



**Board of Directors Meeting Agenda  
November 18, 2021, 9:00am**

Zoom Meeting

<https://us02web.zoom.us/j/86981159337>

**Meeting call to order, Introductions**

**9:00 am  
INFORMATION**

1. Public Comment

**CONSENT ITEMS**

- |    |                                    |     |        |
|----|------------------------------------|-----|--------|
| 2. | Oct 21, 2021 Board Meeting Minutes | p-2 | ACTION |
| 3. | FACT Services Updates              | p-6 | ACTION |
- 
4. Review of new grant proposals ACTION
- CalTrans Section 5339 (Capital)
  - Cancer Society (Operations)
  - Coordinated Mobility (Mobility Management)
5. Proposed New Staff Position – Safety Coordinator p-9 ACTION
6. 2022 Board Officers Elections ACTION
7. Annual Meeting Planning – Dec 16, 2021 INFORMATION
- Giveaway, Guests/Speakers, Schedule,
  - Board member presentations, annual report,
  - Partner of the Year Award, SANDAG, CAM
8. Ongoing Discussions w/ SANDAG re. RideFACT ridership trend, demand: p-10 INFORMATION
- Meeting with Hasan - Nov 22
  - Brokerage supply, cost of rides
  - FACT’s response to supply issues
  - Conversation with Coleen Clementson, Director of Regional Planning, SANDAG
9. Executive Director’s Report: p-12 INFORMATION
- CalACT Fall 2021 Conference, APTA MM Committee
  - City of Carlsbad, Transportation Assistance
  - MTS Accessibility Advisory Board Meeting
10. **CLOSED SESSION** – Update on Claim
11. **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  
 October 21, 2021  
 Zoom Meeting

Board Members Attending	Hon. Jewel Edson, Hon. George Gastil, Hon. Dave Roberts, Hon. Kellie Hinze, Hon. Phil Monroe, Hon. Bob Campbell, Susan Hafner
Board Members Absent	LaVonna Connelly, Hon. John Aguilera
Staff Attending	Arun Prem, Meagan Schmidt, Budd Anderson, Julius Burgos, Cynthia Pedersen
Public/Guests	Hon. Raul Campillo, Staff Representative Anthony Hackett – San Diego, District 7; Danna Cotman, ARC Law
Public Comments	
CONSENT ITEMS: September 2021 Board Meeting Minutes/ Financial Updates July/FACT Services Updates	Hon. George Gastil called the meeting to order at 9:00 am. <b>Motion to approve the September 2021 Board Meeting Minutes, Financial Updates July 2021, and FACT Services Updates was made by Hon. Kellie Hinze. Hon. Dave Roberts seconded the motion. The motion passed unanimously.</b>
Update on Brokerage	<p>Arun gave an update regarding brokerage issues and the ongoing situation with supply and cost of trips. In January, in order to manage the demand for RideFACT trips and to stay within budget, fares were reinstated, open eligibility was eliminated, and a ridership cap was implemented. Coincidentally, as the supply for rides decreased, the cost of rides escalated during the past three to four months.</p> <p>FACT’s brokerage has been affected due to a severe shortage of drivers; many are finding work elsewhere where pay is higher. Safety First and AAA, two of FACT’s long time providers are no longer in business, and a third vendor appears close to shutting down. Arun said this has led to FACT’s need to take unusual steps towards helping its providers during this difficult time. Options include the possibility of helping them with insurance cost hikes, or with the 13 new vehicles scheduled to be delivered in the upcoming months.</p> <p>George asked if there is a shortage of drivers or do the grants fall short in motivating people in this business. Arun said that for-profit businesses have the capacity to pay higher wages and that there are fewer drivers since COVID.</p> <p>Arun pointed out that contracted services are doing well due to higher negotiated rates. Susan Hafner said that the driver shortage is nationwide and extends into Canada. Companies are offering monetary incentives to attract drivers.</p> <p>Arun said that FACT received an extension on the grant funding from SANDAG and will request a renegotiation of the cost of trips in the current grants due to factors related to the market.</p>

