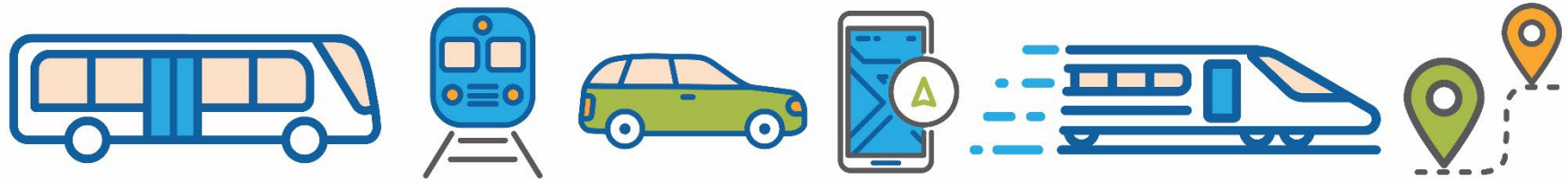


Ride Well to Age Well Guide



A resource guide to transportation services
for San Diego County residents

Provided by members of the ***Age Well San Diego***
Transportation & Community Connections Team



COUNTY OF SAN DIEGO
HEALTH AND HUMAN
SERVICES AGENCY



LIVE WELL
SAN DIEGO

Updated August 2023

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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 *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***, 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 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.

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

As of June 1, 2023, FACT offers RideFACTNOW for San Diego County residents with disabilities using a mobility device and in need of a wheelchair-accessible van (WAV). This on-demand para-transit service operates on a same-day basis, with as little as one-hour notice.

RideFACTNOW costs \$10 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)

One-Way Fares		Passes
MTS Trolley: \$1.25	MTS Rapid Express/Premium (Routes 280, 290): \$2.50	30-Day Pass: \$23 or \$32 (Premium Regional)
MTS Bus: \$1.25	MTS Sorrento Valley Coaster Connection (Routes 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)

Fare information for Senior/Disabled/Medicare can be found at: <https://www.sdmts.com/fares-passes>

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)

BREEZE Bus: \$1.25	Coaster 3 Zone: \$3.25 (or \$58 for a 30-Day Pass)
SPRINTER Hybrid Rail: \$1.25	Regional Pass (SPRINTER, BREEZE, MTS Buss, MTS Trolley, MTS Rapid): \$3 (or \$23 for a 30-Day Pass)
FLEX Demand Response (372): \$5 / except 372: \$2.50	Premium Regional Pass (Regional Pass plus MTS Rapid Express): \$6 (or \$32 for a 30-Day Pass)
Coaster 1 Zone: \$2.50 (or \$58 for 30-Day Pass)	Coastal Regional Pass (Premium Regional Pass plus COASTER and MTS Rural): \$7.50
Coaster 2 Zone: \$2.75 (or \$58 for 30-Day Pass)	

Fare information for Senior/Disabled/Medicare can be found at: <https://gonctd.com/fares/fares-passes/>

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 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

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 – 15)

CENTRAL (Pages 16 – 17)

EAST (Pages 18 – 19)

NORTH COASTAL/INLAND (Pages 20 – 28)

NORTH CENTRAL (Page 29)

SOUTH (Pages 30 – 31)

