



FACILITATING ACCESS TO COORDINATED TRANSPORTATION

BUSINESS PLAN

2021-2026



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Executive Summary

The Business Plan, originally adopted in 2009 and updated annually, provides a comprehensive review of FACT's purpose, services, mobility initiatives and work with community partners. FACT maintains the plan as a current reference, and to comply with the CTSA contract with SANDAG. It is a "living document"; it will update over time as programs and services evolve.

This plan update addresses the status of all services as well as short term and long-term collaboration opportunities. It presents a snapshot of FACT revenues and funding sources, services and the productivity metrics consistent with SANDAG methodology.

The transportation needs and priorities described in the plan derive from the San Diego Association of Governments (SANDAG) 2018 Coordinated Plan, which analyzes transportation needs through surveys, data, and stakeholder input.

This Plan initiates discussion on how FACT may act proactively to align its scope with some of the specialized services envisioned by SANDAG as part of the Regional Plan implementation. According to the preliminary information included in the 5 Big Moves, the Flexible Fleets and Mobility Hubs present the most likely collaborative service opportunities for FACT. The variety of cost-effective mobility options in FACT's brokerage could link the hubs with passenger destinations using flexible fleets.

Contracted services provide FACT with a revenue source that can be used for maintenance of services when other funding sources continue to be discretionary and uncertain; it can also fund expansion of services in long term. FACT has had some success in leveraging the brokerage to service municipal Dial-a-Ride clients. We now have transportation service agreements with the Cities of Oceanside, San Marcos and Escondido. All three Cities reported improvement in service quality and consistency and substantial reductions in costs as a result of collaboration with FACT's. According to a report developed by Circulate San Diego in 2019: Leveraging FACT, "By (FACT) providing more rides with limited funding through the brokerage, as well as promoting consistent prices and policies...local jurisdictions, hospitals and even the private sector could benefit from cost effectively serving the growing senior population and people with disabilities". The partnerships with Medical services providers (Scripps Health and TriCity Medical Center) to transport clients, have enabled both organizations to reduce costs, streamline operations and make services user friendly and safe.

This plan update schedule coincides with the 2020 Covid-10 pandemic which disrupted operations and lead to declines in RideFACT and Contracted Agency Services. The ongoing pandemic also lead to FACT working closely with the County of San Diego and 2-1-1 in order to deliver meals and essential trips. FACT is providing fare free rides for County residents during this time for any essential need. FACT will work with SANDAG and County's Office of Emergency Services to review the response to the pandemic and plan ahead.

Chapter 1: FACT – An Overview

1.1 Background

Full Access & Coordinated Transportation, Inc. (FACT) was formed in 2005 due to the efforts of community advocates who believed that all San Diego County residents should have access to affordable transportation. The agency's primary goal was to develop a coordinated transportation system for San Diego County to fill gaps in transportation services. FACT was incorporated as a non-profit public benefit corporation in 2006, and designated the Consolidated Transportation Services Agency (CTSA) for San Diego County by SANDAG through a competitive procurement process. The CTSA agreement was updated in May 2019 in order to more accurately reflect scope of services.

FACT was incorporated as a non-profit public benefit corporation in 2006, and designated the Consolidated Transportation Services Agency (CTSA) for San Diego County by SANDAG.

Since 2012, FACT has operated under its DBA (Doing Business As) name, Facilitating Access to Coordinated Transportation.

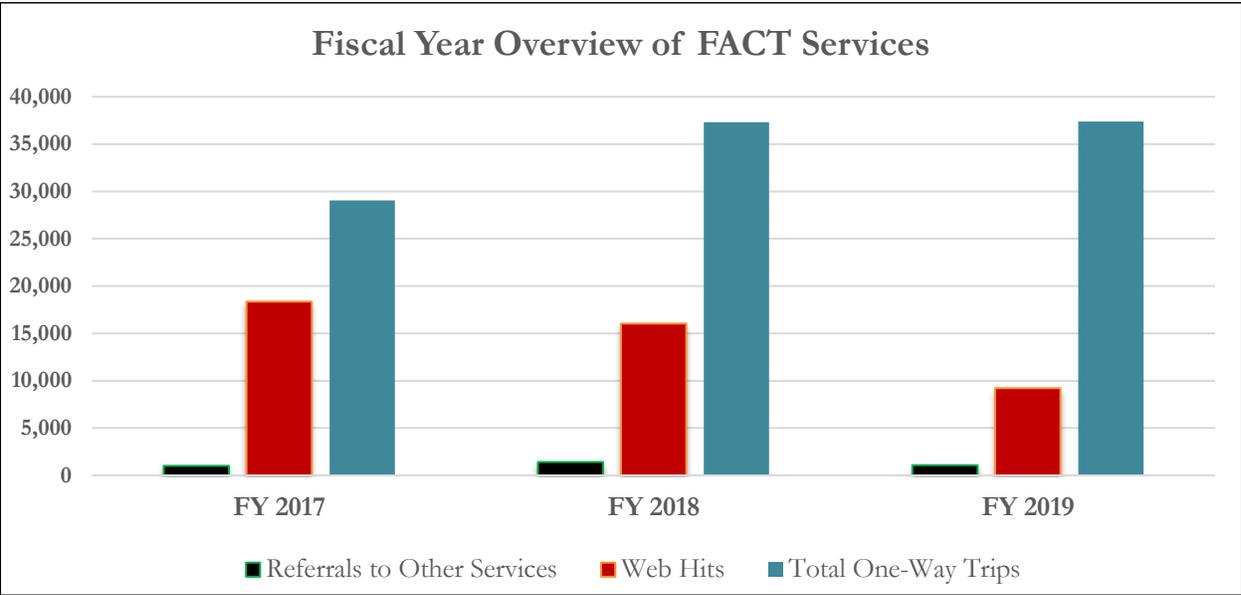
1.2 Mission

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

FACT provides services that assist San Diego County residents who do not have access to convenient and affordable transportation. FACT maintains a database of all transportation services in the County. The Mobility Coordinator staff assist callers with identifying the best travel option to suit their ability and needs. FACT meets the gaps identified by SANDAG in the regional transportation networks by operating an on-demand service called RideFACT. RideFACT is subsidized with SANDAG grants and priced affordably for users. RideFACT is primarily for seniors and people with disabilities due to the limited scope of the available funding. When possible, the services are offered to other demographic groups who are faced with mobility barriers – veterans, low income individuals and students. FACT also operated fee based Contracted Agency Transportation services for Cities, hospitals and other organizations that need cost effective transportation for clients.

1.3 Service Highlights

The chart below provides a snapshot of FACT services and their development during the last 3 Fiscal Years (FY)

