



**Board of Directors Meeting Agenda
October 21, 2021, 9:00am**

Join Zoom Meeting

<https://us02web.zoom.us/j/86551545167>

Meeting call to order, Introductions

9:00 am

1. Public Comment **INFORMATION**

CONSENT ITEMS

- | | | | |
|----|------------------------------------|-----|-------------|
| 2. | Sep 23, 2021 Board Meeting Minutes | p-2 | ACTION |
| 3. | Financial Updates July 2021 | p-5 | INFORMATION |
| 4. | FACT Services Updates | p-7 | ACTION |
-

5. Update on Brokerage : INFORMATION

- Ongoing issues with supply and cost of trips
- La Mesa Service Proposal
- RideFACT and Contracted Service trends

6. SANDAG Response to RideFACT Ridership trend/demand p-10 INFORMATION

- Update – Quarterly SANDAG Meeting 9/29 with Brian, Coleen
- Upcoming Meeting with Hasan - Nov 4, 2021
- Upcoming Meeting with Hon. Elo-Rivera Oct 22, 2021
- Meeting - Dion Akers, & Thyme Curtis (City of SD) Oct 12, 2021

7. Update on collaborative grants – FACT and Dist. 7, City of San Diego p-12 INFORMATION

- San Diego Foundation
- National Center for Mobility Management

8. Annual Meeting Planning – Dec 16, 2021 INFORMATION

- Giveaway, Guests/Speakers, Schedule (9:30AM), Board member presentations, annual report, Partner of the Year Award, SANDAG, Covid related requirements

9. 2022 Board Officers Election Committee Report ACTION

10. Executive Director’s Report: p-13 INFORMATION

- CalACT, APTA Conference

11. **CLOSED SESSION** – Update on Claim – 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
September 23, 2021
Zoom Meeting

Board Members Attending	Hon. Jewel Edson, Hon. George Gastil, Hon. Dave Roberts, Hon. Kellie Hinze, Hon. Phil Monroe, Hon. John Aguilera
Board Members Absent	Susan Hafner, LaVonna Connelly, Hon. Bob Campbell
Staff Attending	Arun Prem, Meagan Schmidt, Budd Anderson, Julius Burgos, Cynthia Pedersen
Public/Guests	Hon. Monica Montgomery Steppe, Staff Representatives Eric Henson and Karen Montufar-Federico - San Diego, District 4; Brian Lane, SANDAG; Danna Cotman, ARC Law; Ivan Ebba, Furaat
Public Comments	
CONSENT ITEMS: July 2021 Board Meeting Minutes/ Financial Updates July/FACT Services Updates	Hon. George Gastil called the meeting to order at 9:00 am. Motion to approve the July 2021 Board Meeting Minutes, Financial Updates June 2021, and FACT Services Updates was made by Hon. Dave Roberts. Hon. Kellie Hinze seconded the motion. The motion passed unanimously.
Update on Ridership, Demand Management, Impacts	<p>Arun gave an update regarding brokerage issues and the supply of rides. Since COVID some issues have intensified, such as an acute lack of drivers, now a nationwide problem. Arun said that long time FACT brokerage providers, Safety First and AAA shut down creating a chain effect that affects not only riders, but businesses as well.</p> <p>Another FACT provider is in the midst of deciding whether or not to continue in business. Demand is fluctuating, with the cost and length per trip increasing due partly to a decrease in trip supply. Availability of services has decreased in North County which already had a shortage of good, reliable vendors. Because of these issues, more rides are being dispatched to Lyft to make up for some of the gaps in services.</p> <p>Contracted Services, however, has shown continued growth and an increase in ridership. FACT saw an increase of almost 1,000 more rides in August than the previous month.</p> <p>Scripps Health expanded its contract with two additional patient transport sites in Vista and La Jolla, and a contract with 211 providing transportation to and from Cool Zone relief centers throughout San Diego County began on September 15, 2021. FACT continues to await the La Mesa Service Proposal decision for shuttle ride services.</p> <p>Arun said that with regards to an increase in fares, CAM members have given no feedback. The ridership cap is no longer in place and feels that at this time, requesting riders to pay more for trips does not seem like the right thing to do. He recommends the Board look at an increase in fares and plan to change them over a longer time frame.</p>

