



**Board of Directors Meeting Agenda
July 22, 2021, 9:00am**

Zoom meeting link <https://us02web.zoom.us/j/84415637267>

Meeting call to order, Introductions

9:00 am

1. Public Comment **INFORMATION**

CONSENT ITEMS

2.	June 24 Minutes	p- 2	ACTION
3.	Financial Summary May 2021		INFORMATION
4.	FACT Services Updates	p-7	ACTION

5. Update on Ridership, demand management, Impacts **INFORMATION/ACTION**

- Issues with Brokerage, supply

6. SANDAG Response to RideFACT Ridership Trend, Demand discussions p-10 **INFORMATION**

- **Meeting with SANDAG, NCTD, MTS on ~~July 27, 2021~~**
- CRRSAA and ARPA funds distribution

7. Conversation with **Julio Garcia and Ben Mendoza**; Office of San Diego Dist. 9 Council member Sean Elo-Rivera

8. Executive Director’s Report: p-11 **INFORMATION**

- CalACT Fall 2021 Conference attendance
- No Board Meeting in August
- Next Board Meeting September 23, in-person
- Annual Meeting update; Board Officer elections

9. 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

June 24, 2021

Zoom Meeting

Board Members Attending	Hon. Jewel Edson, Hon. Bob Campbell, LaVonna Connelly, Hon. George Gastil, Hon. Dave Roberts, Susan Hafner
Board Members Absent	Hon. Phil Monroe, Hon. Kellie Hinze, Hon. John Aguilera
Staff Attending	Arun Prem, Meagan Schmidt, Budd Anderson, Julius Burgos, Cynthia Pedersen
Public/Guests	Hon. Bill Sandke, Council Member, City of Coronado; Lisa Madsen, SANDAG
Public Comments	Arun said FACT had been chosen as a 2021 Public Health Champion by Aging and Independence Services, along with seven other agencies in San Diego including 2-1-1, Jewish Family Service, and American Red Cross. This honor is given to organizations and agencies in recognition of hard work to keep residents and communities safe, especially during the COVID-19 pandemic.
CONSENT ITEMS: May 2021 Board Meeting Minutes/ Financial Updates April 2021/FACT Services Updates	Hon. George Gastil called the meeting to order at 9:00 am. Motion to approve the May 2021 Board Meeting Minutes, Financial Updates April 2021, and FACT Services Updates was made by Hon. Jewel Edson. Hon. Bob Campbell seconded the motion. The motion passed unanimously.
FACT Business Plan Update YEAR 2022-2027	<p>Budd Anderson gave an update on the Business Plan 2022-2027. FACT’s CTSA contract with SANDAG requires an annual update of the Business Plan. Budd summarized the Plan and highlighted several areas, specifically sections related to COVID-19, Social Equity, new vehicles, and new contracted services. Proposed updates were presented at the April 29, 2021 Board Meeting. Staff sent the DRAFT Plan to the Board on June 11 for review and feedback. Budd said he had not received any feedback regarding the plan.</p> <p>Bob said he appreciated and respected the work Budd had done and thanked him for his work on the business plan. LaVonna Connelly asked if the plan should include a Disaster Service category, such as the evacuation contract with SDG&E, possible future pandemics, and any other emergency transportation needs. Budd said the section Non-Traditional Services covers any future disasters and planning for them.</p> <p>LaVonna asked how social equity is included in the business plan. Budd said SANDAG is focused on making social equity a key element in their plans and FACT’s plan is to make sure that everybody has access to services based on funding sources. Arun said that SANDAG has made social equity part of their 5 Big Moves and Regional Plan, and are addressing the inequity of access to transportation accordingly. George thanked Budd for his work on the business plan.</p>

	<p>Recommendation: Staff requests Board’s approval of FACT’s Year 2022-2027 Business Plan. Hon. Bob Campbell motioned to approve. Second made by LaVonna Connelly. The motion was approved unanimously.</p>
<p>Review of FY 2022 Budget</p>	<p>Arun thanked the Finance Committee, Hon. Phil Monroe, Hon. John Aguilera and Susan Hafner for their work on the projected budget. Susan said this budget report is thorough and detailed. She said this is the highest quality budget the finance committee has presented to the rest of the Board due to the level of scrutiny and line by line analysis. Susan said the budget is a great resource document to review details and trends throughout the year. She thanked staff for the excellent effort and recommended on behalf of the Finance Committee to approve the budget.</p> <p>Julius Burgos said the FY 2022 budget (July 1, 2021-June 30, 2022) is balanced with the total budget at \$2,048,538, an increase of 22.8% from the previous year’s budget of \$1,675,350. He said that \$37,549 will go towards the reserves with the goal of building the reserves. The renewed City of Escondido contract and new WestPace agreement are projected to create additional revenue. Mobility Management revenues are higher due to the SANDAG set aside from Cycle 11 funds.</p> <p>Julius said insurance budget, including health insurance, decreased from \$61,000 to \$60,000 based on the lower than expected spending last year. Telecommunications expenses are expected to increase due to the 24/7 backup call center support provided under the CARS contract. 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.</p> <p>Major revenue sources for purchased transportation/RideFACT are 5310, SMA, TDA 4.5 funds, Contracted Service revenue, and County Grants. 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.</p> <p>The largest expense line item is Salaries and Wages, the proposed amount is 3.17% higher than the previous year. Office space lease expenses will increase in FY 2020-2022 to \$60,000 due to negotiated annual increase in rent and maintenance, repairs, and common space utilities. Legal expenses are projected to increase due to a rate increase. Audit fees are \$15,000 to cover a higher level “Single” audit anticipated this year, and travel expenses are \$12,000. 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).</p> <p>George Gastil and Jewel Edson thanked Julius and everyone involved for the concise and easy to comprehend budget. Recommendation: Staff recommends Board members</p>

