



**Board of Directors Meeting Agenda
June 24, 2021 9:00am**

<https://us02web.zoom.us/j/88287182889>

Meeting call to order, Introductions

9:00 am

1. Public Comment **INFORMATION**

CONSENT ITEMS

2.	May 27, 2021 Board Retreat Minutes	p- 2	ACTION
3.	Financial Updates April 2021	p-10	INFORMATION
4.	FACT Services Updates	p-12	ACTION

5. FACT Business Plan Update YEAR 2022-27 P-14 **ACTION**

6. Review of FY 2022 Budget p-16 **ACTION**

7. SANDAG Response to RideFACT Ridership Trend, Demand discussions **INFORMATION**

- Meeting with NCTD, MTS
- Remaining CRRSAA funds distribution
- FACT Board Retreat Follow-up
- TDA 4.5 formula funding review

8. Conversation with Hon. Bill Sandke, Councilmember, City of Coronado (subject to confirmation)

9. Executive Director's Report: p-18 **INFORMATION**

- City of La Mesa RFP
- CalACT Fall 2021 Conference

CLOSED SESSION

10. ED Review Committee Report **ACTION**
Potential Contractor Issue

END CLOSED SESSION

11. Update on Closed Session reportable Actions, Board Member Updates **INFORMATION**

ADJOURNMENT

***FACT's Mission-** Assist San Diego County residents with barriers to mobility to achieve independence through coordination of transportation services*

FACT Board of Directors Meeting Minutes

May 27, 2021

Zoom Meeting

Board Members Attending	Hon. Jewel Edson, Hon. Phil Monroe, LaVonna Connelly, Hon. John Aguilera, Hon. George Gastil, Hon. Kellie Hinze, Hon. Dave Roberts, Susan Hafner
Board Members Absent	Hon. Bob Campbell
Staff Attending	Arun Prem, Meagan Schmidt, Budd Anderson, Julius Burgos, Ali Poorman, Cynthia Pedersen, Jonathan Albarran, Christian Hernandez, Kalin Alston
Public/Guests	Marcy Roke, Travelers Aid Society; Ray Traynor, Elisa Arias, Brian Lane, Lisa Madsen, SANDAG; Chuck Lowery; Ivan Ebba, Furaat; Jorge Serrano, CARS; Danna Cotman, Attorney; Charles Main, NCTD; Andre Colaiace, Access L.A.
Public Comments	
Welcome, April 2021 Board Meeting Minutes	Hon. George Gastil called the Retreat to order at 8:30 am. Motion to approve the April 29, 2021 Board Meeting minutes was made by Hon. Jewel Edson. Second by Hon. John Aguilera. The motion passed unanimously. Susan Hafner and George observed the passing of former State Senator Jim Mills, a key figure in creating the Metropolitan Transit Development Board in San Diego, among many other career achievements. Introductions of the Board, staff and guests were made.
Review of Equity, Inclusion in FACT’s Mission, Policies, Services	<p>Arun welcomed everyone to the Retreat, and reminded attendees that FACT did not have a Retreat last year (2020) due to COVID. Budd Anderson presented SANDAG’s equity and inclusion policies that apply to FACT as part of the ongoing national discussion on these topics. Budd said that FACT is in compliance with all Federal and State laws dealing with equity including Title VI of the Civil Rights Act, EEO and ADA. As the Consolidated Transportation Services Agency (CTSA) for San Diego County, it is important that FACT is involved in regional initiatives to understand current demand, trends, and gaps in transit. This includes ensuring individuals have equal access to transit information and public outreach/planning platforms to voice their opinions regarding transit decisions. In addition, improving access to transportation services in rural areas is very important to the equity and inclusion discussion.</p> <p>Budd said that potential areas for improvement include public access to FACT meetings, client demographic tracking, and environmental justice.</p> <p>Arun presented a video clip of Anthony Foxx, former Secretary at the Department of Transportation and former mayor of Charlotte, North Carolina, now Policy Advisor to Lyft. Mr. Foxx spoke of equity and inclusion in the context of transportation regulations. He mentioned Rosa Parks and the incident which brought attention to the important use, and subsequent boycott, of public transit and the funding disparity for projects dealing with mobility, and the creation of transportation deserts. He said that nationally, local</p>