	<p>Hon. Phil Monroe and Meagan presented information regarding ridership demand and cost per trip over the last couple of years. Trip cost has steadily increased as well as trip length. Phil said a statistical shift in the data shows the cost increment during a 24 month period taking into consideration the normal month by month variations. The cost per trip average is now \$21.31. Arun thanked Phil for his help in portraying this information in a clear manner.</p> <p>Arun said demand in private sector ridership and cities that provide rides to seniors has increased with these entities needing agencies such as FACT to help them provide rides. Cities are reverting to their pre-COVID numbers, however contracted services, such as WestPace and Scripps, are increasing their numbers through growth.</p>
<p>SANDAG Response to RideFACT Ridership Trend, Demand Discussions</p>	<p>Arun gave an update regarding his August 4, 2021 meeting with MTS, NCTD and SANDAG. The purpose of the meeting was to discuss the collaboration with these transit agencies in their scope of services objectives, and how FACT as San Diego County's CTSA should be structured as a formal supporting entity.</p> <p>Arun said MTS and NCTD did not show interest in collaborating with FACT.</p>
<p>Conversation with Hon. Monica Montgomery Steppe, San Diego Dist. 4</p>	<p>Arun welcomed Hon. Monica Montgomery Steppe and Staff Representatives Eric Henson and Karen Montufar-Federico of District 4, San Diego, and thanked them for their presence at the Board meeting.</p> <p>Hon. Montgomery said she wanted to show her faith in FACT and say thank you for what FACT does. She said she serves on MTS Board and is a member of SANDAG's Transportation Committee, and that coordination at any level in government, always a challenge. She said that moving forward, figuring out how to effectively coordinate will be a main goal, and that government should work for every single person including our most vulnerable population. Hon. John Aguilera asked Hon. Montgomery if a face-to-face meeting with her would be possible in the near future. She said that she is committed to meeting and building a relationship with FACT.</p> <p>Arun said that due to contractual reasons, MTS and NCTD maintain their service capacities to pre-COVID levels. These public services should be put to use through FACT, MTS and NCTD working together and coordinating for those in need of rides. Arun said that FACT is turning away roughly 50 per cent of ride requests because of affordability and lack of drivers. Eric Henson said this topic was something that Councilmember Montgomery would want to delve into.</p> <p>Brian Lane said that regular busses at MTS and NCTD are operating at full service capacities while Paratransit vans don't have as many requests as pre-COVID so they are operating below normal. Eric suggested that FACT make a presentation at MTS to showcase FACT's services to their Board.</p> <p>George said it was a great idea and it would help promote FACT. Eric said that a presentation to Hon. Nathan Fletcher, as Chair of MTS Board would be beneficial to the County HHSA.</p>

	George thanked Eric for his suggestion. George and Arun thanked Eric and Karen for joining the meeting and their ongoing support.
Annual Meeting Planning – Dec. 16, 2021	<p>George reminded everyone that the Annual Meeting will take place on Thursday, December 16, 2021 in Coronado. Mayor Catherine Blakespear will be honored as Partner of the Year, and Hon. Sandke is the Keynote Speaker. Arun said that conditions regarding COVID will dictate what happens, but hopefully the in-person gathering will work out.</p> <p>The giveaway was shown to everyone and approved by Board members. Arun asked the Board for any additional suggestions for guest speakers, and asked what the Board’s preference is regarding officer elections. Phil suggested getting the Executive Committee together for a short meeting to decide. George said it will be up to the nominating committee, comprised of Hon. Jewel Edson and Hon. Kellie Hinze who have both volunteered to serve this year.</p> <p>Arun said Phil would present the Financial Audit Report at the Annual Meeting.</p>
CLOSED SESSION - Update on Claim by Dann Cotman	CLOSED SESSION – There was no reportable action.
Executive Director’s Report	Arun proposed moving the upcoming Board of Directors meeting to October 21, 2021 due to the CalACT Conference on Thursday, October 28. Staff will ask the Board and get consensus.
ADJOURNMENT	The meeting was adjourned at approximately 11:00 AM.

