Meeting call to order, Introductions

1. Public Comment

CONSENT ITEMS

2. July 22, 2021 Board Meeting Minutes p-2 ACTION
3. Financial Updates June 2021 p-7 INFORMATION
4. FACT Services Updates p-9 ACTION

5. Update on Ridership, demand management, Impacts INFORMATION
   - Ongoing issues with Brokerage supply
   - Scripps expansion, La Mesa Service Proposal
   - FACT’s fare structure, review of cost per trip

6. SANDAG Response to RideFACT Ridership Trend, Demand p-12 INFORMATION
   - Update - Meeting with SANDAG, MTS, NCTD on Aug 4

7. Conversation with Hon. Monica Montgomery Steppe p-14 INFORMATION
   City of San Diego Councilmember, 4th District (official bio enclosed)

   - Giveaway, Guests/Speakers, Schedule, Board member presentations, annual report, Partner of the Year Award

9. 2022 Board Officers Election Committee appointment ACTION

10. Executive Director’s Report: p-16 INFORMATION
    - CalACT Fall 2021 Conference
    - Next Board Meeting October 21 (proposed)

11. CLOSED SESSION – Update on Claim by Danna Cotman

12. CLOSED SESSION reportable Actions and 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
### July 22, 2021
### Zoom Meeting

<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>Board Members Absent</td>
<td>Susan Hafner</td>
</tr>
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<td>Staff Attending</td>
<td>Arun Prem, Meagan Schmidt, Budd Anderson, Julius Burgos, Cynthia Pedersen</td>
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<td>Public/Guests</td>
<td>Brian Lane, SANDAG; Ivan Ebba, Furaat; Tony and Sabrina San Nicolas, Renewing Life; Julio Garcia, Ben Mendoza – Staff Representatives/Councilmember Hon. Sean Elo-Rivera, San Diego, District 9.</td>
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<td>Public Comments</td>
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<tr>
<td>CONSENT ITEMS:</td>
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<td>June 2021 Board Meeting Minutes/Financial Updates May 2021/FACT Services Updates</td>
<td>Hon. George Gastil called the meeting to order at 9:00 am. <strong>Motion to approve the June 2021 Board Meeting Minutes, Financial Updates May 2021, and FACT Services Updates was made by Hon. Dave Roberts.</strong> Hon. Bob Campbell seconded the motion. The motion passed unanimously.</td>
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| Update on Ridership, Demand Management, Impacts | Arun gave an update regarding the cap on RideFACT rides implemented three months ago in order to manage the demand with less available funds. He said the demand for rides has been in a steady decline since January due to actions taken by FACT to suppress demand. LaVonna Connelly asked how many rides were being denied per month. Meagan Schmidt said the number of denied rides has doubled between March and May. In March, denied rides totaled 341; April’s total was 513, and May’s total was 629. These numbers do not reflect the number of calls requesting rides and being told the providers are fully booked, therefore the total denied rides is actually higher each month. Phil Monroe asked where the additional funding received from SANDAG was utilized. Arun said the additional funding of $352,000 was used partially to cover March, April, May, and June budget shortfalls for fiscal year 2020-2021. The remainder of that funding is allotted to the present fiscal year, starting July 1, 2021. |

Arun reviewed how the cap affects services to seniors and riders with disabilities. The numbers of RideFACT rides provided, prior to the cap, averaged 200-250 each day with numbers approaching nearly 300 daily requests at times. In February, because of the high demand, fares were reinstated to reduce the ride requests. In late February, again in order to reduce demand, rides were limited to only seniors and riders with disabilities. In April, FACT implemented a cap of 100 rides per day to reduce demand. With these restrictions, demand decreased by 1,000 rides monthly compared to the two previous years’ numbers.

Arun said a budget issue to consider is the cost per trip, which continues to rise sharply. Conditions in the market affect both demand and supply in ridership. Vendors are charging more with fewer trips available. Trips are getting longer with an additional mile added per ride increasing the cost. Based on the formula for funding, ridership, and cost per ride, FACT does not have the means to serve a higher demand when the cap is removed.

Arun said transit agencies are currently serving half of the demand that they used to serve before the pandemic. Many drivers are looking for other employment, such as with Amazon or UPS. Fuel prices have risen, and minimum wage has increased. FACT has fewer brokerage vendors presently; some vendors have stopped service altogether. Changes in regional paratransit have affected demand in ridership and the number of “A” trips has declined.

