “All Regions” section starting on p. 9 to find additional providers that serve the North Coastal/Inland region.

NORTH COASTAL/INLAND					
Name	**Service Type**	**Cost**	**Eligibility**	**Origin Area**	**Usage and Availability**
Out & About Vista Senior Shuttle (760) 643-5284 cityofvista.com ** Rides for medical purposes/groceries only due to COVID-19; Phone line is only monitored Tues/Thurs/Fri 7:30am-11:30am*	Door-to-door * Wheelchair lift/will transport mobility device	$5 round trip	Ages 60+; application required	Vista (volunteer driver program and reduced cost taxi scrip available for outside Vista)	Group shuttle to shopping and miscellaneous errands; Individual/small group medical appointments Monday – Friday; Must book at least 1 day in advance of ride
Park Avenue Community Center Transportation (760) 839-4803 escondido.org *Senior nutrition program is now pick-up or delivery only due to COVID-19; accepting residents age 60+ for the waitlist*	Curb-to-curb *Will transport mobility device	$1 suggested donation round trip	Ages 60+; application required	Escondido	Transportation to the Center’s nutrition program; Must book 1 day in advance of ride

Find Your Next Ride

Be sure to also check the “All Regions” section starting on p. 9 to find additional providers that serve the North Coastal/Inland region.

NORTH COASTAL/INLAND					
Name	**Service Type**	**Cost**	**Eligibility**	**Origin Area**	**Usage and Availability**
Senior Service Council of Escondido Taxi Coupon Program (760) 480-0611 escondido-senior-services.org **Services have been temporarily suspended due to COVID-19*	Curb-to-curb	Free	Escondido residents ages 60+ and no other means of transportation; annual income of <$30,000; application required	Escondido	Taxi vouchers must be used for medical apps. in Escondido only; Must apply in person and vouchers will be mailed
Solana Beach Dial-a-Ride Taxi Voucher Program (858) 720-2400 ci.solana-beach.ca.us	Curb-to-curb *Will transport mobility device	$7.50 per booklet ($20 value); one booklet allowed per month	Solana Beach residents 65+ or physically disabled who meet income requirements; approved application required	Solana Beach	Any usage; vouchers will be received by mail upon payment (currently accepted by Yellow Cab & Courtesy Cab only)

Find Your Next Ride

Be sure to also check the "All Regions" section starting on p. 9 to find additional providers that serve the North Coastal/Inland region.

NORTH COASTAL/INLAND					
Name	**Service Type**	**Cost**	**Eligibility**	**Origin Area**	**Usage and Availability**
Solana Beach Presbyterian Church Senior Center Transportation (858) 509-2580 solanapres.org **Services have been temporarily suspended due to COVID-19*	Curb-to-curb *Will transport mobility device (no wheelchair)	Free	No eligibility requirements	Solana Beach	Transportation for ambulatory seniors or others in need to/from the church for Wednesday lunch or Sunday worship; Must book at least 1 week in advance of ride for first-time riders
Tri-City Patient Transport Express (760) 940-7433 *tricitymed.org*	Curb-to-curb *Wheelchair lift/will transport mobility device	Free	Tri-City patients with no other means of transportation	San Marcos, Vista, Carlsbad, Oceanside, Camp Pendleton	Transportation for medical appointments only; Must book at least 1 day in advance of ride
Vista Community Clinic Transportation (844) 308-5003 *vistacommunityclinic .org*	Curb-to-curb Door-to-door *Will transport mobility device	Free; donations to the clinic are accepted	Ambulatory VCC patients only who do not have access to other means of transportation	Vista, Oceanside, Camp Pendleton	Transportation to/from a clinic location or to specialty appointments; Must book at least 24 hours in advance of ride (call to confirm availability)
Yellow Taxicab of North County (760) 444-4444 driveu.com	Curb-to-curb *Will transport mobility device	$2.80 flat fee plus $3/mi.	No eligibility requirements	North Inland and Coastal only	Any usage; Immediate service

Find Your Next Ride

Be sure to also check the "All Regions" section starting on p. 9 to find additional providers that serve the North Central region.

