

**Board of Directors Meeting Agenda**  
**September 28, 2023, 9:00am**  
**Encinitas City Hall**  
**505 S. Vulcan Ave, Encinitas, CA 92024**  
**IN-PERSON MEETING**  
<https://us02web.zoom.us/j/81723005183>

**Meeting call to order, Introductions** **9:00 am**

1. **Public Comment** **INFORMATION**

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**CONSENT ITEMS**

2. **Board Meeting Minutes** Apr, May, June 2023 **p-2** **ACTION**  
 3. **June 2023 Financial Summary** **p-18** **INFORMATION**

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4. **FACT Services Updates; AFA Implementation, Marketing, Vehicle demo** **p-20** **INFORMATION**

5. **SANDAG Updates, Mobility Working Group (MWG), Flex Fleets Taskforce, Proposed TransNet amendments; AFA Cycle 2; Additional Cycle 2 funds, TC Meeting - Oct 23.** **p-24** **INFORMATION**

6. **Board Business:** **p-25** **ACTION**  
     i. **New Board Member Appointment**  
     ii. **Board Officer vacancy – Treasurer**  
     iii. **2024 Board Officers Nominating Committee**

7. **Grants Update:** **p-27** **INFORMATION**  
     • **Ramona Community Resource Grant**  
     • **New RideFACT funding**  
     • **Meeting with SIHC – Campo Clinic**

8. **Annual Meeting Planning:** **p-29** **INFORMATION**  
     **Dec 5, Coronado, 8:30am networking, 9:00 am Call to Order**  
     **Speakers/guests**  
     **Partner of the Year Award Nominee**

9. HR Support Services, Updates to Employee Benefits. **p-30 ACTION**
- Updating Employee Handbook
  - Review staffing updates and Org Chart
  - proposed adjustments to employee benefits

10. Executive Director's Report **p-33 INFORMATION**
- Check Signors on CBT Account
  - Southern Indian Health Council (SIHC) meeting
  - CAM Appointee to FACT Board
  - NCTD Pilot Same Day, On-Demand service

11. Board member and CAM updates **INFORMATION**

## **12. CLOSED SESSION**

- **Update for the Board on Personnel Matters**
- **ED & Board Communications and Roles**

## **Update on Reportable Actions from Closed Session & ADJOURNMENT**

**FACT's Mission-** *Assist San Diego County residents with barriers to mobility to achieve independence through coordination of transportation services*

**ITEM # 2**

**FACT Board of Directors Meeting Minutes  
April 27, 2023, 9:00 AM  
Via Zoom**

Board Members Attending	Susan Hafner, Hon. George Gastil, Hon. Phil Monroe, Hon. Jewel Edson, Hon. Dave Roberts, Hon. Corinna Contreras, LaVonna Connelly
Board Members Absent	Hon. Kellie Shay Hinze, Hon. Bob Campbell
Staff Attending	Arun Prem, Meagan Schmidt, Budd Anderson, Julius Burgos, Ali Poorman, Christian Hernandez, Cynthia Pedersen, Paola Zilli, Jocelyn Barrueta
Public/Guests	Hon. Jack Shu - Council Member, City of La Mesa; Brian Lane, Jenny Russo, Benjamin Gemblar – SANDAG; Firas Jasim – SDMED, Inc.; Mr. Prem, New Delhi
Public Comments	
<p>CONSENT ITEMS: March Board Meeting Minutes/FACT Services Updates Through February 2023/February 2023 Financials and Summary</p>	<p>Meagan summarized the February Services updates in the Agenda. Ridership reached 323,809 one-way trips through February 2023.</p> <p>Meagan gave an update with regards the MTS strike involving First Transit, MTS’s contracted transportation provider for disabled riders in San Diego. FACT is offering rides to those affected riders beginning Tuesday, April 25<sup>th</sup>. Phil asked if FACT has an agreement with First Transit to provide rides. Meagan said a contract with First Transit is due at any time. Arun said FACT will keep track of the rides and invoice MTS so it does not impact the RideFACT budget. Phil asked how riders know to contact FACT for a ride. Meagan said MTS informed riders to make other plans for transportation because a strike was in the works since February. Riders have been calling FACT directly to book rides.</p> <p>Susan recommended FACT send MTS a weekly tally with a letter outlining FACT’s reimbursement expectations so the FACT budget is not adversely affected. FACT should communicate with MTS CEO and staff to emphasize FACT’s liability for supporting their services.</p> <p><b>Motion to approve the April 2023 Consent Agenda Items was made by Hon. Dave Roberts. Hon. George Gastil seconded the motion. The motion passed unanimously.</b></p>

<p>2023 Board Retreat Planning</p>	<p>Arun reminded everyone of the upcoming Board Retreat on Thursday, May 25<sup>th</sup>, 2023, 8:30am-12:30pm at the Marina Village Conference Center, Starboard Room. He stressed the importance of Board Member attendance. SANDAG staff will attend and Hon. Jose Rodriguez, Council Member, National City has confirmed. The Agenda will include:</p> <ul style="list-style-type: none"> <li>• AFA Cycle-1 Updates; Cycle-2 Process</li> <li>• FACT’s Cash Flow Challenge</li> <li>• Mobility Working Group Updates re: TransNet</li> <li>• AB 540 Revisions to CTSA Regulations</li> </ul> <p>Arun welcomes any recommendations and feedback to add to the agenda.</p>
<p>SANDAG- Ongoing Discussions and Quarterly Updates, Mobility Working Group, Flex Fleets Taskforce, and Proposed TransNet Amendments; AFA Cycles 1, STGP Cycle 12 follow-up; Letter re. AFA Cycle 2</p>	<p>Arun gave an update regarding SANDAG’s referral to the TC for possible additional funds for FACT to make up for the funds not received. Brian and Arun will make a presentation to the TC on Friday, May 19<sup>th</sup> to discuss the need with some options. This presentation was to be presented on March 13<sup>th</sup>, but was tabled due to time constraints. AFA Cycle-2 item will be presented at the same meeting.</p> <p>The AFA Cycle-2 grant stands at \$2.33 million in available funds.</p> <p>FACT received and reviewed the AFA Cycle-1 contract. It was sent back with revisions and is now waiting to be finalized by SANDAG.</p> <p>SANDAG and FACT will work together on the countywide AFA Kick-off Event on Wednesday, May 31, 2023 at the Bayside Community Center in Linda Vista at 10:00am. Hon. Raul Campillo will attend, as well as FACT vendors, riders, Board members and staff. FACT has selected a marketing firm that will work with FACT in all aspects of promoting the AFA program.</p> <p>Meagan and Arun made a presentation to the Accessible Advisory Committee in San Diego on Thursday, April 13<sup>th</sup>, and were met with a positive response. The Committee Chair, Mary Wolford, offered to write a letter to SANDAG in support of FACT for additional AFA funding.</p> <p>Phil asked how many vendors are signed up with FACT for the AFA program. Arun said there are three vendors who will provide dedicated services to the program. Other vendors have expressed interest in participating in the program.</p> <p>Arun unveiled the proposed RideFACTNOW logo. AFA requires that all vehicles dedicated to the program bear a logo. Arun requested Board’s input or comments.</p>