Arun said that contracted services will reflect an increase in rides beginning in June with the resumption of the City of Escondido’s senior meal program, and the start of the West Pace Senior Program.

Arun asked vendors Ivan Ebba of Furaat Transportation, and Tony and Sabrina San Nicolas of Renewing Life to discuss provider service issues. Ivan said that it is difficult to hire new drivers during the pandemic to stay competitive. Many candidates apply for the job, but few follow through with the hiring process. Ivan said since January their hiring staff has had to incentivize and accommodate applicants by offering higher wages and hour/schedule flexibility. The rise in fuel has been an additional cost, rising from $2.50-$2.75 to the present cost at around $4.50. Minimum wage rose to $14.00 this year making Furaat’s need to adapt their business model based on the service provided, i.e. ambulatory, wheelchair or gurney. Higher fuel costs, higher payroll costs, limited staff, and keeping a profit margin within their business model needs has made adapting to the pandemic demanding.

Tony San Nicolas said Renewing Life increased their business during the pandemic by providing transportation to cancer patients, something relatively new for them. Driver routes have been downsized in area to keep them closer and less spread out, and they have lost a couple of volunteer drivers. Lack of SANDAG funding has made
things tighter and they have applied for multi-year funding from their main funding source.

Phil and George thanked Ivan, Tony and Sabrina for attending the Board meeting to provide insight to their business challenges. LaVonna said that hiring good drivers in the transportation industry has been somewhat challenging even before the pandemic, noting that many advertise on their vehicles they are hiring. She asked if there is anything that can be done to help vendors in these unprecedented times.

Arun said that FACT has supported their vendors by providing access to specialized vehicles, and by facilitating the exchange of information among vendors in areas such as hiring, insurance, and other issues. Arun said that with the help of transit partners MTS and NCTD, FACT could do more to help brokerage vendors and looks forward to the discussion with those agencies in early August.

Jewel Edson said if RideFACT rides exceed a certain mileage, charging more per ride might be something to consider. Arun said that investigating this further is worthwhile and that there has not been a real need to do so up until now.

Hon. John Aguilera said a fare adjustment needs to be made. He said that minimum wage is a fixed cost, and fluctuating fuel prices most likely won’t decrease very much. He said it makes sense to make adjustments. Phil said more scrutiny needs to be done to determine what changes should be made. He said he would be happy to work on a miles per trip cost analysis and asked Arun to send him more information.

LaVonna said group rides are popular with many seniors when they are offered. Arun said group rides were suspended for a while, but currently contracted services and some vendors are requesting they be restarted.

SANDAG Response to RideFACT Ridership Trend, Demand Discussions

Budd Anderson summarized CRRSAA and ARPA Section 5310 funds distribution: The SANDAG Board of Directors, at its June 11, 2021 meeting approved the Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA) and The American Rescue Plan Act (ARPA) FTA Section 5310 funding allocations recommended by the Transportation Committee. The Board approval included SANDAG staff authorization to:

1. Offer CRRSAA and ARPA funding to Cycle 11 Section 5310 grantees with non-vehicle projects in proportion to their total awarded project funding if they establish a need for COVID-19 relief, and
2. Allocate any remaining funding to FACT if there are any grantees that do not establish a need for COVID-19 relief.

