

**CLERK OF THE BOARD OF SUPERVISORS
EXHIBIT/DOCUMENT LOG**

MEETING DATE & AGENDA NO. 09/30/2025 #02

STAFF DOCUMENTS (Numerical)

No.	Presented by:	Description:
1	N/A	

2

3

4

5

PUBLIC DOCUMENTS (Alphabetical)

No.	Presented by:	Description:
A	Maureen Glaser	7-Page Document

B

C

D

E

F



**Jewish
Family
Service**
of San Diego

San Diego County Senior Transportation Program



COUNTY OF SAN DIEGO
HEALTH AND HUMAN SERVICES AGENCY



LIVE WELL
SAN DIEGO

Improving the Lives of Underserved Seniors with Freedom of Transportation



The San Diego County Senior Transportation Program (SDCSTP) is operated by Jewish Family Service of San Diego, supported by a grant from the County of San Diego Health & Human Services Agency. This program is designed to provide free transportation services to low-income seniors who reside in County-specified Health Equity Zip Codes or in the bottom quartile of California's Healthy Places Index. The Health Equity Zip Codes were identified due to the disproportionate challenges faced during the COVID-19 pandemic, including limited public transportation, healthcare accessibility issues, and increased social isolation. However, recognizing that low-income older adults live in all areas across the County, the Healthy Places Index ensures that transportation support reaches those in need in every zip code.

Guided by Health Equity

Recognizing that accessible, reliable, and safe transportation is a key Social Determinant of Health, the SDCSTP aims to improve health outcomes and reduce social isolation for underserved and historically marginalized communities. By ensuring immediate access to essential services and support, the program enables older adults to age with dignity in their own homes and communities. By mitigating transportation barriers, the SDCSTP fosters a more interconnected and healthier community for older adults in San Diego County.

Program Details

The SDCSTP increases access to safe, reliable transportation for low-income seniors with:



Cost-Free Rides – Scheduled rides incur no cost to the rider, ensuring financial relief for seniors in need of transportation assistance.



Monthly Ride Allocation – Participants receive up to 100 miles of rides per month, providing a substantial allowance for their transportation needs.



Accessibility Features – The program emphasizes inclusivity by providing curb-to-curb, door-to-door and wheelchair-accessible rides, catering to the diverse mobility requirements of eligible participants.

Rider Eligibility

To qualify for the program, riders must meet the following criteria:

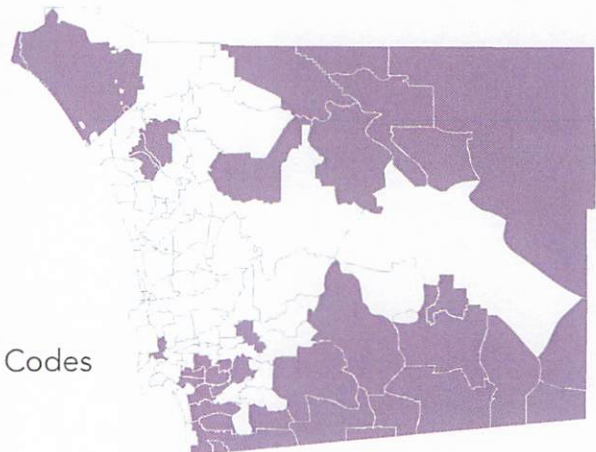
Age Requirement – Older adults aged 60 and older, addressing the specific transportation needs of seniors in the community.

Income Threshold – Eligibility is determined based on income, with participants falling 80% or below the San Diego County Area Median Income, ensuring that those with financial constraints receive the necessary support.

Residency Requirement – Riders must reside in one of the designated Health Equity Zip Codes or in the bottom quartile of California's Healthy Places Index, further ensuring that the program's benefits reach seniors in need.

These program details and eligibility criteria collectively underscore the commitment of the SDCSTP to provide accessible, no-cost, tailored transportation solutions for seniors, promoting independence and community engagement.

■ Health Equity Zip Codes



Program Outcomes

From October 2022 - September 2025.



579

Riders Empowered



68,820

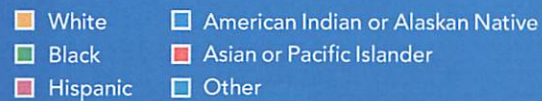
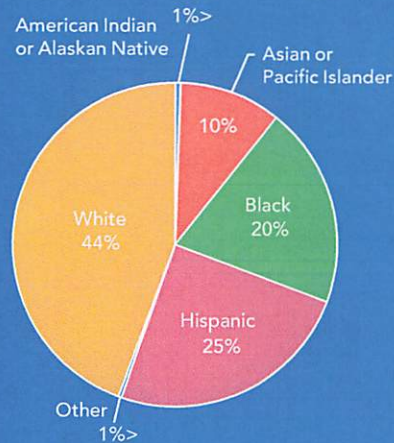
Rides Scheduled



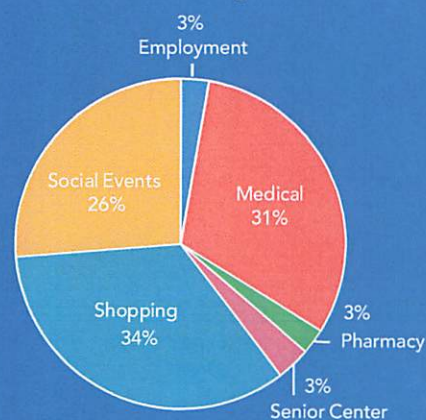
316,455

Miles Travelled

Riders by Race



Ride Purpose



Connecting Riders and Community

The SDCSTP's dedicated Program Coordinator and compassionate Transportation Support Representatives go beyond providing transportation services. They cultivate meaningful connections with riders, prioritizing safety, comfort, and empowerment throughout the entire journey.