<p>Conversation with Guest Speaker – Hon. Jack Shu, Council Member City of La Mesa</p>	<p>Arun welcomed Hon. Jack Shu, Council Member from the City of La Mesa and Transportation Committee Chair. Arun addressed SANDAG Cycle-2 proposed changes that would affect FACT’s future services funding and the ramifications affecting the region. He said he appreciated that Hon. Shu accepted the invitation to be present at the Board meeting and listen to the discussion regarding the proposed funding. Arun welcomed Brian Lane, Jenny Russo and Ben Gembler from SANDAG and said it was important to hear their reasons for the changes.</p> <p>Susan thanked Hon. Shu for attending. He thanked Susan and said her comments regarding MTS were noteworthy. He said strong leadership in all regional agencies work better together and is crucial if an impact is to be made for riders.</p> <p>With regards to grant program changes, Hon. Shu said that not only looking into and addressing the motivation behind them, but addressing how to motivate the changes wanted as the programs go forward need to be considered. He said support to increase FACT services funding was recently strengthened by the majority of the SANDAG Board. Hon. Shu invited individual briefings to better understand implementation of funding to the community and addressing who the major players are. As TC Chair, he welcomes organizations to present their community concerns regarding transportation needs that affect the region to the Board.</p> <p>Phil asked why SANDAG is proposing changes to the funding. Ben Gembler said the changes proposed have yet to be approved and are the result of developments from the call for projects. SANDAG Board will go by recommendations from the TC, in addition to other considerations, such as eligibility, requirements, and qualifications. LaVonna asked if the input from Cycle-1 was available to the public to better understand equity issues. Ben said some of the concerns raised about inclusivity and new provider eligibility are available upon request.</p> <p>Susan said FACT would be able to provide any “lessons learned” knowledge to new entities who qualify and need technical support and help in their start-up services. She said FACT could lead the effort based on the depth of experience of providing ADA mobility services in the region.</p> <p>Phil said the changes proposed are premature since the AFA contract has yet to begin and SANDAG is proposing changes when results have yet to be seen. Hon. Shu asked Ben how the proposed changes in the requirements of Cycle-2 funding began. Ben said the idea of carve-outs of the grant</p>
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came from Cycle-1 feedback, primarily disability advocates and other organizations who spoke out for opportunities for other providers to be able to apply to the program and be chosen for some grant funding. Brian said SANDAG received letters and other feedback from agencies that did not receive funding, asking for changes. SANDAG acknowledged the feedback and has chosen to consider changes as being responsive to the community.

Hon. Shu asked if SANDAG has any alternatives to the proposed changes. Ben said the proposed changes will be presented to the TC and they can recommend them for approval to the SANDAG Board or chose an alternative.

Arun said the Consolidated Transportation Services Agency (CTSA) was created with the intent to consolidate services and see that public funds are not wasted. He said based on listening to and dissecting the proposal, the conclusion is that just the opposite will take place. As the CTSA, FACT is acting on behalf of SANDAG. Arun said the situation could have been discussed mutually with positive results that would work for all parties. He said those who spoke out against the funding process and captured SANDAG's attention enough to warrant a proposed change in funding deserve and hold a place in the transportation system.

Susan said this is an important topic and appreciated everyone taking the time to discuss this in depth. Providing quality service to riders in wheelchairs is the ultimate object and there are not a lot of options for using this type of transportation in the region.

Hon. Shu offered support to FACT in its preparation for the presentation on May 19th. Arun asked FACT Board for assistance in preparing for the TC meeting, and any said agency that would like to work with FACT is welcome.

Arun asked FACT Board to review and give feedback regarding the letter he wrote to SANDAG addressing concerns in the proposed changes in funding. Phil said he would like a change in the word "protest" to "request reconsideration."

**Hon. Dave Roberts motioned to approve FACT's amended letter to SANDAG. Hon. Corinna Contreras seconded the motion.**

LaVonna requested the wording be reviewed by the Board prior to sending. George said he would like to affirm the Executive Director's ability to

	<p>represent the Board, with input from them. Corinna asked about the timeline in sending out the letter. Susan said it would be done in a timely manner by email. Susan put forth that the letter be reworded and reviewed by the Executive Committee prior to sending to SANDAG. Arun agreed to all requests.</p> <p><b>Susan Hafner asked for a motion. Hon. Dave Robert made a motion for approval. Hon. Jewel Edson seconded the motion. The motion passed unanimously.</b></p>
<p>Executive Director’s Report – NCTD, MTS proposed services update; Accessibility Advisory Board City of San Diego; ED Review Committee Update</p>	<p>Arun gave an update regarding collaborations with MTS. MTS has proposed an on-demand type service contract with FACT for their Access program. Additionally, FACT will contract with MTS during the strike to provide accessible transportation. The NCTD on-demand Lift program contract is moving forward.</p> <p>Arun thanked the ED Review Committee, Dave, Susan and LaVonna, for volunteering their time for the upcoming review.</p> <p>Budd submitted a letter of interest for an SDG&amp;E grant. FACT will formally apply if the letter is approved.</p> <p>Arun said the Finance/Budget Committee, Susan and Phil, will meet in May to draft the next fiscal year’s budget. Julius is working on the projections.</p> <p>Arun clarified FACT’s position in the current MTS strike as being pro-active in the offer to provide rides.</p> <p>Jewel said she appreciates Susan’s comments regarding reimbursement and FACT’s liability to help provide rides during the strike. She said the more transparency, the better. Phil asked if RideFACT funds were being used to provide transportation during the MTS strike. Arun said general funds are being used, but the reimbursements will replenish RideFACT funds. Phil asked if FACT is limiting RideFACT rides. Arun said RideFACT provides 30 rides a day.</p>
<p>Board Member Updates</p>	<p>Susan said she was a participant at the CalACT Conference in Truckee in April where Meagan and Ali gave an outstanding presentation. She said</p>

	FACT is a respected organization and plays a leadership role in the state of California, and it is a pleasure to be associated with FACT.
<b>ADJOURNMENT</b>	The meeting was adjourned at approximately at 10:40am.