	<p>communities are starting to take control of the funding and reimagining their communities in a much more holistic and connective way. Mr. Foxx said that with regards to equity, no matter what one’s job is in any transit agency, the mission must be to try to connect people where they have not been historically connected.</p> <p>Arun presented a video clip of Tamika Butler, a transportation, equity, and inclusion consultant who was recently a CalACT conference keynote speaker. Tamika Butler said the COVID epidemic has created an awareness of our need for the workers in public places, and therefore deemed essential. Many of those essential workers are dependent upon public transportation which makes us all dependent on public transportation.</p> <p>Tamika presented the issues of diversity, inclusion and equity and how the definitions are not interchangeable. She said that equality is not the same as equity, and we must acknowledge that we are not all starting from the same place. She spoke of how decisions made in transportation agencies have left out access to these services for many people who depend on it, especially women and lower income citizens.</p> <p>Arun reminded everyone that FACT is in compliance with the regulations and said there is more we can do as an organization to provide available options. George said that FACT’s mission is to facilitate access on an equitable basis, and to effectively serve the communities of San Diego County.</p> <p>Arun said that there is inequity in the funding for different communities which affects seniors’ access to transit. Lack of affordable housing creates the need for many seniors to live in more remote areas where there is limited access to services and transportation.</p> <p>LaVonna Connelly said that the equity issue of affordable housing and access to transportation go hand in hand. Senior housing built in rural areas needs to provide options for those people who are targeted to live there. George said that FACT is more well known in some geographical areas than others creating more demand for FACT’s services in some areas. He said that keeping the costs low is a way to promote equity.</p> <p>Jewel said that Flexible Fleets are an answer to serving people that are underserved by parts of our community, and FACT is forward thinking in this area. Arun said that SANDAG had recently hosted a workshop that focused on equity and inclusion in the 5 Big Moves Plan.</p>
<p>Financial Overview and FACT Services</p>	<p>Julius Burgos gave a cash overview for March 2021. He said that compared to last year there is 2% less in the bank. He said the balance sheet through March 2021 remains consistent and is stable between both years.</p> <p>Overall Expenses were 23.05% over budget due to lower demand of contracted rides. Other factors included continued increase of RideFACT rides, meal deliveries, increase for after hour dispatch and Layer Seven, and additional IT support and services.</p> <p>The County CE Grant was awarded on March 16, 2021 for \$18,000 and other new grants and relief is in the process of being awarded. The PPP Loan was approved and deposited into the bank creating a Liability for the same amount of \$111,300.00. The loan will be fully forgiven</p>

if the funds are used for payroll costs, interest on mortgages, rent and utilities. FACT's loan forgiveness will expire at the end of this calendar year. All PPP loans have an interest rate of 1% if not forgiven and used. FACT recently had \$44,520.00 forgiven which is the allowed 40% for non-payroll operating costs.

Julius said that Total Equity as of March 31, 2021 has decreased slightly to \$429,779.55. The California Relief Grant, Caltrans CRRSSA, CE District 4, and CE District 5 Grants have been added to compensate RideFACT.

Budd Anderson gave a summary regarding CAM and the role it played during the past year.

- **CAM:** Council on Access and Mobility, an advisory group to the FACT Board of Directors, and is comprised of 33 stakeholders throughout San Diego County.
- CAM met early in the pandemic on a weekly basis to give updates on safety protocols, PPE, alternative transportation and new services such as meal deliveries, teleworking, back to work procedures, vaccination policies, resource sharing, regulations and health orders/regulations, and funding opportunities.
- CAM is currently meeting virtually on a monthly basis.
- Discussions will start regarding back to work guidelines and return to in-person meetings.

Meagan Schmidt and the Operations Team (Mobility Coordinators) discussed CTSA and service related information.

- Ali Poorman said the Database gained 23 new agencies during 2020, including two new providers, Loops and Happy2Help
- The top three referrals for 2020 were MTS, Lift and the City of Oceanside

- Jonathan Albarran said that in March 2020-March 2021 FACT began county trips, completing around 373 trips
- Kalin Alston said that FACT began working closely with 2-1-1 and the American Red Cross for boxed food delivery. Both Furaat and AAA provided transportation for this service. Between April 2020 through March 2021, 3,282 meal delivery trips were completed.
- **Agency Contracted Services :**
 - Meagan said FACT recently contracted with WestPace located in San Marcos, beginning in May 2021
 - City of Escondido services will resume on June 15. Prior to the pandemic FACT provided approximately 1,000 rides monthly under this senior lunch program
 - Services with Scripps Hospital continue with more locations added
 - Parkinson's Association is ongoing
 - Tri-City Medical Center is ongoing and expanding
 - Fire Season and power shut-off Ride Assistance will begin

- City of Oceanside contracted transportation was paused until the City Council reviews their options

Meagan thanked Ivan Ebba from Furaat for attending the Retreat.

Arun reviewed the RideFACT program and the transformations that took place during the pandemic. Changes in the program were made to accommodate the needs of senior riders with no public transportation, essential workers, food delivery to people with no access to shopping or food banks, students, and COVID related riders. SANDAG allowed FACT to amend the grant agreements to provide the newly created services. Additionally, FACT suspended the collection of fares in order to minimize any further hardship for riders. Demand for rides increased causing the depletion of funds.