NORTH CENTRAL					
Name	**Service Type**	**Cost**	**Eligibility**	**Origin Area**	**Usage and Availability**
Out & About Peninsula (619) 223-1640 sdcvdc.org/programs **Services have been temporarily suspended due to COVID-19*	Curb-to-curb (volunteer driver service) Door-through-door (van service) *Will transport mobility device	$5 suggested donation for shopping van; no fee for volunteer driver service	Ages 60+; Must be a registered agency client	Zip codes: 92106, 92107, 92110	Transportation for medical appointments, grocery shopping, etc.; Must book at least 1 day in advance for shopping van or 1 week in advance for medical appointments
Scripps La Jolla Mobile Shuttle (858) 492-3656 **Transportation for patients who have been transported to the hospital by Scripps, discharged having already seen a doctor, or not showing any symptoms of COVID 19*	Curb-to-curb Door-to-door *Wheelchair lift/will transport mobility device	Free	Must be a Scripps patient and live within a 10 mi radius of the hospital	University City, Mira Mesa, Sorrento Valley, Clairemont, La Jolla	For patients who have been discharged or have medical appointments at on Monday, Wednesday, or Friday; Must book at least 24 hours in advance; Must book at least 1 day in advance of ride (call to verify availability)
Seniors A Go Go (619) 284-9281 elderhelpofsandiego.org **Providing medically necessary transportation only due to COVID-19*	Curb to curb Door to door Door through door *Will transport mobility device	Donation-based	Ages 60+; application required	Central and select areas of East County – call to determine if your origin area is within the service area	Transportation to medical appointments, salon, senior center, library, social visits, etc.; Must book at least 1 week in advance

Find Your Next Ride

Be sure to also check the “All Regions” section starting on p. 9 to find additional providers that serve the North Central region.

NORTH CENTRAL					
Name	**Service Type**	**Cost**	**Eligibility**	**Origin Area**	**Usage and Availability**
Seniors A Go Go (619) 284-9281 elderhelpofsandiego.org **Providing medically necessary transportation only due to COVID-19*	Curb to curb Door to door Door through door *Will transport mobility device	Donation-based	Ages 60+; application required	Central and select areas of East County – call to determine if your origin area is within the service area	Transportation to medical appointments, salon, senior center, library, social visits, etc.; Must book at least 1 week in advance

Find Your Next Ride

Be sure to also check the "All Regions" section starting on p. 9 to find additional providers that serve the South region.

SOUTH					
Name	**Service Type**	**Cost**	**Eligibility**	**Origin Area**	**Usage and Availability**
Coronado Seniors Out & About (619) 522-6302 coronado.ca.us/outandabout **Medical appointments/ grocery trips only due to COVID-19*	Curb-to-curb Door-to-door Door-through-door *Will transport mobility device	$1-$6 per ride depending on distance (up to 18 mi.)	Coronado residents ages 60+ with limited or no transportation	Coronado	Transportation to any location (up to 18 mi.); Must book 1 week in advance
Paradise Health & Senior Center Transportation (619) 472-2665 paradisevalleyhospital.net	Curb-to-curb *Wheelchair lift/will transport mobility device	Free	Paradise Valley Hospital patients ages 65+	91945, 91915, 92103, 91977, 91910, 91902, 91932, 92104, 92173, 91913, 91911, 92114, 92105, 91950, 92154, 92139, 92113, 92101	Medical transportation only; Arrange for ride when making appointment
Renewing Life 619-517-3239 renewinglife4SD.com **Suspended through the month of April until further notice*	Curb-to-curb Door-to-door Door-through-door *Will transport mobility device	Free	Must be a low-income senior and/or possess a disability living at an eligible service site	Congregational Towers, Harvest Ridge, and Towne Centre Manor	Transportation to medical appointments, grocery store, personal errands, etc.; Call for more info; Must book at least 3 days in advance of ride

Find Your Next Ride

Be sure to also check the “All Regions” section starting on p. 9 to find additional providers that serve the South region.

