



ADA and Title VI Plan

NON-DISCRIMINATION PROGRAM

2023



Full Access and Coordinated Transportation, Inc. (FACT)

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ADA AND TITLE VI OVERVIEW

Full Access and Coordinated Transportation (FACT) is subject to Federal Transit Administration (FTA) Title VI and Americans with Disabilities (ADA) requirements as a subrecipient of federal grants. Title VI prohibits discrimination on the basis of race, color, or national origin in any program or activity that receives Federal funds or other Federal financial assistance. The Americans with Disabilities Act (ADA) prohibits discrimination against people with disabilities in several areas, including employment, transportation, public accommodations, communications, and access to state and local government' programs and services.

FACT is subject to comply with the General Requirements of the FTA ADA and Title VI program, as follows:

1. "ADA and Title VI Notices to the Public, including a list of locations where the notice is posted
2. ADA and Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)
3. ADA and Title VI Complaint Form
4. Log of transit-related ADA and Title VI investigations, complaints, and lawsuits
5. Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission
6. Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance
7. A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees
8. A copy of board resolution showing the FACT Board of Directors reviewed and approved the ADA and Title VI Program.

ADA AND TITLE VI PLAN ELEMENTS

FACT's ADA and Title VI Notice to the Public, Complaint Procedures, and Complaint Form are posted on the FACT website at <http://www.factsd.org/non-discrimination-policy/>. These documents are available in English and Spanish, but also may be translated in other languages upon request.

ADA and Title VI Notice to the Public

FACT's Notice of Non-Discrimination is included in this plan as **Attachment A**. A list of locations where the notice is posted is included as **Attachment B**.

ADA and Title VI Complaint Procedures

FACT's Discrimination Complaint Procedures are included in this plan as **Attachment C**.

ADA and Title VI Complaint Form

FACT's Discrimination Complaint Form is included as **Attachment D** to this plan.

Transportation Related ADA and Title VI Investigations, Complaints, and Lawsuits

FACT received one (1) Title VI complaint in June 2014. FACT's Title VI complaints procedure was followed and based on the complaint investigation process, it was determined that there was no finding or evidence of discrimination based on race, color, or national origin. FACT has had no Title VI lawsuits.

ADA-SPECIFIC REQUIREMENTS

The overarching requirement of the ADA is that entities cannot discriminate against individuals with disabilities and that persons with disabilities are fully integrated into society and not segregated in separate services or facilities. Regarding the provision of transportation service, having a disability does not diminish an individual's right to have equitable access to transportation services in an integrated setting.

Below are some of the ADA-specific requirements relevant to FACT. Please see [FTA Circular 4710.1](#) for more guidance on ADA-specific requirements.

Maintenance of Accessibility Features/Equipment

Per 49 CFR Part 37.161(a), FACT must maintain accessibility features in facilities and on vehicles in working condition. When accessibility features are damaged or out of order, FACT must repair them promptly. Examples of accessibility features for vehicles include lifts and ramps, lighting, and mobility aid securement areas and systems. FACT is required to inspect all accessibility features often enough to ensure they are operational and undertake repairs or other necessary actions when they are not.

Lifts/Ramps

When drivers discover that lifts or ramps are not working, 49 CFR Part 37.163(c) requires that they report the outages to appropriate staff as soon as possible. In demand responsive services, drivers using vehicles with inoperable lifts may be able to continue to use such vehicles for the remainder of the day as long as any trips for riders needing lift-equipped vehicles can be reassigned to another lift-equipped vehicle. When a FACT discovers that a lift or ramp is inoperative, FACT will take the vehicle out of service before the beginning of its next service day and repair the lift before the vehicle is put back into service. A vehicle equipped with a lift or ramp may operate for up to three days with the lift or ramp out of service as long as a back-up vehicle is available and persons with disabilities are not disadvantaged (49 CFR § 137.163(e)).

Passengers must be permitted to board their wheelchair in either forward or reverse (49 CFR § 38.23 (b)). They can also board separately from their wheelchair; however, the driver is not required to “drive” the wheelchair into the bus. The passenger may need a personal care attendant to assist (Appendix D, 49 CFR § 37.165).

Accessible Vans and Buses

Accommodating Riders Using Wheelchairs and Other Mobility Devices

Per 49 CFR Part 38, vehicles equipped with lifts or ramps must at a minimum be able to accommodate an occupied wheelchair weighing up to 600 pounds and measuring 30 inches in width and 48 inches in length. If the FACT's vehicles are equipped with lifts or ramps that can carry occupied wheelchairs weighing more than 600 pounds or measuring more than 30 inches by 48 inches, the passenger and wheelchair must be accommodated as long as the dimensions and weight are within the manufacturer's recommendation (49 CFR § 37.165). Please see the definition of wheelchair in the Glossary of Terms. If a vehicle has a designated securement location, FACT must ensure that a wheelchair user rides in the designated securement area. Additionally, FACT must accommodate mobility devices other than wheelchairs such as canes, crutches, and walkers.

Use of Securement Devices and Seatbelts/Shoulder Harnesses

If FACT is transporting an individual who uses a wheelchair, FACT must use a securement system to ensure the wheelchair remains within the securement area of the vehicle. Further, FACT may not deny transportation to a wheelchair user on the grounds that the device cannot be secured or restrained satisfactorily by the vehicle's securement system.

Bus and van securement areas must also be equipped with a passenger seat belt and shoulder harness. California State law requires all passengers over 8 years old or 4'9" tall, including those in wheelchairs to use passenger seat belts and shoulder harnesses unless medically exempt (California Vehicle Code Section 27363).

FACT cannot require passenger in a wheelchair to transfer to a regular seat in the vehicle (49 CFR § 37.165 (e)). Persons using walkers with built in seats must transfer to a vehicle seat (Appendix D, 49 CFR § 37.3).

Service Refusal

FACT may refuse service if an individual with a disability engages in violent, seriously disruptive, or illegal conduct, or if they pose a direct threat to the health and safety of others. However, FACT may not refuse service to an individual with a disability solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience the FACT's personnel or other riders. (49 CFR §37.5(h)). FACT also cannot presume that certain disabilities will create threats or disruptive behavior.

Moreover, FACT cannot refuse to transport a person with a disability due to issues with the vehicle or FACT insurance. (49 CFR §37.5(g)).

Service Animals

FACT must permit service animals to accompany individuals with disabilities in vehicles and facilities. FACT may not have a policy requiring riders to provide documentation for their service animal before boarding a vehicle, but personnel may ask riders two questions:

1. Is the animal a service animal required because of a disability?
2. What work or task has the animal been trained to perform?

FACT is not required to transport animals that do not qualify as service animal such as emotional support, comfort animals or pets. FACT may not deny service to a person accompanied by a service animal on the grounds that other riders or FACT personnel have allergies to dogs or other animals since encountering a service animal is an expected part of being in public. A passenger may be accompanied by more than one service animal (49 CFR § 37.167(d)). Caring for the animal is the responsibility of the passenger. Service animals that are deemed to pose a direct threat to others or are not under the full control of the owner may be refused transportation (FTA Circular 4701.1 at p. 2-17).

