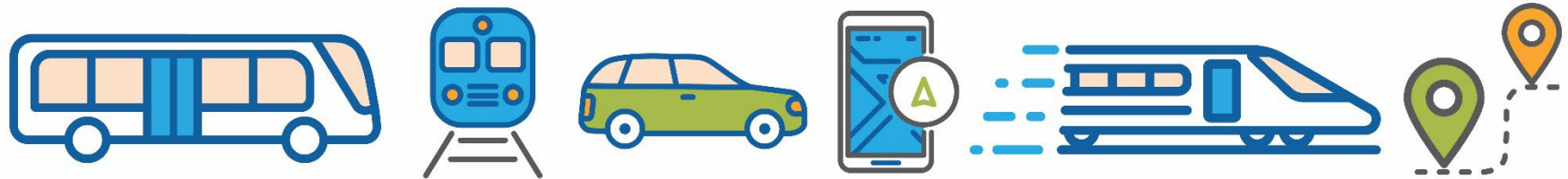


Ride Well to Age Well Guide



A resource guide to transportation services
for San Diego County residents

**Provided by members of the Age-Friendly
Transportation & Community Connections Team**



COUNTY OF SAN DIEGO
HEALTH AND HUMAN SERVICES AGENCY



LIVE WELL
SAN DIEGO

Updated May 2026

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Please Note: Please contact the transportation providers directly for the most up-to-date information.

About the Ride Well to Age Well Guide



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 Aging Roadmap initiative, experts in the fields of transportation and transit, aging, and social services worked together to create the ***Ride Well to Age Well Guide***, a resource guide to transportation services available in San Diego County. The *Ride Well to Age Well 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.
-  **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 no cost 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.

Please Note: Please contact the transportation providers directly for the most up-to-date information.

Key Transportation Resource: FACT

About FACT

Facilitating Access to Coordinated Transportation (FACT) is a nonprofit agency formed in 2005 and in 2006 was designated by the San Diego Association of Governments (SANDAG) as the Consolidated Transportation Services Agency (CTSA) 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

Call (888) 924-3228 for information, or to request a ride

FACT offers the RideFACT program for San Diego County seniors over 60+ and individuals with disabilities. RideFACT provides curb-to-curb service that operates Monday – Friday. Please call (888) 924-3228 3 – 7 days before your planned travel date to request a reservation.

Fares are \$5.00 - \$20.00 for a one-way ride.

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. Passengers can use the PRONTO - San Diego app or visit www.ridepronto.com to register an account and purchase trip fares and passes.



Contact Information

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

For trip planning assistance, call (619) 233-3004

For MTS Security, call (619) 595-4960 or text (619) 318-1338

Trip Fares and Passes (Senior (65+)/Disabled/Medicare)

Rates are subject to change. For the most up to date fares, visit www.sdmts.com.

One Way Fares	Passes
Trolley, Bus, Rapid: \$1.25 to \$1.50	1-Day Pass - Trolley, Bus, Rapid: \$3.00 to \$3.50 or \$6.00 (Premium Regional)
Rapid Express/Premium (Routes 280, 290): \$2.50	30-Day Pass: Trolley, Bus, Rapid - \$23 to \$30 or \$32 to \$45 (Premium Regional)
Rural (Routes 888, 891, 892, 894): \$4.00	1-Day Coaster Pass: \$7.50
Access: \$5.00 to \$6.00	30-Day Coaster Pass: \$58 to \$60

Fare information for Senior/Disabled/Medicare can be found at: www.sdmts.com/fares/reduced-fares

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 County. Passengers can use the PRONTO - San Diego app or visit www.ridepronto.com to register an account and purchase trip tickets and passes.



Contact Information

205 South Tremont Street, Oceanside, CA 92054

www.gonctd.com

(760) 966-6500

One-Way Trip Fares and Passes (Senior (65+)/Disabled/Medicare)

Rates are subject to change. For the most up to date fares, visit www.gonctd.com.

