

# On the Go: Navigator

Keeping Clients Connected



Jewish  
Family  
Service

Moving Forward  
Together

Do your clients have transportation needs that you can't meet?

Are your resources stretched too thin to provide reliable rides?

OTG Navigator can get them where they need to go.

## Who We Are

On the Go: Navigator is an **affordable, on-demand transportation** service. We partner with Lyft to schedule same-day rides so clients can **maintain independence and mobility** throughout their lives.

## What We Do

We use Ride Scheduler software boosted with Lyft Concierge to book **same-day transportation**. From pickup to drop off, **we monitor each ride in real time** to ensure your client arrives safely. Riders are provided the important details, such as the driver's name and type of vehicle, but we handle all the communication to make it a **smooth and seamless experience**. As a Community Partner, you are in total control of approving who receives rides and for what purpose, but **without the costly staff time of dispatch** and ensuring rider connection.

## How It Works

When taxis are too expensive and technology too complicated, OTG Navigator keeps your clients connected. **Our services are now available to help your clients thrive.**

Named  
1 of 7 BEST  
Aging Programs  
Nationwide  
by FORWARD



Hello! Would it be possible to get a ride to my doctor's office at noon today?

Sure, Mrs. Silver! I'll be monitoring your ride on my screen to ensure everything goes smoothly.



## How We're Different

Where other transportation services require days of advance notice, we can get your clients connected to a ride within an hour. We are:

- A nationally recognized and award-winning program of Jewish Family Service of San Diego
- The birthplace of Ride Scheduler software
- Leaders in the transportation industry

Our compassionate approach ensures your clients feel safe and supported throughout their ride. We routinely work with cancer patients, older adults with Alzheimer's, and other clients with unique needs.

## We Check All the Boxes

*Beverly Foundation Five A's of Senior-Friendly Transportation:*

- ✓ Availability
- ✓ Acceptability
- ✓ Accessibility
- ✓ Adaptability
- ✓ Affordability

## Availability and Pricing

- 7:00am – 7:00pm PST, Monday – Friday (weekends coming soon)
- Pricing includes the cost of the ride, plus a \$4.00 service fee
- 1 hour minimum advance notice required



### About On the Go: Transportation Solutions for Older Adults and JFS

On the Go (OTG) began at Jewish Family Service of San Diego to provide rides to older adults who no longer drive. From doctor's appointments to social outings, OTG keeps clients connected as they age. We offer several different programs, including same-day Navigator transportation. Our programs also include group excursions, custom shuttle services, and more. We are proud to have set the standard for dial-up, on-demand transportation in San Diego.

*Learn more about On the Go at [www.jfssd.org](http://www.jfssd.org)*



**Moving Forward Together**

### About CARS

CARS (Charitable Adult Rides & Services) is a national nonprofit providing vehicle donation programs to other nonprofits, like On the Go (OTG) and 100+ Jewish support organizations across the U.S.. CARS has been an integral part of OTG for over 15 years by providing sustainable revenue that ensures seniors have easy and reliable transportation. Join the CARS network today and fuel your mission with car donations!

*Learn more about CARS at [careasy.org](http://careasy.org) or call 858-500-RIDE*

## Want to work with us?

Find out how we can support your clients and make your services stand out. Contact Maureen Glaser at (858) 637-7337 or email at [maureeng@jfssd.org](mailto:maureeng@jfssd.org).

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