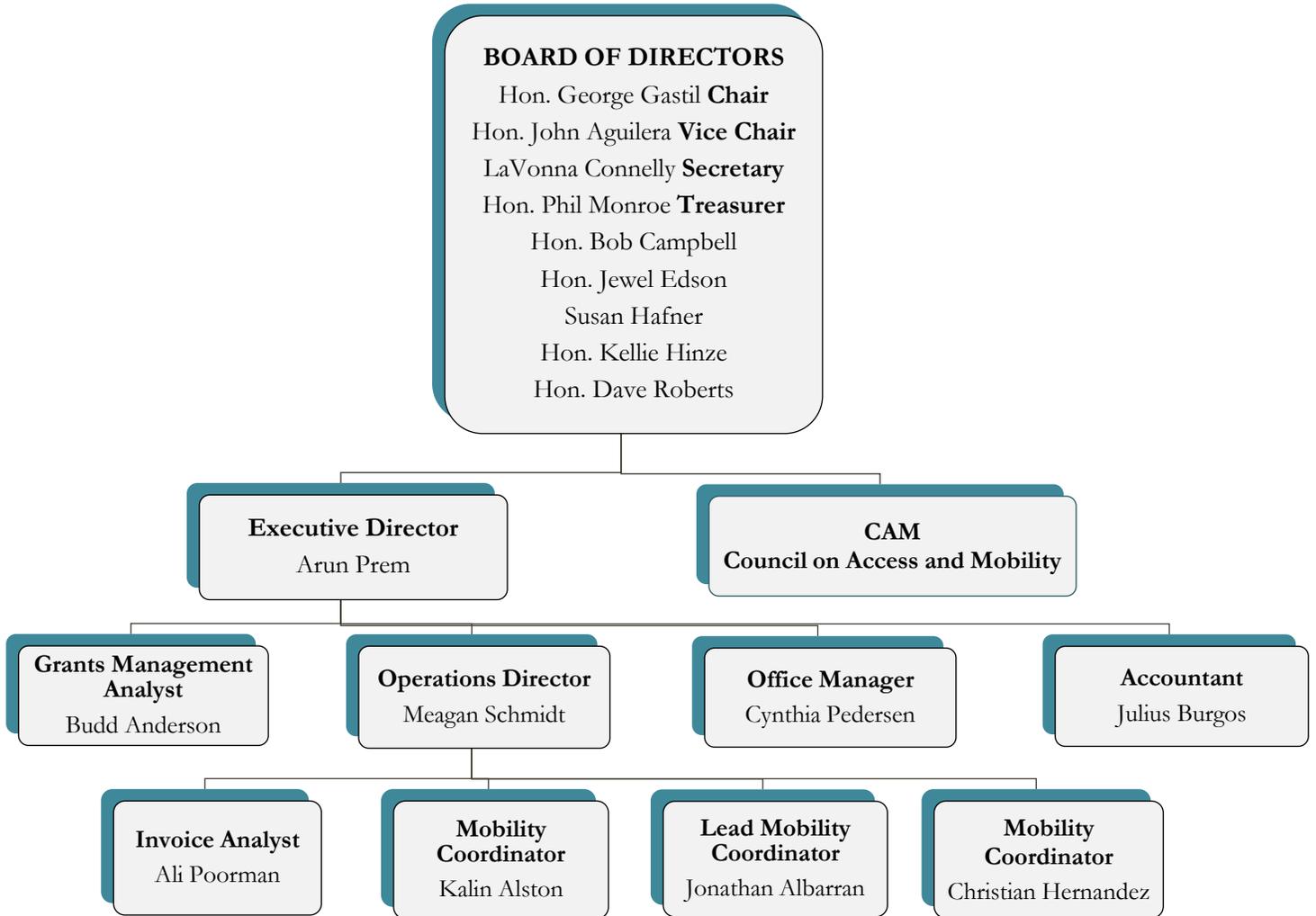


1.4 Governance

FACT is governed by a Board of Directors that seats up to eleven (11) regular positions as well as two (2) ex-officio positions. Currently the Board has nine (9) members; including one member who is appointed from the SANDAG Transportation Committee. The ex-officio positions can be created as needed by Board action. Based on recent experience, these positions are not needed at this time.

The Board appoints FACT’s Executive Director, who administers the agency and reports to the Board. The Council on Access and Mobility (CAM) is an advisory committee to the FACT Board. The Board also appoints other advisory committees, such as the Finance Committee and Service Development Committee in order to handle specific matters.

FIGURE 1.1 - FACT ORGANIZATION



A) Board of Directors:

- Hon. George Gastil: *Board Chair*— former Councilmember, City of Lemon Grove
- Hon. John Aguilera: *Board Vice Chair*— former Councilmember, City of Vista
- Hon. Phil Monroe: *Board Treasurer*— former Councilmember, City of Coronado
- LaVonna Connelly: *Board Secretary*— Service Coordination, The Salvation Army Silvercrest Senior Residence
- Hon. Bob Campbell — former Councilmember, City of Vista
- Hon. Jewel Edson — Mayor, City of Solana Beach
- Susan Hafner — Principal, Multimodal Solutions
- Hon. Kellie Hinze – Deputy Mayor, City of Encinitas
- Hon. Dave Roberts — former County Board Supervisor, District 3

The FACT Board meets on the fourth Thursday of each month at Encinitas City Hall at 9:00 a.m.

B) Council on Access and Mobility (CAM)

The Council on Access and Mobility currently has 31 members. CAM represents a cross section of transportation interests in San Diego County. CAM's membership composition includes Government Agencies & Public Transit Providers, Non-Profit Specialized Transportation Providers, Private Sector Transportation Providers & Consultants, Faith Based Providers, Hospitals & Medical Center Transportation Providers, and Rural Transportation Representatives. Riders and other members of the public participate in meetings regularly. CAM meets every other month, alternately in North County and in South County. CAM's Mission is to *"Promote coordination of transportation resources and services in San Diego County"*.

C) Staff

FACT is managed by the Executive Director who is responsible for FACT's programs, developing partnerships with other agencies, and overseeing staffing and planning meetings of the FACT Board. The Executive Director manages an 8-member team including the Operations Director, Grants Management Analyst, Office Manager, Invoice Analyst, Lead Mobility Coordinator, 2 Mobility Coordinators, and a part time Accountant. A new Mobility Coordinator may be hired during 2020.

Chapter 2: Specialized Transportation Needs

2.1 Regional Transportation Needs

FACT participates in SANDAG workshops and surveys and provides input to the Regional Short-Range Transit Plan & Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan). The Coordinated Plan provides a five-year implementation plan for public transit and specialized transportation described in San Diego Forward: The Regional Plan. It establishes a regional strategy to



provide transportation to recognized transportation-disadvantaged groups, including seniors, individuals with disabilities, and persons with limited means. The plan also combines the regional requirement for a Short-Range Transit Plan with the federal requirement for a Coordinated Plan into one planning document. The Coordinated Plan includes priorities for funding and implementation related to federal and local grants available for specialized transportation projects.

On July 17, 2020, the SANDAG Transportation Committee adopted the Final 2020 Coordinated Plan. The Plan identified unmet transportation needs for urban, suburban and rural areas of San Diego County. It evaluated existing transportation services, public, private and social service providers, and prioritized strategies to provide transportation to sensitive population groups including individuals with disabilities, seniors, low-income individuals, and veterans. The following is a summary of the transportation needs.¹

- **Individuals with Disabilities** — Individuals with disabilities are identified as any persons with physical, developmental, behavioral, mental, visual, and/or hearing impairments. According to the 2018 American Community Survey (ACS) 1-year Estimates, 9.8% of the residents within the San Diego region have a disability. The transportation needs of disabled individuals vary based on each individual's impairment. In all cases, however, access to transportation is a necessity for disabled individuals to fulfill basic daily needs; access healthcare, education, and work; and maintain their mental and physical well-being. Individuals with disabilities often are at a disadvantage in that their impairment may impede their placement in the workforce as well as access to further education. This leads to higher rates of unemployment, undereducation, and poverty among disabled individuals. Providing appropriate transportation options, including paratransit, for disabled individuals to access medical, social, and work/education-related destinations is critical in addressing the needs of a population that most likely is either transit-dependent or reliant on other specialized transportation programs. Considerations for providing specialized transportation to individuals with disabilities include, but are not limited to, accommodations for mobility devices

¹ 2020 Coordinated Plan. Chapter 4 "An Assessment of Transportation Needs"

(e.g., wheelchairs, canes, scooters), service animals, and Personal Care Attendants; assistance with ride scheduling; sensitivity to long waits/long travel schedules and adverse weather conditions (as it may relate to medical conditions); and protective infrastructure.

- **Seniors** — According to SANDAG Current Estimates, seniors ages 65 years or older comprise 14.43% of the total population in San Diego, while those who are 85 and older make up 1.98% of the entire population and represent 12% of the senior population (ages 65 and older). Based on SANDAG Forecast data, the number of seniors ages 65 and older is expected to increase by more than double by 2050. The number of Seniors ages 85 and older is anticipated to nearly quadruple by 2050. Transportation needs of seniors include both emergency and non-emergency medical, nutrition-based, social (visiting family, seeing a play, etc.), and civic (volunteering, attending religious or community events, etc.) trips. Specific transportation needs for seniors, such as type and level of service, vary by individual.
- **Low-income Individuals** — Persons living at or below 200% of the poverty line are recognized as low-income. According to the 2018 ACS 1-year Estimates, 27.32% of San Diego County residents are low-income. One of the biggest challenges for low-income individuals is limited access to transportation. Low-income individuals often do not have access to a vehicle and/or rely on public transportation to meet their trip-making needs. Without adequate public transit, low-income individuals often spend disproportionate amounts of time and money to access education, jobs, and recreation, which can prevent them from climbing out of poverty. Low-income individuals require greater regional connectivity to ensure access to employment throughout the county.
- **Veterans** – San Diego County is home to over 208,000 veterans. Individuals with service-connected disabilities may require access to healthcare, rehabilitative services, other independent living services, and job-related trainings. Veteran transportation programs should consider flexible and resource-efficient programs that strive to reach the multitude of needs experienced by this population.

2.2 Existing Transportation Services

San Diego County has public transit services that are operated by Metropolitan Transit System (MTS) and North County Transit District (NCTD). MTS serves Central, Eastern, and Southern areas of the county, and NCTD serves North and Northeastern parts of the county. The two agencies together provide fixed-route services, complementary ADA Paratransit, light rail, and commuter rail services; the Coaster and Sprinter. Private and social service transportation providers also serve seniors, people with disabilities and persons with limited means through various programs, including volunteer driver programs, the traditional directly operated van services as well as subsidized taxi services. For a comprehensive list please refer to FACT's database of 183 transportation programs at www.factsd.org.

