



Welcome to the Solana Beach Senior Transportation program!

Jewish Family Service of San Diego is pleased to partner with the City of Solana Beach to offer adults aged 65+ safe and reliable transportation. More than a ride, *On the Go* is about fueling independence and mobility that defines *aging well*, and can keep you connected to friends, family, and important appointments.

What you need to know:

Service Area

Rides can be scheduled **up to 25 miles from your Solana Beach residence.**

Ride Availability

Monday – Friday 8:00 AM – 5:00 PM

Requesting a Ride

To schedule a ride, please call **(858) 923-1344** during our business hours Monday – Friday, 7:00 AM – 5:00 PM.

*****Schedule your ride at least five (5) days in advance*****

Please be ready to share the following details when you call:

- Pick-up date and time.
- Destination address (including suite or unit number, if any).
- Time for return ride home - please give us your best estimate of when you will be ready for the return ride, allowing yourself a little extra time to allow for delays you may experience at your appointment.
- Let us know if anyone will be accompanying you, this includes both people and service animals.
- You may request rides for many different purposes, including medical appointments, pharmacy visits, shopping, senior centers, fitness activities, and social events.

Drivers and Cancellations

Once your ride has been scheduled, you will be matched with a driver from our transportation network, which includes volunteer, staff, Uber, and Lyft drivers.

You can expect to receive a recorded message by 2:00 PM the day before your ride with information about your assigned driver. Please let us know if you prefer to receive these updates by text or voice message.

We understand that plans can change. If you need to cancel a ride, we kindly ask that you give us as much notice as possible. Cancellations of any kind do affect our staff, volunteers, and overall program resources. Advance notice helps us serve everyone more efficiently.

If your ride has been arranged through Lyft or Uber, please do not cancel it directly. Just give our office a call, and we will take care of the cancellation for you.

Important Safety & Program Reminders

Cell phones: We ask that you please bring your cell phone with you. This ensures we can reach you if there are any updates to your driver or pickup details.

Mobility devices: If you use a mobility device, such as a walker or wheelchair, please let us know when scheduling your ride so we can best support your needs.

After sedation or anesthesia: For your safety, we're unable to schedule rides after medical appointments that involve sedation or anesthesia. In those cases, please make other transportation arrangements.

Falls and emergency response: If a rider falls just before pickup and is unable to get up on their own, we will not be able to continue with the ride. For safety reasons, our drivers are not permitted to lift riders. If needed, emergency services will be contacted.