	<p>Phil Monroe said that these issue should be brought to the attention of the Transportation Committee and made public as soon as possible. Jewel Edson said that COVID has changed how funding is administered in transit agencies. Bob Campbell offered to help on an ad-hoc committee to try to resolve these issues. Phil said he would also like to serve on the committee.</p> <p>Arun said a real concern is keeping the brokerage providers motivated enough to continue their services by helping them deal with the higher insurance costs and hiring and retaining drivers.</p>
<p>SANDAG Response to RideFACT Ridership Trend, Demand Discussions</p>	<p>Arun reminded the Board of his meeting with MTS, NCTD and SANDAG on August 4, 2021. The purpose of this 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>During their quarterly meeting on September 29, 2021, Arun briefed Coleen Clementson and Brian Lane regarding the August 4 meeting, and the lack of response from the transit agencies. Arun said he will meet with Hasan Ikhata and Brian Lane on November 3, 2021 and looks forward to continuing the conversation regarding FACT’s role in collaborating with transit entities.</p> <p>Arun recently met with Thyme Curtis, Director of ADA Services for the City of San Diego, and Dion Akers from Mayor Gloria’s office to discuss how the City through its taxicab administration can motivate and assist taxicab vendors to register more wheelchair accessible vehicles, and to discuss FACT’s possible coordination with MTS taxicab administration, and the lack of accessible vehicles in San Diego.</p> <p>Arun said he and George are scheduled to meet with Hon. Sean Elo-Rivera of District 9 on October 22, 2021. Council Member Elo-Rivera is an MTS Board Member and was recommended by Hon. Sandke as someone FACT should contact.</p>
<p>Conversation with Hon. Raul Campillo, San Diego Dist. 7</p>	<p>Arun welcomed Hon. Raul Campillo and Staff Representative, Anthony Hackett of San Diego, District 7. Hon. Campillo thanked FACT and Arun for allowing them to participate in the meeting. He said he was very happy to hear that FACT was awarded a \$30,000 grant from the San Diego Foundation to begin a rideshare program in Linda Vista. He said this will improve transportation equity in that area, particularly for seniors and low income families to get around for basic needs, and help elevate the quality of life for the folks in Linda Vista.</p> <p>Hon. Campillo said that he and his office were happy to endorse FACT in its application of a \$75,000 grant to the National Center for Mobility Management. He said he is happy to support FACT in any way, whenever possible, because he wants to see FACT’s mission realized.</p>

	<p>Jewel thanked Hon. Campillo for attending the meeting and said she was happy to have introduced him to FACT. Arun thanked the Council member and his staff for their support on the NCMM grant. Hon. Campillo said that by helping people lower their transportation costs their daily living costs are reduced.</p> <p>Hon. Campillo and Anthony thanked FACT for everything it is doing for their constituents around the County.</p>
<p>Update on Collaborative Grants</p>	<p>Budd Anderson gave a brief over view of the recent grant applications. The San Diego Foundation recently awarded FACT a \$30,000 grant for their Age-Friendly Community Grants Program. FACT will provide transportation in Central and South San Diego Counties, including District 7. This project will provide 1,500 one-way trips to older adults during a 12 month project.</p> <p>FACT also recently submitted an application to the National Committee for Mobility Management \$75,000 grant for their Ready to Launch Program. This program will provide services to a larger population of folks with disabilities, low income, and others with limited access to transportation. SANDAG Executive Director, Hasan Ikhata submitted a letter of support for this project, which will provide approximately 3,000 one-way trips over a 12 month period. Budd thanked Council member Campillo and his staff member, Anthony Hackett for their support and help in getting this application done in a timely matter.</p> <p>Arun said that FACT sees its role as filling the gaps in transportation in San Diego County. He thanked Budd for his hard work on these grant applications at such short notice. He said that FACT would be happy to join Hon. Campillo in some sort of public announcement or press release.</p>
<p>Annual Meeting Planning – Dec. 16, 2021</p>	<p>Arun reminded the Board that the Annual Meeting will be in person at the Coronado Community Center on Thursday, December 16. The recommendation is that attendees will have had their vaccinations and wear masks during the event. He said Hon. Blakespear will be honored as Partner of the Year and the Keynote Speaker will be Hon. Sandke. Arun said that the Financial Audit reports will be presented and the Board officer elections will be announced at the meeting. Jewel and Kellie have been working to present a slate to the Board.</p> <p>Phil said he would like Coronado’s new City Manager to attend the meeting and hopes attendees will tour the community center.</p>
<p>2022 Board Officers Election Committee Report</p>	<p>Kellie and Jewel volunteered to serve as Board Officers Election Committee. Kellie reported that Board members were asked for feedback on nominations and interest in serving on the Board. She reported that members nominated the same slate of Board Officers as in 2021. The Election Committee recommends that Hon. George Gastil remain as Board Chair; Hon. John Aguilera as Vice Chair; LaVonna Connelly as Secretary, and Hon. Phil Monroe as Treasurer.</p>

	Arun thanked Kellie and Jewel for their time and work on the Election Committee. <b>Susan Hafner moved to approve the proposed slate of Board Officers for 2022. Hon. Bob Campbell seconded the motion. The motion passed unanimously.</b>
CLOSED SESSION - Update on Claim by Danna Cotman	CLOSED SESSION – There was no reportable action.
Executive Director’s Report	
<b>ADJOURNMENT</b>	The meeting was adjourned at approximately 11:00 AM.