Respirator or Portable Oxygen Supplies

FACT must not prohibit a rider with a disability from traveling with a respirator or portable oxygen supply that complies with Department of Transportation rules on hazardous materials. (49 CFR § 37.167(h)). Those rules (49 CFR §177.870) currently permit a single cylinder of up to 99 pounds and a total of up to 496 pounds for all cylinders on a single vehicle.

Equivalent Level of Service

Providers of demand responsive service must use accessible vehicles, as defined in 49 CFR 37.7, or meet the applicable equivalent service standard. Since FACT operates accessible and non-

accessible vehicles for their STGP and FTA funded service, that service must be equivalent in regard to schedules, response times, geographic areas of service, hours and days of service, availability of information, reservations capability, constraints on capacity or service availability, and restrictions based on trip purpose.

Service Characteristics of Equivalency

Below are details on the seven characteristics for determining equivalency of service provided to those with disabilities, including those who use wheelchairs.

Response Time:

The elapsed time between a request for service and the provision of service is the same for riders with and without disabilities, and days and hours to request service are the same.

Fares:

For a given demand-responsive service trip, the fare is the same for all riders.

Geographic Area of Service:

Riders with disabilities can request trips in the same area or areas as other riders.

Hours and Days of Service:

Riders with disabilities can request trips on the same days and during the same hours as other riders.

Restrictions or Priorities Based on Trip Purpose:

For demand responsive service with restrictions or priorities based on trip purpose, the same restrictions or priorities apply to all riders. Establishing policies that restrict or prioritize service based on trip purpose (e.g., medical transportation only) is acceptable as long as FACT applies these policies in the same way for all riders.

Availability of information and Reservations Capability

Riders with disabilities have access to the same information and reservation systems as other riders, including information in alternate formats (e.g., large print, braille, audio, or accessible electronic files for riders with vision disabilities).

Any Constraints on Capacity or Service Availability:

In demand responsive services with service availability or capacity constraints, this means having the same constraints for all riders. The regulations do not prohibit demand responsive services from having trip denials or providing trips on a first-come, first-served basis. However, to be considered equivalent, riders with disabilities would encounter trip denials with the same frequency as riders without disabilities. Similarly, the regulations do not prohibit the use of waiting lists or trip caps, as long as riders with disabilities are not waitlisted more often or do not have more restrictive trip cap limitations. Finally, the regulations do not prohibit demand responsive services from having poor rates of on-time performance or having long ride times due to limited-service capacity, as long as riders with disabilities do not experience lower on-time performance rates or longer ride times than other riders.

Equivalent Service Considerations

FACT must consider its demand responsive service in its entirety when determining equivalency of service. As explained in Appendix D to 49 CFR §37.77, “when viewed in its entirety” means that “when all aspects of a transportation system are analyzed, equal opportunities for each individual with a disability to use the transportation system must exist.” This is particularly important because FACT uses multiple service providers to operate its demand responsive service, especially when there is a mix of accessible and inaccessible vehicles among multiple service

providers. For example, FACT through its partnerships with volunteers, taxicabs, or Transportation Network Companies may primarily use sedans to provide demand-responsive service. FACT may also operate or contract with a vendor to operate a fleet of accessible vehicles. To meet the equivalent service requirements, FACT should ensure that all its service providers with inaccessible vehicles operate with the same policies and practices as its service providers with accessible vehicles. For example, one taxi provider might accommodate same-day service requests with sedans while another provider using accessible vans might require advance reservations. Providing equivalent service in this instance means riders who need to travel in an accessible van are not required to place reservations earlier than riders who use the taxi service do.

Approach to Determine and Monitor for Service Equivalency

FACT sufficiently monitors its on demand responsive service, to confirm the service is being delivered consistent with ADA requirements, including the equivalent level of service requirement. Table 7-2 of [FTA Circular 4710.1](#) offers suggested approaches for how to determine equivalency for each of the seven service characteristics when some of FACT's vehicles are not accessible to individuals with disabilities, including individuals who use wheelchairs. FACT will review this table as a guide to ensure compliance with service equivalency requirements.

Some of the service equivalency factors such as response time, capacity constraints and service availability may require FACT to collect and tabulate data so they can determine that service equivalency is being provided. Other factors such as fares, geographic areas served, and service hours may be assessed through a document review (FTA Circular 4710.1).

Service Equivalency in the Most Integrated Setting

FACT must provide transportation service to persons with disabilities on the same vehicles and together with other non-disabled riders as permitted by the relevant program requirements. To meet this requirement, vehicles should accommodate a mix of riders to promote integrated service and avoid segregated service. For example, transporting older adults to a meal program and putting persons in wheelchairs in one vehicle and ambulatory riders in another would be unacceptable. FACT is permitted to use inaccessible vehicles, but service equivalency must be maintained.

Considering the Next Potential Customer

All FACT passengers may be ambulatory and able to travel in an inaccessible vehicle. However, an existing passenger could suddenly become incapacitated, or a new passenger could require an accessible vehicle. The service equivalency requirement means FACT must be able to provide an accessible ride in the same time frame as someone who does not need an accessible vehicle. To meet this requirement, FACT should have an accessible vehicle in reserve, plans to obtain an accessible vehicle in short notice, or an accessible vehicle available for temporary use.

TITLE VI PROGRAM REQUIREMENTS

Title VI prohibits discrimination on the basis of race, color, or national origin in any program or activity that receives Federal funds or other Federal financial assistance. The overarching requirement of the ADA is that entities cannot discriminate against individuals with disabilities and that persons with disabilities are fully integrated into society and not segregated in separate services or facilities. Regarding the provision of transportation service, having a disability does not diminish an individual's right to have equitable access to transportation services in an integrated setting.

Language Assistance Plan

Purpose:

FACT's Language Assistance Plan provides an overview of requirements, policies, and practices for FACT to provide effective, equitable, and respectfully transportation/mobility services. The intent of this Plan is to find a balance that ensures meaningful access to critical services to persons with LEP without imposing an undue burden.

"LEP" is an acronym for "limited English proficiency/proficient." The U.S. DOT describes limited English proficiency as having a limited ability to read, write, speak, or understand English. The U.S. DOT and FTA (in both the LEP guidance and Title VI circulars), define this population as people who reported that they speak English "not well" or "not at all." Persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

There are several relevant laws concerning language access for LEP individuals. Federal laws particularly applicable to language access include: (1) Title VI of the Civil Rights Act of 1964, and the Title VI regulations, prohibiting discrimination based on race, color, or national origin, and (2) Executive Order 13166, which states that individuals with LEP should have meaningful access to federally funded programs and activities. Additional provisions requiring language services for individuals with LEP are derived from SANDAG's Language Assistance Plan.

Recognizing that both FACT and San Diego Association of Governments (SANDAG) both provide planning and/or services throughout the countywide service area, it is logical for FACT to adopt [SANDAG's Language Assistance Plan \(LAP\)](#).