SOUTH					
Name	**Service Type**	**Cost**	**Eligibility**	**Origin Area**	**Usage and Availability**
Salvation Army Senior Nutrition Program (619) 446-0271 salvationarmy.org **Transportation to the nutrition programs has been suspended due to COVID-19; food delivery service available*	Door-to-door *Will transport mobility device	$4 suggested donation	Ages 60+; Must enroll in the nutrition program	Chula Vista (91910, 91911), El Cajon (92019, 92020, 92021), and San Diego (92102, 92104, 92105, 92111, 92117, 92123)	Group transportation to the senior nutrition programs in El Cajon, Metro Area, and Santee; Must book 1 day in advance of ride

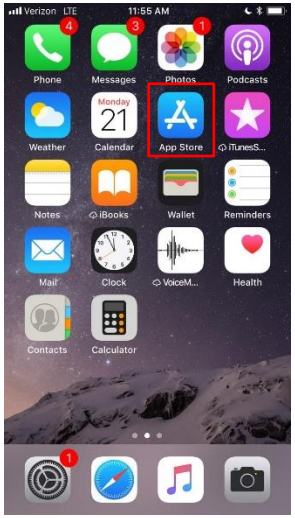
Technical Guide to Smartphone

By using a smart phone or tablet, you can access a wide variety of transportation resources. The instructions below take you step-by-step through the process of searching for and downloading helpful apps using an iPhone, iPad, or Android (any non-Apple product) device.

Searching for and downloading apps in the App Store (iPhone)

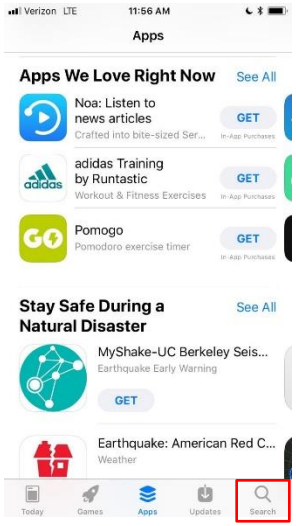
STEP 1

Open the App



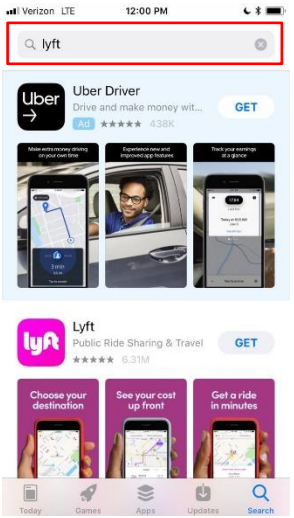
STEP 2

Tap the magnifying glass.



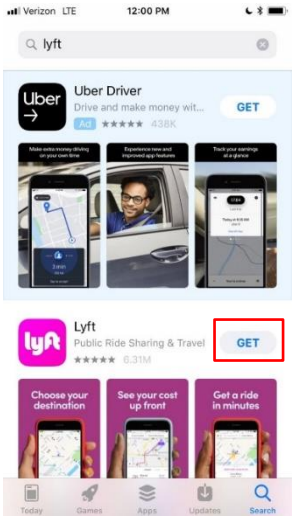
STEP 3

Type the app name and tap SEARCH.



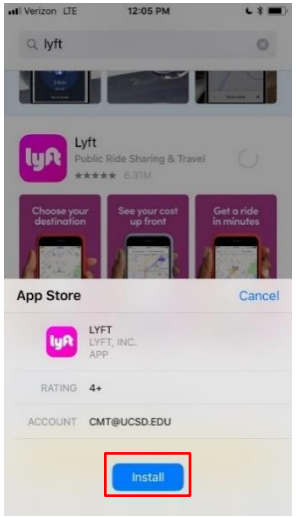
STEP 4

Tap GET.



STEP 5

Tap INSTALL.