2.3 Regional Transportation “Gaps”

The Coordinated Plan outlines regional transportation “gaps” for people with disabilities, persons with limited means and seniors². These gaps reflect geographic areas lacking adequate public, private and social service transportation. Gaps were identified in the following cities/regions:

<ul style="list-style-type: none"> • Bonita • Carlsbad • Carmel Mountain • Carmel Valley • Chula Vista • Clairemont Mesa • Del Mar • El Cajon • Encinitas • Kearny Mesa • La Jolla • Lakeside 	<ul style="list-style-type: none"> • La Mesa • Linda Vista • Mira Mesa • Oceanside • Otay Mesa • Otay Ranch • Poway • Ramona • Rancho Bernardo • Rancho Penasquitos • Rancho San Diego • Sabre Springs 	<ul style="list-style-type: none"> • San Carlos • San Marcos • Santee • Scripps Ranch • Sorrento Valley • South El Cajon • Spring Valley • Tierrasanta • Tri-City • Vista • University City
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These gap areas have significant impacts on sensitive populations who are often dependent on transit for regional services. An overriding need in San Diego County is for regional and intercity transportation options, particularly for seniors and other transportation disadvantaged groups. FACT’s services are aimed at closing these gaps.

2.4 Closing Gaps in Transportation Network

San Diego County has numerous areas that represent gaps in transportation services (Section 2.3) The gaps occur due to inadequate services or services that are not suitable or affordable for residents. Filling the gaps is identified as a high-level priority in SANDAG’s Coordinated Plan. Many suburban and rural sections of San Diego do have conveniently located transit options. The taxicab type services are very limited or nonexistent in communities like Ramona and Fallbrook. Since most transit and on-demand services are more readily available in densely populated regions of the County, it is expensive to serve the mobility needs in the gap areas. FACT addressed this regional issue by creating a transportation Brokerage comprising 8 local taxicab services, LYFT, Yellow Cab of San Diego and some non-profit transportation providers. FACT’s Brokerage includes 2 non-profits, Renewing Life and Home of Guiding Hands (HGH). HGH is a member of the brokerage, but is not currently being used. The brokerage created a readily available pool of services that are geographically diverse, and can now serve any area of the County cost effectively with real-time, or prearranged trips. The brokerage and

FACT’s priority is to coordinate with existing transportation services to serve areas that represent gaps in current services.

²2020 Coordinated Plan. Chapter 5 “Strategies and Projects to Address Transportation Gaps”

supporting infrastructure created by FACT has made it possible to serve any community in the County, as well as scale the available transportation services according to the level of demand that a community support. FACT is working with SANDAG and with various Cities and organizations in order to fund increased levels of services for residents in the gap areas.

Chapter 3: FACT Services and Programs

3.1 Consolidated Transportation Services Agency (CTSA) for San Diego County

In 2006 SANDAG designated FACT the Consolidated Transportation Services Agency (CTSA) for San Diego County. It is a designation under State law with a mandate to coordinate transportation services. During FY 2018-19 FACT and SANDAG worked together to update the CTSA Service Agreement, including revising the scope and definition of CTSA services and adding deliverables/performance measures. The CTSA status enables FACT to claim State Transportation Development Act (TDA) 4.5



funds. FACT receives 2% of the 5% regional TDA 4.5 apportionment for Community Transit Services **(TDA Allocation, Table 5-1)**. The Annual Work Plan identifies the activities and includes a budget that conforms to FACT's TDA apportionment **(CTSA Work Plan, Appendix 1)**.

The CTSA mandate includes coordination of services for low income individuals, youth, veterans, as well as other transportation disadvantaged populations, including persons with disabilities and seniors.

The updated CTSA Service Agreement prioritizes FACT's services that are recognized as CTSA activities as either Core, or Other services. TDA funds may be used for "Other" services after the Core service needs are met.

3.2 Core CTSA Services

A) Transportation Provider Database Management

FACT maintains a database of public, private and social service transportation services available in San Diego County. FACT manages the database by updating provider information and incorporating new services. The database includes 183 transportation services; these include public, private, social service and volunteer driver transportation programs. **(Link to List of Providers, Appendix 3)**.

B) Telephone and Web Referrals

FACT's database of transportation providers can be accessed by visiting www.factsd.org. FACT's website features an online trip planner (FIND A RIDE) that identifies services based on the riders' trip specifications. FIND A RIDE allows riders to find programs that meet their unique needs, for example programs that service seniors or low-income individuals, or offer wheelchair accessible vehicles. FACT staff use the database to provide toll free telephone referrals that match the appropriate transportation service with the specific needs of the customer.

In FY 19-20 FACT overhauled the website to improve the functionality, appearance, and search visibility/site traffic.

FACT joined 2-1-1 San Diego's Community Information Exchange (CIE) in April 2020. The CIE is an ecosystem comprised of multidisciplinary network partners that use a shared language, a resource database, and an integrated technology platform to deliver enhanced community care planning. Care planning tools enable partners to integrate data from multiple sources and make bi-directional referrals to create a shared longitudinal record. By focusing on these core components, a CIE enables communities to shift away from a reactive approach to providing care toward proactive, holistic, person-centered care.

C) Maintain an Active Council on Access and Mobility (CAM)

As the CTSA, FACT manages an advisory council that serves as a forum for regional mobility. The Council on Access and Mobility (CAM) meets bi-monthly and covers a diverse range of agenda items during meetings:

- Legislative updates
- Transportation services
- Funding opportunities
- Service gaps
- Technical training
- Coordination opportunities
- CTSA services
- Emergency planning/response

3.3 FACT Transportation Services

FACT's transportation services have played an important role in closing regional transportation "gaps" identified in SANDAG's Coordinated Plan, discussed in Chapter 2. FACT's RideFACT dial-a-ride service and contracted agency services have provided trips for people with disabilities, seniors, and persons with limited means in these geographic areas lacking adequate public, private and social service transportation.

Other gaps pertain to limited or no availability of affordable services on weekends, during late hours and in real time (on-call). In 2019 FACT expanded its capacity for providing transportation services round the clock. In order to address this need FACT entered into an agreement for operations and call-center support with the non-profit agency Charitable Adult Rides & Services (CARS) in January 2020. CARS call-center staff is available 24/7 and handles FACT's overflow telecommunications needs. CARS answers phones when FACT transportation services are operating outside of normal business hours as well as on the weekends or when all FACT agents are on the line with other callers. The back-up service provided by CARS includes ride scheduling and customer support. The back up call center improved dropped calls by 65% and decreased call wait times from 1:37 to .41 seconds when comparing October 2019 to March 2020 (the 1st full month of CARS back up including during business hours).

A) Transportation Brokerage

In December 2011, the FACT Board approved the implementation of a unique in-house transportation brokerage. In 2012, FACT established a pool of transportation vendors to procure trips competitively. These vendors comprise the Brokerage, which includes for-profit, non-profit, social services transportation providers, and transportation network companies (TNC's). The brokerage model promotes sustainable, cost-effective transportation in all San Diego County. FACT uses the Brokerage to purchase trips for the RideFACT program and for contracted agency services. The Brokerage has service providers who are geographically dispersed and effectively cover all 18 cities as well as numerous unincorporated and rural communities. It currently has 8 vendors. FACT continues to encourage new vendors to join the brokerage to expand service capacity and maintain competitive rates. Inclusion of nonprofit vendors and FACT owned vehicles in the Brokerage has helped to reduce transportation expenses.

FACT has provided 180,000+ one-way trips through the Transportation Brokerage through FY 2019

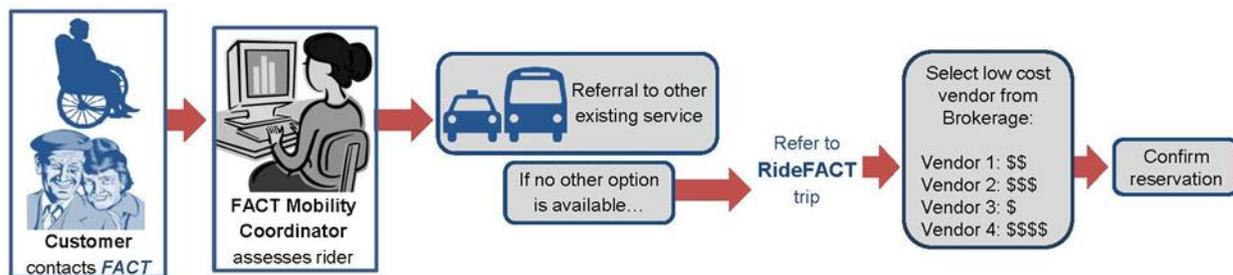
FACT uses Ecolane software to dispatch rides to brokerage vendors. Vendors have access to an online portal to review trip requests and report service data. The software assists with trip scheduling, dispatching, tracking, invoicing, and reporting.

B) RideFACT Transportation

RideFACT is a dial-a-ride service for those seniors and persons with disabilities who have limited transportation options. It is a shared ride service available 7 days a week from 7am – 8pm for any trip purpose. Reservations can be made Monday – Friday from 8am to 4pm. Riders pay a mileage-based fare between \$2.50 and \$10 per one-way trip. RideFACT is the only subsidized specialized transportation operating throughout San Diego County.