On July 16, 2021 SANDAG staff announced the final funding allocations. FACT’s allocation did not change because all agencies offered CRRSAA/ARPA funding established a need for COVID-19 relief. FACT was awarded $352,271 as originally
| Executive Director’s Report | Arun recommended. The funding can be applied retroactively beginning March 2021 to cover expenses related to the impacts of COVID-19. The funding will be used for RideFACT operating expenses. |
| Conversation with Julio Garcia/Ben Mendoza; Office of San Diego Dist. 9 | Arun welcomed Ben Mendoza and Julio Garcia of Councilmember Sean Elo-Rivera’s San Diego, District 9 office to the Board meeting and asked them to give any insights regarding coordination and partnerships. Ben Mendoza, a Council Representative for Councilmember Elo-Rivera and lead staffer on the active Transportation Infrastructure Committee, said he sees areas for partnership with FACT after listening to the conversations at this meeting. Julio Garcia, a Council Representative and lead policy staff on MTS and SANDAG, said the areas they represent are heavily used by transit riders. He said one of the biggest initiatives they are working on presently is trying to recover ridership into the transit system and making ridership more affordable and accessible with Youth Opportunity Passes. Connecting seniors and people with disabilities to transit stops and improving the first and last mile challenge are other areas they are working on. Julio said they want to get people out of single use vehicles and promote the transit system as a positive ridership experience. |
| Executive Director’s Report | George said it was an honor to have two Councilmember representatives attend the meeting. LaVonna thanked Ben and Julio for their effort in highlighting transportation systems, public transit, and caring about the people who use it. |
| | Arun said that many of the things they are working on overlap with FACT’s mission. He said he looks forward to staying in contact with Ben and Julio and asked them to reach out to FACT for any additional follow-up. Julio and Ben said they would be happy to give assistance to FACT through public community outreach with organizations and residents that are underserved and underrepresented. |
| Executive Director’s Report | Jewel thanked Ben and Julio for their participation at the meeting and said she appreciates their support and good words about FACT to SANDAG and MTS. |
| Executive Director’s Report | Arun said the CALACT Fall conference is on October 26-29, 2021. Board members Jewel Edson, George Gastil and Meagan and Arun will be attending. |
| Executive Director’s Report | Arun said the outcome of City of La Mesa bid for paratransit transportation services has not yet been announced. |
There is no Board meeting in August. The next Board meeting is Thursday, September 23, 2021 scheduled at Encinitas City Hall in person. Arun said Mayor Todd Gloria is unable to attend the Annual Meeting in December due to a scheduling conflict.

<table>
<thead>
<tr>
<th>Board Member Updates/Proposed Agenda Items</th>
<th>George reminded the Board about upcoming Board Officers elections in December.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ADJOURNMENT</strong></td>
<td>The meeting was adjourned at approximately 10:20 AM.</td>
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</table>
ITEM #3

TO: Board of Directors

FROM: Arun Prem, Executive Director & Julius Burgos, Accountant

RE: Financial Updates – June 2021 Financial Summary

ISSUE:

June 2021 Financial Report

- Compared to last year $387,528.79 is in the bank, 72% more than the previous year.
- FACT is invoiced through June 2021 and has 33% less outstanding than previous year.
- Accounts Payables were 32% less than previous year.
- Total Assets were 18% more than the previous year.

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

Accounts Receivable Status

- $290,894.21 is outstanding by (8) customers. Of the o/s amount, $229,900.70 is 60 days or less, $43,646.86 is less than 90, and $17,346.65 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 June 2021

Annual Income thru June 2021 was 20.69% over budget due to a couple factors:

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

Overall Expenses were 16.18% 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
- Additional postage for COVID items mailed
- Increase for after hour dispatch and Layer Seven
- 1099-NEC reporting fees for 2020 Subcontractors

Net Income through June 2021 has a positive balance of $75,684.94.

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 June 2021 is $1,200,373.28.
- CTSA Funds have been allocated through June 2021 totaling $141,212.00.
- CTSA’s temporarily restricted net assets through June 2021 remains at $236,577.00.
- Unrestricted Net assets through June 2021 totaled $175,953.72.
- Total Equity as of June 30, 2021 is $488,215.66.
- The CA Relief Grant, Caltrans CRRSSA, CE District 4, and CE District 5 have been added.

RECOMMENDATION:

NONE
ITEM #4

TO: BOARD OF DIRECTORS

FROM: Meagan Schmidt, Director of Operations

RE: FACT Services updates

ISSUE:
This item presents a monthly RideFACT and agency services update.

BACKGROUND:

<table>
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<tr>
<th>SERVICE</th>
<th>June</th>
<th>July</th>
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<tr>
<td>PACE</td>
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<td>271</td>
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<td>County COVID-19</td>
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<td>Scripps</td>
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<tr>
<td>Escondido</td>
<td>237</td>
<td>734</td>
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<td>County HHSA TB</td>
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<td>San Marcos</td>
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<td>Oceanside</td>
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<td>MV</td>
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<td>Other</td>
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<td>RideFACT</td>
<td>1,746</td>
<td>1,569</td>
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<td>TOTAL</td>
<td>2,541</td>
<td>2,998</td>
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Gary Mary WestPACE
Programs of All-Inclusive Care for the Elderly (PACE) - These trips are to medical destinations throughout North County as well as a few destinations further south. Trips began in late May 2021 and 518 were provided through July 2021.
Scripps Health
FACT’s service agreement with Scripps Health began January 15, 2020; 802 trips were provided through the end of July. FACT brokerage vendors are transporting discharged patients to pharmacies, their residences and/or to hospitals outside of San Diego County. FACT currently provides trips for 2 locations, Scripps Mercy Hospital Hillcrest and Chula Vista. FACT signed an Evergreen contract amendment expanding to the La Jolla Scripps Memorial location and Scripps Vista radiation clinic in August 2021.