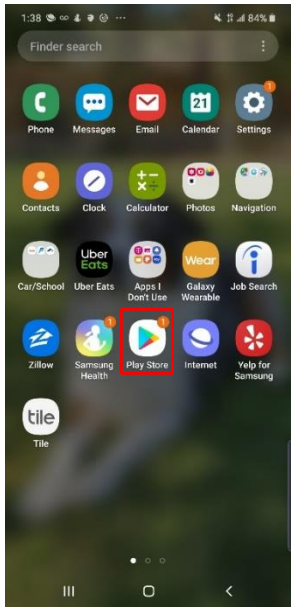


Technical Guide to Smartphone

Searching for and downloading apps in the Play Store (Android)

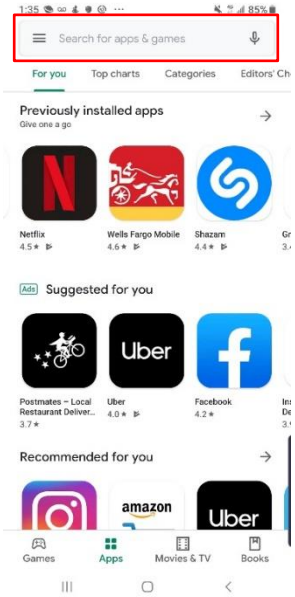
STEP 1

Open the Play Store.



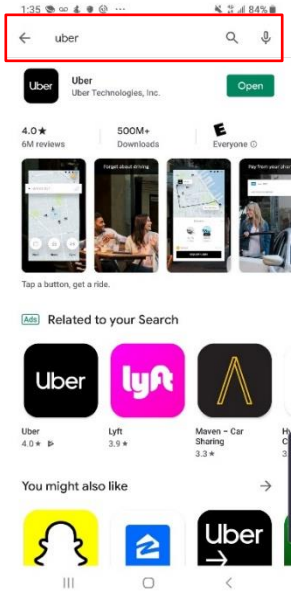
STEP 2

Tap the search bar.



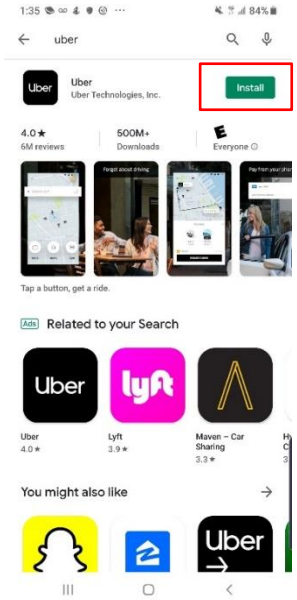
STEP 3

Type the app name and search



STEP 4

Tap INSTALL.



Transit and Transportation Apps

NAME	COST	DESCRIPTION
Google Maps	Free	• Offers satellite imagery, aerial photography, street maps, 360° panoramic views of streets, real-time traffic conditions, and route planning for traveling by foot, car, bicycle and air, or public transportation
Lyft	Dependent on trip miles	• Request rides from a nearby drivers • App shows the driver's name, ratings, and photos of the driver/car
One Bus Away	Free	• MTS bus routes app that provides real time transit data for San Diego • Set departure alerts, track your route and save your favorite routes
Transit App	Free	• Navigate your city's public transit system with accurate real-time predictions, simple trip planning, step-by-step navigation, service disruption notifications, and departure and stop reminders
Transit Tracker – San Diego	Free	• Find the nearest bus station with scheduled stops and view upcoming departures with just two quick taps
Uber	Dependent on trip miles	• Request rides from a nearby drivers • App shows the driver's name, ratings, and photos of the driver/car
Waze	Free	• GPS navigation software app • Helps you find directions and avoid traffic jams • Provides navigation information, travel times, and route details

Transportation Glossary

A

Accessibility: The extent to which facilities, including transit vehicles, are free of barriers and can be used by people who have disabilities, including wheelchair users.

ADA complementary paratransit service: The Americans with Disabilities Act (ADA) requires public transit agencies that provide fixed-route service to provide "complementary paratransit" services to people with disabilities who cannot use the fixed-route bus or rail service because of a disability. ADA regulations specifically define a population of customers who are entitled to this service as a civil right. The regulations also define minimum service characteristics that must be met for this service to be considered equivalent to the fixed-route service it is intended to complement. In general, ADA complementary paratransit service must be provided within 3/4 of a mile of a bus route or rail station, at the same hours and days, for no more than twice the regular fixed route fare.