**FACT Board of Directors Retreat Minutes  
 May 27, 2023, 9:00 AM  
 Via Zoom and In-person  
 Marina Village Conference Center  
 1936 Quivira Way - Starboard Room  
 San Diego, CA 92109**

Board Members Attending	Susan Hafner, Hon. George Gastil, Hon. Phil Monroe, Hon. Jewel Edson, Hon. Dave Roberts, Hon. Corinna Contreras, LaVonna Connelly, Hon. Bob Campbell
Board Members Absent	Hon. Kellie Shay Hinze
Staff Attending	Arun Prem, Meagan Schmidt, Budd Anderson, Julius Burgos, Ali Poorman, Christian Hernandez, Cynthia Pedersen
Public/Guests	Hon. Stephen Whitburn - Council Member, City of San Diego; Hon. Jose Rodriguez – Council Member, City of National City; Brian Lane, Jenny Russo, SANDAG; Danna Cotman – ARC IP Law; Robert Gebo - NCTD
Public Comments	
Welcoming Remarks/Introductions/ April Board Meeting Minutes/FACT Business Plan Update	<p>Susan Hafner welcomed everyone and introductions were made.</p> <p><b>Motion to approve the April 2023 Board Meeting Minutes was made by Hon. Phil Monroe. Hon. George Gastil seconded the motion. The motion passed unanimously.</b></p> <p>Budd gave an update regarding the 2023 Business Plan, reminding everyone it is a living document and subject to updates and revisions regarding contracted services, new grants and funding. Highlights this year include AFA program RideFACTNOW, an on-demand wheelchair accessible vehicle transportation service, the Fleets Transition Plan - transitioning FACT’s vehicles to electric or alternative fuel vehicles, and a partnership with UCSD, are some of the updated contracts and projections going forward. Integrated and shared technology with CIE and 211 San Diego on a mobile app will coordinate and provide referrals between agencies, and fund raising opportunities are being explored.</p>

	<p>Susan acknowledged Vice Chair George Gastil for his commitment, leadership, and dedication as FACT Chair for the previous three years. George was presented an engraved gavel commemorating his time as Chair.</p>
<p>FACT Services Updates: RideFACT and Contracted Agency Services; Vendors; Cost per trip, Trip length, Demand and supply; Impacts of First Transit work stoppage; NCTD MOU</p>	<p>Meagan reviewed the RideFACT program stating that costs have gone down to under \$31.00 per trip. The average trip length decreased from 11 miles to 9.5 miles in March’s reported data. Contracted agency services were provided to six Scripps locations. The cities of Escondido and San Marcos are contracting for rides to nutrition programs.</p> <p>Presently FACT contracts with five brokerage vendors. FACT contracted 12 vendors at one point, but some have gone out of business since the pandemic, and others have changed their operations. All five of FACT’s vendors have accessible vehicles.</p> <p>FACT has completed over 500 trips for First Transit in support of MTS strike related service. The upcoming NCTD MOU is a same day pilot program still being finalized.</p> <p>Arun said that as SANDAG’s designated Consolidated Transportation Services Agency (CTSA), FACT’s role is to coordinate all specialized transportation in its jurisdiction to ensure services are provided in an optimum, cost-effective fashion. FACT’s role in the MTS strike has direct bearing to FACT’s status as the CTSA in the region.</p> <p>Hon. Stephen Whitburn, Chair of MTS, offered assistance where needed to facilitate any challenges FACT might encounter during the strike.</p>
<p>Funding and Sustainability</p>	<p>Arun said the Specialized Transportation Grant Programs (STGP) outcomes affect RideFACT funding. FACT is the only agency that provides accessible transportation to the entire county. There is no other service like FACT in the region. Because of this role, the need to secure funding every year is problematic and the outcome is always unknown. People in San Diego County have no alternative to reliable, affordable, accessible RideFACT transportation. SANDAG needs to accommodate those with mobility needs to get to medical appointments, or the grocery store. AFA will fund RideFACT this year, but because it is a one year program, funding for RideFACT in 2025 is still unknown.</p>

	<p>Susan said the CTSA is a requirement of the Transportation Development Act and is state funded. FACT has not only fulfilled the statutory requirements, but fills community needs by providing rides. The needs in the region are expanding and therefore, the needs to find the additional funding to continue the services and sustainability are greater.</p>
<p>Post COVID dynamic, realities and relationships: SANDAG, TC, SANDAG Board, Transit Agencies, CAM</p>	<p>Arun said FACT has accomplished goals set forth last year in terms of building a relationship with the Transportation Committee to fund transportation for the mobility challenged throughout the region. FACT is the only agency motivated to address those demands and SANDAG is part of the solution. COVID presented challenges for transportation, creating limitations in some areas, and cohesion among agencies in others.</p> <p>Phil suggested appointing a CAM representative as an ex-officio FACT Board member. Arun agreed and said it should be followed up as an action item by the Board.</p> <p>Arun said it has been a landmark year in terms of the number of transit agency contracts coming into play at the same time. AFA, MTS, NCTD and other contracts have simultaneously begun within a short timeline. As a result, the need for more services like FACT create an increased demand for accessible transportation, and the forming of partnerships. FACT has successfully gone before SANDAG Board and the TC to create more awareness about sustainability. FACT’s challenge is now to secure long term, sustainable funding that can fulfill the vision that both FACT and SANDAG have for the region.</p> <p>Brian Lane said future discussions regarding FACT’s funding as the CTSA need to be simplified due to the complexity of funding sources. Susan said these discussions provide the opportunity to provide a long range sustainable plan showing FACT’s flexibility and function. Jenny Russo said the definition of what a CTSA is may need to be redefined. The role of a CTSA in 2006 may have had different needs versus the needs that exist today.</p>
<p>Access for All Cycle-1: Background and Recap; Application and Award process; Grant Agreement, Notice to Proceed; Cash Flow, Working Capital Advance; Subcontracts,</p>	<p>Arun said even with strong support from the TC, and SANDAG’s understanding of FACT’s mission and SANDAG’s own regional mobility plan, the overall results at times don’t connect in the funding. He said funding as the CTSA is still competitive and unpredictable. The Access for All grant is limited to one year of funding, which includes the investment of software and other upfront costs, yet is counterproductive in the execution and implementation of consolidated transportation, or rides, in the region.</p>

