



FACT™



VETERANS & MILITARY FAMILIES TRANSPORTATION/MOBILITY SURVEY

ORGANIZATION SURVEY

FACT, in collaboration with 2-1-1 San Diego and SANDAG, is conducting a study on mobility and access to transportation for Veterans and their families. The purpose of this survey is to better understand needs to improve access to information and transportation options for Veterans and their families, as well as the public at-large.

If preferred, an electronic version of this survey is available at: [\(surveymonkey link\)](#)

Program/Organization Name: _____

Address: _____

Website: _____

Agency type:

- Non-profit organization
- Local Government
- Healthcare Provider
- Public/Private For-profit
- Human Services Agency
- Other (please describe):

- Public Agency
- Educational Institution

Population(s) served (check all that apply):

- Veterans/Active Military/Military Families
- Seniors
- Persons with Disabilities
- Low Income
- Visually impaired
- Hearing impaired
- Developmental Disability
- Other (specify): _____

Services your agency provides (check all that apply):

- On-demand transportation services
- Wheelchair transportation
- Medical related services
- Fixed-route/fixed location service
- Same Day Service
- Contracted transportation services with other providers (brokerage)
- Charter/Shuttle service for groups
- Volunteer Driver Program
- Transit tokens/passes
- Taxi Voucher Program
- Mileage Reimbursement for Drivers
- Travel/Mobility Training
- Reimburse Client for Transportation
- Transportation Info/Referrals
- Other (please describe): _____



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Eligibility Requirements for your services (check all that apply):

- ADA Paratransit Certification required
- Person must be enrolled in your program or be a registered agency client
- Person must be a resident of a City or jurisdictional area
- You provide services to the General Public (no eligibility requirements)
- Medicaid/MediCal
- Other (please describe): _____

How do your clients primarily access your organization's services?

- At our facility
- At another location or facility
- We deliver services to clients at their home
- Other (please describe): _____
- By phone - information, referral, advocacy, coordination of services
- We deliver services at various locations using a mobile facility
- Transportation is our primary service (not at a specific location)

Estimate what percentage of your clients receive information about your services in a language other than English:

- Less than 10%
- 10-20%
- 21-30%
- 31-40%
- 41-50%
- Over 50%

What type of trip is the greatest transportation need for your organization's clients?

- Employment-related
- Medical (non-VA)
- Religious
- Education/training
- VA or Other Military/Veterans services
- Other (please describe): _____

What proportion of your current clients would you say that transportation is a major barrier, a minor barrier, or not really a barrier? (Note: The totals should add up to 100%)

- Major barrier _____
- Minor barrier _____
- Not really a barrier _____
- Don't know



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How would your organization prefer receiving information about transportation options?

(check all that apply)

Visit an information kiosk

Please describe a preferred kiosk location: _____

Calling an information help line

Visit a transit store

Printed materials (flyers, brochures, Rider’s Guide, etc.)

Visit a website

Email

App on a mobile device

Other *(please describe)* _____

Are there people living in San Diego County who are likely eligible for and would benefit from your services but cannot access your services? Which of these best describes this issue?

Yes – our client base would increase if transportation was readily available for anyone who wanted to use our services

Yes – our client base would increase if information about our organization was more accessible

No – transportation or information may be a challenge for our clients but it is not keeping our target population from reaching us

Don’t know

What is the organization’s estimated annual budget?

Less than \$500,000

\$1 million - \$1.9 million

\$3 million - \$4.9 million

\$500,000 – \$999,999

\$2 million- \$2.9 million

\$5 million or more

What percentage of the organization’s estimated annual budget is dedicated to transportation and/or mobility services for clients?

Less than 10%

10-20%

21-30%

Over 30%



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Please describe other transportation needs in San Diego County that you think need to be addressed:

Would you be interested in receiving updates related to this survey? YES NO

If you responded YES, please provide your email address: _____

ON THE NEXT PAGE...

Identify your service area by filling out this ZIP CODE list.

Check box **O** if trips can originate from that zip code and check box **D** if trips can be dropped off in that zip code. Please check both boxes if your service picks up and drops off in that zip code.

O = Origin/Pickup D = Destination/Drop off

If you serve ALL zip codes within San Diego County, please check here .