BREEZE Bus: \$1.25 to \$1.50	Coaster 2 Zone: \$2.75 to \$3.50 (or \$58 to \$70 for 30-Day Pass)
SPRINTER Hybrid Rail: \$1.25 to \$150	Coaster 3 Zone: \$3.25 to \$3.50 (or \$58 to \$70 for a 30-Day Pass)
FLEX Demand Response \$2.50 to \$3.00	Regional Day Pass (SPRINTER, BREEZE, MTS Buss, MTS Trolley, MTS Rapid): \$3 to \$3.50 (or \$23 to \$30 for a 30-Day Pass)
Coaster 1 Zone: \$2.50 to \$3.50 (or \$58 to \$70 for 30-Day Pass)	Premium Regional Day Pass (Regional Pass plus MTS Rapid Express): \$6 to \$8 (or \$32 to \$45 for a 30-Day Pass)

Information for Senior/Disabled/Medicare can be found at: www.gonctd.com/fares/reduced-fare-eligibility/

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. 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 | 1-855-GO-SD-511

Features

Traffic:

- Full-featured and streamlined maps including current incidents 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

Level of Assistance

Low

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.

High

Find Your Next Ride

This section lists transportation providers that serve all regions of San Diego County, as well as providers that only serve specific regions (Central, East, North Coastal/Inland, North Central, and South).

To find your next ride, search the “All Regions” section, as well as the regional section where your home/starting point is located. Each section is color-coded, as shown below.

ALL REGIONS (Pages 10 – 14)

CENTRAL (Pages 15)

EAST (Pages 16 – 17)

NORTH COASTAL/INLAND (Pages 18-24)

NORTH CENTRAL (Page 25)

SOUTH (Pages 26-27)

Please Note: Please contact the transportation providers directly for the most up-to-date information.

Find Your Next Ride

ALL REGIONS*					
Name	Service Type	Cost	Eligibility	Origin Area	Usage and Availability
American Cancer Society's Road to Recovery (888) 227-6333 www.cancer.org/support-programs-and-services/road-to-recovery.html	Curb-to-curb (Ambulatory) *Will transport mobility device	No Cost; Based on volunteer availability	Must have a cancer diagnosis; Other eligibility requirements may apply	Countywide; may depend on zip code	Transport patients with a cancer diagnosis to cancer-related medical appointments
Black Tiger Transportation (619) 457-0577	Door-to-door (no-stairs) *Wheelchair lift/will transport mobility device *Stair chair available for an additional \$50	\$40 one-way, and \$5/mile (ambulatory) \$60 one-way, and \$5/mile (non-ambulatory) \$150 one-way, \$7/mile (gurney)	No eligibility requirements	Countywide	24/7 non-emergency medical transportation; Must book at least 48 hours in advance of ride (same day rides depend on availability)
Disabled American Veterans (858) 552-7470 https://comm.dav.org/get-help-now/medical-transportation/	Curb-to-curb Door-to-door *Does not accept wheelchairs or gurneys	No Cost	Must be a veteran and ambulatory; Appointment must end by 12pm (Oceanside exempt)	Countywide	Transportation to/from VA Medical Centers, Mission Valley, and Oceanside clinics for medical appointments; Must book at least 2 weeks in advance

**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
GoGoGrandparent (855) 464-6872 gogograndparent.com	Ambulatory Curb-to-curb *Will transport mobility device	\$16.99 monthly membership fee; Uber/Lyft fare and \$.27/minute	No eligibility requirements; Registration and active membership required	Countywide	24/7 transportation for grocery shopping, medical appointments, errands, etc. within 100 miles; Must book at least 15 minutes in advance of a ride
Lyft lyft.com	Curb-to-curb *Wheelchair accessible when Access Mode is enabled	Depends on trip miles	No eligibility requirements	Countywide	Any usage; Immediate service
MTS Access (844) 299-6326 www.sdmts.com/rider-info-accessibility/mts-access	Curb-to-curb Door-to-door *Wheelchair lift/will transport mobility device	\$5 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

**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
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) 637-3210 www.jfssd.org/our-services/older-adults	Curb-to-curb *Will transport mobility device	Cost of LYFT ride plus \$6 service fee each way	Ages 60+ and with an active On the Go registration	Countywide	Any usage; Must book at least 30 minutes in advance of a ride. Available 8am-4pm, Monday - Friday
San Ysidro Health Transportation Program (619) 931-1998 www.syhealth.org/services/transportation	Door-to-door *Wheelchair lift, transport foldable wheelchair	No Cost	Must be a San Ysidro patient and not have transportation to and from the clinic	Countywide	Transportation to and from the San Ysidro clinics up to 3 times per month; Must be scheduled 2 weeks in advance

