FACT™
Facilitating Access to Coordinated Transportation

Board of Directors Meeting Agenda
May 26, 2022, 9:00am
Join Zoom Meeting

Meeting call to order, Introductions			**9:00 am**
1.	Public Comment		**INFORMATION**
	CONSENT ITEMS		
2.	April 2021 Board Meeting Minutes	p-2	ACTION
3.	FACT Services Updates through March 2022, Staffing update	p-9	INFORMATION
4.	(Financial Summary – March 2022 (Separate Cover))		INFORMATION
5.	New Board Member Appointment – Hon. Corinna Contreras		ACTION
6.	Meetings Planning	p-12	INFORMATION
	• Annual Meeting - Location, schedule		
7.	Update on FACT owned Vehicles; Contactless Card demonstration	p-13	INFORMATION
8.	Ongoing Discussions w/ SANDAG re. RideFACT ridership trend, demand	p-15	INFORMATION
9.	Business Plan Update	p-17	INFORMATION
10.	New opportunities – Grants and Services:		POSSIBLE ACTION
	• SANDAG Access for All RFP		
	• MV proposal review		
11.	Conversation with Kathleen Ferrier, Policy Director Office of Hon. LaCava Councilmember, Dist. 1, City of San Diego		INFORMATION
12.	Executive Director's Report:	p-1 9	INFORMATION
	• SANDAG Retreat, Budget Committee		
	• TDA Triennial Audit DRAFT (2019-2021) Report		
	• School transportation follow-up		
13.	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*

Board Members Attending	Hon. Phil Monroe, Hon. Bob Campbell, Hon. John Aguilera, Hon. Kellie Shay Hinze, Hon. George Gastil, Hon. Dave Roberts,
Board Members Absent	Susan Hafner, Hon. Jewel Edson, LaVonna Connelly
Staff Attending	Arun Prem, Meagan Schmidt, Budd Anderson, Julius Burgos, Ali Poorman, Cynthia Pedersen, Christian Hernandez
Public/Guests	Brian Lane – SANDAG; Hon. Corinna Contreras – City of Vista; Anthony Hackett – Rep. Council Member Raul Campillo, District 7; Chris Orlando – NCTD; Danna Cotman – ARC IP Law; Tony and Sabrina San Nicolas – Renewing Life; Stephen Sung – FACT Website Developer; Ali Attari – Rebel Group
Public Comments	"Transportation is a huge barrier for many of our patients. Having reliable transportation and addressing this barrier is incredibly important for patients that maybe would forego their health care needs such as radiation therapy appointments as they occur daily for many. Our partnership with FACT has been incredibly positive for our social work and case management departments and the processes that we have worked out together have been so beneficial to our patients." Anette Blatt – Director, Community Benefits and Advocacy Services, Scripps Health
March Board Meeting Minutes	**Motion to approve the March Minutes was made by Hon. John Aguilera. Hon. Phil Monroe seconded the motion. The motion passed unanimously.**
Equity, Inclusion in Specialized Transportation Services in San Diego County	Hon. George Gastil welcomed everyone to the Retreat and introductions were made. Arun thanked all of the guests for attending the meeting and said the theme of the Retreat was equity, primarily accessibility to transportation. He reiterated FACT's Mission to "Assist San Diego County residents with barriers to mobility to achieve independence through coordination of transportation services" and said that FACT embraced equity years before it was "trendy." He said FACT's use of the term "filling gaps in transportation" is understood by people and entities addressing coordinated mobility in the Region, and FACT's value in doing so. Arun said there is a structural imbalance of equity in services delivery in San Diego County. In order to address the issue, awareness of the imbalance is key to

understanding and delivering regional transit services.   Factors in equity and inclusion in the delivery of regional transit services must first study:

- Service area
- Funding (including proposed initiatives)
- Who is served
- Infrastructure

Arun compared regional discrepancies in funding to the lack of funding and accessibility of transportation in more remote areas in San Diego County.   The discrepancy is a result of shifts in costs of living affordability, and in population gravitation towards lower living cost areas.