The below service model diagram illustrates FACT's referral process. When no other services are available, FACT offers its RideFACT transportation service.

FIGURE 3-1 FACT TRANSPORTATION SERVICES MODEL



3.4 Contracted Agency Transportation Services

The services FACT provides for Cities and agencies have helped reduce gaps in services in area that were underserved. These services have improved mobility for seniors and people with disabilities and improved consistency between services provided by the different Cities and agencies.

In 2019 Circulate San Diego prepared a report, "Leveraging FACT - based on FACT's impact on mobility in San Diego County". According to the report, "By providing more rides with limited funding through the brokerage, as well as promoting consistent prices and policies across jurisdictions, local jurisdictions, hospitals, and even the private sector could benefit from cost effectively serving the growing senior population and people with disabilities".

A) The City of Oceanside's Senior Transportation Van Service

Since September 2013, FACT has provided contracted on-demand transportation services for the City of Oceanside Solutions for Seniors on the Go program, under a service agreement. Seniors are preapproved by City of Oceanside staff through a registration process. There are roughly 2,400 seniors approved to ride the service at this time. The service area includes Oceanside as well as medical centers in the neighboring cities of Encinitas, Carlsbad, San Marcos and Vista.

B) NCTD LIFT ADA Paratransit Service

Since March 2014, FACT has provided trips for NCTD's LIFT program as a subcontractor. LIFT is the complementary ADA paratransit service required as per Americans with Disabilities Act (ADA) for persons with disabilities, for travel within the service area covered by NCTD's bus and rail services.

As of July 1, 2017 MV Transportation replaced First Transit as the LIFT contractor. FACT signed a new subcontractor agreement with MV, which has been in effect since October 23, 2017. This agreement has been inactive since November 2018. FACT is continuing discussions with NCTD on plans for providing rides to the ADA paratransit eligibility site, and implementing a same day taxi service for paratransit eligible riders.

C) Tri-City Medical Center (TCMC)

FACT began providing on-demand rides for Tri-City patients in December 2016. FACT assists patients traveling from the hospital to their homes or to other medical facilities. Additional post-discharge transportation to pharmacies and treatments is also provided.

D) City of San Marcos

The City of San Marcos contracts with FACT to provide transportation for eligible seniors within San Marcos city limits as well as for medical purposes outside of the city within a 20-mile radius. This service was implemented in February 2018.

E) County of San Diego HHSA

In November 2018 FACT contracted with The County of San Diego Health and Human Services Agency (HHSA) to transport non-contagious Tuberculosis patients from their residences to clinics for treatment.

F) Scripps Health

FACT's service agreement with Scripps Health began January 15, 2020. FACT provides transportation for discharged patients to pharmacies, residences and/or to hospitals outside of San Diego County. Trips are delivered on demand and include curbside, door-to-door, and door-through-door services. The contract ended in June 2020; talks to extend the agreement are ongoing.

G) City of Escondido

FACT provides transportation to/from the City of Escondido's senior lunch nutrition program Monday-Friday. Service began November 1, 2019. Trips were paused in mid-March 2020 due to COVID-19. Negotiations to extend the contract are ongoing. FACT provides the transportation service using smaller vehicles - minivans and sedans, which has led to significantly reduced travel times for seniors. Previously the seniors spent over an hour each way on small buses used by the previous contractor. The quality of the rides is monitored closely by FACT staff. Seniors appreciate the flexible travel times, and the time savings due to shorter rides. This enables them to utilize other programs and services offered by the Senior Center.

H) COVID-19 Response, Coordination, and Special Services

- County Health & Human Services Agency Shelter Trips – FACT and the County HHSA entered into a new agreement in March 2020 to transport homeless individuals (symptomatic and asymptomatic) to and from shelters/hotels and other sites. The trips are ongoing. FACT staff worked with the County and vendors regarding training and Personal Protective Equipment needed for this service.
- County Aging & Independence/2-1-1 Meal Delivery Trips – FACT staff provides transportation assistance to social service agencies who provide meals for people sheltering at home during the pandemic. FACT staff worked with 2-1-1 and County Aging and Independence to assess the need for meal delivery and gaps in the current services provided throughout San Diego County. FACT joined the Community Information Exchange (CIE) platform to receive direct referrals for meal deliveries. FACT's vendors pick up meals and deliver them to various residences throughout the County as directed.
- Special CAM COVID-19 Teleconferences – During the COVID -19 Pandemic FACT is holding weekly conference calls since March 24, 2020 in order to stay connected, share agency updates and best practices, and discuss important issues related to the novel coronavirus outbreak. The meetings are led by SANDAG and FACT staff. The attendance has ranged between 25 to 55.

I) Past Agency Services Contracts:³

- Poway Adult Day Health Care Center
- Foster Youth Student Transportation (County Office of Education)
- The Parkinson's Association of San Diego
- Braille Institute
- ElderHelp Seniors-A-Go-Go Program
- St. Paul's P.A.C.E

3.5 Grant Project Partnerships

FACT will continue to pursue grant project partnerships to secure additional funding and access grant program funding not available to FACT as a subrecipient. FACT is not a direct recipient of FTA funds which limits its eligibility to apply for a majority of FTA grants. FACT has partnered with direct recipients, such as SANDAG and Caltrans to submit applications. FACT has also partnered with other agencies, such as 2-1-1 and Tri-City Medical Center to apply for funding.

*Past Grant Partnership Contracts*³

- VTCLI Grant Project
- Rides to Wellness Grant Project

3.6 Procuring and Leasing Wheelchair Accessible Vehicles

FACT has been successful in acquiring FTA Section 5310 program funds (capital) through SANDAG, and Caltrans, and 5339 (b) funds (capital) through the FTA to purchase wheelchair accessible vehicles. These vehicles are used in FACT's services to provide transportation for seniors and persons with disabilities. San Diego County has negligible levels of wheelchair accessible private taxicab services and social services transportation. FACT has helped to increase the availability of accessible services through the use of these vehicles. Currently 24 FACT owned accessible vehicles are in service in the County.

A) Vehicle Sharing Program

FACT leases vehicles to taxicab services providers in its Brokerage. FACT also shares vehicles with non-profit and municipal agencies who serve seniors and individuals with disabilities. FACT's vehicle fleet includes 21 minivans and 3 bus cutaways. FACT currently has MOU's with 8 organizations for shared use of its vehicles.

B) Recently Awarded Vehicles

FACT partnered with Caltrans to submit a 5339 (b) application via cycles FY 2018 and FY 2019. FACT's FY 2018 projects was awarded \$312,027 and its FY 2019 project was awarded \$466,883. FACT plans to purchase 13 accessible low-floor minivans and 2 cutaway buses in late 2020.

³ See Business Plan 2020-2025 and prior plans for details

FACT will continue to apply for expansion or replacement vehicles as needed through Federal Transit Administration (FTA), Caltrans, SANDAG, and other grant programs.

C) Vehicle Safety Program

FACT hires a consultant to physically inspect all grant funded vehicles and vehicles used in FACT services annually. Vehicles funded by Caltrans and SANDAG are also inspected approximately every three years by the corresponding agency staff. FACT staff works with vendors to rectify any reported issues. Staff’s goal is to inspect vehicles annually. A vehicle inspection is currently underway.

D) Vehicle Retirement

FACT donates its older vehicles to local non-profits or offers them to vendors based on market value. The funds generated from the sale of vehicles are reinvested in FACT’s transportation services. FACT has donated 12 retired vehicles to local non-profit agencies who continue to use them to serve San Diego County residents.

3.7 Coordinated Outreach

FACT works with numerous transportation affiliated groups and is a member of the San Diego County Volunteer Driver Coalition, Alliance for Regional Solutions (ARS), Women in Transportation Seminar (WTS), Circulate San Diego, and SANDAG committees. FACT is also a member of the American Public Transportation Association (APTA) and the California Association for Coordinated Transportation (CalACT). FACT staff participates in Metropolitan Transit System (MTS) and North County Transit Districts (NCTD) ADA review meetings.

Since 2013, FACT has been a partner organization in the County of San Diego’s Live Well Program. In early 2020 FACT joined the web-based Community Information Exchange (CIE) managed by 2-1-1 of San Diego, which allows FACT to coordinate and exchange data seamlessly with all CIE members in San Diego who are mostly social services providers, including 2-1-1.

3.8 Service Statistics

FIGURE 3-2 FACT STATISTICS (FY 2017 & FY 2018)

CATEGORY	FY 2018	FY 2019
Total one-way trips	37,334	37,392
RideFACT	28,300	28,628
Contracted Agency Services	9,034	8,764
AVERAGE Purchase Cost of one-way trip	\$16.41	\$12.82
AVERAGE trip length (miles)	11.1	10.22
% of Trips for Seniors	82%	79%
% of Trips for Individuals with Disabilities	53%	53%
% of Trips for Medical purposes	35%	64% ⁴

⁴ Ecolane trips purpose tracking accuracy may correlate to the increase over the prior year.