Title VI regulations specifically state that:

"Subrecipients may choose to adopt the primary recipient's notice to beneficiaries, complaint procedures and complaint form, public participation plan, and language assistance plan where appropriate."

Incorporating the demographic and analysis elements from SANDAG's plan will ensure that FACT maintains consistency with the regional LEP analysis findings, avoids duplication of effort and cost-effectively addresses Title VI requirements related to individuals with LEP.

Four Factor Analysis

SANDAG's Four Factor Analysis was used to guide FACT's policies and practices. Below is summary of key findings from each Factor analysis.

Factor 1: The Number or Proportion of LEP Persons Eligible to Be Served or Likely to Be Encountered by the Services Provided by FACT

Factor 1 analysis findings in this report reveal a presence of 17 languages in San Diego County with more than 1,000 individuals with LEP. This analysis was based on the LEP definition included in U.S.

DOT LEP guidance. According to these findings, about 400,000 people five years or older speak English less than very well. This accounts for 13% of the county's population.

The top five languages spoken other than English are Spanish, Tagalog, Vietnamese, Chinese (Mandarin and Cantonese) and Arabic. Spanish is the second most predominant language, other than English, spoken in the region.

FACT Telephone Identification of LEP Persons

FACT identifies LEP persons via the telephone using the following process:

- FACT mobility coordinators ask “What is your preferred language?” – Individuals who self-identify as speaking English less than “very well” are offered language assistance when inquiring about transportation services. However, because self-assessment is subjective, FACT staff is aware that customers who self-identify as English speakers may find transportation encounters challenging. Customers also may require language assistance to understand unfamiliar transportation concepts and terminologies.
- During the transportation referral, if a customer inquiring about services: (1) Asks very few questions; (2) simply says “yes” in response to your questions or comments; or (3) gives inappropriate or inconsistent answers to questions, FACT staff will verify their understanding by asking them to explain back what was discussed.
- Calls from LEP customers are documented in Ecolane Transit Scheduling software.

Safe Harbor Provision

As part of the Factor 1 Analysis, FACT must determine which languages meet the Safe Harbor Provision of the federal guidance, and what documents they consider to be vital to access essential services (as described below). Safe Harbor languages are those spoken by 5% or 1,000 people with LEP, whichever is less, of the total population of persons eligible to be served or likely to be encountered. It will be considered strong evidence of compliance with the obligation to provide written translation if vital documents are provided in all Safe Harbor languages.

The SANDAG Factor 1 Analysis determined that there are five primary languages present in San Diego County and 14 less frequently encountered languages that still meet the Safe Harbor Provision threshold established by the FTA. SANDAG developed a tiered and priority approach based on the size of the limited English proficient populations that could be emulated by subrecipients.

Factor 2: The Frequency with which LEP Individuals Come in Contact with FACT Services

It should be recognized that FACT staff interaction with the public and provision of information and referral services comes only as a result of telephone calls made to FACT by the public. There is essentially no face-to-face contact made by FACT telephone staff with the public-at-large.

FACT does not have the resources to conduct large-scale or county-wide surveys. However, a client demographic survey is included on FACT's website and is available as an online survey or print compatible document for mailing. FACT identifies customers as LEP by telephone during the transportation referral process, and has begun collection of LEP specific information in Ecolane Transit Scheduling software. According to FACT's FY 2022 demographic data approximately 2.025 % of monthly callers are LEP; 2% Spanish and .025% (Arabic, Vietnamese, Zhuang, and Japanese).

FACT provides informational materials related to its services upon request. These materials are generally provided to those agencies, individuals, and organizations requesting information in both in English and Spanish (**Attachments E and F**).

Factor 3: The Nature and Importance of the Service Provided by FACT to People's Lives

Individuals with LEP face a great risk for miscommunication during the referral and trip planning processes. Miscommunication between a customer and mobility coordinator may result in delayed transportation information, delayed trip requests, misunderstanding of transportation services, and lack of follow-through by the customer. Furthermore, miscommunication can reduce trust and confidence in the transportation services which may result in lower customer satisfaction and a lack of customer's willingness to ask questions.

The language assistance services provided by FACT for LEP customers work to bridge communications gaps encountered by LEP individuals and also serve to enhance customer satisfaction and willingness to use FACT services in the future.

FACT's referral service provides callers and website visitor's information regarding suitable transportation options based on their individual needs. FACT's RideFACT services are offered to individuals whose needs are not met by other transportation services. This process ensures that the eligible population is receiving the needed transportation to access services and social activities. LEP persons need adequate transportation to access employment, education, medical services, and social activities. Transportation is important for LEP persons to maintain their day-to-day lives.

Factor 4: The Resources Available to FACT for LEP Outreach, as well as the Costs Associated with that Outreach

Outreach Costs

FACT has limited funding available for outreach. Approximately 10% of FACT's marketing budget was used to develop LEP outreach and marketing materials.

Language Assistance Measures

FACT currently utilizes the following language assistance practices for persons with LEP:

- **TransPerfect Connect Translation Services** – Telephone language interpretation service
- Bilingual staff - three (3) out of eleven (11) full-time employees are bilingual (English/Spanish).
- Spanish-language answering machine message with prompts
- Spanish-language marketing materials
- Google Translate integration button on website which auto-translates English website content into 13 different languages (Spanish, Arabic, Chinese (Simplified), Chinese (Traditional), Dutch, French, German, Hmong, Italian, Japanese, Portuguese, Russian, Vietnamese)

Four Factor Analysis Conclusion:

The top two languages spoken by FACT clients continue to be English and Spanish. This is supported by SANDAG's Four Factor Analysis data and FACT's annual demographic data. Although SANDAG's Factor 1 Analysis determined that there are five primary languages present in San Diego County, all languages besides Spanish and English represent less than a one percentage of persons of LEP that come in contact with FACT's services. Based on this and resource constraints, FACT's major language assistance measures will continue to focus on English and Spanish, such as hiring bilingual (English/Spanish) staff and providing documents in both languages. Since FACT has bilingual English/Spanish speaking employees, FACT has been able to translate documents in-house. FACT will continue to track client demographic data and monitor census data to adjust outreach and language assistance measures. Please see Language Assistance Plan Evaluation, Review, and Revision for further details.

Notice to LEP Persons about the Availability of Language Assistance

LEP persons have the right to free language assistance in their spoken language. FACT has developed a poster (**Attachment G**) listing two (2) languages that are likely to be spoken by persons with LEP in San Diego County. The intent of the poster is for an LEP person to indicate the language they understand and contact FACT for language assistance. Anyone can call FACT's Toll-Free number for language assistance. They may also request documents to be translated into other languages. Based on the above procedure for written translation services, FACT will determine if it is feasible to translate notices to other languages upon request based on FACT's budget and staff constraints.

LEP Data Collection and Reporting

Data collection provides measurable evidence of FACT's performance as it relates to providing meaningful language access to FACT services to LEP persons. LEP is a rider classification category in Ecolane Transit Scheduling software to prompt Mobility Coordinators to provide appropriate assistance and for reporting LEP statistics.