<p>Operations planning; Implementation Plan and Projections; AFA Cycle-2</p>	<p>LaVonna asked if the cost or waste, is measurable when presented to the TC.</p> <p>Arun said the funding for AFA originates at CPUC and is forwarded to regional agencies, such as SANDAG. Only two agencies applied for this grant, FACT and UTWSD, with FACT scoring high in the application. Notice to proceed was received on May 16 with an actual timeline for FACT's vendors to prepare their vehicles. Arun said one of the biggest challenges was cash flow in order to prepare vendors. He said the collaborative effort between FACT and SANDAG is unprecedented with the agreement to receive an advance payment from SANDAG within 15 days of signing the contract. Arun said most of this funding will be spent on rides.</p> <p>The rollout of the AFA plan will begin on June 1, 2023. SANDAG is directing the June 21<sup>st</sup> Media Kick-off event and SANDAG Board Chair Nora Vargas has committed to attending.</p> <p>Arun encouraged Board, SANDAG staff, and stakeholders to try the service and welcomes feedback before the actual announcement of the program to the public. Staffing will depend on the demand for rides and their ability to handle calls once the service becomes more known to the public, in addition to ongoing contracted rides.</p> <p>Bob was concerned the media event would lead to overwhelming demand.</p> <p>Susan said in the post-Covid world, transit riders have been trained on issues transportation agencies cannot always control. There are shortages and service disruption which make transparency and honesty to the customers essential. Jenny said SANDAG will be working with FACT throughout the program to make it successful.</p>
<p>Board Member Updates</p>	
<p><b>ADJOURNMENT</b></p>	<p>The meeting was adjourned at approximately at 12:00pm.</p>

**FACT Board of Directors Meeting Minutes**  
**June 29, 2023, 9:00 AM**  
**Zoom Only**

Board Members Attending	Susan Hafner, Hon. George Gastil, Hon. Phil Monroe, Hon. Jewel Edson, Hon. Dave Roberts, Hon. Corinna Contreras, LaVonna Connelly, Hon. Bob Campbell
Board Members Absent	Hon. Kellie Shay Hinze
Staff Attending	Arun Prem, Budd Anderson, Julius Burgos, Ali Poorman, Christian Hernandez, Cynthia Pedersen, Paola Zilli
Public/Guests	Hon. Jennifer Mendoza – Council Member, City of Lemon Grove; Ben Gemblar, Jenny Russo - SANDAG
Public Comments	
Consent Items: March Financial Summary	<b>Motion to approve the March 2023 Financial Summary was made by Hon. Dave Roberts. Hon. George Gastil seconded the motion. The motion passed unanimously.</b>
FACT Services Updates; AFA Media Event	<p>Arun said RideFACT funds will be depleted by the end of June 2023. People who have been using RideFACT qualify for AFA rides and will pay \$10 each way. RideFACTNOW began on June 1<sup>st</sup>, with the public announcement on Wednesday, June 21<sup>st</sup> at the official media event.</p> <p>The AFA RideFACTNOW media event was a collaboration presented by SANDAG and FACT, and hosted by St. Paul’s Senior Services in Chula Vista at St. Paul’s Plaza. Speakers included Rosa Olascoaga (representing Supervisor Vargas), Chula Vista Mayor John McCaan, Susan Hafner, St. Paul’s Senior Services President &amp; CEO Michael McHale, and St. Paul’s resident Joseph Aguilera.</p> <p>Other attendees included Hon. George Gastil, LaVonna Connelly, Jack Christensen, representing Sen. Blakespear, Jesse Schmitte, representing Sen. Padilla, FACT vendors SDMED and Loops, Coleen Clementson, Brian Lane, Ben Gemblar, Jenny Russo and other SANDAG staff, FACT staff, St. Paul’s representatives, and members from Mari + Gold marketing team. Media coverage by numerous news outlets included San Diego Union-Tribune, The</p>

	<p>Vista Press, KSDY - a local television station for Spanish speakers, KUSI news - mentioned five times over two days, and social media.</p> <p>Susan said St. Paul’s Senior Services hosted an amazing and welcoming event and was a wonderful way to kick-off the new transportation service. She said that Chair Vargas’s representative, Rosa Olascoaga, gave a supportive speech about all of the good that FACT has provided in the region. Joe Aguilera, a St. Paul’s resident, spoke of the need for accessible transportation that he and his wife depend on.</p> <p>Hon. Jewel Edson said that although she couldn’t attend the event, she heard a lot of great feedback. LaVonna Connelly said it was a perfect event, from the St. Paul’s staff to the many attendees and the supportive vibes. Jenny Russo said it was a great opportunity for SANDAG and FACT to work well together and highlight the program.</p>
AFA Ridership	<p>Arun said that as of June 28, 350 one-way on-demand AFA trips have been provided with three providers – Eleet, Loops, and SDMED. Trips are offered with a one-hour response time. The categorization of these trips are as follows:</p> <ul style="list-style-type: none"> <li>• 206 – Wheelchair accessible</li> <li>• 82 - Mobility devices</li> <li>• 62 - Seniors/people with disabilities</li> </ul> <p>On-demand rides totaled 123 of the 350 completed. Arun said support from the vendors is working well.</p> <p>Susan said on demand wheelchair accessible transportation is something that has never happened in the region. It is a huge accomplishment and very significant.</p> <p>Hon. Phil Monroe asked for clarification regarding funding for RideFACT and how it will be depleted by June. Arun said FACT did not receive any money for RideFACT 2024-25 based on the STGP Cycle 12 competitive grant review process.</p>
DRAFT Business Plan Review	<p>Arun asked for feedback, questions or comments regarding the Business Plan. LaVonna thanked Budd for his work on the Business Plan and keeping it updated regularly.</p> <p><b>Staff requests the Board approval for the Draft 2024-2029 Business Plan. LaVonna Connelly moved to approve the 2024-2029 Business Plan. Hon. Dave Roberts seconded the motion. The motion passed unanimously.</b></p>