Arun said when analyzing the use of paratransit agencies funding, the money is being spent on a very specific group (disabilities) to the detriment of many other groups who would qualify for funding. He said senior transportation should fall under the TDA guidelines and requirements, and that a very large amount of money is being spent on a very small amount of population.

In the less densely populated areas, the cost of providing transportation increases substantially. Cost per person increases due to the length or mileage of each trip provided, with fewer options available. The Taxi Cab Administration under MTS has only two accessible taxi cabs for the entire city of San Diego.   With lack of infrastructure over the years in the region, accessible transportation options are almost non-existent.

Hon. Contreras asked if there is any kind of legislative push on a state level from FACT or any other organization to address the inequities. Arun said currently there is no push to secure guaranteed funding for senior transportation. Hon. Contreras said some cities have ageing plans in place, but based on the numbers, the equity situation will worsen without a plan to guarantee services. Arun said with some creativity solutions to lower the costs can found.

Hon. Phil Monroe said there are certain personal choices that people make in their lives that put them into certain situations, and then say they need to be served. Phil said personal choices have been made and the question should be asked if those areas really need to be served.   Hon. Contreras said the way land has been developed, the sprawl-based mentality has contributed to the transit deserts.   She said smart growth is vital to the way forward because building continues to move further out where there is lack of transportation and will continue to be detrimental to the mission of FACT. She said housing affordability and transit go hand-in-hand in development.

	Hon. John Aguilera said the issue is at a higher level than FACT, and will need actions such as lobbying assembly members rather than the County Board of Supervisors. He said budget issues at NCTD and MTS rely on formulas that have to change at the State level. Hon. Contreras said there is a real need for advocacy of long term planning regarding the senior population and should be on the State's long term Master Plan for ageing. Arun said the Council on Access and Mobility (CAM), the Social Services Transportation Advisory Committee (SSTAC), and the Transportation Committee are mechanisms designed to formally communicate to SANDAG. A formal study to better understand and identify seniors' transportation needs would be constructive. Brian Lane said SANDAG assesses needs, identifies them and makes grants available for funding. Arun said SANDAG is one of the agencies that proactively updates its plan based on constant annual cycles, and a city by city plan detailing more data would be beneficial in planning.
Closing Gaps in Transportation Services – New Challenges, Opportunities, Scope, Fit With Mission	Arun referenced a recent article brought to his attention by Mayor Catherine Blakespear that appeared in *Voice of San Diego* regarding a lack of transportation for students in Oceanside Unified School District. Due to budget cuts and the district's decision to cut school bus routes, students at some schools no longer have transportation through the district and rely on other ways getting to and from school. Choices for parents are the use of public transportation or paying other parents to provide transportation. Students using public buses are faced with schedules that might not suit their needs. Paying other parents to provide rides was not an effective solution. Mayor Blakespear, SANDAG, FACT and others have met to address this equity issue with OUSD officials. As the regional CTSA, FACT was asked to help find a solution. Arun said he had discussions with Antoinette Meir and Brian Lane. Arun said school transportation is a highly specialized area because the riders are young children. He said the cost to provide rides is very high and will require designated funding and resolve, and is something that needs to be researched further. As a possible solution, FACT considered the donation of vehicles to the Boys and Girls Club in Oceanside for use with volunteer drivers. This would eliminate liability issues for FACT, but was declined because of the difficulty in finding volunteer drivers. Drivers for the specialized transportation of school-age riders require certain qualifications, training, and background requirements that take time to fulfil. SANDAG would need to designate funding to carry out and follow through on the requirements if FACT is able to provide the transportation program. Phil asked about existing contracted services that provide school bus transportation. Arun said