FIGURE 3-3 RIDEFACT AND CONTRACTED TRIPS (July 2016–June 2019)

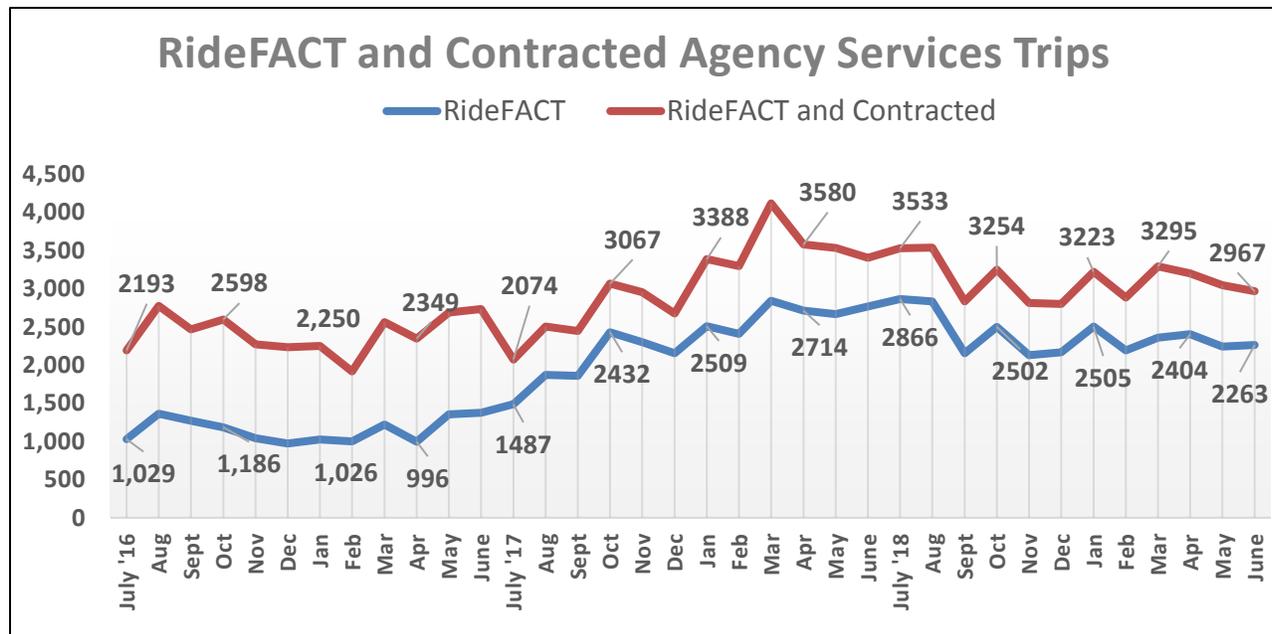


FIGURE 3-4 MONTHLY AVERAGE TRIP LENGTH (July 2016 – June 2019)

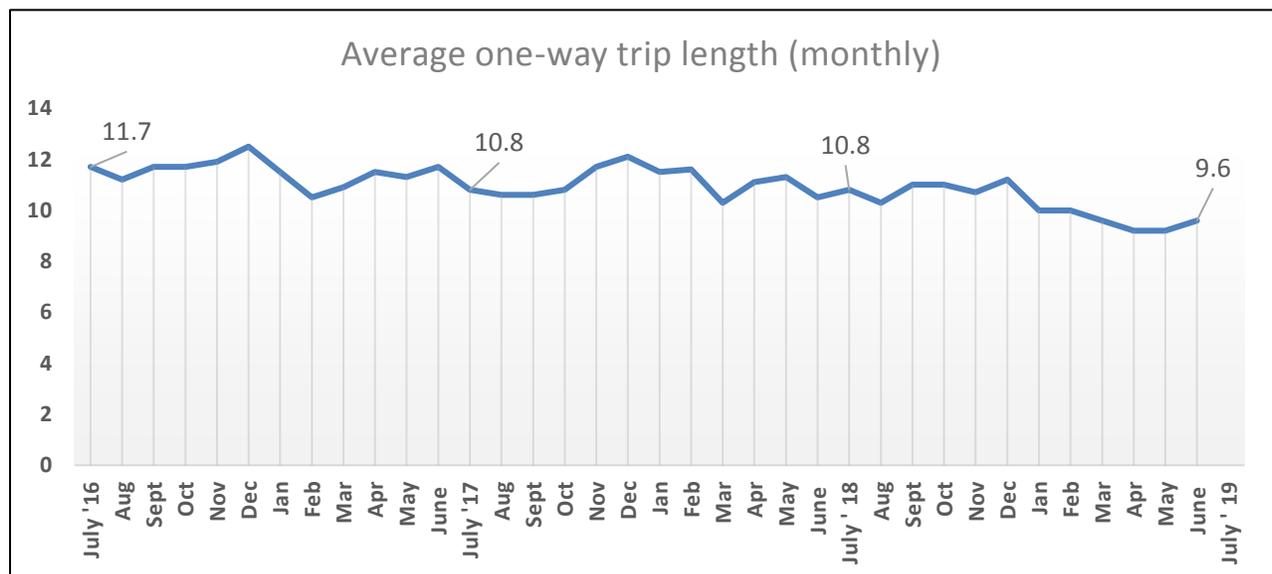
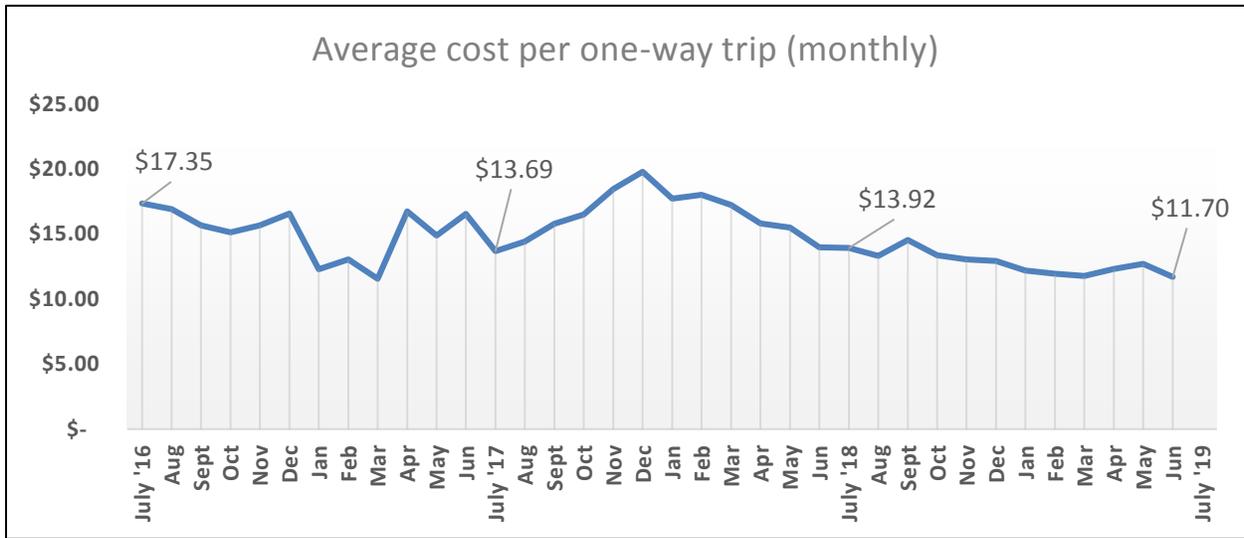


FIGURE 3-5 MONTHLY AVERAGE COST (July 2016 – June 2019)



Chapter 4: Proposed Services and Programs

FACT will continue to pursue partnership opportunities that will improve mobility and accessibility, consolidate resources, and help with sustaining essential services. FACT will continue to pursue contracted agency service opportunities to meet the needs and generate additional revenues.



FACT is in the process of reaching out to additional medical service providers, Cities and agencies that need pre-arranged or real time transportation to assist clients. The transportation services are priced based on the brokerage rates available to FACT and in general a markup is applied to the cost in order to account for expenses.

4.1 SANDAG's Big 5 Moves and Flexible Fleets

SANDAG's Transportation Vision - the 5 Big Moves includes the following: Complete Corridors, Transit Leap, Mobility Hubs, Flexible Fleets, and the Next OS. Due to the nature of FACT's Brokerage Model, FACT is positioned to provide most services included under Flexible fleets. SANDAG considers the following features as Flexible Fleets:

- **Micromobility:** FACT's brokerage has a variety of vehicles and could accommodate microtransit in future.
- **Rideshare:** Current services offered by FACT use shared rides and our contracts promote ridesharing due to price and fare-based incentives.
- **Microtransit:** FACT has had preliminary discussions with NCTD and City of Encinitas regarding proposed microtransit services and has the capacity and management skills needed for these operations. FACT has experience with operating shuttle services for agency clients.
- **Ridehailing:** One of FACT's priorities during this Plan period is to introduce a ridehailing/booking app into the service mix.
- **Last Mile Delivery:** A brokerage based last mile service is a cost effective and efficient way to address this connectivity with fixed route or rail.