DRAFT FY 2023-24  
Budget Review  
(separate cover)

Arun said that the budget for the coming fiscal year 2023-2024 is 82% over last year's budget due to the AFA grant from SANDAG. The proposed budget was based on actual expenses from March 2022 through July 2023 and projected to the end of June 2024. Arun summarized the projected budget for FY 2024:

- Spending projected at -6.05 (under budget) for FY 2023
- FTA ICAM Grant carried forward in FY 2024 Budget \$240,000.00 due to FTA grant not yet finalized
- Board member compensation included
- Contracted Services revenues are projected to increase +29%
- Cost of services, or what FACT pays vendors for transportation, trending lower, but remain higher than pre-Covid
- Travel and mileage expenses increased
- Employee recognition increased
- Salaries and wages increased to reflect inflation, overtime expenses (MTS and AFA), merit increases, one new position of Invoice Analyst to accommodate the new program.

Julius said the total budget for FY 2024 is \$4,590,847; an 83% increase. The is summarized as follows:

- AFA revenue awarded \$2,530,004.00
- The budget is balanced
- \$183,410.00 of generated revenues will go towards reserves
- RideFACT is not funded this cycle – RideFACTNOW will fill those needs

Julius said of the AFA funds of \$2.5 million, 1.1 m has been invested in CD's in 11 month terms with estimated interest for the year is estimated at \$40,000-\$50,000 in revenue projections.

Julius said the projected RideFACTNOW transportation expenses are \$1,87m;

- Salaries & wages \$985,000 (+14%)
- Office lease \$ 75,000 (+16%)
- Emp. Insurance \$ 75,000 (+ 7%)
- Legal \$ 20,000
- Travel \$ 25,000 (+14%)

Other AFA projected expenses are:

- WAV vehicles \$200,000
- Software \$ 58,590
- Marketing \$ 50,000

	<p><b>RECOMMENDATION: Staff requests Board approval for the FY 2023-24 Budget proposal as recommended by the Finance Committee (Susan Hafner and Hon. Phil Monroe).</b></p> <p>Susan thanked Julius for the budget review. She said the Finance Committee was unable to review the budget together, but she was pleased to see a well presented budget and understand where FACT is financially. Phil said he would like to have more information regarding the personnel management firm hired to help FACT before making any recommendation regarding the budget. Phil said he was unaware of the outside firm (Culture Works) until last month and this should be brought to the Board for notification and approval. Susan said the Board would be following up on that subject at the next meeting. She asked if there were any questions or comments in regards to the budget presentation. Hon. George Gastil thanked everyone who worked on the budget.</p> <p><b>Hon. George Gastil motioned for approval of the FY 2023-24 Budget. Hon. Dave Roberts seconded the motion. The motion passed unanimously.</b></p>
<p>SANDAG – Quarterly Updates, Mobility Working Group (MWG), Flex Fleets Taskforce, Proposed TransNet Amendments; AFA Cycles 1and 2; STGP Cycle 12 follow-up meeting</p>	<p>SANDAG Board recommended its staff explore options for funding FACT services, and have the Transportation Committee bring those options to SANDAG Board by the end of the summer. Brian Lane, Jenny Russo, Hon. Jewel Edson, Budd and Arun met on June 22<sup>nd</sup> to discuss funding sources available to FACT that included potential funding measures. Arun asked that the discussion be recognized in writing for future reference. Off-the-top funding is contingent on TransNet regulation amendments without the competitive process, and it appears that the recommendation supporting FACT is moving forward.</p> <p>Arun proposed to SANDAG that future AFA funds be used to fund RideFACT which would not require FACT requesting SMG funds. Jenny Russo said the discussions between SANDAG and FACT are useful and the two agencies are striving for the same outcome.</p> <p>Arun said the item will be going back to the Transportation Committee in September and looks forward to any suggestions from the Board.</p>
<p>Conversation with Guest Speaker Hon. Jennifer Mendoza</p>	<p>Susan welcomed Hon. Jennifer Mendoza to the meeting and shared some of her professional background. Hon. Mendoza is currently serving her third term on the Lemon Grove City Council and is an alternate on the Transportation Committee. She said she would like to connect more seniors in Lemon Grove to FACT services. Arun said FACT would be happy to provide information</p>



	addressing senior mobility needs to the City Council and other organizations in Lemon Grove. He thanked her for her support of FACT on the Transportation Committee. Hon. Mendoza thanked the Board for inviting her to the meeting.
New Grant Applications AFA Cycle-2, State 5310, others	Budd gave an update regarding the Caltrans 5310 funding that supports the Mobility Management activities in rural areas. SANDAG administers the urban portion of that funding. FACT did not receive funding in the application of 20 vehicles, 10 of which were electric vehicles to start transitioning the fleet. Budd said the announcement for the AFA Cycle-2 is coming soon. He submitted an application for Yield Giving, a flexible spending foundation grant and is waiting for a response.
ED Report	<p>Arun said the agreement with NCTD proposed services is a \$100,000, one year grant program pilot for on-demand transportation. Arun thanked Hon. Corinna Contreras and Hon. Jewel Edson for their support in getting this MOU nearly completed. FACT is still providing MTS with approximately 50 rides per day as the strike continues.</p> <p>Meagan Schmidt resigned from FACT on June 20, 2023. One of FACT’s Mobility Coordinators has accepted a remote only job and will be leaving in early July. Christian Hernandez has been named Dispatch and Mobility Manager, replacing Ali Poorman, who will focus more on AFA contract related work.</p> <p>The ED Review will be a closed session meeting in July.</p>
Board Member Updates	<p>George said he chairs the Accessibility Services Advisory Committee for MTS and it is a joy to get to know the people on that committee, and noted that Christian and Arun attended the committee meeting. The ASAC serves people with disabilities that use transit in the county. He said it will take some time to get MTS ridership numbers and drivers back up to where they were prior to the strike. He said MTS riders are very appreciative of the role FACT has played during the strike.</p> <p>Susan said George’s comments reflect the purpose of FACT which is to provide services to displaced riders and serve the unserved as in the AFA program.</p>
<b>ADJOURNMENT</b>	The meeting was adjourned at approximately at 10:15am.