The cost of rides spiked from \$13.95 per trip to \$20.60 and again rising to \$22.45 in December 2020. Due to the elimination of fares, the cost per trip rose. After reinstating fares in February 2021, cost per trip dropped to \$19.79, higher than the previous year, and the increase impacted the RideFACT budget.

Trip length also increased during the pandemic, another factor in the rise in cost. "A" trips, or free trips provided by brokerage providers in exchange for the use of leased vehicles, declined.

Arun discussed the issue regarding Brokerage Vendors and their time as a FACT provider. AAA has the greatest longevity as a Brokerage provider with FACT since beginning its contracted services in 2012. Hon. Phil Monroe asked what happens to

vehicles once providers are no longer associated with the Brokerage. Arun said the vehicles are contractually required to be returned to FACT.

Arun said based on projections and budget numbers, the average number of monthly rides FACT can provide through the end of 2021 calendar year is 2,200 with the number dropping to 1,956 beginning in January 2022.

LaVonna asked what the benefits are for a vendor that stays with FACT for any length of time. Arun said that what a vendor expects when contracting with FACT is a steady, reliable volume of trips. The number of rides guaranteed to vendors per month is based on the volume of riders. The larger the demand, the greater the number a vendor can anticipate as sustainable revenue.

Arun presented an audio clip of Ethel Miranda, a RideFACT rider in the North County blind community. Ethel spoke at the SSTAC meeting on May 18, 2021. She said that FACT stepped in and provided much needed specialized transportation to the blind community. She expressed gratitude for those services for not only herself, but others who rely on public transportation.

Ali read a comment from a senior RideFACT rider, who has been using FACT services due to injuries from multiple car accidents. She said the services have been wonderful and FACT kept her alive this past year. She expressed dismay and frustration for being unable to find

	<p>transportation to get groceries and doctor appointments regularly, and said that due to COVID, she has been isolated and looks forward to her rides with FACT for social interaction.</p> <p>Christian Hernandez read a comment from another RideFACT rider, who thanked FACT for transportation to dialysis three times a week over the past few years. He recently had a successful kidney transplant, and no longer needing dialysis, wanted to express his appreciation to FACT for lessening his stress in finding rides to dialysis.</p> <p>Danna Cotman, FACT’s legal counsel, praised FACT for the ability to pivot and provide important services during the pandemic. Phil asked what contributed to the pause in Oceanside services. Arun said their grant request was denied for Cycle 11 and due to lack of funding, the contract with FACT was suspended. At this time Oceanside is exploring other funding sources to reinstate services. Brian Lane said that SANDAG grants are limited and oversubscribed.</p>
<p>Discussion with Ray Traynor and Elisa Arias (SANDAG)</p>	<p>Arun prefaced this portion of the meeting with background on the CTSA. The Consolidated Transportation Service Agency (CTSA) is a designation given to some nonprofit agencies in most counties in California for coordination of services. CTSAs are generally more flexible and more creative than public agencies. In 2006 FACT</p> <p>became the designated CTSA for San Diego County and was recently renewed with some updates to the scope of work.</p> <p>Arun introduced Ray Traynor, SANDAG Chief Strategy and Innovation Officer, and Elisa Arias, SANDAG Director of Integrated Transportation Planning. Ray said that according to the forecasts done by the planners at SANDAG, the growth in the senior population will only continue to grow over the next 30 years. He said that after two and a half years of planning and developing the vision, the planning is now coming to fruition. Ray said that as part of this planning, through the COVID stimulus funds, the recommendation will go to the Transportation Committee for the approval of \$352,000.00 in funding to FACT. This funding will help FACT fill the budget gap and continue operations. In addition, the goal is for a long term plan to maintain the 25% carve-off STGP funds as a dedicated, predictable source of funding for FACT.</p> <p>Elisa Arias thanked everyone for the invitation to participate at the Retreat, and get to know the people and work being done as the CTSA for the past 15 years. She said that SANDAG is happy to present the Regional Plan that looks 30 years into the future and reimagines the region with a transformative transportation system, sustainable growth and development, innovative demand and management strategies. She highlighted a couple of initiatives that align with the work that FACT does and will help support it. One of these initiatives includes Flexible Fleets and Microtransit. Elisa said that the plan includes collaboration with FACT in these planning efforts.</p> <p>Arun thanked Ray for the excellent news regarding funding for FACT. Arun said he appreciated what Jewel has discussed as a member of the TC regarding FACT assisting SANDAG with implementation of the Flexible Fleets concept. He said that there were many overlaps between FACT’s needs and SANDAG’s objectives described in the Regional Plan.</p>