	that those contracted services could be reviewed, to include bus routes with cost effectiveness, as a possible solution. Phil said it would be worthwhile to put together a plan that would suit the school district's needs. Arun agreed that it is doable and FACT will act accordingly when SANDAG proposes the plan. Danna Cotman said it is a societal issue when students cannot go to school because they have no transportation. She said this is an equity issue that is not being addressed and suggested that larger companies may want to get involved in helping resolve transportation issues for students. Danna said using contracted transportation services already in place is a good solution from a liability standpoint. Hon. Kellie Hinze said currently state bill SB878 is underway. This bill would require all school districts to have transport provided for grades K-12. The bill also creates a funding source throughout the state of California. She said that perhaps there is a way for FACT to engage in supporting the legislation, and in the meantime, create a pilot that would support the findings that the bill would make. Brian Lane said that certification of drivers to transport school kids is difficult. Phil said the FACT pilot program that handled students years ago was a very small program that consisted of transporting only eight students from one location to another. He said that program was very limited compared to the size of a program that is currently being discussed. George agreed, reiterating that it was a program that was clearly defined in its scope. John asked Arun if he is considering FACT to implement and run a pilot program with the school district. Arun said FACT would need to decide whether or not it wants to undertake the effort. The next step would be to work with staff at the school district to define specific needs. John asked what FACT's liability would be operating the program while another contractor provides transportation. Danna said as long as all the proper insurances are in place, FACT would have coverage. Phil said a letter of support from SANDAG that requests FACT's involvement in a pilot program would be beneficial. George said a formal statement from SANDAG would help finalize FACT's decision.
Challenges and Opportunities: Marketplace Disruptions Due to COVID, Impacts on Brokerage – A Case Study	Meagan Schmidt presented information with regards to Gary and Mary West Pace, a FACT brokerage partner and the impacts COVID has had on the brokerage. West Pace's mission is "To lower healthcare costs to enable seniors to successfully age in place with access to high-quality, affordable health and support services that preserve and protect their dignity, quality of life and independence." The Pace program is an all-inclusive care program for the elderly and is a national model of care focused on keeping people in their homes and communities. They have

integrated, comprehensive medical and support services in place, with no service limitations, and have flexibility in their service delivery.

To be eligible one must be 55 years of age or older and meet state eligibility for nursing home level of care. Eligibility also provides the ability to live safely in the community with help from Pace, and live in the Pace program designated service area.

FACT's objective for the Pace Program is to provide transportation to and from medical appointments for West Pace clients throughout San Diego County by doing so safely, timely and provide customer service. Currently, FACT does not pick up riders from the Pace Center located in San Marcos, but from clients' homes and takes them to their appointments throughout the county.

During FACT's outreach to find providers for this program in April/May 2021, several vendors expressed interest in the program. During COVID, two vendors shut down their businesses as a result of the many challenges they faced. Compliance to become a brokerage driver for Pace clients require:
- Background check
- OIG check (Office of Inspector General)
- DHCS check (California Department of Health Care Services)
- Driver's License copy
- COVID Vaccination (3)
- TB vaccination

In addition, monthly driver audits are requested:
- OIG check
- DHCS check
- Training certificate
- D & A random test

FACT verifies that the requirements are met with provided monthly proof of compliance. Other things that affect the level of vendor interest to provide trips:
- Service area – Primarily most of the West Pace trips are in North County which has a shortage of vendors available. Getting vendors to come to North County is difficult due to cost and travel time.
- Accessible trips – Over 20 mile trip length plus shortage of drivers cause a lack in interest
- Trip length - Average trip length is over 20 miles which affects costs
- Compliance requirements