### ITEM # 3

**TO: BOARD OF DIRECTORS**

**FROM: Julius Burgos, Accountant, and Arun Prem, ED**

**RE: June 2023 Financial Summary**

#### Balance Sheet vs Prev Year Comparison

- Compared to last year \$2,587,978.92 is in the bank, 91% more than the previous year.
- FACT is invoiced through June 2023 and has less than 23% less outstanding than the previous year.
- Accounts Payables were 23% less than the previous year.
- Total Assets were 69% more than the previous year.

The balance sheet through June 2023 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 \$33,295.04 as of June 2023 which has an interest rate of 1% until paid.

#### Accounts Receivable Status

- \$563,592.38 is outstanding, by (10) customers. Of the o/s amount, \$398,984.64 is 60 days or less, \$115,599.82 is less than 90 days, and \$49,007.92 is over 90 days by (3) customers. Each Customer is aware of their O/S balance.

#### Profit & Loss Budget vs. Actual Report – June 2023

Income thru June 2023 was 4.98% under budget due to a couple factors:

1. The Cycle AFA Grant was awarded with an advance payment.
2. One-Call/One-Click Access grant is still pending.
3. Caltrans FTA 5310 Grant not billed in June to start AFA.
4. TDA and RideFACT grants fulfilled and closed in June.
5. High Demand for Scripps, San Marcos, and MTS continues.
6. Interest increased for 11 CD's purchased against the AFA Advance received.

Overall Expenses were 5.58% under budget due to the following factors:

- Online Transportation Program still pending.
- Lower Compliance, Workshops, and Training.
- No Motor Vehicle Expenses in June.

- Audit and Legal fees lower than anticipated.
- Lower Telecommunications and Office supplies.

Net Income for June 2023 has a positive balance of \$34,576.26. Total income for the Year is \$265,601.45.  
Condensed Grant Balances Remaining

- Total funding available for all grants through June 2023 is \$2,851,529.57.
- CTSA Funds have been allocated through June 2023 totaling \$188,798.00.
- CTSA's temporarily restricted net assets through June 2023, is \$231,143.80.
- Unrestricted Net assets through June 2023 total \$317,773.91.
- Total Equity as of June 30, 2023, is \$814,519.16.

**ITEM # 4**

**TO: BOARD OF DIRECTORS**

**FROM: Alissa Poorman, Contracts Manager & Arun Prem, ED**

**RE: FACT Services Updates; AFA Implementation, Marketing Update,  
New Hybrid Vehicle demo**

**ISSUE:**

Update for the Board on suspension of RideFACT service, Implementation of RideFACTNow and RideFACT progress report.

**BACKGROUND**

**RideFACT service suspended end of July 2023:**

RideFACT service was not funded in STGP Cycle 12\*; the Cycle 11 funds ended in late July 2023. During June and July 2023, RideFACT and RideFACTNow were both available to the public.

RideFACT service was severely limited during 2023 due to a combination of lack of sufficient funds to maintain service capacity and the higher costs of providing rides since the pandemic.

**\*New RideFACT funding - Cycle 12:**

In late July, 2023, SANDAG informed FACT that due to a Cycle 12 awardee forfeiting their Section 5310 award, and with FTA concurrence, SANDAG offered the RideFACT project the remaining \$343,435 in traditional Section 5310 project funding. Since FACT originally applied with 50% matching funds, SANDAG asked that FACT supply matching funds with the same match percentage, 50%, or \$343,435. FACT responded by accepting the offer and proposing that we match the Section 5310 funds with AFA funds (AFA Cycle-1 funds already awarded to FACT). This grant agreement is expected to be completed late this year and tentatively RideFACT service may resume in early 2024.

**Review of Fare policy and Service Policies in view of impending resumption of RideFACT service**

Since there is overlap between ridership for RideFACT and RideFACTNow, the reservation process poses a challenge for riders and FACT staff due to the different fares and service policies. Riders were not clear on the difference between the two services or which one served their need better; FACT staff were also dealing with situations where it was difficult to classify the request as a RideFACT or RideFACTNow ride for fare calculation and dispatch purposes. For example a request for an accessible ride next day, would qualify as RideFACT (Fare as low as \$2.50) and also for RideFACTNow (minimum fare \$10). Based on the concerns shared by the Mobility Coordinators, this matter was presented for discussion during CAM on September 12, 2023. The preliminary feedback we received indicated that multiple fares for similar services were not unique to FACT, however maintaining these policies was labor intensive and requires ongoing administration. FACT staff is reviewing the options and will bring proposals before the Board in order to streamline the rider experience and the intake process by FACT staff. FACT has

discretion over the fares for RideFACTNow fares. RideFACT and RideFACTNow fares may be updated, with adequate and timely notice to the community.

**RideFACTNow Implementation June 1st, 2023, and Progress Report:**

RideFACTNow was launched on June 1, 2023. The service was offered for free until June 15. On June 21, 2023, a Media Event was held at St. Paul’s Plaza in Chula Vista, in collaboration with SANDAG. FACT Board Chair Susan Hafner, Coleen Clementson (SANDAG), Mayor John McCaan (Chula Vista) and Rosa Olascoaga (County District 1, representing Hon. Vargas), and Michael McHale (St. Paul’s), spoke during the event. LaVonna Connelly and Hon George Gastil also represented FACT’s Board; FACT staff Ali, Budd, Christian, Cynthia, Julius and Arun were present. Riders Joe and Frances Aguilera participated in the event and helped with a demo ride. FACT vendors SDMED, Eleet and Loops attended and provided a vehicle for demonstration. Jack Christensen (Senate Dist. 38, Sen. Blakespear), Jessie Schmitte (Dist. 18, Sen. Padilla) and several other dignitaries and partners joined us for the event. SANDAG issued a media release as a result of which FACT received coverage in a number of media outlets including SD Tribune and KUSI.

Ridership has grown steadily since June 2023. There were 550 one-way trip in June, 1299 in July, and 1379 in August 2023.