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 (800) 227-2345 cancer.org	Curb-to-curb (Ambulatory) *Will transport mobility device	Free; 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; Must book 3 days before appointment (at least 25 hours)
Black Tiger Transportation (619) 457-0577 btmedtransport.com	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 dav.org	Curb-to-curb Door-to-door *Does not accept wheelchairs or gurneys	Free	Must be a veteran and ambulatory; Appointment must end by 12PM to utilize service (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	Curb-to-curb *Will transport mobility device	\$15 monthly membership fee; Minimum fare \$7.67 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 sdmts/access.com	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; Must book at least 1-2 days in advance of a 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
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 (already enrolled) (858) 637-3210 (looking to enroll) jfssd.org	Curb-to-curb *Will transport mobility device	Cost of LYFT ride plus \$4 service fee each way	Ages 60+ and with limited access to transportation	Countywide	Any usage; Must book at least 30 minutes in advance of a ride
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; Arrange for transportation when making an appointment, but at least two 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
Scripps Mobile Shuttle (858)-492-8111 <i>*Transportation for patients who have been transported to the hospital by Scripps, discharged after seeing a doctor, or not showing any symptoms of COVID-19 or any infectious diseases</i>	Curb-to-curb Door-to-door <i>*Wheelchair lift/will transport mobility device</i>	Free	Must be a Scripps patient and live within a 20-mile radius of the hospital; Weight and baggage limitations apply	Residences 20 miles from any Scripps Hospital	For patients who have been discharged (24/7) or have medical appointments in the mornings for certain doctors; Must book at least 24 hours in advance for appointments
Sol Transportation (866) 765-3177 soltransportation.com <i>*An added fee to disinfect the vehicle if the patient is COVID-19 positive; Passenger must be wearing a mask, gloves, and gown</i>	Door-to-door <i>*Wheelchair lift/will transport mobility device</i>	\$100 for first 5 miles, then \$3.75 for each additional mile (One-way) Minimum \$200 round trip	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 <i>*Wheelchair lift/will transport mobility device</i>	\$75 for service + \$5/mile (Wheelchair Van); \$165 for service, + \$7/mile (Gurney Van)	No eligibility requirements	Countywide	Non-emergency wheelchair and gurney transportation; 1 day notice preferred

**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
Transit Van Shuttle (866) 261-3114 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
Travelers Aid Society of San Diego SenioRide (619) 295-8393 ext. 314 <i>*Rides limited to medical rides/grocery shopping</i> travelersaidsandiego.org	Door-to-door *Will transport mobility device (depending on vendor requirements)	Free	Low-income seniors ages 60+	Countywide	Menu of free transportation options, including taxi vouchers, senior bus passes, MTS Access, and volunteer driver program
Travelers Aid Society of San Diego Senior Solutions (ACS) (619) 295-8393 ext. 314 travelersaidsandiego.org	Door-to-door (Ambulatory and Non-Ambulatory); Lyft, Uber, MTS Access, NCTD LIFT, and Taxi	Free	Ages 62+, Under 30% Area Median Income (AMI), San Diego County Resident	Countywide	Free transportation for cancer related medical appointments; Must be approved prior to receiving 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
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
Salvation Army Senior Nutrition Program (858) 483-1831 salvationarmy.org	Door-to-door *Will transport mobility device	\$2 suggested donation	Ages 60+; Must enroll in the nutrition program	City of San Diego (92102, 92111, 92104, 92117, 92105, 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	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 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 a 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 Central region.

CENTRAL					
Name	Service Type	Cost	Eligibility	Origin Area	Usage and Availability
Travelers Aid Society of San Diego Senior Solutions (CDBG) (619) 295-8393 ext. 314 travelersaidsandiego.org	Door-to-door (Ambulatory and Non-Ambulatory); Lyft, Uber, MTS Access, Taxi	Free	Ages 62+; 30% AMI; City of San Diego Resident; Diagnosed with an Immuno-compromised condition	City of San Diego (921- zip code)	Transportation to essential trips (medical, grocery, pharmacy, bank, civic); Must be approved prior to receiving service
Veterans Transportation Service (858) 552-7572 sandiego.va.gov	Curb-to-curb Door-to-door *Wheelchair accessible	Free	Must be a veteran; The appointment 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 (619) 779-7900 (ask for Transportation services) lamaestra.org	Curb-to-curb	Free	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) 637-7320 (already enrolled) (858) 637-3210 (looking to enroll) ifssd.org	Curb-to-curb *Will transport mobility device	Donation based program	Ages 60+ and with limited access to transportation; Application required	Limited to East and North San Diego and North County Inland (zip code specific)	Individual rides to medical and personal appointments, social activities, errands, etc.; Must book at least 7 days 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 East region.