	• Volume – Lower volume of rides in North County as opposed to San Diego Meagan said this is a summary of just one out of 12 FACT vendors and a few of the challenges in providing transportation. Ali Poorman said some riders are turning to FACT for transportation for various reasons. These riders have lost their rides because their provider went out of business. They are over the age of 21 and attend day programs from 8am to 2pm, five days per week. Due to excessive wait times, these riders using NCTD Lift program, contacted FACT for transportation. What took nearly four hours to get to their day programs using Lift, now takes approximately 20 minutes using FACT. The trips, however, are costly and are being paid for by RideFACT. FACT has tried to renegotiate the cost of these trips with the providers. Kellie asked if the costs for these trips is sustainable. Meagan said it is not sustainable and will depend on how much money RideFACT can afford to pay. Meagan gave an update with regards to an RFP for SANDAG's Flexible Fleets program in which FACT was asked to be a subcontractor, utilizing new and innovative technology. FACT recently submitted two proposals regarding On-Demand Ambulatory and Wheelchair Accessible transportation as well as additional call center support, with a high level of technology involved. Another proposal FACT recently bid on is a new County Program, Free Rides for Older Adults for low-income seniors in designated health equity zip codes. FACT is waiting to hear back for those award announcements.
TNC *Access for All* – Leveraging FACT Service for Greater Access	Arun said the *Access for All* project is currently waiting for an announcement from SANDAG. The scope of work for this project is undetermined until that announcement.
SANDAG Flex Fleets – Services in Support of Regional Plan	Arun gave an update regarding the RFP proposal for Flex Fleets. This proposal budget added up to a total of $25 million for eight specific services that included microtransit, shuttle, On-demand service, and scooter type service among others. FACT's interest was in Microtransit and On-demand service, particularly for accessible service. This was a very large contract with no specific timeline requiring very specific capabilities which would be very costly and need expertise.

County – Free Rides for Older Adults	The proposal was submitted at the end of March and FACT is waiting for the announcement to be made by the County. George said a better relationship with the County would benefit FACT.
Contactless Fare Payment Pilot	Meagan introduced a guest, Ali Attari of Rebel Group, to speak about the Contactless Fare Payment Pilot Project, a collaboration between FACT, CAL-ITP, VISA, Rebel Group, Elavon and PayFelix. Ali introduced himself as the Project Manager for the California Integrated Travel Project, or CAL-ITP. CAL-ITP is a program by CalTrans. Ali said CAL-ITP's vision is to modernize public transit by assisting those agencies in modernizing their operations and making travel simpler and more cost effective. This is done by three main pillars: 1. Enabling contactless payments 2. Automating discounts – i.e. weekly passes, senior discounts, etc. 3. Real-time trip planning – modernizing operations and tracking public transit routes, better decision making for riders and the use of phones in their pockets to help plan their journeys Ali said this technology is similar to the instant payment methods used for other purchases and services with smart devices. The process is simple and straight-forward and easily done for paratransit. By utilizing a Payment Acceptance Device (phones), once an application is installed on the phone, a reader receives a payment based on the set fares. Software transmits money from a rider's bank card to the transit provider, and eliminates the need to carry cash. This program uses NFC-enabled phones (Near Field Communication) which allows phones to be used as a payment acceptance device. For this project there are three components: 4. Smart phones are used as a payment acceptance device, saving space on vehicles. These are Android smart phones that read riders contactless bank cards, and smart devices. 5. Felix, a software solution that provides cloud based sales solutions adapted so it's useful for transit services. 6. Payment process, Elavon which facilitates the transaction between all the different parties. It transmits money from a rider's bank account card to the provider, which is FACT. Ali said the provider (driver) will tap in the set fare, the rider will tap their loaded cards onto the payment acceptance device (provider smart phone) eliminating the need to have exact money for each ride. Visa is the overall project sponsor providing

	the phones, software costs, marketing, and technical support. FACT will provide customer service, and Felix, the software solution. CAL-ITP will provide overall IT project management technical assistance. Dashboards will provide FACT with metrics, such as transaction information, ridership information, in addition to the invoices FACT will receive from Elavon. This six month project ends in November 2022. Arun said FACT looks forward to the project and is something that is completely new to FACT. He said FACT is testing this project with RideFACT only. George asked what Visa gets out of this project by financing everything. Ali said Visa looks at it as a long term project and the more merchants that use a service like Felix, the more Visa earns. Visa is evaluating contactless payments in public transit in California, and the use of a phone as a payment device. Phil asked about the cost of the phones. Ali said 25 phones are provided by Visa.
Website Updates	Stephen Sung, FACT's website contractor, reviewed revisions and improvements made to the website. Some of the revisions stress the use of RideFACT more predominantly throughout the website. John asked if the website could be found with search engine optimization. Stephen said he would continue to work on fine tuning the website.
ADJOURNMENT	George thanked everyone for attending the Retreat. The meeting was adjourned at approximately 12:30 pm

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:

	February	March
SERVICE	**ONE-WAY TRIPS**	**ONE-WAY TRIPS**
PACE	39	44
County COVID-19	0	0
Scripps	124	104
Escondido	689	979
County HHSA TB	13	22
San Marcos	99	75
Oceanside	0	0
Parkinson's Assoc.	0	0
Tri-City	102	71
MV	0	0
Other	0	0
RideFACT	1,752	2,585
TOTAL	2,818	3,880

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 1,559 were provided through March 2022.