	<p>review and approve the FY 21-22 Budget proposal as recommended by the Finance Committee. Motion to approve made by Susan Hafner. Second made by Hon. Jewel Edson. The motion passed unanimously.</p>
<p>SANDAG Response to RideFACT Ridership Trend, Demand Discussions</p>	<p>Arun said RideFACT and Contracted Services have been affected by the pandemic, creating a deficit in funds. He said the budget for RideFACT is presently capped but the demand for rides remains high. The cost of rides has increased, noting that Uber and Lift have cost increases as well. In addition, longer rides and the scarcity of drivers contribute to the overall cost of services.</p> <p>SANDAG approved CRRSAA funding and Recovery Act Funds to FACT in order to meet the budget deficit. Arun said that a meeting with Hasan Ikhata, Matt Tucker of NCTD and Sharon Cooney of MTS is scheduled for July 27, 2021. Arun said this meeting will spur discussions with NCTD and MTS to coordinate and share information regarding planning and services on a regular basis. Arun said this gives the CTSA and other agencies the opportunity to work collaboratively.</p> <p>As per Arun’s follow-up conversations with Ray Traynor, SANDAG has plans to create a public-public partnership with FACT to develop a Microtransit pilot program utilizing technology to serve the needs of the community. SANDAG is proposing this program based on FACT’s flexibility and expertise in coordinating transportation. Arun said during the June 18th Transportation Committee meeting, Hon. Raul Campillo questioned the 2% rate of TDA 4.5 funding for FACT and asked if it could be raised. The increase would have a positive impact on FACT’s ability to do more in the region. SANDAG is going to follow-up on Hon. Raul Campillo’s inquiry.</p> <p>LaVonna thanked Arun for all of his hard work over the years, and building relationships which have been beneficial in helping FACT become so successful in the region. Arun thanked LaVonna and said that much was done prior to his time at FACT, and that he is happy to be a part of it. George Gastil said that the changes at SANDAG have also contributed to the positive things happening at FACT. Bob said he is proud of Arun’s endeavors. LaVonna asked if FACT’s designation as CTSA is clear to others as far as what FACT’s function is. Arun said the scope of services is always difficult to define, but there is a lot of support for FACT amongst decision makers. Jewel said that she advocates for FACT at every opportunity in her interactions on Boards and committees. Bob suggested creating a white paper to explain FACT’s role in the region could be helpful in enlightening others about FACT services.</p> <p>LaVonna said that at times describing the role of a CTSA to others is difficult and to have something such as a defining document done in laymen’s terms would be beneficial. Jewel said perhaps making short presentations at Council meetings in the region is a good way to familiarize people with FACT’s message.</p>

<p>Conversation with Hon. Bill Sandke</p>	<p>George introduced Hon. Bill Sandke, Councilmember from the City of Coronado. Councilmember Sandke is an MTS Board Member and said he looks forward to the meeting with FACT, MTS, NCTD and SANDAG on July 27. He suggested utilizing a one-page summary of FACT’s objectives and numbers to present to City Councils in the region.</p> <p>Hon. Sandke said defining the word “coordination” is key in defining FACT’s mission as a CTSA. It is important, he added, to know that FACT moves people from one place to another. Hon. Sandke said the outreach to elected officials throughout the region is essential as FACT becomes more well known and receives more funding. Hon. Sandke said Arun is an excellent spokesperson and is persistent. He thanked the Board for the opportunity to attend the meeting and said he learned a lot.</p> <p>Arun thanked Councilmember Sandke for his insight and recommendations in making FACT’s role as a CTSA more clearly defined. Arun said he is optimistic in working with NCTD and MTS moving forward. He said that funding is always a point of contention among all agencies, but said he believes it’s in everyone’s best interest to collaborate and serve the region better.</p>
<p>Executive Director’s Report</p>	<p>Arun gave an update with regards to the City of La Mesa and an RFP for a senior shuttle program. Arun said it appears that at least 11 vendors showed interest in this proposal and FACT submitted an independent bid.</p> <p>Arun reminded the Board of the CalACT 2021 Fall Conference in Monterey on October 26-29, and asked if any of the Board members would like to attend. George and Jewel expressed interest in attending the conference.</p>
<p>ED Review Committee Report/Potential Contractor Issue</p>	<p>CLOSED SESSION</p>
<p>Update on Closed Session Reportable Actions, Board Member Updates</p>	<p>Executive Director Review Committee Recommendations: Suggests that Arun’s base salary be increased by 3% and that his paid time off (PTO) be increased by one week. Hon. Dave Roberts moved to approve the two items. Motion seconded by Hon. Bob Campbell. Approved unanimously by Hon. George Gastil, Hon. Dave Roberts, LaVonna Connelly, Hon. Bob Campbell.</p> <p>The Committee also suggests that the Board consider changing the annual review process to one that involves a longer span of time, such as three years or five years for detailed review, with annual updates that could be relatively simple. Hon. Dave Roberts moved to defer the third item to be discussed in more detail with full Board. Second made by Hon. Bob Campbell. The motion passed unanimously.</p> <p>Bob said that he would like to be notified by confidential memo when contractors are added or a change in conditions are made explaining the terms of the contracts. Also, he requested adding to the Agenda a short background summary of any new contracted</p>