	<p>LaVonna asked if social equity issues exist at SANDAG and if the pandemic brought this issue to the forefront. Ray said the SANDAG Board unanimously recognizes that there are significant issues in the region regarding equity. This recognition identifies the allocation and programming of federal and state funds along with the administration of local sales tax. He said the new Regional Plan is vastly different from any previous plan because of the approach that has been taken, and that it is data and technology driven. It also addresses the the best and most efficient use of funding allocations for the most vulnerable neighborhoods.</p> <p>Elisa said the Equity Action Plan is part of the Regional Plan. The Equity Action Plan will be further developed this year and will take a closer look at perspectives in data interpretation, research and funding. This Plan will also look more closely at cleaner disadvantaged communities with higher air pollution, and look at transportation options.</p> <p>Jewel thanked SANDAG for recognizing the bold step that FACT took during the pandemic to fill the needs of not only seniors, vets, people with disabilities, and the homebound, but essential workers. She said that SANDAG has enabled FACT to accomplish its mission and that SANDAG and FACT can continue to help those whose needs are not being met by fixed route transit.</p> <p>Ray Traynor said that the pandemic has brought out ways to look at new business models and the overall approach in a changing world. He said it takes partnerships and hard work to build new policies. He said that focusing on nonprofit Flexible Fleets and Microtransit through partnerships creates greater mobility equity. Investing in technology solutions will improve the delivery of services more cost efficiently and expeditiously.</p> <p>Arun said he looks forward to exploring potential business opportunities as the CTSA with SANDAG. Marcy Roke of Travelers Aid Society thanked the Board for inviting her and said she was enjoying learning about the process and needs of people in San Diego County. Marcy said she appreciates the CAM meetings as they have allowed her to get to know fellow transportation providers and the meetings have been very helpful. Andre Colaiace of Access LA, the largest CTSA in California, said he enjoyed the discussion about what is going on in San Diego.</p>
<p>Leveraging CTSA Services to Enhance Regional Mobility</p>	<p>Arun presented some ideas for generating additional funds that have benefits across the board for specialized transportation in San Diego.</p> <ul style="list-style-type: none"> • <i>CRRSAA Funding Request</i> – This recommendation will go to the Transportation Committee on June 4. • <i>Access for All & TNC Services</i> – Mainly Uber and Lyft, these transportation providers do not have accessible rides which is a problem for the disability community. There is a ten cent fee for every ride provided in California. The fee goes into a fund which is used for several purposes. Arun said looking at the fund as potential revenue for comparable accessible services would be a significant source of funding. This fund would be put in place to provide comparable Uber and Lyft rides. SANDAG is designated to receive the funding and locally decide how this funding should be dispersed.

	<p>Arun said that as the CTSA, FACT should receive the \$2.9m allocated for San Diego County. FACT is positioned to provide the services due to having the CTSA mandate for the whole county and more experience with real time services than any other agency.</p> <p>Additionally, FACT has a 24/7 call center in place with help from CARS, and low cost per trip and accessible vehicles in place.</p> <ul style="list-style-type: none"> • <i>Reassessment of the Specialized Transportation Grant Program Administration Process</i> – Arun said that the use of a universal contract template for all would benefit riders by saving them money as the models used would be uniform and not fluctuate. Grants consolidation would lessen administration cost and waste. • <i>Greater Coordination Between FACT and ADA Paratransit Services</i> <p>Brian Lane said SANDAG’s dedicated source of funding for FACT will provide better coordination and support what Arun has proposed in these mobility items.</p>
Closing Remarks	<p>LaVonna said that she was overjoyed with the news from SANDAG regarding additional funding. Arun said the request for additional funds was presented at a meeting with SANDAG Board Chair Mayor Blakespear and Hasan Ikhata.</p> <p>Meagan said that with the growth of ridership will come the increased use of technology, taking our customer service and forms of payment to the next level.</p> <p>Susan Hafner said that the environment for the private sector to implement pilot programs with the San Diego region will be exciting. Danna Cotman asked if FACT advertises its services to create awareness of its existence. Arun said that it might create a demand too large for FACT to manage, however, during COVID County Supervisors mentioned FACT during news conferences as a ride provider in the region.</p> <p>Julius Burgos said the additional funds for RideFACT could not have come at a better time for FACT. Arun concurred and said that without the funding, FACT would have to pause RideFACT from June through October and restart when the next grant cycle begins.</p> <p>George said he sees the role of FACT increasing as a provider of transportation and not just a facilitator of transportation. Meagan said CARS has been a great partner with FACT by taking on the back-up call center duties. Arun thanked everyone for attending. George thanked everybody for their participation and making this retreat one of the best.</p>
ADJOURNMENT	The meeting was adjourned at approximately at 11:35 AM

ITEM # 3

TO: BOARD OF DIRECTORS

FROM: Julius Burgos, Accountant

RE: April 2021 Financial Statements, Summary

ISSUE:

April 2021 Financial Report

Compared to last year \$218,808.71 is in the bank, 33% more than the previous year.