**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/our-services/#senior-transportation	Door-to-door *Wheelchair lift/will transport mobility device	\$50 for service + \$4.50/mile (Wheelchair); \$200 for service + \$6/mile	No eligibility requirements	Countywide	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	\$85 for service + \$6/mile (Wheelchair Van); \$225 for service, + \$12/mile (Gurney Van)	No eligibility requirements	Countywide	Non-emergency wheelchair and gurney transportation; Same day scheduling allowed
Transit Van Shuttle (866) 537-9778 transitvanshuttle.com	Door-to-door	Depends on trip miles	No eligibility requirements	Countywide	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 (619) 295-8393 ext. 314 travelersaidsandiego.org	Multiple programs available — call for help choosing the right one.	No Cost	Low-income seniors ages 60+	Countywide	Menu of no cost transportation options, including, senior bus passes, MTS Access/LYFT Vouchers, and volunteer driver program (pending availability)
Uber uber.com	Curb-to-curb *Wheelchair accessible when Wav is enabled	Depending on trip miles	No eligibility requirements	Countywide	Any usage; Immediate service
Yellow Taxicab (619) 444-4444 (858) 444-4444 (760) 444-4444 driveu.com	Curb-to-curb *Will transport mobility device	\$3 flat fee plus \$3.30/mi. *10% Senior Discount available	No eligibility requirements	Countywide	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 page 10 to find additional providers that serve the Central region.

CENTRAL

Name	Service Type	Cost	Eligibility	Origin Area/ZIP	Usage and Availability
Mid-City Go midcitygo.com	Curb-to-curb electric vehicle ride-share service	No Cost	No eligibility requirements	North Park, City Heights	Service hours: Monday to Friday, 9 am to 5 pm Request rides through the Via San Diego app
Salvation Army Senior Nutrition Program Door of Hope (858) 483-1831 ext. 9 sandiego.salvationarmy.org/ g/san_diego2/club-60/	Door-to-door *Will transport mobility device (no wheelchairs)	\$2 suggested donation	Ages 60+; Must enroll in the nutrition program	City of San Diego (92111, 92117, 92123)	Group transportation to the senior nutrition programs in Metro Area; Must book 1 day in advance of ride
Seniors A Go Go (619) 284-9281 elderhelpofsandiego.org/s olutions-for-living/seniors- a-go-go/	Curb-to-curb Door-to-door Door-through- door *Will transport canes or walkers	Donation- based	Ages 60+; Application required	Service area varies based on volunteer availability.	Rides to medical appointments and other destinations based on volunteer capacity; Book rides at least 1 week in advance
Veterans Transportation Service (858) 552-7572 www.va.gov/healthbenefit s/vtp/veterans transportat ion service.asp	Curb-to-curb Door-to-door *Wheelchair accessible	No Cost	Must be a veteran; Appointments must be at the VA	City of San Diego (Other options in cities of Chula Vista and El Cajon)	Medical transportation to/from VA medical centers and clinics; Must book at least 2 business days in advance of appointment

Find Your Next Ride

Be sure to also check the “All Regions” section starting on page 10 to find additional providers that serve the East region.

EAST					
Name	Service Type	Cost	Eligibility	Origin Area	Usage and Availability
La Maestra Family Clinic Transportation (619) 280-4213 lamaestra.org/index.php/transportation/	Curb-to-curb	No Cost	Must be a La Maestra patient who does 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
On the Go Rides & Smiles (858) 637-3210 www.jfssd.org/our-services/older-adults	Curb-to-curb *Will transport mobility device	Donation-based	Ages 60+ and with limited access to transportation; Application required	Limited to East and North San Diego and North County Inland (zip code specific, see website)	Individual rides to medical and personal appointments, social activities, errands, etc. Up to 10 times per month; Must book at least 5 days in advance of the ride
Via San Diego El Cajon Zone (619) 413-9986 city.ridewithvia.com/san-diego	Curb-to-curb; Door-to-door and Wheelchair Accessible Vehicles available by request	\$2.50 one way	No eligibility requirements	El Cajon	Transportation around El Cajon. Request rides through Via San Diego app or call. Available Monday to Friday, 8am - 5pm

Find Your Next Ride

Be sure to also check the “All Regions” section starting on page 10 to find additional providers that serve the East region.