**RideFACTNow – TABLE 1**

MONTH	TOTAL TRIPS	Same Day TRIPS	Pre Scheduled TRIPS	W/C TOTAL	OTHER DEVICES
JUNE	550	159	391	314	236
JULY	1299	94	1205	436	863
AUG	1589	231	1358		

**RideFACTNow – TABLE 2**

MONTH	UNIQUE RIDERS	COST / TRIP	TRIP LENGTH	NO SHOWS	CANCELS	DENIED
JUNE	160	\$ XX	9.37	30	99	11
JULY	223	\$ XX	12.27	112	327	203
AUG	NA	NA	NA	NA	NA	NA

**RideFACTNow – TABLE 3**

Month	TRIP ORIGINS	%	TRIP PURPOSE	%
<b>JUNE</b>	<b>City of San Diego</b>	<b>38.80%</b>	<b>Medical</b>	<b>58.60%</b>
	South County	15.30%	Social	22.40%
	East County	20.30%	Shopping	8.00%
	North County	25.60%	Other	11%
<b>JULY</b>	<b>City of San Diego</b>	<b>48.69%</b>	<b>Medical</b>	<b>56.32%</b>
	South County	10.02%	Social	23.19%
	East County	15.02%	Shopping	4.62%
	North County	26.27%	Other	15.87%

**Response Time:** While the AFA grant allowed a 12-hour response time window, FACT opted for a 1-hour window i.e. the vehicle arrived for pick up within one hour of the request (reservation). FACT was successful in responding to the on-demand (immediate) ride requests within the window for 83 and 84% of the trips in June and July, 2023 respectively.

**Expanded Service Hours - OT and CARS extension**

Reservation hours and service hours for RideFACTNow extend from 5am – 10pm, 7 days. FACT held several discussions with CARS (call center contractor) re extending service hours further. While CARS does not have capacity at this time, further extension of service hours in future may be possible. Due to the short term of the grant FACT did not consider hiring in-house call center staff to respond to services during extended hours.

During the transition FACT staff worked overtime on weekdays as well as weekends in order to cover the service hours. CARS needed additional time for training their staff, which was completed in July 2023.

**Operations Plan:**

FACT hired a consultant – Kimberly Ann Turner, a former CalTrans grants manager and FTA staff to assist with developing the Operations Plan, including conducting needs assessment.

**Preliminary Issues and Concerns:**

While the RideFACTNow roll out was timely and successful in terms of performance and quality, there are aspects of the service and the structure that will be revisited as more data becomes available. With the preliminary detailed data from the first two months of service, it appears that there was a higher number of no-shows and cancellations than was the case with RideFACT. There was also a higher trip denial rate, as more rides requests were made during the “peak” hours, than there was capacity in the brokerage. There are several ways in which we are trying to bridge this gap in supply and demand – including purchase of an AFA funded vehicle, negotiations with vendors to optimize dedicated vehicle capacity and possibly more trip negotiations with clients to adjust requested times.

The overall trip length has increased significantly, indicating there is a pent up need for Countywide service.

Cost per trips is also high compared with RideFACT due to the higher cost of same day, on-demand rides, as well as there is room for vendors to use the vehicle capacity more efficiently. Staff is actively monitoring the data to assess whether the number of dedicated vehicles needs to be adjusted. In particular, the dedicated vehicles are underutilized during weekends and early morning hours and late nights. We may need to reduce capacity (dedicated vehicles) and focus the available capacity during busier parts of the days on weekdays.

**Outreach, Community perception and response:**

Response from the community regarding the service and fares has been overwhelmingly positive. On September 21, 2023 Circulate San Diego presented FACT with the **2023 Momentum Award for Public Transit Connectivity** for RideFACTNow service. A number of riders have reached out to FACT with positive feedback.

**AFA Contract Compliance:**

**Marketing Contract** - In May 2023 FACT signed an agreement with Mari+Gold for marketing services; the deliverables will include printed flyers and promo materials, a promotional video for public service announcements, a mail campaign as well as media release. FACT staff is working closely with M+G staff on the various projects. FACT requested three RideFACTNow riders to work in the video, which was recently kicked-off during a video/photo shoot at St Paul's Plaza location in Chula Vista.

**Software/Mobil App based reservations and dispatching** – FACT purchased the mobile app from Ecolane (FACT's dispatch software vendor). FACT and Ecolane staff developed the specifications for the app; the launch is pending approval by Google and other server/host entities. The app will require riders to call FACT for registration prior to activation. It will allow riders to request rides and receive confirmation.

**New low emissions Vehicle purchase** – In August 2023 FACT purchased a low emissions (hybrid) Toyota Sienna minivan 2023. The vehicle is accessible, with rear boarding Braun lift. The vehicle is leased to SD Med for FACT services only. The vehicle was paid for by the funds advanced by SANDAG, after review of competitive bids.

**Operations Planning Consultant Contract** – Consultant hired in September 2023, weekly meetings initiated in mid-September.

**Service Analyst** – Paola Zilli, formerly Mobility Coordinator, was promoted to Service Analyst; Paola reports to Alissa Poorman, Contracts Manager. Paola will focus on Ecolane data and invoicing related to FACT's vendors as well as SANDAG grants.

**Vehicle Inspections Contract** – In September 2023 FACT hired a contractor for vehicle monitoring and inspections for the RideFACTNow program. The agreement is for one year, and may be extended at FACT's discretion.

**Reporting, Cashflow and Payments** - FACT staff have been working closely with SANDAG for reporting and invoicing. Due to the advanced funds provided by SANDAG, FACT has been able to pay vendors on time.

**RECOMMENDATION: NONE**

**ITEM # 5**

**TO: BOARD OF DIRECTORS**

**FROM: Julius Burgos, Accountant, and Arun Prem, ED**

**RE: SANDAG Updates**

**ISSUE: Ongoing update on discussions and actions involving SANDAG**

**BACKGROUND**

The Transportation Committee meeting where SANDAG staff planned to review the various sources that SANDAG could use to provide additional funding for FACT, was initially planned for September 15. SANDAG canceled the meeting, and rescheduled it to Oct 20. SANDAG did not share the DRAFT information item with FACT as of the time of this update. FACT recommended that AFA funds and any future SANDAG sponsored proposition that fund transportation should be discussed in this item as well.



