

San Diego County Senior Transportation Program

Program Requirements

The San Diego County Senior Transportation program, is a partnership between the County of San Diego, On the Go powered by CARS and Jewish Family Service of San Diego. This program provides safe and reliable transportation for older adults in our community at no cost to the rider.

Program Details:

- Scheduled rides are at no cost to the rider.
- The rider will have up to 100 miles of ride(s) per month.
- Door-through-door and wheelchair-accessible rides are available.

Rider Eligibility:

- Adults aged 60 and older.
- Income falls at 80% or below of the San Diego County Area Median Income.
- Rider must reside in one of the following zip codes or within the 50% quartile on the California Healthy Places Index in San Diego County.

Eligible zip codes: 91901, 91905, 91906, 91910, 91911, 91915, 91917, 91934, 91935, 91945, 91948, 91950, 91962, 91963, 91977, 91980, 92004, 92020, 92027, 92055, 92058, 92060, 92066, 92070, 92081, 92083, 92084, 92086, 92102, 92105, 92110, 92113, 92114, 92139, 92154, 92173, 92259, 92536, 92672.

Program Rules:

- Rider will complete at least one roundtrip ride per month through September 2024.
- Rider will complete monthly satisfaction surveys.
- Rider can be dismissed from the program if a ride is not taken for more than two months.
- Rides will be in San Diego County and can be up to 40 miles each way.
- Miles for no show rides, will be counted towards a rider's monthly miles.
- Rides may be used for medical, errands (grocery, pharmacy, senior center, post office) and social gathering. Rides to and from the airport, cruise port or casinos are not allowed.

Additional Rules for Rural Rides

- Rider must schedule rides 3 days in advance.
- On the Go will notify rider within 48 hours if ride has been approved.
- Scheduled rides must be a minimum of 4 miles from a rider's home.
- Rider must give 24 hour notice for any cancellation.

Scheduling Rides

- Rider will call 855-638-2279 to schedule, cancel or edit rides.
 - Call center agents are available Monday-Sunday, 5 AM-10 PM PST.
- Rides will be scheduled with at least 30 minutes advance notice.
- Rider will provide call center agents with the following information when scheduling a ride:
 - Pick-up time
 - Pick-up and drop off addresses
 - Purpose of the ride