Procedure for Written Translation Services

Vital documents are "printed documents that provide important information necessary to participate in services, programs, or activities; and includes but is not limited to outreach materials and written notices of rights, denials, losses, or decreases in benefits or services."

When a request for a written translation is received, a decision for translation will be based on 1) whether the document is vital based on the definition in the paragraph above; and 2) the assessment of the four factor analysis.

If the request for written translation services is acceptable, FACT will select a competent translator service in a timely manner.

Language Assistance Plan Evaluation, Review, and Revision

The FACT Four Factor Analysis and Language Assistance Plan will be monitored and calendared for review every three (3) years.

The plan will be monitored using the following measures:

- Assigning a staff person to provide day-to-day administration of the Language Assistance Plan to ensure compliance and correct implementation
- Seeking feedback from LEP communities on language assistance services when possible
- Seeking staff feedback to determine the usefulness of language assistance services and the Language Assistance Plan

The following is a list of the elements to be reviewed quarterly:

- LEP caller and rider classifications in Ecolane Transit Scheduling software
- Availability of resources, including technological advances, and the costs imposed
- Assessment of the identified language needs of LEP individuals in order to determine whether interpreters and/or translated materials are needed.
- Assessment of whether staff members understand LEP policies, procedures, and how to access and carry them out.

As FACT's call volume continues to grow, the organization may encounter more linguistically diverse customers. With sufficient and appropriate funding support, the following language assistance could be considered to further accommodate LEP customers:

- Oral interpretation services
 - Voice-activated translation software
 - Trained on-site interpreter
 - Hire new call center staff fluent in English and the third most spoken language in San Diego.
 - Referrals to community liaisons proficient in the preferred language of LEP persons
- Offer training more regularly to employees to refine communication skills across cultures and improve cultural competency.
- Hire translation service to translate notices to additional safe harbor languages.

Employee Training

FACT employees receive training upon hire and approximately every two years on how to communicate with LEP callers and use TransPerfect Connect for language assistance. Training formats include direct training by staff, educational sessions such as at CALACT conferences or by a hired consultant, and by TransPerfect Connect. TransPerfect Connect allows staff to provide timely and reasonable language assistance to LEP populations. All employees are familiar with FACT's Title VI plan and the plan is conveniently available for reference to staff and the public. Call center staff are trained upon hire by executive staff to recognize, track, and report on Title VI complaints. Staff also attend sporadic workshops virtually or in person related to Title VI compliance. Training courses such as understanding language and cultural barriers in addition to workshops regarding the development and management of a Title VI Program.

Public Participation Plan

Summary of Outreach Efforts Made

FACT promotes its services through the:

- RideFACT postcard - translated in English and Spanish (**Attachment E**),
- RideFACT Riders Guide – translated in English and Spanish (**Attachment F**),
- FACT website – FACT posts notices and announcements;

Additional outreach is conducted through participation in variety of different public meeting platforms open to the public including but not limited to:

- **Council on Access & Mobility (CAM)** – CAM meetings are held every other month or as needed, altering between a north and south county location or via phone as needed. FACT encourages transportation stakeholders and the public to participate in meetings regularly. CAM reviews regional services, grant funding requirements, coordination, and other topics related to transportation.
- **Social Services Transportation Advisory Council (SSTAC)** – SSTAC meetings are held every other month at SANDAG. Meagan Schmidt, FACT's Operation Manager is currently the Chair of SSTAC. FACT provides service updates and discusses important issues related to specialized transportation services.
- **FACT Board Meetings** – FACT Board Meetings are held once a month. FACT's Title VI plan is reviewed and approved at Board meetings. The agenda is made available to the public on FACT's website and meetings include a public comment section. FACT invites guests and riders regularly to provide information and feedback regarding FACT's services.

As service-related issues emerge in the future that warrant additional outreach to stakeholders and/or members of the public, FACT will ensure that:

- Meetings will be scheduled to ensure that locations, dates and times are acceptable to the greatest number of LEP stakeholders, encouraging the maximum participation from the target audiences;

- Written materials are made available in other languages and formats;
- Meeting venues are within close proximity to public transit are fully accessible to persons with disabilities (e.g., accessible elevators, wheelchair ramps, wide door widths); and
- Staff is available before and after meetings to respond to stakeholder inquiries.

Outreach Plan to Engage Minority and LEP Populations

FACT Mobility Coordinators identify customers with LEP by telephone during the transportation scheduling and referral process. LEP customer information is logged in and compiled by FACT staff. Should additional direct outreach to the public become necessary, FACT will make efforts to conduct outreach opportunities to further engage minority and LEP populations. Some methods and strategies to engage minority and LEP stakeholders will include, but not be limited to:

- Presentations to organizations on how the LEP persons can access FACT to access transportation options in the communities served by FACT;
- Distribution of literature and information on the website in the appropriate language about how clients can access FACT;
- Notices and invitations to community meetings and roundtable discussions sent out to the public and community-based organizations which are available in English, Spanish and other identified languages;
- Legal ads in newspapers, as applicable;
- Notices on the FACT website in English, Spanish and other identified languages needed;
- Distribution of notices to agency/organization staff representatives and community advocates for various special interest groups;
- Meetings when appropriate and at convenient and accessible locations for different populations; and
- Translation services at meetings as needed to translate for persons with limited English proficiency.

All comments received from meetings will be documented and reported to the Council on Access and Mobility (CAM) and FACT Board of Directors for their information and/or action.

Efforts to Encourage Minority Participation

FACT understands diverse public presence and representation on advisory committees and its Board results in sound policy reflective of the entire San Diego County population. FACT's Board Members and Executive Team regularly participate in reoccurring and ad-hoc outreach to recruit members and promote diversity on the Board and CAM. This includes recruiting participants and members from different communities throughout the County to ensure there is regional representation.

Representation of People of Color on Planning and Advisory Bodies

FACT's advisory bodies, such as the FACT Board of Directors are elected. This requirement applies to non-elected planning and advisory body members.

Other Title VI Requirements

Since FACT does not operate fixed-route transit services, the following requirements are not applicable:

- Monitoring of Sub-Recipients for Compliance with Title VI
- Title VI Equity Analysis
- Facility Construction
- Service Standards

Board Approval of the FACT ADA and Title VI Plan

The FACT Board of Directors adopted the Title VI Plan on Thursday, May 29, 2014, 2017 Title VI Plan update on July 27, 2017, 2020 Title VI Plan on May 28, 2020. The Board of Directors adopted this 2023

ADA and Title VI Plan update on April 27, 2023. The signed Board Resolution is included as attachments to this document (**Attachment H**).

NOTICE OF NON-DISCRIMINATION

If information is needed in another format and or language, please contact Budd Anderson, (760) 754-1252, or banderson@factsd.org.