FACT is invoiced through April 2021 and has 12% less outstanding than previous year. Accounts Payables were 38% less than previous year. Total Assets were 24% more than the previous year.

The balance sheet through April 2021 remains consistent and is stable between both years. Timely invoicing, receivables, and better cash flow management overall continues.

PPP Loan Status

- The PPP Loan was approved and deposited into our bank creating a Liability for the same amount of \$111,300.00. The loan will be fully forgiven if the funds are used for payroll costs, interest on mortgages, rent, and utilities. FACT's loan forgiveness will expire at the end of this calendar year. All PPP loans have an interest rate of 1% if not forgiven and used. FACT recently had \$44,520.00 forgiven which is the allowed 40% for non-payroll operating costs.
- Accounts Receivable Status

\$309,795.48 is outstanding by (8) customers. Of the o/s amount, \$289,221.47 is 60 days or less, \$6,526.78 is less than 90, and \$14,047.23 is over 90 days due by (1) customer. Every Customer is aware of their O/S balance.

Annual Profit & Loss Budget vs. Actual Report – July thru April 2021

Annual Income thru April 2021 was 25.45 over budget due to a couple factors:

1. Continued increase in RideFACT rides and meal deliveries
2. Lower demand for Contracted Services
3. PPP Loan Funds were awarded and 40% was forgiven from the loan

Overall Expenses were 21.93% over budget due to the following factors:

- Lower demand of Contracted Rides continues
- Continued Increase in Rides for RideFACT and meal deliveries
- Miscellaneous items were purchased for Rider Sympathy
- Increase for after hour dispatch and Layer Seven
- 1099-NEC reporting fees for 2020 Subcontractors

Net Income through April 2021 has a positive balance of \$96,252.93.

The County grants have been awarded for CE District 4 and 5 totaling 38,000.00 combined. The CA Relief Grant was also awarded for \$25,000.00. These funds will be applied towards the RideFACT rides in April and May to compensate some of the rides unbillable to SANDAG until the new Cycle starts.

Condensed Grant Balances Remaining

- Total funding available for all grants through April 2021 is \$1,296,136.77.
- CTSA Funds have been allocated through April 2021 totaling \$117,500.00.
- CTSA's temporarily restricted net assets through April 2021 remains at \$236,577.00.
- Unrestricted Net assets through April 2021 totaled \$175,953.72.
- Total Equity as of April 30, 2021 has increased to \$508,783.65.
- The CA Relief Grant, Caltrans CRRSSA, CE District 4, and CE District 5 have been added.

ITEM # 9

TO: BOARD OF DIRECTORS

FROM: Meagan Schmidt, Director of Operations

RE: FACT Services update

ISSUE:

This item presents a monthly RideFACT and agency services update.

BACKGROUND:

	April
SERVICE	ONE-WAY TRIPS
County COVID-19	0
Scripps	54
Escondido	0
County HHSA TB	14
San Marcos	82
Oceanside	208
Parkinson's Assoc.	0
Tri-City ER	75
Tri-City BH	80
MV	0
Other	0
RideFACT	1,916
TOTAL	2,429

Scripps Health

FACT's service agreement with Scripps Health began January 15, 2020; 616 trips were provided through the end of April. FACT brokerage vendors are transporting discharged patients to pharmacies, their residences and/or to hospitals outside of San Diego County. Trips are delivered on demand and include curb-to-curb, door-to-door, and door-through-door services. FACT met with Scripps in mid-July to review options for extending the agreement to provide trips. Scripps would like FACT to expand to 4 other locations and a new

amendment was signed. FACT currently provides trips for 2 locations, Scripps Mercy Hospital Hillcrest and Chula Vista.

City of Escondido

FACT provides transportation to/from the City of Escondido's senior lunch nutrition program Monday-Friday. Service began November 1, 2019. Initial contract term was November 2019 – June 2020. FACT provided 4,129 trips between November and March 2020. Trips were paused in mid-March due to COVID-19 and have not resumed as of yet. FACT met with Escondido staff to review the contract terms in mid-July and signed an amendment in August extending the contract through June 2021.

County HHSA

This service provides trips for the County to non-contagious Tuberculosis patients from their residences to clinics for treatment. Trips may be scheduled in advance or requested up to 2 hours before the time of trip service. This contract is in year 3 with an option to extend up to 1 more 1 year term. 601 trips have been performed under this contract between late November 2018 through April 2021.

The Parkinson's Association of San Diego

The Parkinson's Association of San Diego (PASD) contracts with FACT to provide transportation for neurological medical appointments, support groups and Parkinson's Association related events for their clients. This contract has a term through September 1, 2021; a new amendment was signed in September. Between June 2018 – April 2021, 180 trips have been provided. These trips were paused with the outbreak of COVID-19 through June.

City of San Marcos

Catch a Ride! provides transportation for eligible seniors 60+ within San Marcos city limits as well as for medical purposes outside of the city within a 20 mile radius.

