



## On-demand Specialized Transportation Services

On-demand specialized transportation services provide flexible and individualized transportation options to meet the needs of individuals with mobility challenges. Building upon the paratransit service offered by the transit agencies, users can request rides in real time and be offered door-to-door pick-ups and drop-offs in an accessible vehicle. SANDAG selected Facilitating Access to Coordinated Transportation (FACT) as the Consolidated Transportation Services Agency for San Diego County which coordinates with multiple transportation service providers to offer users the most affordable and accessible transportation option. An on-demand service program in San Diego would supplement this program and provide more options within the City in addition to the MTS Access Service.



Paratransit Van

### PROGRAM HIGHLIGHTS



#### Estimated Initiation Timeframe

1-3 years



#### Implementation Cost

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#### Potential Funding Sources

- » General Fund
- » Federal, state, and regional grants



#### Leading Department

Sustainability and Mobility

#### Collaborating Entities

Other City departments, partner agencies, public-private partnerships



#### Relevance to Mobility Master Plan Goals

Goals 1, 5, 9

#### Relevance to Climate Action Plan

Actions 3.1f, 3.1 SA-24, 3.2e



#### Incorporating Community Engagement

The community identified providing more (and affordable) mobility options to facilitate better transportation access for the City's senior populations and persons with disabilities as a major mobility need since these populations may be unable to use active transportation modes and often live on fixed incomes.



### PROGRAM IN ACTION

The Massachusetts Bay Transportation Authority (MBTA) operates the RIDE Flex program. The paratransit service utilizes a network of accessible vehicles to provide transportation options to its users with personal mobility limitations. More information can be found at: <https://www.mbta.com/accessibility/the-ride/the-ride-flex>

#### Ride Flex Transportation

Source: MBTA, 2021