FACT plans to develop its brokerage and services to support SANDAG's vision of Flexible Fleets including but not limited to embracing new technology, developing real-time services, and accommodating regular Multi-passenger shuttle services. As the Regional Plan details emerge, FACT and SANDAG staff will continue to engage in discussion over the involvement of FACT as the CTSA and potential service provider.

4.2 Services for Rural and Underserved Areas

Using SANDAG's Coordinated Plan data FACT will continue to help serve identified areas lacking adequate public, private and social service transit. Rural communities face challenges in accessing safe, affordable, and reliable methods of transportation. The main barriers to transportation in rural Areas include Distance and low Population Density. Lower population density in rural areas often leads to lower ridership for fixed transit routes and a smaller tax base to fund maintenance and repair of transportation system. Serving rural area communities efficiently is challenging due to the sparse demand and distance in relation to Brokerage vendor's locations and deadhead miles involved resulting in a high cost per trip. Due to the nature of providing transportation in rural areas, there are no low-cost services and very few services in general serving these communities. As a result, income is a barrier to accessing affordable transportation in rural areas.

In January 2012, the RideFACT service began providing trips to seniors in Escondido, Rancho Bernardo, and Poway. In June 2012, RideFACT was expanded to all cities in San Diego County and Ramona, the Country Estates, and Spring Valley. FACT services have continued to expand serving additional areas including Fallbrook, Bonsall, Camp Pendleton, and Lakeside, as well as the nonurban (rural) areas of Valley Center, Rainbow, Alpine, and Jamul.

SANDAG administers the 5310 Urban funding and Caltrans administers the 5310 Rural funding for San Diego County. In order to serve rural areas, FACT applies for 5310 funding each cycle through Caltrans. FACT also applies for 5310 funding and 5339 (b) funding to replace retired vehicles and expand its vehicle fleet to serve rural areas. FACT will continue to develop the brokerage, coordinate with rural area communities, and pursue other funding sources in order to better serve rural area communities.

4.3 Technical Assistance Workshops

FACT will continue to host workshops and regional mobility forums. The workshops will assist specialized services operators and stakeholders in planning for the transportation needs in the region. Staff surveys CAM members annually and develops a list of workshop topics prioritized according to the feedback. Each CAM meeting includes a speaker/s who discuss on various industry and agency updates.

4.4 Medical Transportation Coordination

Transportation for healthcare has played a major role in FACT's operations. In FY 2019, an average of 65% of trips were for medical purposes.

FACT has been working with healthcare providers, hospitals, and dialysis centers to engage them in the process of coordinating services in order to reduce their expenses and optimize the impacts of their services for customers. The medical transportation services predominantly assist seniors and persons with disabilities. In December 2016 FACT established an agreement with Tri-City Medical Center to provide transportation for discharged patients. A similar service contract was established with Scripps Health beginning January 15, 2020. (See section 3.4 for contracts details). During the 2020 pandemic FACT offered free transportation to all medical workers in the county.

A) Medi-Cal Reimbursement/MEDICAID Transportation Provider

FACT was approved to claim reimbursement for Medi-Cal Administrative Activities (MAA) for arranging and providing Non-Emergency Medical Transportation (NEMT) and Non-Medical Transportation (NMT) to Medi-Cal covered service facilities. Due to changes in State law the reimbursement is no longer feasible.

B) City of Vista

The City of Vista contacted FACT staff regarding trips to medical facilities outside of the City of Vista boundaries. The proposal is currently under review by Vista.

4.5 Emergency Transportation Services

A) Coordination with OES

FACT has been collaborating with the County Office of Emergency Services (OES) to assist with emergency response transportation. FACT created a working document to develop an inventory of agency vehicles in San Diego County that could possibly be utilized for emergency response transportation. FACT and OES are working on an MOU to provide emergency transportation services.

B) Pandemic/Non-traditional services

In late 2019 and early 2020 the Novel Coronavirus (COVID-19) pandemic struck the world and changed the way San Diego County operated. Shelter in place, social distancing, and essential business orders issued by the government resulted in a decrease in trip demand for RideFACT and contracted service, but created a need for non-traditional services such as grocery and food delivery. Due to the unprecedented circumstances there was very little preparation and planning in place. The outbreak also led to a shortage of required supplies to keep services running safely based on CDC guidelines. Lack of supplies included face masks, disinfectant cleaner and soap, hand sanitizer, and gloves.

Although the community came together to share resources and adapt services to meet the needs of riders during the changed environment, the situation highlighted the importance of proactive emergency planning and increased coordination.

4.6 ADA Paratransit and Other Public Transit Contracting Opportunities

FACT has performed ADA paratransit trips for North County Transit District's (NCTD) LIFT program as a subcontractor since 2014. FACT will continue to pursue contracting and subcontracting opportunities with public transit agencies as they arise. In March 2019 First Transit issued a Request for Proposals (RFP) for ADA Taxi Services to perform ambulatory trips for MTS Access. FACT submitted a proposal on May 23, 2019. This proposal was not successful. FACT is in discussion with NCTD regarding potential services for eligibility sites and same day paratransit ride program.

4.7 Projects Deferred for Future Consideration

Due to FACT's present budgetary constraints and priorities, the following projects are being deferred for future consideration:

- **Centralized Dispatch Center and Maintenance Program** – A centralized maintenance facility for FACT vendors and partners would be a benefit. FACT is working with local agencies to assess the potential for a coordinated maintenance program. FACT's brokerage vendors present a ready market for a reasonably priced and centrally located maintenance facility or program. In August 2017 FACT distributed a survey to gauge transportation stakeholder interest in partnering on a centralized vehicle maintenance program. FACT has discussed the program with CAM participants and local businesses. Currently FACT has not identified any funds or organization that is qualified, has resources, and is willing to establish a coordinated maintenance program for local transportation providers.
- **Volunteer Driver Program Resource Allocation** - FACT does not have flexible or operating funds to provide assistance to the volunteer driver programs as envisioned during the early years.
- **Encinitas Circulator Service**
An unsolicited proposal for 4 local circulator routes was submitted to the City of Encinitas during May 2016. Based on an RFP issue earlier in 2016, the City of Encinitas was interested in local circulator services under a one-year contract with possibly two 1-year extensions. FACT's proposal did not elicit a response. FACT will continue to monitor the City's interest and progress in developing the program and partnership.

The following projects are available through other organizations and/or no longer being considered by FACT:

- **Travel Training** - Due to other regional services offering specialized services to seniors, this project has been prioritized lower. Travel training is the professional practice of teaching people to travel independently on public transportation. Travel training is most often provided for older adults or for people who have cognitive or physical disabilities other than blindness or low vision.
- **Older Driver Wellness Program** – Older driver wellness trainings in San Diego County are available through the AARP CarFit program.
- **Guaranteed Ride Home Program** – The regional Guaranteed Ride Home (GRH) program is a service provided by iCommute, the regional commuter services program, and sponsored by SANDAG.

Chapter 5: Funding

5.1 Current Revenue Sources

A) Grants

FACT’s grant funding is comprised of dedicated State Transportation Development Act Article 4.5 (TDA 4.5) funds as well as discretionary sources that include USDOT and County grants.



The most significant sources of funding for FACT are FTA Section 5310 and SANDAG *TransNet* Senior Mini-Grant (SMG) grants. 5310 funds are discretionary and awarded through a competitive process administered by Caltrans for rural funding and by SANDAG for urban funding. Senior Mini Grant (SMG) funds, administered by SANDAG, are also competitively awarded. FACT has successfully funded its service operations, mobility management services, and capital purchases (vehicle) through these sources, but the funding is not guaranteed. The amount of funding available each cycle through the SMG and 5310 programs fluctuates and competition for these limited funds has significantly increased. These programs also have a cap on how much money can be awarded to a project and/or organization.

Two percent of five percent of regional TDA funds for Community Transportation Services are committed to FACT as per the CTSA contract with SANDAG. TDA funds vary based on the status of tax revenues; FACT’s FY 2019 allocation was \$144,755 and for FY 2020 is \$132,613. FACT’s CTSA (TDA) funds are not indexed for growth. One of the requirements of the CTSA contract is to look for revenue to implement or increase services. Due to the short-term and uncertain nature of discretionary grants, FACT is not in a position to plan for long range programs. According to the FY 2016-18 Triennial TDA Performance Audit of SANDAG, “the action to identify and pursue additional funding sources to support CTSA activities is on-going by both agencies and remains to be implemented”. In response, SANDAG and FACT staff have been working together to identify additional and sustainable funds. SANDAG staff proposed allocating a percentage of Specialized Transportation Grant Program (STGP) funding to FACT. This allocation is subject to SANDAG Board review scheduled approximately in mid-2020.