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. Trips were paused in mid-March due to COVID-19. Service resumed on June 15th. FACT provided 5,100 trips between November 2019 and July 2021.

County HHSA
This service provides trips for the County to non-contagious Tuberculosis patients from their residences to clinics for treatment. 627 trips have been performed under this contract between late November 2018 through July 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. Between June 2018 – July 2021, 184 trips have been provided.

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 3,739 trips between February 2018 – July 2021. FACT and the City signed Amendment 4 to extend the contract through June 2022.

MV NCTD LIFT Service
Inactive.

Tri-City Contracts – Emergency Room & Outpatient Behavioral Health
FACT began transportation services for Tri-City Medical Center in December 2016. FACT has provided 5,472 trips for Tri-City patients between December 2016 – July 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. As of May 1, 2021 this service was stopped due to lack of funds.
## RideFACT & Contracted Service Data Web hits Referrals
### Programs in Database
#### New Agencies in Database
<table>
<thead>
<tr>
<th>CTSA, RideFACT &amp; Contracted Service Data</th>
<th>Web hits</th>
<th>Referrals</th>
<th>Programs in Database</th>
<th>New Agencies in Database</th>
<th>Total Requests for RideFACT Trips</th>
<th>RideFACT Trips Provided</th>
<th>RideFACT Trips Unable to Provide</th>
<th>Contracted Trips Provided</th>
<th>Total Trips</th>
<th>RideFACT Avg Mileage</th>
<th>RideFACT Avg Trip Cost</th>
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<td>July</td>
<td>823</td>
<td>108</td>
<td>176</td>
<td>2</td>
<td>2,515</td>
<td>2,455</td>
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<td>771</td>
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<td>1,429</td>
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<td>88,751</td>
<td>264,638</td>
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**RECOMMENDATION:**

NONE.
ITEM # 6

TO: BOARD OF DIRECTORS

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

RE: SANDAG Response to RideFACT Ridership Trend, Demand discussions

ISSUE:
Update on Meeting with SANDAG, NCTD, MTS on Aug 4

The following memo was sent from Arun to Mr. Hasan Ikhrata, Ms. Sharon Cooney and Mr. Matt Tucker ahead of the meeting:

MEMO - Aug 4, 2021 Meeting - MTS, NCTD, SANDAG – Review baseline CTSA services & potential for collaboration

San Diego County’s CTSA is not structured as a supporting entity to the transit agencies, unlike in most other Counties that have CTSAs. Typically, CTSA’s across CA are tasked with addressing a designated segment(s) of mobility with agreements in place with an intent to complement transit and paratransit services.

When the CTSA scope of services was drawn in the original SANDAG/FACT agreement completed in 2006, it did not recognize transportation services as an eligible activity for TDA funds. FACT began providing transportation in late 2010. SANDAG formally recognized the potential for the CTSA to operate transportation with TDA 4.5 funds during 2019 in the course of updating the CTSA services scope. Due to these changes, and concurrent changes in the County’s leadership and vision for public transportation, there is value in a renewed discussion on the potential role the CTSA can play in future in supporting transit services and objectives.

Since FACT implemented its transportation brokerage in 2011, it has maintained that collaboration with transit agencies as an ADA paratransit subcontractor would help sustain it, and add value to regional transportation services by reducing expenses and promoting the local taxicab service capacity. This concept was validated when FACT independently (sub)contracted with NCTD’s vendors to provide ADA paratransit. A critical benefit of this arrangement was the net revenue FACT generated from the pass-through payments from NCTD without competing directly with NCTD or any other grant funded mobility provider. The subcontractor arrangement with First Transit did not survive the transition to a new vendor - MV Transit, and is currently inactive.