**Thank you for taking the survey!
Please send this completed survey:**

By Mail: FACT
Attn: Survey
600 Mission Avenue
Oceanside, CA 92054

or Fax: (760) 757-3226

VETERANS & MILITARY FAMILIES TRANSPORTATION/MOBILITY SURVEY

ZIP	AREA	O	D
	North County West		
92007	Cardiff		
92008	Carlsbad/Northwest		
92009	Carlsbad/La Costa		
92010	Carlsbad/East		
92011	Carlsbad/West		
92018	Carlsbad		
92023	San Dieguito		
92024	Encinitas/Leucadia		
92051	Oceanside		
92052	Oceanside		
92054	Oceanside		
92055	Camp Pendleton		
92056	Oceanside		
92057	Oceanside		
92058	Oceanside		
92067	Rancho Santa Fe		
92075	Solana Beach		
92078	San Marcos		
	North County East		
92003	Bonsall		
92025	Escondido		
92026	Escondido		
92027	Escondido		
92028	Fallbrook		
92029	Escondido		
92030	Escondido		
92033	Escondido		
92059	Pala		
92061	Pauma Valley		
92068	San Luis Rey		
92069	San Marcos/Lake San Marcos		
92082	Valley Center		
92081	Vista		
92083	Vista		
92084	Vista		
92096	San Marcos/CSU San Marcos		
92592	Rainbow		
	North City		
92014	Del Mar		
92037	La Jolla		
92038	Coastal		
92039	Coastal		
92064	Poway		
92065	Ramona		
92066	Ranchita		
92074	Poway		
92093	University		
92108	Mission Valley		
92109	Pacific/Mission Beach		
92111	Linda Vista/Clairemont/Kearny		
92117	Clairemont		
92119	Navajo/San Carlos		
92120	Grantville/Del Cerro		
92121	Mira Mesa/Sorrento Valley		
92122	University City		
92123	Serra Mesa		

ZIP	AREA	O	D
92124	Tierrasanta		
92126	Mira Mesa		
92127	Rancho Bernardo		
92128	Rancho Bernardo		
92129	Rancho Penasquitos		
92130	North City West		
92131	Scripps Miramar Ranch		
92145	Miramar		
92161	University		
92168	Kearny Mesa		
92169	Coastal		
92171	Kearny Mesa		
92177	Kearny Mesa		
92190	Elliott-Navajo		
92191	Mira Mesa		
92192	University		
92193	Kearny Mesa		
92194	Elliott-Navajo		
92196	Mira Mesa		
92197	Kearny Mesa		
92198	North San Diego		
	Central		
91947	National City		
91950	National City		
91951	National City		
91977	Spring Valley		
92047	National City		
92050	National City		
92101	Downtown		
92102	Golden Hill/Southeast		
92103	Hillcrest/Mission Hills		
92104	North Park		
92105	East San Diego		
92106	Point Loma		
92107	Ocean Beach		
92110	Morena/Old Town/Bay Park		
92112	Central San Diego		
92113	Southeast/Logan Heights		
92114	Encanto		
92115	College Grove		
92116	Normal Heights/Kensington		
92118	Coronado		
92133	Naval Training Center		
92134	Naval Medical Center		
92135	North Island Naval Air Station		
92136	Pier Area		
92137	Peninsula		
92138	Peninsula		
92139	Paradise Hills		
92140	Marine Corps Recruiting Depot		
92149	Southeast San Diego		
92155	Naval Amphibious Base		
92163	Central San Diego		
92166	Peninsula		
92167	Peninsula		
92170	Central San Diego		
92174	Mid-City		
92178	Coronado		
92182	Mid-City		
92188	Central San Diego		

ZIP	AREA	O	D
92189	Central San Diego		
	East County		
91905	Boulevard		
91906	Campo		
91916	Descanso		
91931	Guatay		
91934	Jacumba		
91948	Mt Laguna		
91962	Pine Valley		
91963	Rotero		
91980	Tecate		
92004	Borrego		
92036	Julian		
92060	Palomar		
92070	Santa Isabel		
92086	Warner Springs/Agua Caliente		
92259	Anza/Imperial		
92302	Palomar-Julian		
92390	North Palomar		
	South Suburban		
91902	Bonita		
91910	Chula Vista		
91911	Chula Vista		
91912	Chula Vista		
91913	Chula Vista		
91920	Bonita		
91932	Imperial Vista		
92143	South Bay		
92153	South Bay		
92154	Nestor		
92173	San Ysidro		
	East Suburban		
91901	Alpine		
91914	Chula Vista		
91915	Chula Vista		
91917	Dulzura		
91918	Jamul		
91935	Jamul		
91941	La Mesa		
91942	La Mesa		
91943	La Mesa		
91944	La Mesa		
91945	Lemon Grove		
91946	Lemon Grove		
91978	Spring Valley		
92019	El Cajon		
92020	El Cajon		
92021	El Cajon		
92022	El Cajon		
92040	Lakeside		
92071	Santee		
92072	Santee		
	Out of County		
88888	Out of Area		
92536	Temecula		
92672	San Onofre/San Clemente		
99999	Out of State		