



2014 FACT Spring Newsletter

Volume 1, Issue 18

April 29, 2014



FACT's Mission:

Assist San Diego County residents with barriers to mobility to achieve independence through coordination of transportation services

FACT's Services:

1. Transportation referrals
2. RideFACT
3. Contracted transportation
4. Consulting

FACT Board of Directors:

Dave Roberts - *Chair*
 Bob Campbell - *Vice Chair*
 LeVonne Connolly -

FACT Endorses Live Well San Diego Initiative

FACT endorsed Health and Human Services Agency's (HHS) Live Well San Diego Initiative (LWSD) at FACT's Annual Meeting on December 12, 2013. County Supervisor Dave Roberts and Chuck Matthews of HHS presented FACT with a County of San Diego Proclamation on February 27, 2014. The vision of LWSD is a healthy, safe and thriving San Diego County.



Left: FACT Board of Directors and staff with Dr. Nick Yphantides of HHS.

FACT Board Retreat

FACT held its Annual Board of Director's Retreat on March 27, 2014 at the Escondido Chamber of Commerce. The retreat focused on services growth and projections, outreach and financial overview, and organization issues and priorities.

Secretary
Susan Hafner -
Treasurer
John Aguilera
Phil Monroe
Norine Sigafoose
Tony Kranz

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Left: FACT Board Retreat **Right:** FACT Board Secretary LaVonna Connolly with AAA Transport vehicle, staff.

FACT Provides Service for First Transit's LIFT Contract

FACT has entered into a contract with First Transit to perform a portion of transportation for NCTD's LIFT service. LIFT is an ADA Paratransit service that serves north San Diego County.

CSUSM Senior Experience Team

FACT is participating in California State University San Marcos's Senior Experience program for undergraduates. The key objectives of the project are as follows:

- 1) Create a survey tool for FACT customers to assess satisfaction with the services provided by FACT. Survey will dig deeper into the satisfaction of existing clients than the original survey performed in Spring 2013.
- 2) Develop an outreach/marketing strategy to promote FACT transportation brokerage to low-ridership cities and prospective rural communities in San Diego County.
- 3) Investigate target communities and assess levels of demand for transportation
- 4) Create an online profile for FACT that can be posted on Transit Wiki and other similar web portals.



CSUSM Senior Experience Team briefing the FACT Board and guests at the April 24, 2014 FACT Board Meeting.

FACT Awarded Foster Youth Transportation Contract

In December 2013 FACT was awarded the transportation contract for the San Diego County Office of Education's (SDCOE) Foster Youth Transportation program. The service transports foster youth between home and school. The service enables foster youth to remain at their original school after being relocated to a foster home. The program began March 1, 2014.

New to the FACT Team

FACT recently hired two new Mobility Coordinators:

1. Dorothy Harris
2. Arturo Albarran