EAST					
Name	Service Type	Cost	Eligibility	Origin Area	Usage and Availability
Seniors A Go Go (619) 284-9281 elderhelpofsandiego.org/solutions-for-living/seniors-a-go-go/	Curb-to-curb Door-to-door Door-through-door *Will transport canes or walkers	Donation-based	Ages 60+; Application required	Central and select areas of East and North County – call to determine if your origin area is within the service area	Transportation to medical appointments. Rides to other destinations may be available based on volunteer capacity. Once enrolled, must book ride at least 1 week in advance
Salvation Army Senior Nutrition Program (Club 60) (619) 592-8292 sandiego.salvationarmy.org/san_diego2/club-60/	Door-to-door *Will transport mobility device	\$2 suggested donation	Ages 60+; Must enroll in the nutrition program	El Cajon (92019, 92020, 92021)	Group transportation to the senior nutrition programs in El Cajon; Must book 1 day in advance of ride
Veterans Transportation Service (858) 552-7572 www.va.gov/healthbenefits/vtp/veterans_transportation_service.asp	Curb-to-curb Door-to-door *Wheelchair accessible	No Cost	Must be a veteran; Appointments must be at the VA	El Cajon (Other options in cities of Chula Vista and San Diego)	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 page 10 to find additional providers that serve the North Coastal/Inland region.

NORTH COASTAL/INLAND					
Name	Service Type	Cost	Eligibility	Origin Area	Usage and Availability
Carlsbad West Taxi Company (760) 710-7373	Curb-to-curb *Will transport mobility device/folding wheelchairs	\$4/mile (\$80 minimum)	No eligibility requirements	Carlsbad, Oceanside, Encinitas, Vista, San Marcos, Escondido	Transportation to activities, errands, appointments, etc.; Services from 5am-7pm
City of San Marcos Catch-A-Ride! Lunch Shuttle (760) 744-5535 ext. 3605 www.sanmarcosca.gov/Parks-Recreation/Senior-Center	Curb-to-curb *Wheelchair lift/will transport mobility device	\$1 donation each way; \$5 suggested donation for lunch	San Marcos residents ages 60+	San Marcos; 92069 92078	Transportation to/from the nutrition program Monday – Friday; Must pre-register for the lunch program. Must book by 2pm one weekday prior to lunch
City of Vista Senior Nutrition Program (760) 643-5288 www.vista.gov/departments/recreation-comm-services/senior-services/nutrition-program	Door-to-door (Ambulatory) *Wheelchair lift/will transport mobility device	\$1 suggested donation round trip	Vista residents ages 60+; Application required	Vista	Transportation to the center for lunch. Call to schedule a ride. Reserve by 1pm prior to the lunch day

Find Your Next Ride

Be sure to also check the “All Regions” section starting on page 10 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 Out & About Senior Transportation (760) 643-5288 www.vista.gov/departments/recreation-community-services/senior-services/out-about-transportation-program	Door-to-door Wheelchair accessible	\$5 roundtrip \$3 one way	Vista residents age 60+	Vista	Van service for groceries and medical appointments. Medical rides available Tuesday, Thursday, and Friday from 9am–1pm; See website or call for grocery service schedule. Reservations required 72 hours in advance
Encinitas Senior Center Lunch Transportation (760) 943-2258 www.encinitasca.gov/government/departments/parks-recreation-cultural-arts/recreation-programs/community-senior-center/adults-50-plus	Curb-to-curb *Can transport walkers	\$4 suggested donation round trip	Encinitas residents ages 60+ and no under 60 guests; Application required	Encinitas (92007, 92024)	Transportation to/from the Center’s nutrition program (\$4 suggested lunch donation for 60+); Must book by 12pm the business day prior to your ride

Find Your Next Ride

Be sure to also check the “All Regions” section starting on page 10 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 Sassy Chassis Van Services (858) 792-7565 www.dmcc.cc/essentialtransportation	Curb-to-curb	No Cost	Ages 60+; Unable to drive; Resident of the 92014 ZIP code, residing in the City of Del Mar, or North of Carmel Valley Rd and South of Via De La Valle;	Del Mar	Group transportation to retail and grocery stores for essential shopping; Must book 1 week in advance of the ride
Del Mar Community Connections Foxy Flyer Wheelchair Rides (858) 792-7565 www.dmcc.cc/essentialtransportation	Door-to-door wheelchair rides	No Cost	Adult residents of zip code 92014 who use a wheelchair; Application required; Must be vaccinated from COVID-19	Del Mar	Transportation to medical appointments or necessary errands; Must book 1 week in advance of the ride
Center for Senior Wellbeing (760) 723-7570 centerforseniorwellbeing.org/services/transportation/	Door-to-door *Will transport mobility device	\$10 suggested donation round trip; Ask about low-income services through	Seniors 60+ and Adults with Disabilities; Eligibility form required	Fallbrook, Bonsall, Rainbow, and De Luz	Monday – Friday Transportation to/from the adult day program, health appointment, grocery store, pharmacy, and more; Home delivery of groceries; Book at least 48 hours in advance

Find Your Next Ride

Be sure to also check the “All Regions” section starting on page 10 to find additional providers that serve the North Coastal/Inland region.