EAST					
Name	Service Type	Cost	Eligibility	Origin Area	Usage and Availability
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 East 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 (619) 592-8292 salvationarmy.org	Door-to-door *Will transport mobility device	\$2 suggested donation	Ages 60+; Must enroll in the nutrition program	City of 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 sandiego.va.gov	Curb-to-curb Door-to-door *Wheelchair accessible	Free	Must be a veteran; The appointment must be at the VA	City of 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
Care 4 U Mobility (858) 564-9069 c4um.com	Curb-to-curb Door-to-door *Wheelchair lift/will transport mobility device	\$80 (round trip) base rate for first 10 miles, then \$3/mile (ambulatory) or \$80 base rate and \$3/mile (wheelchair)	No eligibility requirements	La Jolla and cities of Oceanside, Carlsbad, San Marcos, Encinitas, Solana Beach, Del Mar, Poway, and Escondido	Non-emergency wheelchair and ambulatory transportation; Must book at least 2 days in advance of the ride
Carlsbad West Taxi Company (760) 710-7373 carlsbadwesttaxi.com	Curb-to-curb *Will transport mobility device/folding wheelchairs	\$4/mile (\$80 minimum)	No eligibility requirements	Cities of Carlsbad, Oceanside, Encinitas, Vista, San Marcos, Escondido	Transportation to social activities, errands, medical apps., grocery store, etc.; Available from 4AM-7PM

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 San Marcos Senior Center Transportation Lunch Shuttle (760) 744-5535 ext. 3605 san-marcos.net	Curb-to-curb *Wheelchair lift/will transport mobility device	\$1 donation each way; \$4 suggested donation for lunch	San Marcos residents ages 60+	City of San Marcos; Not servicing residents of Lake San Marcos	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 San Marcos Catch-a-Ride! (760) 744-5535 ext. 3605 san-marcos.net	Curb-to-curb *Wheelchair lift/will transport mobility device	\$2.50 one-way trip within City limits or \$5 within 20 miles (medical trips only)	San Marcos residents ages 60+ with income less than \$37,096 per year and no other means of transportation; Application appointment required	City of San Marcos; Not servicing residents of Lake 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 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 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 <i>*Reservations required 2 business days prior to the lunch day; Lunch served 12PM-12:30PM</i>	Door-to-door (Ambulatory) *Wheelchair lift/will transport mobility device	\$1 suggested donation round trip	Vista residents ages 60+; Application required	City of Vista	Transportation to/from the Gloria McClellan Adult Activity & Resource Center nutrition program; Must book at least 2 days in advance of ride
Del Mar Community Connections Sassy Chassis Van Services (858) 792-7565 dmcc.cc/transportation	Curb-to-curb	Free	City of Del Mar residents ages 60+ who are unable to drive; Application required. Must be vaccinated from COVID-19.	City of Del Mar	Group transportation to retail and grocery stores for essential shopping; Must book 1 week 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 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	Door-to-door; Curb-to-curb	Free	City of Del Mar residents ages 60+ who are unable to drive; Application required; Must be vaccinated from COVID-19	City of 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 dmcc.cc/transportation	Door-to-door wheelchair rides	Free	Adult residents of zip code 92014 who use a wheelchair; Application required; Must be vaccinated from COVID-19	City of Del Mar	Transportation to medical appointments or necessary errands; Must book 1 week 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 North Coastal/Inland region.

NORTH COASTAL/INLAND					
Name	Service Type	Cost	Eligibility	Origin Area	Usage and Availability
Encinitas Senior Center Lunch Transportation (760) 943-2258 encinitas.ca.us	Curb-to-curb *Can transport walkers	\$2 suggested donation round trip	Encinitas residents ages 60+ and no under 60 guests; Application required	City of 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
Foundation for Senior Care Van Program (760) 723-7570 foundationforseniorcare.org	Door-to-Door *Will transport mobility device	\$10 suggested donation round trip; Ask about low-income services through Traveler's Aid	Seniors 60+ and Adults with Disabilities	Fallbrook, Bonsall, Rainbow, and De Luz	M – F Transportation to/from the adult day program, health appointment, grocery store, pharmacy, and more; Home delivery of groceries; Book at least 3 days in advance
Go Oceanside (760) 435-5155 oceansiderec.com	Door-through-door (volunteer driver and shuttle service)	Free volunteer driver and shuttle service	Oceanside residents ages 65+; Application required	City of Oceanside	Transportation for errands and medical appointments; Must book at least 1 week in advance of ride and up to 2 months; Limit of 4 rides per person per month