TABLE 5-1: SOURCES AND STATUS OF FACT FUNDING⁵

<u>TDA 4.5</u>	Grant	Program Name	Total Funding	Status
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⁵ See Business Plan 2020-2025 and prior plans for past funding

TDA 4.5 2019-20	CTSA Activities	\$144,755	ACTIVE
TDA 4.5 2020-21	CTSA Activities	\$132,613	CLAIM SUBMITTED

Capital

Grant	Program Name	Total Funding	Status
FTA Section 5310	Transportation for Individuals with Disabilities <i>(7 accessible vehicles)</i>	\$315,000	ACTIVE
FTA Section 5310	Transportation for Individuals with Disabilities <i>(13 accessible vehicles)</i>	\$598,000	ACTIVE
FTA Section 5310 FY 13 -14	Transportation for Individuals with Disabilities <i>(7 accessible vehicles)</i>	\$257,349.95	ACTIVE
Senior Mini-Grant FY 16-17		\$60,000	
FTA Section 5339 (b)	Accessible Vehicle Replacement and Expansion in San Diego County (5 mini-vans and 1 Bus Cutaway)	\$312,027 (match will be covered by toll credits)	AWARDED
FTA Section 5339 (b)	Accessible Vehicle Replacement and Expansion in San Diego County (8 mini-vans and 2 Bus Cutaway)	\$466,883 (match will be covered by toll credits)	AWARDED

Mobility Management

Grant	Program Name	Total Funding	Status
FTA Section 5310 FY 17,18,19	Administration of Elderly & Disabled Transportation	\$800,000	ACTIVE
Senior Mini-Grant FY 20	The Brokerage of Multi- Jurisdictional Transportation	\$200,000	ACTIVE
FTA Section 5310 FY 17		\$200,000	ACTIVE
Senior Mini-Grant FY 21		\$200,000	ACTIVE
FTA Section 5310 FY 18		\$200,000	ACTIVE
Senior Mini-Grant FY 20	Expansion of CTSA activities	\$100,000	ACTIVE
FTA Section 5310 FY 17		\$100,000	ACTIVE
Senior Mini-Grant FY 21		\$100,000	ACTIVE
FTA Section 5310 FY 18		\$100,000	ACTIVE

Operating

Grant	Program Name	Total Funding	Status
Senior Mini Grant FY 19	RideFACT Trip	\$200,000	ACTIVE
FTA Section 5310 FY 17	Reimbursement	\$200,000	ACTIVE
Senior Mini Grant FY 20	RideFACT Trip	\$200,000	ACTIVE
FTA Section 5310 FY 18	Reimbursement	\$200,000	ACTIVE

Small Grants

Grant	Program Name	Total Funding	Status
Community Enhancement (CE) FY 19-20	NEMT and Trips to promote tourism and QOL.	\$15,000 (applied for \$50K)	ACTIVE
Community Enhancement (CE) FY 20-21	NEMT and Trips to promote tourism and QOL.	\$50,000	APPLIED

B) Contracted Agency Services Revenue

FACT has undertaken several contracted agency service initiatives to secure sustainable revenues in order to meet long range goals and to provide additional services. Current contracts are identified in section 3.4 Contracted Agency Transportation. FACT's brokerage has made it possible to purchase trips at a low cost for other agencies' needs. FACT seeks to establish service contracts with agencies to increase the efficiency of its brokerage and ensure its sustainability. FACT charges an administrative fee for contracted agency services.

5.2 Potential Funding Sources

A) Mobility Management Services

FACT will continue to work with County HHS and medical transportation service providers including Scripps, Sharp and Palomar Pomerado Health and others to promote cost effective contracted agency transportation services. FACT will assist the medical service providers in assessing the effectiveness of their current transportation services and work with them in exploring other options that would meet their business objectives as well as promote greater mobility for the consumers.

B) Small Grant Program Awards

In 2013, FACT was awarded a California Teleconnect Fund, cutting its telecommunication expenses in half. FACT is eligible to participate in the CTF program and receive discounts on eligible telecommunications services. FACT applies annually for County of San Diego Community Enhancement (CE) and Neighborhood Reinvestment program (NRP) grants (see TABLE 5-1 for small grant awards). FACT will continue to pursue other small grant opportunities.

C) Proposed County Sales Tax Measure

During a March 29, 2019 meeting with SANDAG Executives FACT was advised that it would be included as designated recipient in the SANDAG local tax-based funding measure currently under consideration. This proposal is consistent with actions taken by several counties in support of CTSA's.

Chapter 6: Projections and Managing Demand

FACT has developed service projections to guide funding requests and plan for future years. Overall demand for transportation services is expected to increase throughout the region in response to growing rates of population, housing, and economic growth, as well as changes in demographics and travel behavior. The availability of social services and medical facilities relative to where people live will be a key factor in determining future demand.



FACT will continue providing referrals to ensure riders utilize all available transportation services. Table 6.1 shows projected services in one-way trips and other service units (web hits and referrals), as well as projected funds for operating and mobility management projects.

Demand Management

RideFACT has experienced rapid growth since its countywide implementation in June 2012. Ridership reached 2,623 trips by the end of calendar year 2012. Since 2013, FACT's contracted services have played an increasingly important role in developing the transportation brokerage and generating additional revenue to support FACT's services. In 2013, ridership for RideFACT and contracted services jumped to 14,462 trips in 2013, 22,286 in FY 2014, and 24,803 in FY 2015. In FY 2016 total ridership experienced its first decrease with 20,733 trips, but in FY 2017 total ridership increased significantly with a record of 29,045 trips. In FY 2018 FACT provided a total of 37,334 trips. Ridership in FY 2019 remained stable, slightly increasing to 37,392 total trips. An all-time ridership record was hit in January 2020 with 4,529 one-way trips delivered.

FACT's operating funds have remained relatively constant over the past few years. Based on available operating funds and demand, FACT may need to limit the amount of trips available per day. For example in 2018 FACT opted to limit RideFACT service to 100 trips per day based on first come first serve basis over a 12 month period in order to maintain service throughout the funding timeframe. Contracted services have helped in this regard by providing an opportunity for FACT to partner with agencies to provide transportation on their behalf for a small administrative fee that offsets the cost of trips and generates net revenue for FACT.

Growth Management

Growth management is essential for FACT to sustain its services. FACT will continue working with other transportation providers to streamline the referrals process to improve the outcomes and the customer experience. Agency contracts have allowed FACT to charge administrative fees, providing additional financial support for transportation services. Managing the supply side of trips through the brokerage has been a challenge due to the taxi cab industry declining due to competition from services like Uber and Lyft. FACT is looking for funds for developing app-based ride hailing and reservation systems in order to meet the demand more effectively.

FIGURE 6.1 – SERVICE PROJECTIONS

Each cycle FACT applies for both SMG and 5310 funding through SANDAG’s STGP program. FACT uses these sources to meet the local match requirement and fully fund its projects.

SANDAG

RideFACT – Operating: Trips for seniors and PWD

Approximately March 2020 to Feb 2022			
	SMG	5310	Total
Total funding (2 years)	\$400,000	\$400,000	\$800,000
Approximant number of OWPT	48,000		
Projected cost per trip	\$16.67		

Mobility Management projects include many different activities that are not quantifiable in relation to units provided (e.g. outreach, training, coordination, and managing FACT’s transportation brokerage). All activities are reported under FACT’s grant agreements, but FACT’s contract performance is measured by the number referrals provided and web hits generated (website visits). The projected number of units proposed in FACT’s grant application are as follows.

SANDAG

Brokerage Management Project - Mobility Management

Approximately Jan 2020 to Dec 2021	
Approximate number of units Referrals provided to RideFACT and Contracted Agency Services	70,000

SANDAG

CTSA Services Project - Mobility Management

Approximately Jan 2020 to Dec 2021	
Approximate number of units: Transportation Referrals (60,000) and website FIND-A-RIDE search tool web hits (35,000)	95,000

Appendix 1 – CTSA Work Plan

Full Access & Coordinated Transportation, Inc. (FACT)
Consolidated Transportation Services Agency (CTSA) for San Diego County

Work Plan for Fiscal Year 2020 - 2021

As defined in the Social Services Transportation Improvement Act (AB 120), the CTSA is a public entity responsible for improving transportation services required by social service recipients by promoting the consolidation and coordination of social service transportation services. The scope of CTSA activities include being the regional coordinator of social service transportation information, centralized administration and dispatching, identification and consolidation of funding sources, coordinated and consolidated training programs and combined purchasing of vehicles, supplies and equipment. The CTSA works to improve dedicated transportation services for people with disabilities, senior citizens, social service agencies, health care providers, various organizations and individuals within that particular service area. The CTSA is also the planning representative of the social service transportation community and works with the region to develop updates to the Coordinated Plan. The CTSA has begun the process to update the Business Plan (2021-2026 Business Plan Update) that forms the planning foundation for organizational development and the expansion of coordinated services in the region.