NORTH COASTAL/INLAND					
Name	Service Type	Cost	Eligibility	Origin Area	Usage and Availability
Go Oceanside (760) 435-5155 www.ci.oceanside.ca.us/government/parks-recreation/senior-centers-services/transportation-services	Door-through-door (volunteer driver and shuttle service)	No Cost volunteer driver and shuttle service	Oceanside residents ages 65+; Application required	Oceanside	Transportation for medical appointments; Must book at least 1 week in advance and up to 2 months; Limit of 4 rides per person per month; Grocery services also available.
gO'Side Shuttle (760) 547-7870 visitoceanside.org/goside-shuttle-oceanside/	Shared-ride, on-demand shuttle	\$3.00 per rider	No eligibility requirements	Oceanside	Carpooled shuttle transportation for short trips in Oceanside. Service hours: Wednesday – Sunday, 2pm-10pm.
NCTD+ (North County Transit) (760) 966-6500 gonctd.com/services/nctd-plus/	Shared-ride, on-demand shuttle	\$1.50 To/From SPRINTER Stations \$3.00 Anywhere in Service Zone	No eligibility requirements	San Marcos, Vista	Transportation within a service zone. May be asked to walk a short distance to meet the vehicle at a specified pickup/drop-off point. Service Hours: Monday – Friday, 6am – 8pm, Saturday – Sunday, 8am – 8pm

Find Your Next Ride

Be sure to also check the “All Regions” section starting on page 10 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/services/lift-paratransit/	Curb-to-curb *Wheelchair Accessible	\$5 one-way or \$50 book of 10 tickets	Must have a disability and meet specific criteria; Visit the website or call for more information	Most areas of North Inland and North Coastal San Diego (*3/4 of a mile within a bus route)	Transportation for medical appointments, grocery shopping, errands, and more. Rides must be scheduled 1–7 days in advance
On the Go Rides & Smiles (858) 637-3210 www.ifssd.org/our-services/older-adults	Curb-to-curb *Will transport mobility device	Donation-based	Older adults ages 60+ who reside in select zip codes	Limited to East and North San Diego and North County Inland (zip code specific, see website)	Individual rides. Up to 10 rides per month; Reserve at least 5 days in advance
Vista Community Clinic Transportation (844) 308-5003 www.vistacommunityclinic.org/	Curb-to-curb Door-to-door	No Cost	Ambulatory VCC patients only who do not have access to other means of transportation;	Vista and Oceanside	Transportation to/from a clinic location; Must book at least 24 hours in advance of ride (call to confirm availability)

Find Your Next Ride

Be sure to also check the “All Regions” section starting on page 10 to find additional providers that serve the North Coastal/Inland region.

NORTH COASTAL/INLAND					
Name	Service Type	Cost	Eligibility	Origin Area	Usage and Availability
Park Avenue Community Center Transportation (760) 839-4803 www.escondido.gov/Facilities/Facility/Details/Park-Avenue-Community-Center-3	Curb-to-curb	\$1 suggested donation each way	Ages 60+; Application required; Number of rides limited	Escondido	Transportation to the Center's nutrition program; Must book 48 hours in advance of a ride (Monday – Friday except holidays)
Senior Service Council Escondido Taxi Coupon Program 728 N Broadway, Escondido, CA 92025 (760) 480-0611 escondido-senior-services.org/services/taxi-vouchers/	Curb-to-curb	No Cost	Escondido low-income seniors with no other means of transportation may qualify.; Apply in person with proof of income and Photo ID	Escondido	Taxi coupons for medical appointments, shopping, banking, etc. in Escondido only

Find Your Next Ride

Be sure to also check the “All Regions” section starting on page 10 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 Older Adult Transportation Program (858) 923-1344 www.jfssd.org/our-services/older-adults/on-the-go-transportation-solutions-for-older-adults/on-the-go-solana-beach/	Curb-to-curb and door-to-door available	No Cost	Ages 65+	Solana Beach	Program Dates: 5/1/2026-10/31/2026 Ride must begin and end in Solana Beach; Service available Wednesdays 8am-1pm, Thursdays 10am-7pm
Tri-City Patient Transport Express (760) 940-7433 tricitymed.org/patients-visitors/visitors-guide/getting-here-parking/	Curb-to-curb *Wheelchair lift/will transport mobility device	No Cost	Tri-City patients with no other means of transportation	San Marcos, Vista, Carlsbad, Oceanside	Transportation to and from medical appointments only; 7:30am-3pm; Must book at least 1 day in advance of ride, call once medical appointment is confirmed