FACT has provided 3,346 trips between February 2018 – April 2021. There are approximately 175 registered riders. FACT has signed Amendment 4 to extend the contract through June 2022.

MV NCTD LIFT Service

No trips were performed.

Tri-City Contracts – Emergency Room & Outpatient Behavioral Health

FACT began transportation services for Tri-City Medical Center in December 2016.

Discharged patients from the Emergency Room are provided with rides to their residence.

FACT has provided 4,503 trips for Tri-City patients between December 2016 – April 2021. Tri-City's Chief Operations Officer reached out to FACT regarding an additional service need for a Behavioral Health clinic. FACT began this service on 7/15/2020; 519 rides were provided in July – April 2021.

City of Oceanside Senior Van Service

Contracted service for Oceanside began in September 2013. FACT has invoiced City of Oceanside for 34,322 trips from September 2013 – April 2021.

Approximately 2,900 clients are registered to use this service. As of May 1, 2021 this service was stopped due to lack of funds. Oceanside was FACT's longest running contract. The City was not funding in the most recent Senior Mini Grant Cycle

RideFACT & Contracted Service statistics ytd for fiscal year July 2019 – April 2021

CTSA, RideFACT & Contracted Service Data	Web hits	Referrals	Programs in Database	New Agencies in Database	Total Requests for RideFACT Trips	RideFACT Trips Provided	RideFACT Trips Unable to Provide	Contracted Trips Provided	Total Trips	RideFACT Avg Mileage	RideFACT Avg Trip Cost
July	823	108	176	2	2,515	2,455	60	771	3,226	9.6	\$13.29
August	948	90	177	1	2,424	2,365	59	844	3,209	9.1	\$11.47
September	1,157	129	179	2	2,757	2,621	136	674	3,295	9.3	\$11.88
October	1,263	139	180	1	2,952	2,735	217	781	3,516	9.5	\$12.63
November	1,089	122	180	0	2,652	2,388	264	1,452	3,840	9.8	\$14.38
December	1,052	82	180	0	2,636	2,508	128	1,572	4,080	9.4	\$14.86
20-Jan	1,372	132	176	0	2,994	2,849	145	1,680	4,529	10.1	\$13.99
February	1,237	138	176	0	2,693	2,608	85	1,567	4,175	9	\$15.30
March	1,650	141	177	1	2,015	1,931	84	988	2,919	8.8	\$13.95
April	1,720	347	183	6	1,586	1,555	31	383	1,938	8.8	\$15.29
May	1,253	384	183	0	2,082	2,024	58	473	2,497	10.2	\$18.65
June	1,392	297	185	2	2,502	2,416	86	421	2,837	10.2	\$20.60
Subtotal	14,956	2109	185		29,808	28,455	1353	11,606	40,061		
July	1,510	304	180	-5	3,202	3,096	106	447	3,543	10.3	\$21.12
August	1,571	300	181	1	3,623	3,371	252	459	3,830	9.5	\$20.64
September	1,625	312	181	0	3,924	3,617	307	457	4,074	10	\$21.13
October	1,839	426	185	4	4,419	4,035	384	436	4,471	10.3	\$22.32
November	1,591	488	189	5	4,102	3,716	386	453	4,169	10.5	\$21.39
December	1,488	515	189	0	4,638	4,191	447	433	4,624	11	\$22.45
January	1,480	466	189	0	4,270	3,891	379	361	4,252	11	\$22.40
February	1,569	310	189	0	3,809	3,447	362	403	3,850	10.5	\$19.78
March	2,042	189	189	0	2,978	2,637	341	488	3,125	9.5	\$19.79
Apr	1,884	162	189	0	2,429	1,916	513	513	2,429	9.6	\$19.39
Subtotal	16,599	3472	189	10	37,394	33,917	3477	4,450	38,367		
TOTAL	191,811	9,080	189			170,942	8,779	86,204	257,146		

RECOMMENDATION:

Staff seeks input from Board members regarding information presented in this item.

ITEM # 5

TO: BOARD OF DIRECTORS

FROM: ARUN PREM, EXECUTIVE DIRECTOR, and BUDD ANDERSON, GRANTS MANAGEMENT ANALYST

RE: Business Plan Update YEAR 2022-2027

ISSUE:

FACT’s CTSA contract with SANDAG requires an annual update of the Business Plan. The current Business Plan update (2021-2026) was approved in July 2020.

The below table summarizes the proposed 2022-2027 Business Plan updates.

Proposed updates were presented at the April 29, 2021 Board Meeting. Staff sent the DRAFT Plan to the Board on June 11, 2021, for review and feedback.