ITEM #3

TO: Board of Directors

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

RE: Financial Updates – June 2021 Financial Summary

ISSUE:

July 2021 Financial Report

- - Compared to last year \$341,068.68 is in the bank, 74% more than the previous year.
- - FACT is invoiced through July 2021 and has 11% less outstanding than previous year.
- - Accounts Payables were 4% more than previous year.
- - Total Assets were 9% more than the previous year.

The balance sheet through July 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 of \$111,300.00 was approved and deposited into our bank creating a Liability for the same amount. Of the total amount received FACT is responsible for \$62,735.88 as of July 2021 which has an interest rate of 1% until paid.

Accounts Receivable Status

\$353,393.54 is outstanding by (9) customers. Of the o/s amount, \$287,703.47 is 60 days or less and \$65,690.07 is less than 90. Every Customer is aware of their O/S balance.

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

Annual Income thru July 2021 was 107.05% over budget due to a couple factors:

1. CRRSSA fund were allocated from Caltrans and SANDAG
2. Increased Contract services for Escondido, West Pace, and Scripps
3. Other updates:
 - Increase demand of Contracted Rides
 - Price increase for mailboxes with Rackspace
 - Additional IT Services with Skyriver
 - Annual 2021 CalACT conference purchased in July
 - Additional postage in July
 - Increase for after hour dispatch and Layer Seven
 - Employee Medical Insurance added
 - Rental Agreement Increase
 - Hourly and Salary Increases went into effect in July

Net Income through July 2021 has a positive balance of \$25,474.66.

Condensed Grant Balances Remaining

- Total funding available for all grants through July 2021 is \$1,011,310.14.
- CTSA Funds have been allocated through July 2021 totaling \$24,300.00.
- CTSA's temporarily restricted net assets through July 2021 remains at \$236,577.00.
- Unrestricted Net assets through July 2021 totaled \$249,439.16.
- Total Equity as of July 31, 2021 is \$511,490.82.
- The CA Relief Grant, CRRSSA-ARPA, Caltrans CRRSSA 5310, CE District 4, and CE District 5 have been added.

ITEM #4

TO: BOARD OF DIRECTORS

FROM: Meagan Schmidt, Director of Operations

RE: FACT Services updates - August 2021

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

BACKGROUND:

	August
SERVICE	ONE-WAY TRIPS
PACE	204
County COVID-19	0
Scripps	80
Escondido	845
County HHSA TB	5
San Marcos	141
Oceanside	0
Parkinson's Assoc.	4
Tri-City	129
MV	0
Other	0
RideFACT	1,212
TOTAL	2,620

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 722 were provided through August 2021.

Scripps Health

FACT's service agreement with Scripps Health began January 15, 2020; 882 trips were provided through the end of August. 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 5,945 trips between November 2019 and August 2021.

County HHS

This service provides trips for the County to non-contagious Tuberculosis patients from their residences to clinics for treatment. 632 trips have been performed under this contract between late November 2018 through August 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 – August 2021, 188 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 3,880 trips between February 2018 – August 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 5,601 trips for Tri-City patients between December 2016 – August 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 statistics ytd for fiscal year July 2019 –August 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
May	1,867	102	189	0	2,259	1,630	629	323	1,953	10.2	\$21.25
June	2,221	155	189	0	2,306	1,746	560	795	2,541	9.9	\$21.31
Subtotal	20,687	3729	189	10	39,653	37,293	4666	5,568	42,861		
July	2,715	163	193	4	2,281	1,569	712	1,429	2,998	11	\$22.19
August	3,677	153	193	0	2,047	1,212	835	1,408	2,620	9.5	\$21.74
Subtotal	6,392	316	193	0	4,328	2,781	1547	2,837	5,618		
TOTAL	202,291	9,653	193	4		177,099	11,515	90,159	267,258		