Find Your Next Ride

Be sure to also check the “All Regions” section starting on page 10 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/out-about-peninsula/	Curb-to-curb (volunteer driver service) Door-through-door (van service) *Will transport mobility device	\$50/year membership fee \$5 suggested donation for shopping van; No fee for volunteer driver service	Ages 60+; Must be a registered Peninsula Shepard Center member	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 volunteer driver services
Seniors A Go Go (619) 284-9281 elderhelpofsandiego.org	Curb-to-curb Door-to-door Door-through-door *Will transport canes or walkers	Donation-based	Ages 60+; Application required	Central and select areas of North County – call to determine if your origin area is within the service area	Transportation to medical appointments. Rides to other destinations may be available based on volunteer capacity; Once enrolled, must book ride at least 1 week in advance

Find Your Next Ride

Be sure to also check the “All Regions” section starting on page 10 to find additional providers that serve the South region.

SOUTH					
Name	Service Type	Cost	Eligibility	Origin Area	Usage and Availability
Chula Vista Community Shuttle (619) 650-6386/option 7 www.chulavistaca.gov/departments/housing-and-homeless-services	Curb-to-curb	No cost for ages 55+; \$2 under age 55	No restrictions	Chula Vista	Transportation around Chula Vista. Services available Monday-Friday, 7am-7pm
IB Shuffling (619) 808-3970 www.ib-chamber.com/member/ib-shuffling	Curb-to-curb *Can transport mobility devices	Flexible pricing; \$10 minimum with \$5/seat charge for parties more than 2 people	No restrictions	Imperial Beach	Transportation around Imperial Beach, no restrictions on ride usage; Services available 8am-2am
Free Rides Around National City (FRANC) www.nationalcityca.gov/community/franc-free-rides-around-national-city	Curb-to-Curb	No Cost	No restrictions	National City	Transportation around National City. Services available Monday-Friday, 6:30am-7:00pm, Saturday-Sunday, 10am-7pm
Salvation Army Senior Nutrition Program (619) 498-0298 sandiego.salvationarmy.org/san_diego2/club-60/	Door-to-door *Will transport mobility device	\$2 suggested donation	Ages 60+; Must enroll in the nutrition program	Chula Vista (91910, 91911)	Group transportation to the senior nutrition programs in Chula Vista; Must book 1 day in advance of the ride.

Find Your Next Ride

Be sure to also check the “All Regions” section starting on page 10 to find additional providers that serve the South region.

SOUTH					
Name	Service Type	Cost	Eligibility	Origin Area	Usage and Availability
Paradise Health & Senior Center Transportation (619) 585-4257 paradisevalleyhospital.net/our-services/health-senior-center/	Curb-to-curb *Wheelchair lift/will transport mobility device	No Cost	Paradise Valley Hospital patients ages 65+	Cities of National City and Chula Vista	Medical transportation only; Arrange for ride when making appointment Available: 10am-12pm
SE Connect (619) 413-9986 www.sandag.org/seconnect	Curb-to-Curb	No cost through December 2026	No restrictions	Mount Hope, Chollas View, Emerald Hills	Transportation around Southeast San Diego. Request rides through the Via San Diego app or call. Service available Monday-Friday, 7am – 7pm
Veterans Transportation Service (858) 552-7572 www.va.gov/healthbenefits/vtp/veterans-transportation-service.asp	Curb-to-curb Door-to-door *Wheelchair accessible	No Cost	Must be a veteran.	Chula Vista (Other options in cities of San Diego and El Cajon)	Medical transportation to/from VA medical centers and clinics; Must book at least 2 business days in advance of appointment

Technical Guide to Smartphone

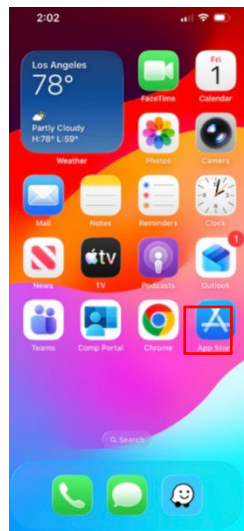


By using a smartphone or tablet, you can access a wide variety of transportation resources. The instructions below take you step-by-step through the process of searching for and downloading helpful apps using an iPhone, iPad, or Android (any non-Apple product) device.