Americans with Disabilities Act (ADA): Passed by Congress in 1990, this Act mandates equal opportunities for people with disabilities in the areas of employment, transportation, communications and public accommodations. Under ADA, most transportation providers are obliged to purchase lift equipped vehicles for their fixed-route services and must ensure system-wide accessibility of their demand-responsive services to people with disabilities. Public transit providers also must supplement their fixed-route services with paratransit services for those people unable to use fixed-route service because of their disability.

Administration on Aging (AoA): An agency of the U.S. Department of Health and Human Services that is headed by an Assistant Secretary for Aging. It is the federal focal point and advocacy agency for older persons, as mandated by AoA, and administers most AoA programs at the federal level. AoA funds six core services: supportive services (including transportation); nutrition; preventive health services; National Family Caregiver Support Program; services that protect the rights of vulnerable older persons; etc. AoA provides leadership, technical assistance, and support to the national aging network.

Transportation Glossary

Area Agency on Aging (AAA or Triple A): A public or private non-profit agency, designated by the state to address the needs and concerns of all older Americans at the regional and local levels. The term "area agency on aging" is a generic term—specific names of local AAAs [IRS designation of 501(c)(3)] may vary. Triple A's are primarily responsible for a geographic area that is a city, a single county or a multi-county district. Triple A's may be characterized as a county, city, regional planning council, council of governments, or non-profit or for-profit business. All Triple A's perform three important functions: creating multi-year plans; providing information and referral on available services and programs, and coordinating AoAs and other funds that support their service area.

Busway: A roadway reserved for buses only. Also known as a "bus lane."

Circulator bus: A bus that makes frequent trips around a small geographic area with numerous stops along the route. It is typically operated in a downtown area or an area that attracts tourists or large crowds and has limited parking and congested roads. It may be operated all day or only at times of peak demand, such as rush hour or lunch time.

Community transportation: The family of transportation services in a community, including public and private sources, that are available to respond to the mobility needs of all community members.

Curb-to-curb service: A common designation for paratransit services, in which the transit vehicle picks up and discharges passengers at the curb or driveway in front of their home or destination. In curb-to-curb service the driver does not assist the passenger along walks or steps to the door of the home or other destination.

Transportation Glossary

D

Demand-response service: This type of transit service allows individual passengers to request transportation from a specific location to another specific location at a certain time. These services often require advance reservations.

Disabled: Any person who by reason of illness, injury, age, congenital malfunction or other permanent or temporary incapacity or disability is unable, without special facilities, to use local transit facilities and services as effectively as people who are not so affected.

Door-to-door service: A form of paratransit service that includes passenger assistance between the vehicle and the door of the passenger's home or other destination. Door-to-door offers a higher level of service than curb-to-curb, yet not as specialized as "door-through-door" service, in which the driver actually provides assistance within the origin or destination.

Door-through-door assistance: Passenger service provided through the door of the residence and/or the destination by a driver or transportation escort.

F

Fare box revenue: A public transportation term for the money or tickets collected as payment for rides. Fare box revenue can include cash, tickets, tokens, transfers, or pass receipts.

Fare structure: The basis for determining how fares are charged. Common types of fare structures are distance-based (the longer the trip, the higher the fare), time-base (higher fares for trips made during peak hour service) or quality-based (demand-responsive trips usually cost more than fixed route trips or flat fares). Fare structure may also differ based on passenger age, income, or disability. For example, often lower fares are charged for older adults, children and youth, Medicaid recipients, people with limited income, and people with disabilities.

Transportation Glossary

Federal Transit Administration (FTA): A component of the U.S. Department of Transportation that administers federal funding to support a variety of locally planned, constructed, and operated public transportation systems throughout the U.S., including buses, subways, light rail, commuter rail, streetcars, monorail, passenger ferry boats, inclined railways, and people movers. FTA provides financial assistance for capital, operating, and planning costs of public transportation systems.

Fixed route service: Transit services in which vehicles run on regular, scheduled routes with fixed stops and no deviation. Typically, fixed-route service is characterized by printed schedules or timetables, designated bus stops where passengers board and exit and the use of larger transit vehicles.

Flexible routing and schedules: Flexible route service follows a direction of travel but allows for deviation or rerouting along the way to accommodate specific trip requests. Examples of flexible route systems are route deviation and point deviation.