**RECOMMENDATION:
NONE.**

ITEM # 6

TO: BOARD OF DIRECTORS

FROM: ARUN PREM, EXECUTIVE DIRECTOR

RE: SANDAG Response to RideFACT Ridership Trend, Demand discussions

ISSUE:

Updater Meeting with SANDAG, NCTD, MTS on Aug 4:

The following memo was sent from Arun to Mr. Hasan Ikhata, 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 CTSA's. 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).

A follow up meeting with Hasan is scheduled on Nov 4, 2021.

RECOMMENDATION:

NONE

ITEM # 7

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director and Budd Anderson, Grants Management Analyst

RE: Update on new collaborative grants - The San Diego Foundation and National Center for Mobility Management (NCMM)

ISSUE:

FACT was awarded \$30,000 through The San Diego Foundation's Age-Friendly Communities Program to expand Specialized Transportation Services for older adults in areas of Central and South County San Diego County.

BACKGROUND

FACT has continued to pursue additional funding opportunities to support and expand RideFACT. The proposed service is in response to demand for specialized transportation services for older adults in Central and South San Diego County, particularly Linda Vista. FACT coordinated with Councilmember Raul A. Campillo from The City of San Diego, District 7 to apply for funding through The San Diego Foundation's Age-Friendly Communities Program. "I strongly support FACT's proposal for funding specialized senior transportation in San Diego City's District 7, which includes Linda Vista and other communities that lack adequate public transportation" - Councilmember Raul Campillo, District 7. The awarded project will provide 1,500 total one-way trips for older adults with no other options in Central and South San Diego County over from October 2021 – September 2022.

The Age-Friendly Grant supports projects and programs serving older adults in San Diego County with an emphasis on equity in aging. Transportation is one of the grants primary strategies along with Healthy Aging and Housing. The recent California Master Plan for Aging has identified "Inclusion and Equity, not isolation" as a primary strategic goal in efforts to build a California for all ages.

RECOMMENDATION:

NONE

ITEM # 8

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: Executive Director's Report

Meetings and Events – September 2021

9/14/2021 Meeting - APTA Mobility Management Steering Committee

9/14/2021 Meeting - CAM Monthly Updates – Meagan, Budd

9/21/2021 Meeting – Arun, Meagan -RFP Interview City of La Mesa Rides4 Neighbors

9/23/2021 Meeting - FACT Board of Directors

9/24/2021 Meeting - SANDAG – Board of Directors

9/24/2021 Meeting - CalACT Special Board Meeting – COVID-19 Conference Protocols

9/27/2021 Meeting - Age Friendly S.D. Virtual Launch – Meagan, Arun

9/28/2021 Meeting - SANDAG and FACT Quarterly Update

9/30/2021 Meeting - CalACT Audit Committee

9/30/2021 Meeting – Code of Conduct – Meagan, Arun

Meeting and Events – October 2021

10/07/2021 Meeting – Accessible Transportation Subcommittee

10/08/2021 Meeting – SANDAG Board of Directors

10/12/2021 Meeting – Accessible Taxis – ADA Compliance, San Diego – Thyme Curtis, Dion Akers

10/12/2021 Meeting – APTA Mobility Management Steering Committee

10/12/2021 Meeting – CAM Monthly Updates – Meagan, Arun

10/14/2021 Meeting – CalACT Legislative Committee

Upcoming

10/22/2021 Meeting – Hon. Sean Elo-Rivera, Ben Mendoza, Julio Garcia, George Gastil, Arun

10/25-29/21 CalACT Fall Conference – George, Meagan, Arun

11/03/2021 Meeting – Hasan Ikhata, Brian Lane, Arun