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

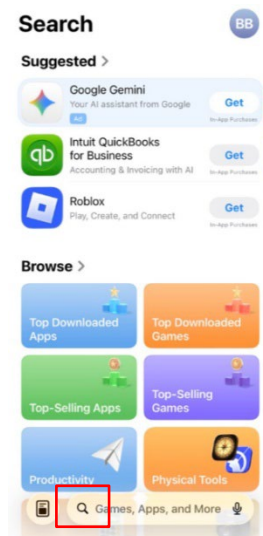
STEP 1

Open the App Store



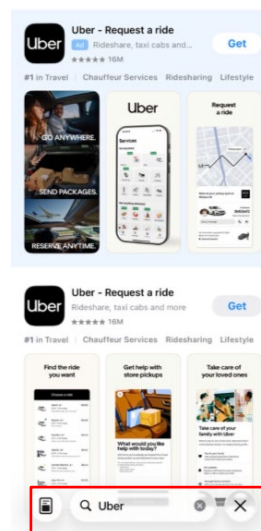
STEP 2

Tap the magnifying glass



STEP 3

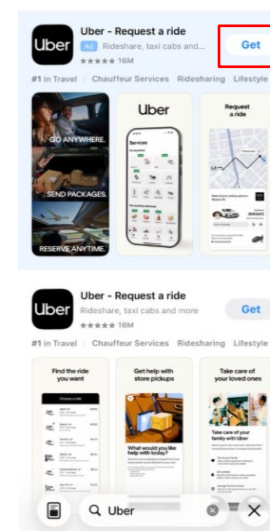
Type the app name and tap SEARCH



STEP 4

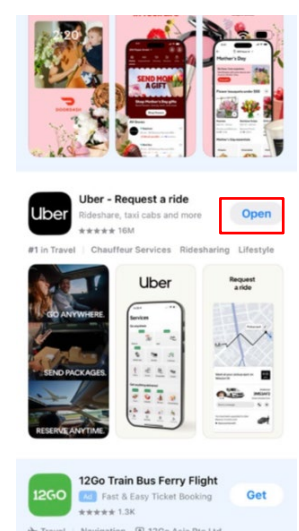
Tap GET

*May be prompted to enter passcode or double-click side button



STEP 5

Tap OPEN



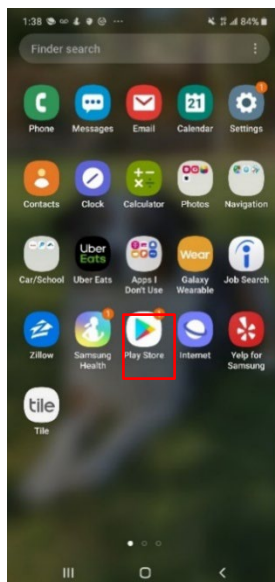
Technical Guide to Smartphone



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

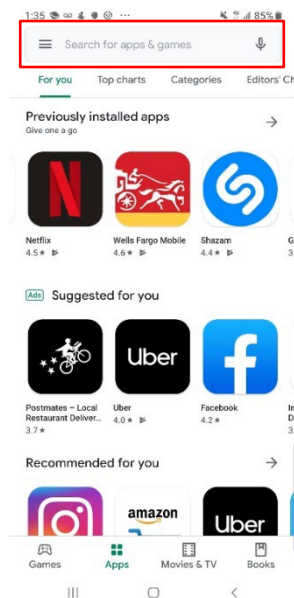
STEP 1

Open the Play Store



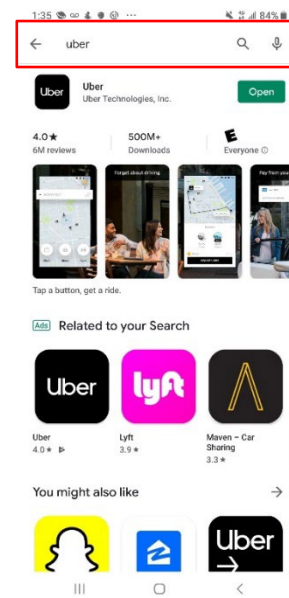
STEP 2

Tap the search bar



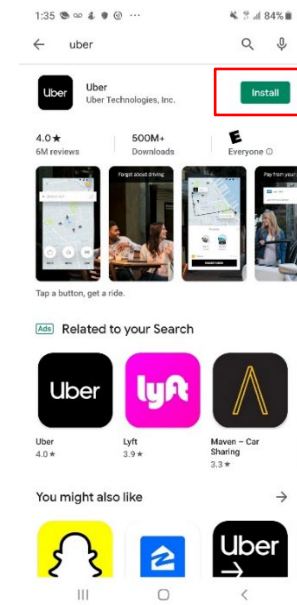
STEP 3

Type the app name and search



STEP 4

Tap INSTALL



Transit and Transportation Apps



NAME	COST	DESCRIPTION
Google Maps	No Cost	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, 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	No Cost	- MTS bus routes app that provides real time transit data for San Diego - Set departure alerts, track your route, and save your favorite routes
PRONTO – San Diego	No Cost	- Buy tickets and passes for the MTS and NCTD transit services - Create a profile, plan your route, and track arrival status
Transit App	No Cost	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	No Cost	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	No Cost	- GPS navigation software app helps 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 services 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.

Consolidated Transportation Services Agency (CTSA): A CTSA is a designation under state law, that promotes the optimization of resources and operations dedicated to specialized transportation services. FACT is the CTSA in the San Diego region and services provided by the CTSA include transportation referrals by telephone, website referrals, and conducting training workshops on topical issues related to mobility.

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 service: Passenger service is 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-based (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 9:00AM, 9:30AM, 10:00AM, and so on, these 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 services and that meet specific service equivalency tests are called ADA complementary paratransit services.

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.

Transportation Glossary

Rideshare/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.