Expenses:

1. One-call/one-click Mobility Center

Maintain FACT website

- Maintain FACT website to keep content current, optimized for searching
- Use website for marketing and outreach

Maintain transportation provider database

- Update content of the provider database on an ongoing basis
- Conduct outreach with potential new providers
- Optimize website travel planner for finding suitable transportation

Telephone Referrals

- Respond to telephone requests for transportation information. Educate callers about transportation options from database.
- Provide enhanced in-person customer service where necessary to assist with ADA application process or take reservations for other providers, etc.

2. Regional Coordination

Administer Council on Access and Mobility (CAM) and Other Meetings

- Conduct Council on Access and Mobility (CAM) meetings bimonthly (at least 4 annually) and other meetings related to regional coordination
- Continue outreach to providers: currently 33 CAM members

- Represent CAM during Level 3 or higher emergencies in the Emergency Operations Center and coordinate disaster response as needed
- Coordinate information provision and involvement of CAM members with the County EOC to ensure effective emergency preparedness planning and compliance with State and Federal requirements
- Conduct monthly FACT Board of Director Meetings and Board subcommittees as needed

Training/Workshops

- Facilitate a workshop/ training on issues of interest to CAM and partners
- Assist OEM to develop emergency response plan

Support for grantees

- Provide letters of support to agencies applying for grants after verifying coordination efforts.
- Assist applicants in finding coordination opportunities
- Form partnerships to apply for grants where appropriate
- Offer compliance related information to grantees

Coordinated Planning

- Provide ongoing technical assistance and support to human service transportation providers and all other interested parties to find solutions to overcome identified barriers to coordination, consolidation and collaboration
- Coordinate and conduct surveys, and assessments, both formal and informal, to determine stakeholder transportation needs, vehicle and other relevant resources and barriers to coordination
- Make presentations to stakeholder groups
- Evaluate coordinated programs for pilot projects leading to regional deployment
- Market services through press releases, pamphlets, brochures, e-mail, newsletters, special informational pieces, newspaper articles, special events, workshops, and community training sessions
- Participation in Social Services Transportation Advisory Council (SSTAC), ADA Review Groups, Alliance for Regional Solutions (ARS), Volunteer Driver Coalition, and Age Well Meetings, etc.
- Attend SANDAG Transportation Committee, SANDAG Board, NCTD and MTS Board, City Council, and County Board of Supervisors meetings as needed.
- Provide input, data, and pictures for the SANDAG Coordinated Plan.

Coordinated transportation and vehicle sharing

- Partner with social service agencies, healthcare providers, cities, County of San Diego, and transit agencies to assist clients in need of transportation.
- Partner with social service agencies, specialized transportation providers, and brokerage partners to share accessible vehicles.

3. Management of CTSA Activities

- Disseminate quarterly CTSA FACT Newsletter to ensure ongoing awareness of current related events
- Maintain the CTSA Mailing List
- Complete all required reporting
- Maintain memberships in State and National organizations committed to coordinated transportation and non-profit corporation development: Community Transportation Association of America (CTAA); California Association for Coordinated Transportation (Cal-Act); American Public Transportation Association (APTA)
- Travel to CTAA, CalACT, and APTA conferences and sponsored trainings.
- Annually update FACT's Business Plan covering the following areas: governance, regional needs assessment, integration of current CTSA work activities, technical assistance and coordination planning, information and marketing initiatives, service contracting and operations programs, policy development and advocacy, trip demand estimation and utilization projections, funding and financial projections.
- Maintain FACT's staff to ensure capacity to support ongoing programs and services and expansion as per the approved Business Plan.
- Participate in Annual TDA 4.5 Audit, Internal Agency Audit, and Triennial TDA 4.5 Audits
- Report Scope of Work deliverables to SANDAG quarterly

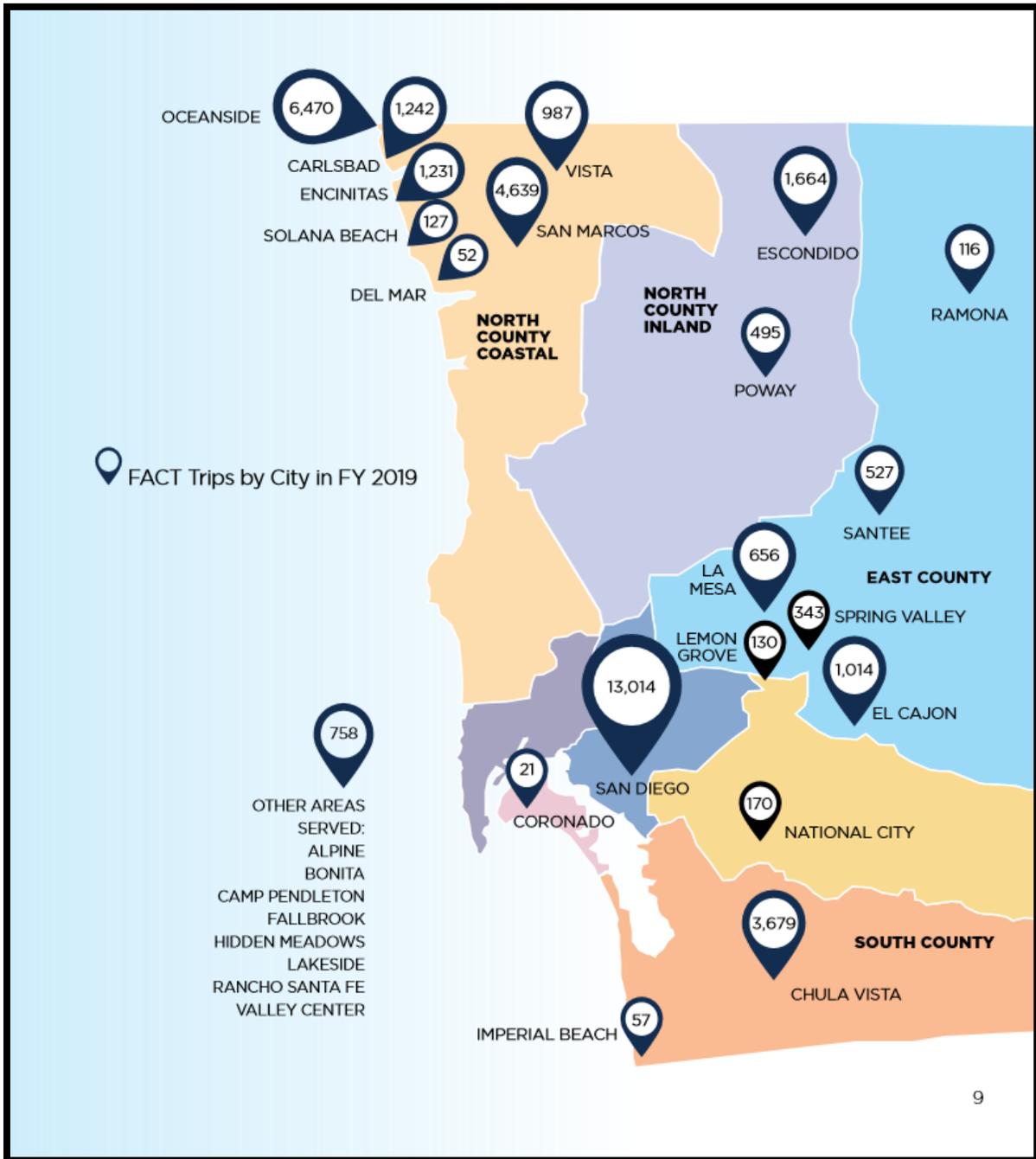
4. Grant Support

- Apply for Section 5310, Senior Mini-Grant, and other grant funding to support core CTSA activities
- Provide local match funds as needed to support awarded grant projects

All TDA 4.5 funding for the FY 2021 will be used for core CTSA activities. FACT was awarded both 5310 and Senior Mini-Grant funding to provide expanded CTSA activities.

Appendix 2 – FACT Service Area Map

RIDEFACT AND CONTRACTED TRIPS BY AREA (FY 2019)



Appendix 3 – Service Providers - FACT Database

List of Service Providers
<https://factsd.org/list-of-service-providers/>

Appendix 4 – FACT Title VI Plan & Non-Discrimination Program

FACT Equal Employment Opportunity (EEO), Title VI Complaint Procedures, and Non-Discrimination Program

<http://www.factsd.org/non-discrimination-policy/>