Transportation Improves Social Connections & Quality of Life

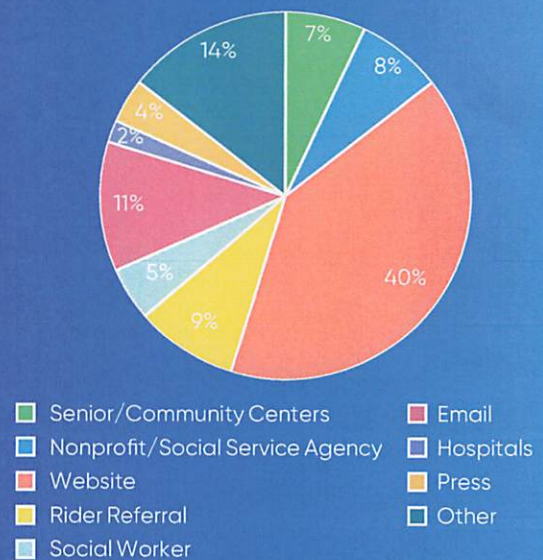
The SDCSTP is making strides in combating social isolation among older adults by providing transportation services for social events and community activities. By addressing transportation barriers, the program improves daily life and empowers seniors to age with dignity and independence in their own community.

"Our epidemic of loneliness and isolation has been an underappreciated public health crisis that has harmed individual and societal health. Our relationships are a source of healing and well-being hiding in plain sight—one that can help us live healthier, more fulfilled, and more productive lives."

- Dr. Vivek H. Murthy, U.S. Surgeon General, Department of Health and Human Service

Source: HHS.gov

Program Outreach



26%

of SDCSTP rides were to social events, senior/adult daycare centers, and for personal and religious purposes, helping many riders increase their social and community connections.

95%

of riders say they have an increased ability to complete routine or social activities independently.

Ben's Story: Independence, Health, and Dignity On the Go



When Ben lost his wife and could no longer afford to keep his home or car, his life changed dramatically. At 71, he relocated to Oceanside with limited income, few local connections, and no reliable way to get around. Now 76, Ben describes transportation as, ***"the key to my sovereignty."***

Ben struggled to make ends meet with his monthly SSI payments, and without a car, everyday essentials like getting groceries, going to the doctor, or staying socially connected became daunting. Walking to the ocean gave him exercise and solace, but for medical appointments, shopping, and social gatherings, he needed safe, dependable rides. That's when he found the San Diego County No-Cost Senior Transportation Program operated by Jewish Family Service's *On the Go*.

"I love what (this program) provides for me. It's a lifesaver for me," Ben says. ***"I couldn't afford Uber or Lyft for the shopping and the dental and doctor appointments. And believe me, when you're in your 70s, that stuff becomes more, much more of a larger requirement than it was when I (was younger)."***

Ben appreciates being able to make last-minute doctor's appointments to address urgent health concerns and being able to use the Senior Transportation Program to schedule rides on-demand. Ben says: ***"It works fast, it's efficient, the drivers are excellent. On the Go has helped me retain my dignity,"*** and ***get the care I need when I need it.***

The program's impact extends far beyond logistics. Ben, a lifelong surfer of nearly 60 years, hopes to return to the sport after shoulder therapy. Access to transportation makes his doctor visits and treatments possible, keeping his health goals within reach.

He also feels less isolated: ***"I've talked many of the seniors that I know into calling them and using them,"*** because ***"On the Go has been a lifesaver for me."***

Ben especially appreciates the respect and kindness of the program staff and drivers. Whether arranging rides with a friendly *On the Go* agent or chatting with drivers, he feels cared for and part of a community. ***"Once you've been independent your whole life and it slowly erodes away, that has a big impact—especially for a senior on a limited budget like me. On the Go has filled an enormous gap."***

For Ben, the No-Cost Senior Transportation Program is not just about rides. It is about maintaining health, independence, and dignity in the face of life's challenges.

..... What Riders Are Saying



"I needed all my rides for my medical appointments, it is great that I have you guys to be here to help me with everything."

– V. Peterson



I want to thank you for changing my life. In 2021 I relinquished my vehicle and gave up the privilege of driving. It was a difficult decision and with it came a complete lifestyle change. I now needed to rely on family to take me to appointments. This became a challenge. The program has changed my life! It brought back my freedom and independence. I don't know what I would do without you."

– Dolores P.



"I wouldn't be able to make it to my dialysis appointments if it weren't for your team and the drivers. They are always going above and beyond and make sure I am settled in."

– Donald R.

9.56/10

**Average Rating of
Rider Satisfaction**