Stair chair: Foldable chair that can be used by medical and non-medical transporters to transport passengers in a seated position through narrow halls or up and down stairs.

San Diego Association of Governments (SANDAG): SANDAG is San Diego region’s Metropolitan Planning Organization (MPO) and Council of Governments (COG), bringing together local decision-makers to develop solutions to regional issues, including equity, transportation, air quality, economic development, public health, public safety, housing, and more.

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 based on 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 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 and 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.

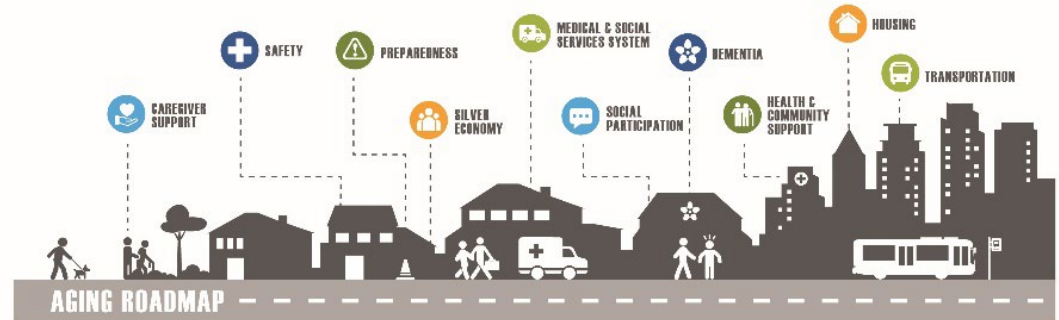
W

Wheelchair-Accessible Vehicle (WAV): A vehicle compliant with ADA and accommodates a passenger using a wheelchair or other personal mobility device who needs a ramp or lift to enter or exit the vehicle.

Aging Roadmap

As our aging population grows, our region needs to work collaboratively to create communities where people of all ages and abilities can thrive. A regional framework is critical to guide efforts to meet the needs of older adults, including providing care and support, affordable housing, accessible transportation, and opportunities to work and volunteer. Engaging older adults is key, as our communities can benefit from their wealth

of expertise and experience. Together we can create communities that allow people of all ages to be safe, healthy, and thrive. The Aging Roadmap is San Diego County's regional vision and framework for supporting healthy aging for people of all ages. It is organized into ten priority areas that collectively represent our region's comprehensive system of care, including person-centered and community-wide efforts.



Various community teams made up of County staff, service providers, residents, and other stakeholders meet regularly to guide implementation, monitor progress on the plan, and assist with evaluation activities. The Transportation & Community Connections Team brings together residents and professionals from across the region to create a safe, accessible, and equitable community that is well-connected to resources and activities. The mission statement of the Transportation & Community Connections Team is to:

“Support affordable, accessible, and equitable transportation and connections to community, quality-of-life activities, and spaces for all ages.”

For more information about the Aging Roadmap, visit www.livewellsd.org/agewell