In a post pandemic transit scenario there are indications that cost of paratransit services, and the taxicab industry’s capacity limits will create bottlenecks to paratransit delivery. The growing interest in mobility as a service and micro-transit also present challenges that are better met with a coordinated approach. FACT is in a position to leverage SANDAG Mobility Management grant funds to assist with configuring and testing new services more quickly and at a lower cost.
In view of the above, I would like to recommend we consider some or all of the following as a means to promoting ongoing communication and collaboration where possible to address the current and potential specialized mobility needs effectively:

- Reinstate NCTD and MTS staff to FACT’s Council on Access and Mobility (CAM) and Technical Advisory Committees (TAC)
- Monthly or Quarterly meetings between staff to review specific service needs and proposals
- MOU’s to designate FACT as a back-up or overflow transportation and call-center service provider in case of contingencies
- Review opportunities for transit agencies to engage with FACT as contractor directly
- Opportunities to collaborate on 5310, other grants, by proposing joint vehicle procurements and other projects that would avoid conflict related to funding

Meeting update:

“I met with Hasan, Matt, Sharon and Brian today to review the Memo I shared with you (copied above) and discuss how the CTSA could be structured as a formal supporting entity for the 2 transit agencies.

We spoke for a little over 30 minutes, as planned (a more detailed description of the meeting was sent to Board members on the afternoon of Aug 4, 2021).

RECOMMENDATION:

NONE
Conversation with
Hon. Monica Montgomery Steppe
Dist. 4, City of San Diego

The People’s Councilmember

Councilmember Monica Montgomery Steppe grew up in the Fourth Council District, earning a Bachelor’s degree in Political Science from Spelman College and a Juris Doctor from California Western School of Law.

With a combination of knowledge and passion, Monica is dedicated to improving and uplifting the city of San Diego as a whole and the people in the Fourth Council District. Monica strongly advocates for equitable practices in government, including better economic opportunities for people of color and better relationships between community members and police officers. She believes that the communities that make up the Fourth Council District are vibrant and deserving of resources.

The Councilmember serves on several committees, including serving as chair of the Committee on Public Safety & Livable Neighborhoods. She also serves on the Committee on Budget & Government Efficiency and Active Transportation and Infrastructure.

In addition to serving on three Council Committees, the Councilmember sits on the Board of Directors for San Diego Community Power, and has several outside agency appointments, including: MTS Board of Directors, San Diego Workforce Partnership, the City-County Reinvestment Task Force, and the Task Force to Study and Develop Reparation Proposals for African Americans.

At City Hall, Monica fights for the socio-economic advancement of every person, family, neighborhood, and community member. She has demonstrated the courage, commitment, consistency, and civic knowledge to get it done for the Fourth Council District. For her leadership, Monica has received many notable accolades and awards, including 2018 Voice of San Diego Voice
of the Year, the 2019 San Diego Democratic Party Making a Difference Award and the 2021 Ashley L. Walker Social Justice Award from Alliance San Diego.

On August 22, 2020, Monica married the love of her life, Steven Steppe. She is the eldest daughter of Clifford and Patricia Montgomery. She is a niece, sister, and a proud aunt.
ITEM # 8

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: Executive Director’s Report

**Meetings and Events – July 2021**

- 7/22/2021  Meeting – FACT Board of Directors
- 7/24/2021  Meeting – SANDAG Board of Directors
- 7/28-29/21  Conference committee meeting - CALACT

**Meetings and Events – August 2021**

- 8/03/2021  Meeting – City of San Diego Age Well Services – Meagan, Arun
- 8/04/2021  Meeting – Executive Directors MTS, NCTD, SANDAG, FACT
- 8/09/2021  Meeting – Linda Vista Grant Opportunities
- 8/10/2021  Meeting – APTA Mobility Management Steering Committee
- 8/10/2021  Meeting – CAM Monthly Updates – Meagan, Budd, Arun
- 8/10/2021  Meeting – Maya Rosas, Deputy Chief of Staff/Director of Transformative Policy For Councilmember Sean Elo-Rivera
- 8/17/2021  Meeting – Price/FACT – Sakara Tear

**Meetings and Events – September 2021**

- 9/14/2021  Meeting – APTA Mobility Management Steering Committee
- 9/14/2021  Meeting - CAM Monthly Updates – Meagan, Budd

**Next Board Meeting:**
October 21, 2021 (subject to confirmation)