Full Access and Coordinated Transportation Inc. (FACT) operates its programs without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. FACT also prohibits discrimination against individuals with disabilities in accordance with the Americans with Disabilities Act of 1990. Persons who believe they have been subjected to discrimination or have been denied access to services or accommodations required by law, have the right to file a complaint. For more information on FACT's civil rights program, and the obligations and procedures to file a complaint, contact Budd Anderson at (760) 754-1252; email banderson@factsd.org or visit its administrative office at 516 Civic Center Drive, Oceanside, CA 92054. For more information, visit www.factsd.org

Facilitating Access to Coordinated Transportation (FACT) operates its programs and services utilizing funds from the San Diego Association of Governments (SANDAG), The California Department of Transportation (Caltrans), and Federal Transit Administration (FTA) and therefore is required to conduct its business without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act and the Americans with Disabilities Act (ADA). Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI or the ADA may file a complaint with FACT, FACT's Grantors, or the FTA.

Si se necesita esta información en otro formato y/o idioma, por favor llame al (760) 754-1252

Nếu thông tin này là cần thiết trong một ịnhđạng và / hoặc ngôn ngữ, xin vui lòng liên hệ với SỰTHẬT tại(760) 754-1252

Kung ang impormasyon na ito ay kinakailangan sa isa pang format at / o mga wika, mangyaring makipag-ugnay sa katotohanan (760) 754-1252

AVISO DE NO DISCRIMINACIÓN

Si necesita información en algún otro formato o idioma por favor contacte a Budd Anderson (760) 754-1252, o banderson@factsd.org.

Full Access and Coordinated Transportation Inc. (FACT) opera su programa sin discriminar raza, color u origen de nacionalidad bajo el Título VI de la Ley de Derechos Civiles de 1964 (Title VI of the Civil Rights Act of 1964.) FACT también prohíbe la discriminación contra individuos con discapacidades bajo la Ley de Americanos con Discapacidades de 1990 (Americans with Disabilities Act of 1990). Si cree que ha sido discriminado, negado acceso o comodidades requeridas por la ley, tiene derecho a presentar su queja. Para más información sobre el programa de derechos civiles de FACT y las obligaciones y procedimientos para presentar alguna queja, por favor contacte a Budd Anderson al (760)754-1252; correo electrónico banderson@factsd.org. Para mas información por favor visite nuestra página www.factsd.org.

Facilitating Access to Coordinated Transportation (FACT) opera sus programas y servicios con fondos provenientes de la Asociación Governante de San Diego (SANDAG), el Programa de Transporte de California (Caltrans) y la Administración Federal de Transporte (FTA), y es requerido que conduzca cualquier tipo de negocio sin discriminar raza, color y origen de nacionalidad en acordancia al Título VI de los Derechos Civiles (Title VI of the Civil Rights Act) y Americanos con Discapacidades (ADA). Cualquier persona que crea haber sido agraviada por cualquier práctica discriminatoria ilegal por parte de FACT, puede presentar una queja con FACT, cedentes de FACT o al FTA.

Si se necesita esta información en otro formato y/o idioma, por favor llame al (760) 754-1252.

LIST OF LOCATIONS WHERE ADA AND TITLE VI NOTICE IS POSTED

1. FACT website (<http://www.factsd.org/non-discrimination-policy/>)
2. FACT office (516 Civic Center Drive, Oceanside, CA 92054)
3. FACT vehicles providing transportation services.

Lista de lugares donde se ha publicado la notificación ADA y TÍTULO VI

1. Sitio web FACT (<https://factsd.org/dei/>)
2. Oficina de FACT (516 Civic Center Drive, Oceanside, CA 92054)
3. A bordo de los vehículos que prestan servicios de transporte FACT

DISCRIMINATION COMPLAINTS PROCEDURES

If information is needed in another format and or language, please contact Budd Anderson, (760) 754-1252, or banderson@factsd.org.

1. Applicability. The following complaint procedures apply to all persons who believe that they have been subject to discrimination by Full Access and Coordinated Transportation, FACT related to its transportation services.
2. Preliminary Review Process. The following process must be completed prior to filing a Formal Complaint with FACT's Grantor¹.

Informal Resolution - Prior to submitting a formal complaint, the complaining party must contact Director of Grants and Procurement at FACT for ADA, Title VI, or other discrimination complaints for assistance in resolving the matter informally as soon as is practical, generally within 15 calendar days of the time from when the subject of the complaint occurred, or the complaining party became aware of FACT's alleged non-compliance with state or federal non-discrimination laws. Complaints must be filed within 180 days of an alleged incident.

The Director of Grants and Procurement can be reached at 516 Civic Center Drive, Oceanside CA, 9205; (760) 754 - 1252.

FACT will notify the grantor of the complaint within 72 hours of receiving the complaint, and record the complaint and steps taken toward resolution. FACT is responsible for informing the complaining party about FACT's complaint procedure, including the opportunity to file a formal complaint with the grantor and/or the Federal Transit Administration (FTA) as described below.

Report of Results to Grantor and Complaining Party – FACT will email or mail the grantor and the complaining party the results of the informal resolution process within 30 calendar days of receiving the complaint. If the complaining party is not satisfied with FACT's disposition of the matter, the complaining party may file a formal complaint with the Grantor. For reference, SANDAG's procedure is described below.

¹ FACT's programs and services are funded by grants administered by multiple agencies.

1. Formal Complaint

If the procedure for Preliminary Review and informal resolution by FACT does not yield a successful resolution, then the complaining party may file a formal, written complaint with SANDAG in the manner described below. SANDAG materials can be made available in alternative languages. To make a request, call (619) 699-1900. Los materiales de SANDAG están disponibles en otros idiomas. Para hacer una solicitud, llame al (619) 699-1900.

Formal complaints must be filed within 10 calendar days from the date the complaining party receives notice of the end of the preliminary review process

Complaints must be in writing and must include an attached copy of any correspondence concerning the complaint with FACT.

Complaints must be filed with the Compliance Officer at 401 B Street, Suite 800, San Diego, CA 92101; Fax number (619) 699-1995; TTY (619) 699-1904.

Investigation – The Compliance Officer or their designee will initiate an investigation, which may include interviewing, consulting with, and/or requesting a written response to the issues raised in the complaint from any individual the Compliance Officer believes to have relevant information, FACT staff and members of the public. The Compliance Officer may also hold an informal hearing at their discretion.

Representation - The complaining party, and any party against whom the complaint is directed, has the right to have a representative.

Findings and Notification - The Compliance Officer will prepare and provide the complaining party, and all other parties involved, a final report containing a summary of the investigation, written findings, and a proposed disposition. This report will be provided to the complaining party and FACT within 45 calendar days of the filing of the formal complaint.

Final Disposition - The disposition proposed by the Compliance Officer will be put into effect promptly. The complaining party or any party against whom the complaint or the proposed disposition is directed may appeal. The appeal to the Chief Executive Officer (as set forth below) will not suspend the implementation of the disposition proposed by the Compliance Officer, except in those circumstances where the

SANDAG Chief Executive Officer decides that good cause exists making the suspension of implementation appropriate.

1. Appeal

Within 10 calendar days of the issuance of the final report, the complaining party may appeal to the SANDAG Chief Executive Officer.

A complaining party may appeal by filing a written request for review by the SANDAG Chief Executive Officer.

