



FACT Services Updates:

FACT is fully staffed at this time; the call center is operational for reservations, mobility information and referrals over the phone.

RideFACT services may be affected if our vendors – the taxicab services and LYFT are unable to respond to service requests due to COVID-19 related conditions.

We will provide regular updates and respond to situations as quickly as possible.

Escondido Senior Nutrition transportation service is suspended at this time as directed by the City.

In view of the recommendations by the CDC and the safety of our passengers and vendors, FACT is recommending the following safety measures:

- FACT recommends our vendors and passengers wash hands often for a minimum of 20 seconds, utilize hand sanitizer, hand wipes, gloves, and avoid contact with hard surfaces as much as possible.
- If a driver appears sick – The passenger has the option to decline the ride. Unfortunately, we are not able to reschedule declined rides because we expect fewer drivers will be working.
- What if the passenger appears sick – We anticipate some drivers may refuse the trip. We will attempt to arrange for another ride.
- What if a shared ride passenger appears sick – FACT recommends its vendors suspend shared passenger rides at this time. If the incoming passenger refused the ride due to another passenger appearing ill on board, we will attempt to arrange another ride.
- Should driver provide personal assistance that involves physical contact – FACT recommends drivers wear gloves if passenger assistance is required.
- Handling cash and baggage and other items that might transmit virus – We recommend drivers wear gloves if assisting passengers with baggage and other items that might transmit virus.
- FACT recommends vendors utilize alcohol-based hand sanitizer that contains at least 60% alcohol and will share in the cost of purchasing for this item.
- FACT staff will call our vendors each day to review general driver attendance/availability, or any issues with riders pertaining to the virus and remind them of the safety protocol.

FACT staff will regularly check for updated information concerning COVID-19 and adjust precautions in light of new developments and/or recommendations.

For any questions on the above information please contact: Cynthia Pedersen, Office Manager, 760-754-1252. You may also call 2-1-1 to speak to someone if you have general questions regarding COVID-19.

We will provide updates with any new developments.