Scripps Health
FACT's service agreement with Scripps Health began January 15, 2020; 1,546 trips were provided through the end of March 2022. 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 4 locations, Scripps Mercy Hospital Hillcrest and Chula Vista, Scripps La Jolla and Scripps Vista Clinic. FACT signed an Evergreen contract amendment expanding to all of these locations 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. Trips were paused in mid-March 2020-May 2021 due to COVID-19. Service resumed on June 15th. FACT provided 11,569 trips between November 2019 and March 2022. This contract term is through June 30, 2022.

County HHSA
This service provides trips for the County to non-contagious Tuberculosis patients from their residences to clinics for treatment. 706 trips have been performed under this contract between late November 2018 through March 2022. This contract term is through June 30, 2023.

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 – March 2022, 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 4,567 trips between February 2018 – March 2022. FACT and the City signed Amendment 4 to extend the contract through June 2022.

MV NCTD LIFT Service
Inactive. Currently in meetings regarding FACT resuming LIFT service.

Tri-City Contracts – Emergency Room & Outpatient Behavioral Health
FACT began transportation services for Tri-City Medical Center in December 2016. FACT has provided 6,379 trips for Tri-City patients between December 2016 – March 2022.

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 – March 2022

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
October	2,334	178	193	0	2,019	1,498	521	1,373	2,871	9	$21.30
November	2,129	124	193	0	2,083	1,577	506	1,306	2,883	10	$22.99
December	3,000	158	193	0	2,023	1,630	393	1,290	2,920	9.3	$21.14
January	1,964	136	193	0	1,734	1,469	265	1,037	2,506	9.2	$22.93
February	1,956	175	193	0	2,032	1,752	280	1,066	2,818	9.2	$27.95
March	2,497	221	178	0	2,800	2,585	215	1,295	3,880	9	$34.89
Subtotal	22,587	1463	193	0	18,923	14,685	4238	11,607	26,292		
TOTAL	218,486	10,800	193	4		189,003	14,206	98,929	287,932		

RECOMMENDATION:
NONE.

ITEM # 6

TO: **BOARD OF DIRECTORS**

FROM: **ARUN PREM, EXECUTIVE DIRECTOR, and CYNTHIA PEDERSEN, OFFICE MANAGER**

RE: **Meetings Planning**

ISSUE:

Annual Board of Directors Meeting – Wednesday, December 7, 2022

Location – The San Diego History Center, Balboa Park

Schedule – 8:30 am Networking, 9:30am Call to Order

Keynote Speaker – Hon. Raul Campillo (confirmed)

Giveaway item – mini-notebook

ITEM # 7

TO: BOARD OF DIRECTORS

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

RE: Update on FACT owned Vehicles

ISSUE:

FACT's ageing vehicle fleet and FTA funding to purchase new accessible vans to replace retired vehicles and expand FACT's vehicle fleet.

BACKGROUND

As of May 20, 2022, FACT owns eleven vehicles. This includes two accessible mini-vans and two medium buses funded through Caltrans's 5310 program and seven accessible mini-vans funded through SANDAG's Specialized Transportation Grant Program (STGP). FACT has agreements with Renewing Life, City of Oceanside, St. Paul's Senior Services, City of Vista, and North County Transit District (NCTD) to operate vehicles.