The written request for review must specify the particular substantive, and/or procedural basis for the appeal, and must be made on grounds other than general dissatisfaction with the proposed disposition. Furthermore, the appeal must be directed only to issues raised in the formal complaint as filed or to procedural errors in the conduct of the complaint procedure itself, and not to new issues.

The review by the Chief Executive Officer or their designee normally will be limited to the following considerations: Were the proper facts and criteria brought to bear on the decision? Were improper or extraneous facts or criteria brought to bear on the decision that substantially affected the decision to the detriment of the complaining party?

Were there any procedural irregularities that substantially affected the outcome of the matter to the detriment of the complaining party? Given proper facts, criteria, and procedure, was the decision one that a person in the position of the decision-maker might reasonably have made?

A copy of the Chief Executive Officer's written decision will be expected within 30 calendar days of the filing of the appeal and shall be sent to all parties involved and, if appropriate, to persons whose authority will be needed to carry out the disposition. The deadline may be extended by the Chief Executive Officer for good cause. The decision of the Chief Executive Officer or their designee on the appeal will be SANDAG's final decision.

2. File with the FTA - Any person who believes themselves or any specific class of persons to be subjected to discrimination prohibited by ADA or Title VI may also file a written complaint with the FTA. A complaint should be filed no later than 180 days after the date of the alleged discrimination unless the time for filing is extended by FTA. Title

VI and ADA complaints regarding federally funded programs at FACT, can be sent to the following address:

Federal Transit Administration Office of Civil Rights

Attention: Complaint Team

East Building, 5th Floor - TCR

1200 New Jersey Ave., SE

Washington, DC 20590

PROCEDIMIENTOS DE QUEJAS DE DISCRIMINACIÓN

Si necesita información en otro formato o idioma, comuníquese con Budd Anderson, (760) 754-1252, o banderson@factsd.org.

1. Aplicabilidad. Los siguientes procedimientos de queja se aplican a todas las personas que creen que han sido objeto de discriminación por parte de Full Access and Coordinated Transportation, FACT, en relación con sus servicios de transporte.
2. Proceso de Revisión Preliminar. El siguiente proceso debe completarse antes de presentar una queja formal ante el Cedente de FACT.

Resolución informal- Antes de presentar una queja formal, la parte reclamante debe comunicarse con el Director de Subvenciones y Adquisiciones de FACT para ADA, Título VI, u otras quejas de discriminación para obtener ayuda para resolver el asunto de manera informal tan pronto como sea posible, generalmente dentro de los 15 días calendario del momento en que ocurrió el tema de la queja, o la parte reclamante se dio cuenta del presunto incumplimiento de FACT con las leyes estatales o federales contra la discriminación. Las quejas deben presentarse dentro de los 180 días de un presunto incidente.

Se puede contactar al Director de Subvenciones y Adquisiciones al (760) 754 -1252.

FACT notificará al cedente de la queja dentro de 72 horas después de recibir la queja y registrar la queja y los pasos a tomar para una resolución. FACT es responsable de informar a la parte reclamante sobre el procedimiento de quejas, incluyendo la oportunidad de presentar una queja formal ante el cedente y/o la Administración Federal de Tránsito (FTA) como se describe abajo.

Informe de Resultados para el Cedente y La Parte Reclamante- FACT enviará por correo electrónico o correo postal al cedente y a la parte reclamante los resultados del proceso de resolución informal dentro de 30 días calendario después de recibir la queja. Si la parte reclamante no está satisfecha con la disposición del asunto de FACT, la parte reclamante puede presentar una queja formal ante el Cedente. Para referencia, el procedimiento de SANDAG se describe a continuación.

1. Queja Formal

Si el procedimiento de revisión preliminar y resolución informal por FACT no da una resolución exitosa, entonces la parte reclamante puede presentar una queja formal por escrito ante SANDAG de la manera que se describe a continuación. Los materiales de SANDAG pueden estar disponibles en idiomas alternativos. Para hacer una solicitud, llame al (619) 699-1900. Las quejas formales deben presentarse dentro de 10 días calendario a partir de la fecha en que la parte reclamante recibe la notificación del final del proceso de revisión preliminar.

Las quejas deben ser por escrito y deben incluir una copia adjunta de cualquier correspondencia relacionada con la queja con FACT.

Las quejas deben presentarse ante el Oficial de Cumplimiento en 401 B Street, Suite 800, San Diego, CA 92101; número de fax (619) 699-1995; TTY (619) 699-1904.

Investigación - El Oficial de Cumplimiento o su designado iniciará una investigación, que puede incluir entrevistas, consultas y/o solicitar una respuesta por escrito a los problemas

presentados en la queja de cualquier persona que el oficial crea que tiene información pertinente, personal de FACT y miembros del público. El Oficial de Cumplimiento también puede tener una audiencia informal a su discreción.

Representación - La parte reclamante, y cualquier parte contra la cual se dirija la queja, tiene derecho a tener un representante.

Resultados y Notificación - El Oficial de Cumplimiento preparará y proporcionará a la parte reclamante, y a todas las demás partes involucradas, un informe final que contenga un resumen de la investigación, resultados escritos y una disposición propuesta. Este informe se proporcionará a la parte reclamante y FACT dentro de 45 días calendario después de la sumisión de la queja formal.

Disposición Final - La disposición propuesta por el Oficial de Cumplimiento se pondrá en efecto inmediatamente. La parte reclamante o cualquier parte contra la cual se dirija la queja o la disposición propuesta puede apelar la decisión. La apelación al Director Ejecutivo (como se establece a continuación) no suspenderá la implementación de la disposición propuesta por el Oficial de Cumplimiento, excepto en aquellas circunstancias en las que el Director Ejecutivo de SANDAG decida que existe una buena causa que haga la suspensión de la implementación apropiada.

1. Apelación

Dentro de 10 días calendario de repartir el reporte final, la parte reclamante podrá apelar ante el Director Ejecutivo de SANDAG.

El parte reclamante puede apelar presentando una solicitud por escrito para que el Director Ejecutivo de SANDAG la revise.

La solicitud de revisión por escrito debe especificar la base particular sustantivo y/o procedimiento de la apelación, y debe realizarse por motivos distintos a la insatisfacción general con la disposición propuesta. La apelación debe dirigirse únicamente a los asuntos incluidos en la queja formal tal como se presentó o a los errores de procedimiento, y no a nuevos asuntos.

La revisión por parte del Director Ejecutivo o su designado normalmente se limitará a las siguientes consideraciones: Fueron presentados los hechos y criterios adecuados en la decisión? Se introdujeron en la decisión hechos o criterios impropios o ajenos que la afectaron sustancialmente en perjuicio de la parte reclamante? Hubo irregularidades procesales que afectaron sustancialmente el resultado del asunto en perjuicio de la parte reclamante? Considerando los hechos, criterios y procedimientos adecuados, fue una decisión que una persona en la posición de quien toma la decisión podría haber tomado razonablemente?