**ITEM #3**

**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:**

	<b>September</b>
<b>SERVICE</b>	<b>ONE-WAY TRIPS</b>
<b>PACE</b>	<b>188</b>
<b>County COVID-19</b>	<b>0</b>
<b>Scripps</b>	<b>66</b>
<b>Escondido</b>	<b>845</b>
<b>County HHSA TB</b>	<b>10</b>
<b>San Marcos</b>	<b>169</b>
<b>Oceanside</b>	<b>0</b>
<b>Parkinson's Assoc.</b>	<b>2</b>
<b>Tri-City</b>	<b>123</b>
<b>MV</b>	<b>0</b>
<b>Other</b>	<b>0</b>
<b>RideFACT</b>	<b>1,393</b>
<b>TOTAL</b>	<b>2,796</b>

**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 910 were provided through September 2021.

### **Scripps Health**

FACT's service agreement with Scripps Health began January 15, 2020; 948 trips were provided through the end of September. 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 15<sup>th</sup>. FACT provided 6,790 trips between November 2019 and September 2021.

### **County HHSA**

This service provides trips for the County to non-contagious Tuberculosis patients from their residences to clinics for treatment. 642 trips have been performed under this contract between late November 2018 through September 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 – September 2021, 190 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 4,049 trips between February 2018 – September 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 5,724 trips for Tri-City patients between December 2016 – September 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 –September 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
September	2,315	155	193	0	1,904	1,393	511	1,403	2,796	9.2	\$21.92
Subtotal	8,707	471	193	0	6,232	4,174	2058	4,240	8,414		
TOTAL	204,606	9,808	193	4		178,492	12,026	91,562	270,054		

**RECOMMENDATION:  
NONE.**



**ITEM # 5**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director and Budd Anderson, Director of Grants and HR**

**RE: Request for approval for New Staff Position – Safety Coordinator**

**ISSUE:**

FACT staff proposes hiring a full-time Safety Coordinator to manage FACT’s vehicle fleet and assist with grants and contracted services compliance.

**BACKGROUND**

Adding 1 new staff position – Safety Coordinator (salary up to \$65,000 p.a. approx. including benefits). The Safety Coordinator will be responsible for all the actions related to managing the vehicles owned by FACT, including oversight, field visits and working with vendors on reporting and compliance. The Safety Coordinator will also assist with inspecting brokerage provider vehicles and with grants and contracted service compliance. The number of vehicles in FACT’s fleet is projected to increase over the next few years.

The new Coordinator will report to Meagan Schmidt, Director of Operations. The total staff headcount after this hire will be 11. This position has been discussed before - when NCTD wanted to negotiate this into the Drug and Alcohol compliance program, and for FACT’s own needs at various times.

Recently the work involved in managing FACT owned vehicles has been a strain on Meagan and Budd due to contractor compliance issues and some vehicle maintenance issues. Staff discussed the situation and decided the best long-term solution is to hire a new staff member dedicated to all FACT-owned vehicle management. Since we are expecting up to 35 new vehicles in the FACT owned fleet in the next 2 years, the need for this position will grow. The amount of grants and contracted services have also increased resulting in more administrative work and compliance tracking/reporting.

The additional direct specialized transportation funding that SANDAG approved for FACT recently will fund this position. This funding is expected to continue through future grant cycle.

Overall, it is a position that fills an existing need, it will make the operations more compliant and safer, give FACT the ability to monitor services in the field and it will help Meagan and Budd by taking additional responsibilities off their plates, and we can afford to fund it through the term of the SANDAG grants.

**RECOMMENDATION:**

Staff requests Board approval for hiring a full-time Safety Coordinator in December 2021.

**ITEM # 8**

**TO: BOARD OF DIRECTORS**

**FROM: ARUN PREM, EXECUTIVE DIRECTOR**

**RE: SANDAG Response to RideFACT Ridership Trend, Demand discussions**

**ISSUE:**

**Update on ongoing discussions with SANDAG**

A follow up meeting with Mr. Hasan Ikhata and Mr. Brian Lane is scheduled on Nov 22, 2021.

**Background**

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 TSAs. 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**

**ITEM # 9**

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director, Cynthia Pedersen, Office Manager

RE: Executive Director's Report

**Meetings and Events – October 2021**

10/22/2021 Meeting – Hon. Sean Elo-Rivera, Ben Mendoza, Julio Garcia, George, Arun  
10/25-29/21 CalACT Fall Conference – George, Meagan, Arun  
10/28/2021 Webinar – FTA Coordinated Access and Mobility Pilot Program

**Meeting and Events – November 2021**

11/02/2021 Meeting – Coordinated Access for Financial Assistance – Meagan, Arun  
11/04/2021 Meeting – City of Carlsbad, Transportation Assistance - Margaret Hamer, Recreation Area  
Manager; Meagan, Arun  
11/09/2021 Meeting – APTA Mobility Management Steering Committee  
11/09/2021 Meeting - CAM Monthly Updates - Meagan, Budd, Arun  
11/10/2021 Meeting – MTS Accessibility Advisory Board  
11/10/2021 Meeting – Code of Conduct – Meagan, Arun

**Upcoming**

11/22/2021 Meeting – Hasan Ikhata, Brian Lane, Arun