Vehicles are retired based on FTA's useful life standards. SANDAG has determined that three vehicles have reached the end of their minimum useful life and are eligible for disposition. FACT has signed the SANDAG contract amendments in April to release the vehicles. FACT received the final paperwork and vehicle titles in the mail from SANDAG on May 19th. FACT staff will begin negotiations with vendors to get the most benefit out of the vehicles and ensure they continues to serve the public. All 4 Caltrans funded vehicles are retired and are no longer under contract. Renewing Life, St. Paul's, and NCTD continue to operate these vehicles under an MOU with FACT.

When a vehicle is retired FACT either continues to share the vehicle with brokerage vendors or community partners under an MOU, donates the vehicle to a local non-profit, or sells the vehicle for market value. FACT attempts to dispose of retired vehicles with high mileage to coincide with delivery timeframe of the new replacement vehicles and to avoid expensive repairs. In each scenario the vehicles continue to serve San Diego County residents with accessible transportation well beyond FTA useful life standards.

FACT was awarded $778,910 through FTA's Bus and Bus Facilities Grant Program (Section 5339) to purchase twelve new accessible vans to replace retired vehicles. Due to market conditions, vehicle options are limited under the CalACT/MBTA purchasing cooperative. As a result, FACT plans to purchase Class V: Ford Transit 350 Mobility Trans Vans which can accommodate 7-Ambulatory Passengers or 2-Ambulatory + 2-Wheelchair Passengers. The grant requires the recipient to purchase the vehicles and then request reimbursement. Financing was not an option; FACT staff is working on a short term loan to fund the vehicle purchase. Once the loan is secured an accurate timeline on when the vehicles will be delivered and when they will be available for lease will be announced.

FACT hosted a Vehicle and Insurance Workshop on March 8, 2022, to discuss the details of FACT's vehicles and vehicle sharing program in addition to insurance issues such as cost and policy constraints that prevent

vehicle sharing amongst agencies. FACT will issue a Request for Proposals (RFP) to operate the new vehicles and schedule a follow-up workshop once a clear timeline is established.

RECOMMENDATION:

Staff requests Board feedback regarding the vehicle information presented.

ITEM # 8

TO: BOARD OF DIRECTORS

FROM: ARUN PREM, EXECUTIVE DIRECTOR

RE: SANDAG – Ongoing Discussion

ISSUE: Ongoing discussions with SANDAG.

(No recent Update)

Quarterly Update Meeting with SANDAG March 18, 2022: Delayed due to scheduling issues

Meeting Update Feb 18, 2022: Arun met with Hon. Blakespear, Ms. Coleen Clemenston and Mr. Brian Lane, and resumed the discussion re. a sustainable process for funding FACT. Arun reviewed the process SANDAG followed in 2020 during STGP Cycle 11 and requested the same process apply in future cycles. Coleen and Brian agreed to follow up with the recommendation. We also discussed other grants and funding sources and non-financial ways in which SANDAG could extend support for FACT.

Background

Meeting Update, Nov 22, 2021

A follow up meeting with Mr. Hasan Ikhrata and Mr. Ray Major, Ms. Coleen Clementson Mr. Brian Lane was held on Nov 22, 2021. Arun Prem discussed FACT's cost for trips, and explained the invoicing process that provides detailed data to SANDAG on the purchase price for rides.

Meeting with SANDAG, NCTD, MTS on Aug 4, 2021:

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

ITEM # 9

TO: **BOARD OF DIRECTORS**

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

RE: **Business Plan Update**

ISSUE:

FACT's CTSA contract with SANDAG requires an annual update of the Business Plan. The current Business Plan update (2022-2027) was approved in June 2021.

The below table summarizes the proposed 2023-2028 Business Plan updates.

Staff plans to send the DRAFT Plan to the Board in early June for review and feedback. Staff will seek Board approval at the June Board of Directors meeting to have the final plan in place by July 1, 2022; start of FACT's fiscal year.