	<p>service. This provides the Board with a better understanding of the services provided and their impact on the community. Dave said he and Phil Monroe attended the webinar “Glass Half Broken – Shattering The Barriers That Still Hold Women Back” sponsored by the Workplace Equity & Civility Initiative on June 23. Dave said this webinar stated that non-profits are ahead of the curve as opposed to for-profits.</p>
ADJOURNMENT	<p>The meeting was adjourned at approximately 12:00 pm.</p>

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:

	May
SERVICE	ONE-WAY TRIPS
PACE	39
County COVID-19	0
Scripps	34
Escondido	0
County HHSA TB	7
San Marcos	68
Oceanside	0
Parkinson's Assoc.	2
Tri-City ER	93
Tri-City BH	80
MV	0
Other	0
RideFACT	1,630
TOTAL	1,953

Gary Mary WestPACE

Most of these trips are to medical destinations throughout North County as well as a few destinations further south. Trips began in late May 2021 and 39 were provided in the 1st few weeks.

Scripps Health

FACT's service agreement with Scripps Health began January 15, 2020; 650 trips were provided through the end of May. 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 will expand to the La Jolla Scripps Memorial location in the near future.

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. Service resumed on June 15th.

County HHSA

This service provides trips for the County to non-contagious Tuberculosis patients from their residences to clinics for treatment. 608 trips have been performed under this contract between late November 2018 through May 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 – May 2021, 182 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 3,414 trips between February 2018 – May 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 5,196 trips for Tri-City patients between December 2016 – May 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 – May 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
Subtotal	18,466	3574	189	10	39,653	35,547	4106	4,773	40,320		
TOTAL	193,678	9,182	189			172,572	9,408	86,527	259,099		

**RECOMMENDATION:
NONE.**

ITEM # 6

TO: BOARD OF DIRECTORS

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

RE: CRRSAA and ARPA Section 5310 funds distribution

ISSUE:

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 as follows:

Grantee	Recommended Funding Amount
City of Vista	\$12,459
FACT	\$352,271
Jewish Family Service (JFS)	\$183,743
St. Madeleine Sophie's Center (SMSC)	\$73,391
The Arc of San Diego	\$84,874
Travelers Aid Society	\$36,333
Total	\$743,071

The Board approval included SANDAG staff authorization to:

1. Offer CRRSAA and ARPA funding to Cycle 11 Section 5310 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 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.

RECOMMENDATION:

NONE

ITEM # 8

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: Executive Director's Report

Meetings and Events – June, 2021

6/25/2021 Meeting – SANDAG Board of Directors
6/30/2021 Meeting – Wheelchair Access/Contract Review – Robert Rhoades, Meagan, Arun

Meetings and Events – July, 2021

7/02/2021 Meeting – WTS Scholarship Application Review
7/08/2021 Meeting – Code of Conduct Subcommittee – Meagan, Arun
7/09/2021 Meeting – SANDAG Board of Directors
7/13/2021 Meeting – Public Transportation CEOs Coordinating Council – David Carol/APTA
7/13/2021 Meeting – APTA Mobility Management Steering Committee
7/13/2021 Meeting – CAM Monthly Updates – Meagan, Budd, Arun
7/14/2021 Meeting – JFS/FACT – Meagan, Arun
7/14/2021 Meeting – CALACT Conference Committee – Meagan, Arun
7/16/2021 Meeting – SANDAG Transportation Committee – Meagan, Budd, Arun
7/20/2021 Meeting - SSTAC – Meagan, Budd
7/21/2021 Meeting – Scripps Case Management, La Jolla – Scott Patterson, Meagan, Arun
~~7/27/2021~~ Meeting – Hasan, Sharon, Matt, Arun to review CTSA services, coordination

NEXT Board Meeting:

Thursday, September 23, 2021 – at Encinitas City Hall