H

Headway: The length of time at a stop between buses following the same route. If buses operating along Route A arrive at Stop 1 at 9:00, 9:30, 10:00, and so on, there are half-hour headways. When headways are short the service is said to be operating at a high frequency; if headways are long, service is operating at a low frequency.

Human services transportation: Transportation for clients of a specific human or social service agency that is usually limited to a specific trip purpose. Human service agency trips are often provided under contract to a human service agency and may be provided exclusively or rideshared with other human service agencies or general public service.

Transportation Glossary

M

Mode, intermodal, multimodal: Mode refers to a form of transportation, such as automobile, transit, bicycle, and walking. Intermodal refers to the connections between modes, and multimodal refers to the availability of transportation options within a system or corridor.

N

National Resource Center for Human Service Transportation Coordination (NRC): Established in 2007 as a result of the Safe, Accountable, Flexible, Efficient Transportation Equity Act operated by the Community Transportation Association of America (CTAA) through a cooperative agreement with the Federal Transit Administration. The fundamental purpose of the NRC is to support states and communities in better integrating public transportation services with the services and demands of their human services networks.

National Center for Senior Transportation (NCST): A resource and technical assistance center funded by the FTA (Federal Transit Administration) and administered by Easter Seals Inc., in partnership with the National Association of Area Agencies on Aging. Additional team members are the National Association of State Units on Aging (NASUA), the Community Transportation, Association of America (CTAA), the American Society on Aging (ASA) and the Beverly Foundation. Also guiding NCST work is a national steering committee of experts in senior transportation issues.

National Network on Aging: the network of federal, state, and local agencies (U.S. Administration on Aging, state units on aging, and Area Agencies on Aging) created by the Older Americans Act.

Transportation Glossary

Non-emergency medical transportation (NEMT): Transportation service provided to individuals who are not in an emergency situation but need more assistance than a taxi service is able to provide. Service providers will be specially equipped to transport riders in wheelchairs, stretchers, or with other special needs.

O

Older Americans Act (OAA): Federal law first passed in 1965. The act established a national network of federal, state, and local agencies to plan and provide services to enable older persons to maintain their independence in their homes and communities. The Act created the infrastructure for organizing, coordinating, and providing community-based services and opportunities for older Americans and their families.

P

Paratransit: Types of passenger transportation that are more flexible than conventional fixed-route transit but more structured than the use of private automobiles. Paratransit is a broad term that may be used to describe any means of shared ride transportation other than fixed route mass transit services. Paratransit services usually use smaller vehicles (less than 25 passengers) and provide advance-reservation, demand-responsive service that is either curb-to-curb or door-to-door. Paratransit services that are provided to accommodate passengers with disabilities who are unable to use fixed route service and that meet specific service equivalency tests are called ADA complementary paratransit services.

Transportation Glossary

R

Rapid transit: Rail or bus transit service that is separated from other modes of transportation on an exclusive right-of-way. Often operates as an express service with a minimal number of stops.

Ride share/ride match program: A program that facilitates the formation of carpools and vanpools, usually for work trips. Such programs maintain a database including information on ride times, origins, destinations and driver/rider preferences of users and potential users. Individuals requesting to join an existing pool or those looking for riders are matched by program staff.

S

Service route: Transit routes that are tailored to meet the needs of a specific market segment (such as older adults or people with disabilities) in a community. Service routes often evolve out of a pattern of demand-response travel within a community. Characteristics of a service route include stops at high-density residential complexes or group homes, shopping areas, medical facilities, and destinations specific to the target population such as senior centers or sheltered work sites. Stops are usually positioned near an accessible entrance of a building instead of on the street, and the ride times are typically longer than on a “conventional” fixed route covering the same general area. Vehicles tend to be smaller and accessible to people with disabilities, and drivers usually offer a relatively high level of personal assistance.