BACKGROUND

FACT 2023-2028 Business Plan Update includes the following revisions to projects/status:

All sections were restructured, updated, and renumbered accordingly. New FACT rider Images were included.		
CHAPTER	**SECTION**	**DESCRIPTION OF CHANGE/S**
Executive Summary		New overview
Chapter 1	Highlights	Updated FY Overview Chart through FY 2021
	Governance	Updated Organization Chart with Staff, Board, and CAM changes
Chapter 2	COVID-19 Related Needs and Service Demand	Updated 2.5 on the demand generated by impacts of COVID-19
	Social Equity	Updated 2.6 on Social Equity and Environmental Justice in San Diego County's Transportation system
Chapter 3	Core CTSA Services	Updated Service data and ridership stats
	Additional Mobility Management Activities	New section on additional MM activities associated with FACT's STGP Cycle 11 Allocation
	Contracted Transportation	Updated contract information and added new contracts (E.g., 2-1-1 Cool Zones and SDG&E PSPS)
	COVID-19 Response, Coordination, and Special Services	Update on COVID-19 Response, Coordination, and Special Services section
	New Vehicles	Update on FACT's 5339 (b) FY 2018 and FY 2019 awards and vehicles to be purchased.
	Electric and Alternative Fuel Vehicles	New section on emerging vehicle technology, industry trends, regulation, and FACT's fleet

	Coordinated Outreach	Updated association memberships, meetings, councils, and other community groups FACT staff participates in
	Service statistics	Updated the service statistics charts and graphs with FY 21 data
Chapter 4	Flexible Fleets	Updated section on SANDAG's Big 5 Moves, opportunities, and FACT's involvement in planning and service delivery.
	Integrated and Shared Technology	New section on modern technology; 2-1-1 CIE, FACT app and contactless payment, and SANDAG's next OS
	Transportation Network Company (TNC) Access for All (AFA)	New section on TNC AFA and FACT's involvement
	Pandemic Response/Non-Traditional Services	Updated section on responding to pandemics and providing non-traditional services to meet temporary changes to client needs
Chapter 5	Grants	TABLE 5-1 - Removed past funding to streamline plan. Updated FACT's TDA 4.5 allocation, new STGP allocation, and competitive grant funding.
Chapter 6	Service projections	Updated service projections based on awarded funding and funding limitations.
	Demand Management	Updated on managing RideFACT and Contracted service demand and new opportunities to expand accessible services.
Appendices	CTSA Work Plan FACT Service Area Map Website Links	1. Updated with FACT's FY 23 CTSA Work Plan 2. Updated with FACT's FY 21 service/trips map 4. Updated Links to Service Providers and Title VI Plan.

RECOMMENDATION:

Staff requests the Board's feedback on proposed changes to the **2023-2028** Business Plan.

ITEM # 12

TO: BOARD OF DIRECTORS

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

RE: Executive Director's Report

Meetings and Events – March 2022

3/24/2022   Meeting – OUSD, Transportation Meeting
3/25/2022   Meeting – FACT and ITP- Ali Attari, Meagan, Arun
3/30/2022   Meeting – SANDAG RFP – Flexible Fleets – Arun, Meagan

Meeting and Events – April 2022

4/01/2022   Meeting - SANDAG/FACT Scope of work – Meagan, Arun
4/04/2022   Meeting - SANDAG/Lyft – Meagan, Arun
4/05/2022   Meeting - Let's Go San Diego – Tax Measure Discussion – Colin Parent, George, Arun
4/05/2022   Meeting - SANDAG RFP
4/06/2022   Meeting - CalTrans/FACT Teams Meeting – Don Russell
4/07/2022   Meeting - FACT Demonstration Check In – Ali Attari, Meagan, Arun
4/19/2022   Meeting - SANDAG and FACT Quarterly Updates
4/27/2022   Meeting - FACT Demonstration Check In – Ali Attari, Meagan, Arun
4/28/2022   Meeting – FACT Retreat
4/29/2022   Meeting – WestPace/Fact – Meagan, Arun

Meeting and Events – May 2022

5/05/2022   Meeting – Felix Training Program – Andrew Cole, Meagan, Arun
5/10/2022   Meeting – CAM Updates – Budd, Arun
5/13/2022   Meeting – SDMED - Fires, Christian, Arun
5/19/2022   Meeting – SANDAG AFA Workshop – Meagan, Budd, Arun
5/20/2022   Meeting – SANDAG Board of Directors