BACKGROUND

FACT 2022-2027 Business Plan Update includes the following revisions to projects/status:

All sections were restructured, updated, and renumbered accordingly. New FACT rider Images were included.		
CHAPTER	SECTION	DESCRIPTION OF CHANGE/S
Chapter 1	Highlights	Updated FY Overview Chart through FY 2020
	Governance	Updated Organization Chart with Staff, Board, and CAM changes
Chapter 2	COVID-19 Related Needs and Service Demand	New section, 2.5 on the demand generated by impacts of COVID-19
	Social Equity	New section, 2.6 on Social Equity and Environmental Justice in San Diego County’s Transportation system
Chapter 3	Core CTSA Services	Updated Service data and ridership stats
	Contracted Transportation	Updated contract information and added new contracts (E.g., Gary and Mary WestPACE)
	COVID-19 Response, Coordination, and Special Services	Restructured and updated COVID-19 Response, Coordination, and Special Services section
	New Vehicles	Updated information on FACT’s 5339 (b) FY 2018 and FY 2019 awards and vehicles to be purchased.
	Coordinated Outreach	Updated association memberships, meetings, councils, and other community groups FACT staff participates in
	Service statistics	Updated the service statistics charts and graphs with FY 20 data

Chapter 4	SANDAG Big 5 Moves	Updated section on SANDAG’s Big 5 Moves and FACT’s involvement in planning and service delivery.
	Pandemic Response/Non-Traditional Services	Updated section on responding to pandemics and providing non-traditional services to meet temporary changes to client needs
Chapter 5	Grants	TABLE 5-1 - Removed past funding to streamline plan. Updated FACT’s TDA 4.5 allocation, new STGP allocation, and competitive grant funding.
Chapter 6	Service projections	Updated service projections based on awarded funding and funding limitations.
	Demand Management	Updated to include impacts of COVID-19 on RideFACT and Contracted services.
Appendices	CTSA Work Plan FACT Service Area Map Website Links	1. Updated with FACT’s FY 22 CTSA Work Plan 2. Updated with FACT’s FY 20 service/trips map 4. Updated Links to Service Providers and Title VI Plan.

RECOMMENDATION:

Staff requests the Board’s feedback and approval of the **2022-2027 Business Plan**.

ITEM # 6

TO: BOARD OF DIRECTORS

FROM: Finance Committee (Hon. Phil Monroe, Hon. John Aguilera and Susan Hafner), Arun Prem, Executive Director, and Julius Burgos, Accountant

RE: Review of FY 2022 Budget – Finance Committee Report

ISSUE:

Staff worked with the Finance Committee – Hon Phil Monroe (Board Treasurer), Hon John Aguilera and Susan Hafner to develop the proposal for the FY 2022 Budget, which is presented below for review by the Board.

Summary of DRAFT FY 2020-21 Budget Proposal:

Staff had meetings with the Finance Committee on June 18th to review the year-to-date expenses, FY 2021 expense projections, and performance against the current year's budget. The information was used as basis for developing the FY 2022 Budget consistent with prior years.

The extra RideFACT expenses during the current year supported the increased demand for services in including meal deliveries and rides for essential workers and fare free services during FY 2021. FACT was successful in securing additional revenues from SANDAG due to the availability of CRRSAA and Recovery Act Funds.

FY 2021 revenues are 25% higher than FT 2020. This was made possible due to several actions by SANDAG that support this budget. The Cycle 11 funding set aside for FACT, the allocation of some Covid relief funds for FY 2022, and the higher than expected TDA 4.5.

The Committee discussed the detailed projections for revenues, including the contracted service revenues, which are difficult to project in this dynamic situation; the contracted services are gradually recovering and a new service for West PACE was implemented late in the current fiscal year. The committee also looked at proposed expenses for Salaries/Wages - the current year budget amount \$630,000 was increased by \$20,000 to account for staff development.

Insurance budget (including health coverage) was decreased from \$61,600 to \$60,000 based on the lower than expected spending last year. Telecommunications expenses are expected to increased due the 24/7 backup call center support provided under the CARS contract as contracted services resume operations and expand in the New Fiscal Year. There were continued decreases in expenses in a number of line items directly impacted by the pandemic - including travel, conference expenses, local mileage expenses and FACT Meeting expenses.

The Budget was developed from actual expenses during July 2020 through March 2021 and expense projections for the remainder of the fiscal year i.e. April through June 2021.

The proposed FY 2022 Budget is balanced and all expenses are covered by grants that have been fully funded and matched, or by contracted services revenues. Income and expenses for the FY 2021-22 Budget are \$2,048,538 - a 22.28% increase over the prior year budget of \$1,675,350.

Income

Major revenue sources for purchased transportation/RideFACT are 5310, SMG, TDA 4.5 funds, Contracted service revenue and County Grants. This year, \$752,459 is budgeted for RideFACT (\$200,000 from SMG grant; \$200,000 5310 grant as 50% match and \$352,459 from Covid relief grants).

