Transportation

1. **If someone calls 2-1-1, speaks to the Nurse Triage Line, and meets criteria for the quarantine hotel rooms, how will clients receive transportation to the hotels? How will homeless individuals who have symptoms get from shelter to isolation?**

   The County will provide transportation to the County-operated rooms.

2. **How do we transport clients who have symptoms?**

   Please refer to [Transportation Guidelines.](#)

3. **Please share the email to utilize when there are problems connecting/transporting those experiencing homeless to a community clinic.**

   If there are problems accessing in-person health assessments at community clinics, telehealth assessments are an option. Please email COVID-healthcare@sdcounty.ca.gov for any specific situations. The individual's Medi-Cal Plan can be contacted for transportation to a clinic**.**

4. **Is there any way of getting bus passes? We are not permitted to transport clients at this moment due to COVID.**

   Please consult with your Funding Agency.

5. **Can't some MTS buses serve as shuttles for people to access different services throughout the county?**

   Please refer to the [Ride Well to Age Well Transportation Guide](#) for transportation options.

6. **What transportation options are available for those who don't have access to other transportation at this time with regards to meeting essential needs or testing?**

   In order to assist with the COVID-19 crisis, Facilitating Access to Coordinated Transportation (FACT) is offering free transportation for San Diego County residents for any essential need until the stay at home order is lifted. Seniors, persons with disabilities, students, veterans, medical workers and other residents who need assistance, may call FACT at 888-924-3228 between 8am and 3pm, Monday-Friday, to request free transportation anywhere in San Diego County. Drivers and riders are required to wear a face covering while being transported. In addition, people can call their Medi-Cal Plan for access to transportation resources (link in Health Plan Card here).