State Units on Aging (SUAs): Agencies of state and territorial governments designated by governors and state legislatures to administer, manage, design, and advocate for benefits, programs, and services for the elderly and their families and, in many states, for adults with physical disabilities. The term "state unit on aging" is a general term; the specific title and organization of the governmental unit will vary from state to state and may be called a Department, Office, Bureau, Commission, Council or

Transportation Glossary

Board for the elderly, seniors, aging, older adults and/or adults with physical disabilities. Since 1965 all State Units on Aging have administered the Older Americans Act (OAA) in their respective states. Through a state network of area agencies on aging and service providers, a range of services is provided to older persons including home care, congregate and home delivered meals, transportation, information and assistance and advocacy on behalf of individual older citizens. SUAs also have significant policy, planning, and advocacy roles in leveraging other federal, state and local public and private funds to support programs on aging.

Subscription service: When a passenger or group of passengers requests a repetitive ride (such as on a daily or weekly basis) trips are often scheduled on a subscription or "standing order" basis. The passenger makes a single initial trip request, and the transit system automatically schedules them for their trip(s) each day or week. This service is frequently used in transporting human service agency clients to regular agency programs.

T

Title III: A title of the Older Americans Act that authorizes expenditures for nutrition and transportation programs that serve older persons.

Title VI: A title of the Civil Rights Act of 1964 that ensures that no person in the United States will be discriminated against on the basis of race, color, or national origin. The transportation planning regulations, issued in October 1993, require that metropolitan transportation planning processes be consistent with Title VI.

Transportation disadvantaged: A term used to describe those people who have little or no access to meaningful jobs, services, and recreation because a transportation system does not meet their needs. Often refers to those individuals who cannot drive a private automobile because of age, disability, or lack of resources.

Transportation Glossary

Transportation Management Association (TMA): A voluntary association of public and private agencies and firms joined to cooperatively develop transportation-enhancing programs in a region. TMAs are appropriate organizations to better manage transportation demand in congested suburban communities.

U

U.S. Department of Health and Human Services (HHS): The federal agency that funds a variety of human services transportation through the Administration on Aging, Head Start, Medicaid, Temporary Aid to Needy Families, and other federal programs.

U.S. Department of Transportation (DOT): The federal department responsible for the funding, efficiency, and safety of the nation's highway, aviation, transit, pipeline, and maritime transportation infrastructure.

V

Vanpool: A prearranged ridesharing service in which a several people travel together on a regular basis in a van.

Volunteer Network: A volunteer network matches requests for transportation with a volunteer driver who is typically reimbursed on a per-mile basis. Persons requesting service call the network; the network calls the driver and schedules the trip. Volunteer networks are frequently used in rural areas where resources are scarce, persons needing transportation may live in remote areas, and a sense of community is not uncommon.

Improving Transportation in Our Region

To plan for the rapidly growing older adult population in our region, in 2016 the San Diego County Board of Supervisors joined the AARP® Network of Age-Friendly Communities and launched the *Age Well San Diego* initiative, in partnership with AARP® and The San Diego Foundation. The first two years of this five-year process involved conducting a community needs assessment and creating an action plan. Voices of hundreds of older adults and professionals helped to shed light on what is working well in our communities and what needs improvement. Then, more than 100 seniors, professionals, and community partners worked together to build a plan.

The Age Well San Diego Action Plan was approved by the Board on May 15th, 2018. The plan includes goals in the areas of Dementia-friendly, Health & Community Support, Housing, Social Participation, and Transportation. Theme teams have been created for each of the five theme areas to guide implementation, monitor progress on the plan, and assist with evaluation activities. The vision of the Transportation Theme Team is that of livable community with transportation that is accessible for people of all ages, abilities, and disabilities, and is safe, affordable, and reliable for non-drivers. The following five Transportation goals in the Age Well Action Plan will help make transportation more accessible to older adults and will increase transportation options for San Diegans of all ages:

1. Implement the Complete Streets policy and design approach as routine practice in jurisdictions across the region. This approach emphasizes safe accommodation of bicyclists, pedestrians, transit riders, and drivers
2. Institute regional planning policies to promote smart growth
3. Set transportation mode-split goals and allocate funds accordingly
4. Implement a comprehensive regional transit policy
5. Develop a coordinated, innovative rideshare mobility system for all users

For more information about Age Well San Diego, visit www.livewellsd.org/agewell