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/lift	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 apps, grocery shopping, errands, etc.; Must book at between 1-7 days in advance of the ride
On the Go Rides & Smiles (858) 637-7320 (already enrolled) (858) 637-3210 (looking to enroll) ifssd.org	Curb to curb *Will transport mobility device	Donation based program	Ages 60+ and with limited access to transportation; Application required	Limited to East and North San Diego and North County Inland (zip code specific)	Individual rides to medical and personal appointments, social activities, errands, etc.; Must book at least 7 days 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 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	Curb-to-curb * Wheelchair lift/will transport mobility device	\$5 round trip; \$3 for one-way if wait time is longer than 45 minutes; Discounted Taxi Vouchers	Resident of Vista, Ages 60+; Application required	City of Vista (volunteer driver program and reduced cost taxi scrip available for outside Vista)	Group shuttle to shopping – Mondays, Wednesday; Individual/small group medical appointments Tuesday, Thursday Friday (subject to change due to availability); Must book at least 1 day in advance of ride (2 days for medical), preferred a week advance
Park Avenue Community Center Transportation (760) 839-4803 www.escondido.org/older-adult-services	Curb-to-curb	\$1 suggested donation each way	Ages 60+; Application required; Number of rides limited	City of Escondido	Transportation to the Center’s nutrition program; Must book 1 day in advance of a ride (Monday – Friday except holidays)

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
Senior Service Council of Escondido Taxi Coupon Program 728 N Broadway, Escondido, CA 92025 (760) 480-0611 escondido-senior-services.org	Curb-to-curb	Free	Escondido residents ages 50+ and no other means of transportation; Annual income <\$30,000 for 1-2 person household; Apply in person with proof of income and Photo ID with birthdate	City of Escondido	Taxi coupons for medical appointments, shopping, banking, etc. in Escondido only; Call for booklets Tuesdays and Wednesdays 9AM-11:30AM; Vouchers can be picked up at the City offices or 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	City of 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 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
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	Cities of San Marcos, Vista, Carlsbad, Oceanside	Transportation to/for medical appointments only; 7:30AM-3PM Must book at least 1 day in advance of ride; Can have 1 family member join the ride
Vista Community Clinic Transportation (844) 308-5003 vistacommunityclinic.org	Curb-to-curb Door-to-door	Free	Ambulatory VCC patients only who do not have access to other means of transportation; Will not transport those with COVID-19 symptoms	Cities of Vista and Oceanside	Transportation to/from a clinic location; Must book at least 24 hours in advance of ride (call to confirm availability); Depends on insurance
Yellow Taxicab of North County (760) 444-4444 driveu.com	Curb-to-curb *Will transport mobility device	\$3 flat fee plus \$3.30/mile	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 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	Curb-to-curb (volunteer driver service) Door-through-door (van service) *Will transport mobility device	\$85/year membership fee \$5 fee for shopping van; No fee for volunteer driver service	Ages 65+; 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
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 East 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
IB Shuffling (619) 808-3970 www.ibshuffling.com	Curb-to-Curb *Can transport mobility devices	Flexible pricing; \$10 minimum with \$5/seat charge for parties more than 2 people	No restrictions	City of Imperial Beach	Transportation around Imperial Beach, no restrictions on ride usage; Services from 8AM-2AM everyday
Paradise Health & Senior Center Transportation (619) 585-4257 paradisevalleyhospital.net	Curb-to-curb *Wheelchair lift/will transport mobility device	Free	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
Renewing Life (619)-849-3239 (Dispatch) (619) 517-3239 renewinglife4SD.com	Curb-to-curb Door-to-door Door-through-door *Will transport mobility device with fee	Free	Must be a low-income senior and/or possess a disability living at an eligible service site	Congregational Towers, Harvest Ridge, Towne Centre Manor, and Summercrest	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 page 10 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) 498-0298 salvationarmy.org	Door-to-door *Will transport mobility device	\$2 suggested donation	Ages 60+; Must enroll in the nutrition program	City of Chula Vista (91910, 91911)	Group transportation to the senior nutrition programs in Chula Vista; Must book 1 day in advance of the ride
Veterans Transportation Service (858) 552-7572 sandiego.va.gov	Curb-to-curb Door-to-door *Wheelchair accessible	Free	Must be a veteran; The appointment must be at the VA	City of 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