Se esperará una copia de la decisión por escrito del Director Ejecutivo dentro de 30 días calendario después de la sumisión de la apelación y se enviará a todas las partes involucradas y, si corresponde, a las personas que su autoridad es necesaria para llevar a cabo la disposición. La fecha final puede ser extendida por el Director Ejecutivo por causa justificada. La decisión del Director Ejecutivo o su designado sobre la apelación será la decisión final de SANDAG.

2. Presentar ante la FTA - Cualquier persona que se considere a sí misma o a una clase específica de personas sujeta a discriminación prohibida por el ADA o el Título VI también

puede presentar una queja por escrito ante la FTA. Se debe presentar una queja a más tardar 180 días después de la fecha de la supuesta discriminación, a menos que la FTA extienda el tiempo de presentación. Las quejas del Título VI y del ADA con respecto a los programas financiados con fondos federales en FACT se pueden enviar a la siguiente dirección:

Federal Transit Administration Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor - TCR
1200 New Jersey Ave., SE
Washington, DC 20590

DISCRIMINATION COMPLAINTS PROCEDURES

If information is needed in another format and or language, please contact Budd Anderson, (760) 754-1252, or banderson@factsd.org.

Instructions: If you believe Full Access and Coordinated Transportation, FACT has engaged in discrimination against one or more persons relating to its transportation services or programs, please fill out this form completely, in black ink or type-written form. Sign and return to the "Return To" address below. Alternatives means of filing complaints will be made available for persons with disabilities upon request from FACT.

Complainant (First & Last Name): _____
Address: _____
City: _____ State: _____ ZIP Code: _____
Telephone: Home: _____ Business: _____

Person Discriminated Against:
(if other than the complainant) _____
Address: _____
City: _____ State: _____ ZIP Code: _____

When did the discrimination occur? _____ Date: _____

I believe the discrimination I experienced or was made aware of was based on (check all that apply):

- Race Color National Origin Disability Other

Describe the alleged acts of discrimination providing the name(s) where possible of the responsible individuals (use space on the next page or attach additional pages if necessary). If you marked "Other" above, include the category upon which you believe the discrimination was based (medical condition, sex, veteran status, etc.):

Has a complaint been filed with a FACT Grantor, the Department of Justice or any other Federal, State, or local civil rights agency or court?

Yes: _____ No: _____

If Yes:

Agency or Court: _____

Contact Person: _____

Address: _____

City: _____ State: _____ ZIP Code: _____

Telephone: _____

Date Filed: _____

Additional space for answers:

Signature: _____

Date: _____

Return To:
Director of Grants and Procurement
FACT
516 Civic Center Drive
Oceanside, CA 92054

FORMULARIO DE QUEJAS DE DISCRIMINACIÓN

Instrucciones: Si usted cree que Full Access and Coordinated Transportation (FACT) se ha involucrado en la discriminación a una o más personas en servicios de transporte u otros servicios de FACT, por favor llene el formulario en su totalidad, usando tinta negra o usar su computadora. Firmela y envíe a la dirección abajo. Maneras alternativas de presentar su queja, para personas con discapacidades están disponibles si lo requiere.

Denunciante: Nombre y Apellido: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código Postal: _____

Teléfono: Casa: _____ Mobil: _____

Si no es el Denunciante: Nombre y Apellido: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código Postal: _____

Teléfono: Casa: _____ Mobil: _____

Fecha de la Discriminación _____

Creo que la discriminación que experimente, o de la que estoy enterado fue basado en, (marque todas las que apliquen)

() Raza () Color () Origen de Nacionalidad () Desabilidad () Otro

Describa los supuestos actos de discriminación. Favor de proveer el nombre(s) de los individuos responsables (use el espacio en la siguiente página o agregue paginas adicionales si es necesario). Si marcó "otro" en la sección de arriba, incluya la categoría por la cual supuesta discriminación sucedió (condición médica, sexo, estado de veterano militar, etc.):

Ha presentado alguna queja con algún cedente de FACT, Departamento de Justicia, Federal, Estatal o agencia local de derechos civiles o alguna corte?

Si: _____ No: _____

Si su respuesta fue si:

Agencia o corte: _____

Persona para contactar: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código Postal _____

Teléfono: _____

Fecha que presentó su queja: _____

Espacio adicional para sus respuestas:

Firma: _____

Fecha: _____

Mande por correo a la siguiente dirección:
Director of Grants and Procurement
FACT
516 Civic Center Drive
Oceanside, CA 92054

RideFACT POSTCARD (English – Front)



RideFACT

Senior (60+) transportation service available in all cities in San Diego County

How to find a ride:

Call 888-924-3228, Monday – Friday, 9am – 4pm

1. Referrals:
We help you find the most suitable transportation service. FACT maintains a database of all transportation services available in San Diego County.

2. RideFACT:
If there is no suitable and affordable transportation available, you may be approved to ride with RideFACT. RideFACT is a low cost transportation service operated by FACT. Please see more information on the back of this card.



RideFACT

Book your ride 888-924-3228

- Reservations are accepted up to 7 days in advance.
- Reservations are accepted 9am – 4pm on weekdays.
- You may travel between 7am - 8pm.
- Where possible, rides are shared.
- A companion may travel with you for free.
- Please tell us if you will bring a companion when you reserve your trip.

One-Way Trip Distance	Fare
0-5 Miles	\$2.50
5.1-10 Miles	\$4.00
10.1-20 Miles	\$5.00
Over 20 Miles	\$10.00



Cancel your ride 888-924-3228

- To avoid service disruption please call and cancel your trip immediately if you are unable to travel.
- During evenings and weekends you may leave a message to inform us about the cancellation.

Phone: 888-924-3228
Email: factsd@factsd.org
Website: www.factsd.org

RideFACT is operated by FACT and funded by TransNet and USDOT grants



RideFACT POSTCARD (Spanish – Front)



RideFACT

Transportación para adultos de la tercera edad (Mas de 60 años) disponible en todas las ciudades del Condado de San Diego.

Como programar su viaje:

Llame al 888-924-3228, Lunes - Viernes, 9am - 4pm

1. Referencias:

Le ayudamos a encontrar la transportación más adecuada para usted. FACT cuenta con una base de datos de todos los servicios de transportación disponibles en el Condado de San Diego.

2. RideFACT:

En caso de que no haya transportación adecuada y accesible para usted, podría ser aprobado para usar los servicios de transportación de RideFACT. RideFACT es un programa de transportación de bajo costo administrado por FACT. Más información en el reverso de esta tarjeta.



RideFACT

Programe su viaje llamando al
888-924-3228

- Reservas se pueden hacer hasta con 7 días de anticipación.
- Llame de 9am – 4pm de Lunes a Viernes.
- Ofrecemos viajes de las 7am a las 8pm.
- Cuando es posible los viajes son compartidos.
- Un acompañante puede viajar gratis con usted.
- Cuando haga su reservación, por favor avisenos si traerá un acompañante con usted.