Major sources of Mobility Management income include SANDAG grants (\$500,000 in SMG, \$500,000 in 5310 grants). Caltrans 5310 is a three-year grant with a balance of \$266,667; an additional \$32,929 was from Covid relief funds.

Contracted services are projected to increase due to new services added. However, a small increase is projected due to the recent pandemic and amount of time it will take to get back to the normal demand. Contracted Services gross revenue is estimated at \$220,000 (actual gross revenues from contracts projected through the current year end - June 2020, are expected to be \$204,156.17).

FACT applied for County Community Enhancement (CE) Grants and was awarded \$43,000; these funds may be used for RideFACT or Mobility Management.

Contracted services (gross) income is \$200,000 – 9% less than the prior year.

Expenses

The largest expense line item is Salary and Wages - \$650,000; the proposed amount is 3.17% higher than the prior year.

Proposed Contracted service expenses are \$150,000, down from \$180,000 (budgeted) in the prior year, a decrease of 16%; Actual expenses at end of June 2021 are expected to be \$112,060. RideFACT expenses are projected at \$752,459. This is \$352,459 higher than the prior year. A portion of the additional RideFACT funding will cover expenses incurred during the prior fiscal year.

Office space lease expenses will increase in FY 2020-22 to \$60,000 due to the negotiated annual increase in rent and maintenance, common space utilities, and repairs. Insurance costs are expected to be \$60,000 this year. Legal expenses are projected to increase from \$15,000 to \$18,000 due to a rate increase. Audit fees are \$15,000 to cover a higher level “Single” audit anticipated this year. Travel expenses are \$12,000.

Discussion

Staff wishes to thank the Finance Committee for volunteering time and effort for the detailed review and the recommendations in order to get the DRAFT proposal ready for Board review. The budget projects a \$37,549 increase in the reserve balance at the end of FY2022.

RECOMMENDATION Staff recommends Board members review and approve the FY 21-22 Budget proposal recommended by the Finance Committee.

ITEM # 9**TO: BOARD OF DIRECTORS****FROM: Arun Prem, Executive Director****RE: Executive Director's Report****Meetings and Events – April, 2021**

4/29/2021 Meeting – FACT Board of Directors

Meetings and Events – May, 2021

5/04/2021 Webinar – FTA – Calculating, Documenting, & Changing Operating Expenses
5/06/2021 Meeting – Gary Mary WestPace Logistics Planning – Sophie Le, Meagan, Arun
5/07/2021 Meeting – Transportation Committee – Meagan, Budd, Arun
5/10/2021 Meeting – Re: CRSSA - Brian Lane, Arun
5/11/2021 Meeting – Uber – Zoe Devorkin, Meagan, Arun
5/11/2021 Meeting – Mobility Management Steering Committee
5/11/2021 Meeting – APTA – Mobility Management Steering Committee
5/11/2021 Meeting – CAM Monthly Updates – Meagan, Budd, Arun
5/12/2021 Meeting – Senior Transportation Program – Robert Rhoades, Arun, Meagan
5/13/2021 Meeting – ARS Quarterly
5/14/2021 Meeting – SANDAG Board of Directors
5/17/2021 Meeting – SANDAG Board Regional Plan Workshop
5/18/2021 Meeting – SSTAC – Meagan, Budd, Arun
5/21/2021 Meeting – SANDAG Transportation Committee – Meagan, Budd, Arun
5/24/2021 Meeting – ARS - CEO Roundtable with Rep. Mike Levin
5/24/2021 Meeting – SANDAG Board of Directors

Meetings and Events – June, 2021

6/02/2021 Meeting – 2-1-1 Rex Clark, Ecolane, Meagan
6/03/2021 Meeting – City of Coronado – Meagan, Arun
6/04/2021 Meeting – SANDAG Transportation Committee – Meagan, Budd, Arun
6/08/2021 Meeting – APTA – Mobility Management Steering Committee - Arun
6/08/2021 Meeting – CAM Monthly Updates – Budd, Arun
6/10/2021 Meeting – CalACT – Legislative Committee
6/11/2021 Meeting – SANDAG Board of Directors
6/14/2021 Meeting – CARB, Virtual Public Work Group – Hon. Jill Galvez
6/14/2021 Meeting – CalACT Audit Committee Review RFQ
6/15/2021 Meeting - Eleet Transportation – Abdi, Jonathan, Arun
6/16/2021 Meeting – SANDAG – Working Group Forum/Draft 2021 Regional Plan
6/16/2021 Meeting – SANDAG/FACT Quarterly Updates
6/18/2021 Meeting – Transportation Committee
6/22/2021 Meeting – CalACT Conference Committee
6/23/2021 Meeting – Age Well Transportation Theme Team
6/23/2021 Event - Workplace Equity and Civility Initiative presentation – Danna Cotman, Arun