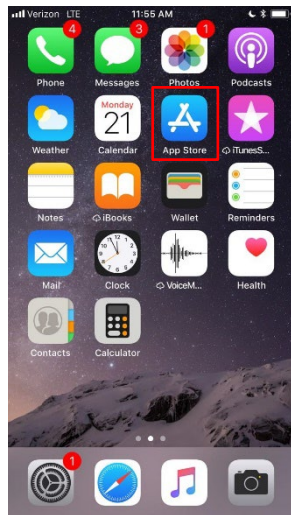


By using a smartphone or tablet, you can access a wide variety of transportation resources. The instructions below take you step-by-step through the process of searching for and downloading helpful apps using an iPhone, iPad, or Android (any non-Apple product) device.

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

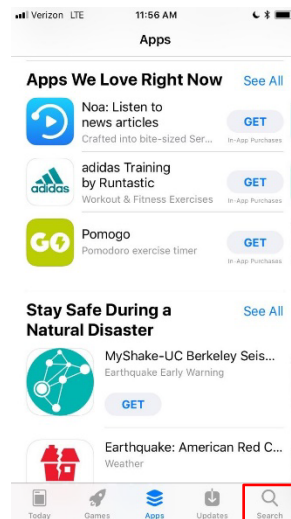
STEP 1

Open the App Store



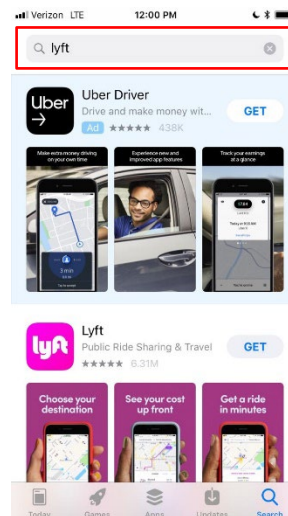
STEP 2

Tap the magnifying glass



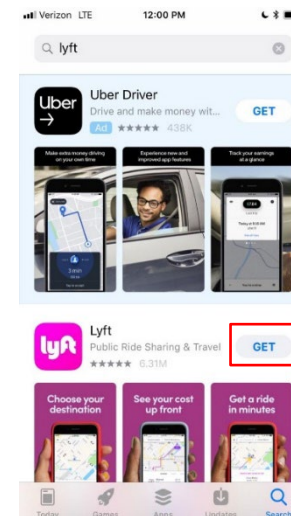
STEP 3

Type the app name and tap SEARCH



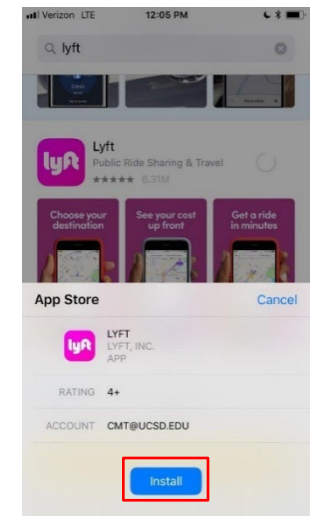
STEP 4

Tap GET



STEP 5

Tap INSTALL



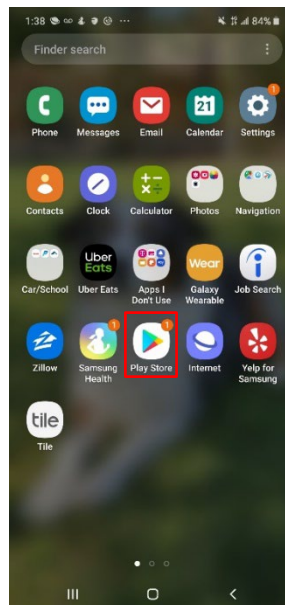
Technical Guide to Smartphone



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

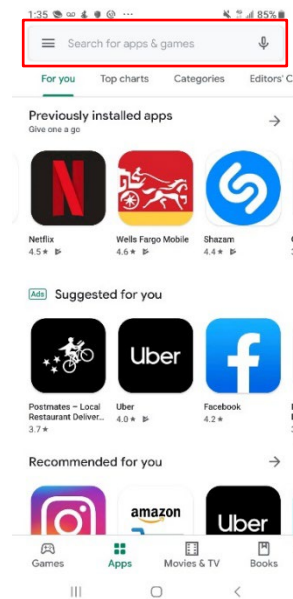
STEP 1

Open the Play Store



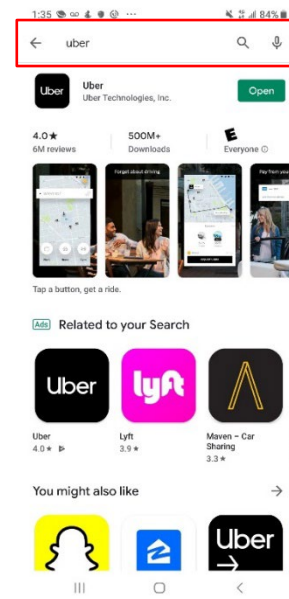
STEP 2

Tap the search bar



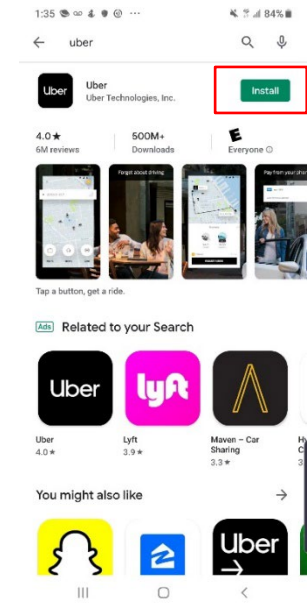
STEP 3

Type the app name and search



STEP 4

Tap INSTALL



Transit and Transportation Apps



NAME	COST	DESCRIPTION
Google Maps	Free	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Request rides from a nearby drivers App shows the driver's name, ratings, and photos of the driver/car
One Bus Away	Free	<ul style="list-style-type: none"> 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	Free	<ul style="list-style-type: none"> Buy tickets and passes for the MTS and NCTD transit services Create a profile, plan your route, and track arrival status
Transit App	Free	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Find the nearest bus station with scheduled stops and view upcoming departures with just two quick taps
Uber	Dependent on trip miles	<ul style="list-style-type: none"> Request rides from a nearby drivers App shows the driver's name, ratings, and photos of the driver/car
Waze	Free	<ul style="list-style-type: none"> 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.

Age Well San Diego



Age Well San Diego is a regional initiative led by the County of San Diego to make our communities better places for people of all ages to live healthy, safe, and thriving lives. In 2016, the San Diego County Board of Supervisors joined the AARP® Network of Age-Friendly Communities and the Dementia Friendly America Network and launched Age Well San Diego to plan for the rapidly growing older adult population in our region. In joining these networks, the County committed to a five-year process of assessing needs and working with community residents, organizations, and other stakeholders to develop, implement and evaluate an action plan. The Age Well San Diego Action Plan was developed in 2018 as a part of the initial Age Well San Diego Action Plan and later

updated in 2022 to reflect the current needs and priorities of the community. Age Well San Diego includes goals in five focus areas: Dementia, Health & Community Support, Housing, Social Participation, and Transportation. 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 Age Well Transportation focus area community team is referred to as the Transportation & Community Connections Team.

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 was revised in 2023 and reads:

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

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

To find this resource online, visit <https://www.livewellsd.org/i-want-to/learn-more/aging/age-well-san-diego/transportation>