Distancia	Costo
0-5 Millas	\$2.50
5.1-10 Millas	\$4.00
10.1-20 Millas	\$5.00
Mas de 20 Millas	\$10.00



Cancele su viaje 888-924-3228

- Para evitar una interrupción en su servicio llame y cancele su viaje inmediatamente si le será imposible viajar.
- Durante las tardes o fin de semana puede dejar un mensaje para informarnos de su cancelación.

RideFACT es administrada por FACT y financiada con subsidios provenientes de TransNet y USDOT

Teléfono: 888-924-3228

Correo electrónico: factsd@factsd.org

Sitio de internet: www.factsd.org



RideFACT Riders Guide (English – Front)

" I can't tell you what a relief this service is. You relieved a great tension out of my heart."
 - Marge, RideFACT rider



RideFACT
 Serving all cities in San Diego County

RideFACT
RIDERS GUIDE



One - Way Trip Distance	Fare \$
0-5 Miles	\$2.50
5.1 - 10 Miles	\$4.00
10.1 - 20 Miles	\$5.00
Over 20 Miles	\$10.00

RideFACT is operated by Facilitating Access to Coordinated Transportation (FACT), and funded by *TransNet* Senior Transportation Mini-Grants and *USDOT* grants.

888-924-3228

888-924-3228

888-924-3228

Phone: 888-924-3228
 760-754-1252

Email: factsd@factsd.org

Address: 600 Mission Avenue
 Oceanside, CA 92054



RideFACT Riders Guide (English – Back)

RideFACT

RideFACT is a low cost transportation service for Seniors (60+). It is available 7 days a week for travel in all cities in San Diego County. The service can be used for any purpose, and is provided on a first come basis.

RideFACT is a shared ride service.



888-924-3228

www.factsd.org

How to use RideFACT

Call **(888) 924 - 3228** Monday - Friday between 9am - 4pm to schedule your trip. Trips may be scheduled up to 7 days in advance of the travel date. You may travel between 7am - 8pm, 7 days a week. Please have all the following information ready:

- The date of travel
- The time you need to arrive at your destination
- The time of your return trip
- The complete street address of your origin and destination
- Your name and name of any attendant, companion, or family member riding with you
- Your telephone number
- Your emergency contact

* Please note that RideFACT is for seniors who do not have *any other* transportation options. Our staff will assist you with using other services if options are available. You may also search for transportation options at **www.factsd.org**.



Preparing for your ride:

- Verify your addresses, pick-up times and the fare for your trip.
- Be prompt. Drivers are not required to wait for passengers who are not ready.
- Please wait at the curb or as close as possible to ensure the driver can locate you.
- Have the exact fare ready for the driver for every one-way trip. Drivers **DO NOT** give change.

Cancellations & changes:

It is important to cancel your trip as soon as you find out you no longer need to travel. To cancel, call **(888) 924 - 3228** at any time and leave a message or inform a representative.



RideFACT Riders Guide (Spanish – Front)

"No te puedo decir que descanso es este servicio. Me han quitado un gran peso de encima a mi corazón"

-Marge, pasajero de RideFACT



RideFACT

Sirviendo todas las ciudades en el condado de San Diego

RideFACT

GUIA DEL USUARIO



Distancia del viaje un sentido	Tarifa \$
0-5 Millas	\$2.50
5.1 - 10 Millas	\$4.00
10.1 - 20 Millas	\$5.00
Mas 20 Millas	\$10.00

RideFACT es operado por FACT y financiado por *TransNet* Senior Transportation Mini-Grants y por becas de *USDOT*

888-924-3228

888-924-3228

888-924-3228

Teléfono: 888-924-3228
760-754-1252

Correo electrónico:
factsd@factsd.org

Dirección: 600 Mission Avenue
Oceanside, CA 92054



RideFACT

RideFACT es un programa de bajo costo para personas de la tercera edad (mayores de 60 años). El servicio se presta los 7 días de la semana para viajar por todo el condado de San Diego, puede usarse por cualquier razón y está sujeto a disponibilidad.

RideFACT es un servicio de transporte en grupo.



888-924-3228

www.factsd.org

Como usar el servicio de RideFACT

Llame (888) 924-3228 de lunes a viernes entre las 9 AM y las 4 PM para programar su viaje. Viajes pueden ser programados hasta con una semana de anticipación. Puede viajar de las 7 AM a las 8 PM, 7 días de la semana. Por favor tenga esta información lista:

- El día de su viaje
- El tiempo que necesita para llegar a su destino
- La hora que desea comenzar su viaje
- Su dirección completa y la dirección completa de a donde necesita ir.
- Su nombre y el nombre de su acompañante
- Su número de teléfono
- Un contacto para caso de emergencia

*Por favor note que RideFACT es para personas que no tienen ninguna otra opción de transporte. Nuestro equipo le guiará en cómo usar otros servicios que tenga disponibles. Usted también puede buscar opciones de transporte en www.factsd.org.



Preparándose para su viaje:

- Verifique las direcciones, la hora en que va a ser recogido y el pago del servicio.
- Esté atento. Los choferes no están obligados a esperar por pasajeros que no están listos.
- Por favor espere en la banqueta de manera que el chofer lo pueda encontrar.
- Tenga el pago exacto listo para el chofer por cada viaje. Los choferes no tienen cambio.

Cancelaciones y cambios:

Es importante cancelar su viaje tan pronto como le sea posible. Para cancelar llame al (888) 924-3228 a cualquier hora y deje un mensaje para informarnos.




LIMITED ENGLISH PROFICIENT (LEP) POSTER

QUESTIONS ABOUT FACT'S LANGUAGE SERVICES?

Call FACT and we will help you in your language.

¿PREGUNTAS SOBRE LOS SERVICIOS DE IDIOMAS DE FACT?

Llame a FACT y le ayudaremos en su idioma.

888-924-3228 

FACT BOARD RESOLUTIONS

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RESOLUTION OF THE BOARD OF DIRECTORS
of
FULL ACCESS AND COORDINATED TRANSPORTATION (FACT)
RESOLUTION AUTHORIZING UPDATES TO ADA AND TITLE VI PLAN FOR THE AGENCY

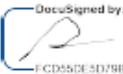
WHEREAS, FACT desires to comply with Americans with Disabilities Act (ADA) and Title VI of the Civil Rights Act,

WHEREAS, the Board of Directors wishes to authorize approval of FACT's ADA and Title VI Plan developed by staff to comply with necessary provisions of ADA and Civil Rights Act,

NOW, THEREFORE BE IT RESOLVED, by the Board of Directors of FACT as follows:

1. The Executive Director is authorized to implement the components of the plan in order to meet Federal requirements.
2. The Executive Director is authorized to implement policies that may be necessary to comply with subsequent revisions or interpretations to ADA and Title VI.

The 2023 ADA and Title VI plan updates - PASSED AND ADOPTED by the Board of Directors on the 27th day of April 2023.

<small>DocuSigned by:</small>  <small>FCD58DE5D79B434</small>	4/27/2023
_____ Susan Hafner, Board Chair	_____ Date

ATTEST:

<small>DocuSigned by:</small>  <small>83C7D173A80458</small>	4/27/2023
_____ LaVonna Connelly, Board Secretary	_____ Date