**ITEM # 6**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, ED**

**RE: Board Business – Appointing New Board Member; Vacant Board Officer Position (Treasurer); 2024 Board Officer Elections**

**ISSUE: Recommendations for Board to address matters pertaining to governance:**

**BACKGROUND**

**I. New Board Member Appointment:**

Councilmember John Duncan, from the City of Coronado has expressed interest in joining the FACT Board of Directors. FACT currently has 7 voting Board members and one Emeritus Board member. **As per FACT Bylaws:**

**SECTION 3.1. NUMBER** The corporation shall have no less than five (5) and no more than eleven (11) directors; Emeritus nonvoting board members may be appointed at the discretion of the board, by a majority vote of the Board members; the number of Emeritus board members may not exceed 1 per block of 5 regular board members, or a total of 2.

**SECTION 3.19.1. FILLING VACANCIES** Vacancies on the board may be filled by approval of the majority of Directors then in office or, if the number of directors then in office is less than a quorum, by (1) the unanimous written consent of the directors then in office, (2) the affirmative vote of a majority of the directors then in office at a meeting held pursuant to notice or waivers of notice complying with this Article of these bylaws, or (3) a sole remaining director. A person elected to fill a vacancy as provided by this Section shall hold office until the next annual election of the board of directors or until his or her death, resignation, or removal from office.

**II. Board Officer vacancy – Treasurer:**

FACT Board Officers are elected towards the end of the calendar year, with terms beginning on January 1 of the following year. One Officer position is currently vacant – Board Treasurer. Staff requests a volunteer from the Board to serve in this position for the remainder of the term, through December 31, 2023. **As per FACT Bylaws:**

**SECTION 4.5. VACANCIES** Any vacancy caused by the death, resignation, removal, disqualification, or otherwise, of any officer shall be filled by the board of directors. In the event of a vacancy in any office other than that of Chairperson of the Board (President) such vacancy may be filled temporarily by appointment by the Chairperson of the Board until such time as the board shall fill the vacancy. Vacancies occurring in offices of officers appointed at the discretion of the board may or may not be filled as the board shall determine. Any director who fills a vacancy under this section is eligible to be elected to the same office and serve two consecutive terms if applicable.

**III. 2024 Board Officers Nominating Committee:**

The process of electing Board Officers involves development of a slate of Officers that the Board will approve and vote on. A committee appointed by the Board Chair will reach out to all Board members and based on the input, propose a Slate of Officers to the Board.

**RECOMMENDATION**

**Staff recommends:**

- a) Board members appoint Hon John Duncan to the Board of Directors**
- b) The Chair appoint a Board member to serve as Treasurer for the remainder of the term (through end of calendar year 2023)**
- c) The Chair appoint a Board Officer Nominating Committee for Board Officer elections for calendar year 2024**

**ITEM # 7**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, ED**

**RE: New and Potential Grants Updates**

**ISSUE: Update for the Board re new grant applications and awards.**

**BACKGROUND**

**Ramona Community Resource Grant**

FACT, in partnership with the Ramona Municipal Water District (RMWD), is seeking to procure \$806,400 in funding through a five-year Community Resilience Centers (CRC) Program Grant to launch a no-cost EV shuttle program in Ramona. The proposed project encompasses community engagement, procurement of two wheelchair-accessible electric shuttles, construction of shuttle housing and charging stations, and operation of these shuttles to provide no-cost transportation within Ramona to eligible constituents. This initiative aims to provide measurable impact in closing regional transportation “gaps” in a way that is accessible and equitable to sensitive population groups who are dependent on transit to access regional services. If awarded, all surveying, engagement, and outreach for program design and implementation will be completed by FACT within the first three months of the grant period. The following 3.75 years of the grant period will be dedicated to operation of the program, with the final year dedicated to invoicing and grant program evaluation. Post-grant, the program may transition to a paid service or involve vehicle reallocation through an agreement between FACT and RMWD.

**New RideFACT funding - Cycle 12:**

In late July, 2023, SANDAG informed FACT that due to a Cycle 12 awardee forfeiting their Section 5310 award, and with FTA concurrence, SANDAG offered the RideFACT project the remaining \$343,435 in traditional Section 5310 project funding. Since FACT originally applied with 50% matching funds, SANDAG asked that FACT supply matching funds with the same match percentage, 50%, or \$343,435. FACT responded by accepting the offer and proposing that we match the Section 5310 funds with AFA funds (AFA Cycle-1 funds already awarded to FACT). This grant agreement is expected to be completed late this year and tentative RideFACT service may resume in early 2024.

**Meeting with SIHC**

**SANDAG Advisory Board member Hon. Erica Pinto, Chairwoman, Jamul Indian Village of California** and representing the Southern California Tribal Chairmen's Association, facilitated a meeting between FACT and Campo Clinic, which operates under Southern Indian Health Council (SIHC). FACT staff (Arun, Ali, Christian) visited the Campo Clinic on 9/13/23, and met with the

Director, Vanessa Parkhurst, and other staff, and took a short ride through the reservation to survey a few areas where the members who needed rides were located.

FACT and Campo Clinic staff plan to review opportunities to collaborate on transportation service and tribal transportation grants.

**ITEM # 8**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, ED; Cynthia Pedersen, Manager of Admin. & HR**

**RE: 2023 Annual Meeting Planning**

**ISSUE**

Update for Board re. ongoing planning for the Annual Board of Directors Meeting on Tuesday, Dec 5, at Nautilus Room, Coronado City Hall.

Schedule; **8:30am networking, 9:00 am Call to Order**

**Speakers/guests;**

CONFIRMED – Hon. Sean Elo Rivera, Hon. Jack Shu, Hon. John Duncan, Ms. Coleen Clementson;  
Ms. Sharon Cooney

INVITED – Hon. Blakespear, Hon. Jose Rodriguez

**Partner of the Year Award Nominees (discussion)**

**Giveaway Item - Notebook**

**Agenda (discussion)**

- **Keynote address**
- **FACT Annual Report**
- **Presentations**
- **Partner of the Year**
- **Board Officer Elections**

## ITEM # 9

**TO: BOARD OF DIRECTORS**

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

**RE: HR Support Services; Employee Handbook, Org Chart, Benefits**

### **ISSUE:**

This item includes a review of the scope of work with Culture Works, an HR services firm that provides support services for FACT.

- 1 Update on **Employee Handbook**.
2. An updated **Organization Chart** reflecting recent changes in staffing and on the Board of Directors.
3. Board input and action is requested in order to provide/update **employee benefits (details below)**.

### **BACKGROUND**

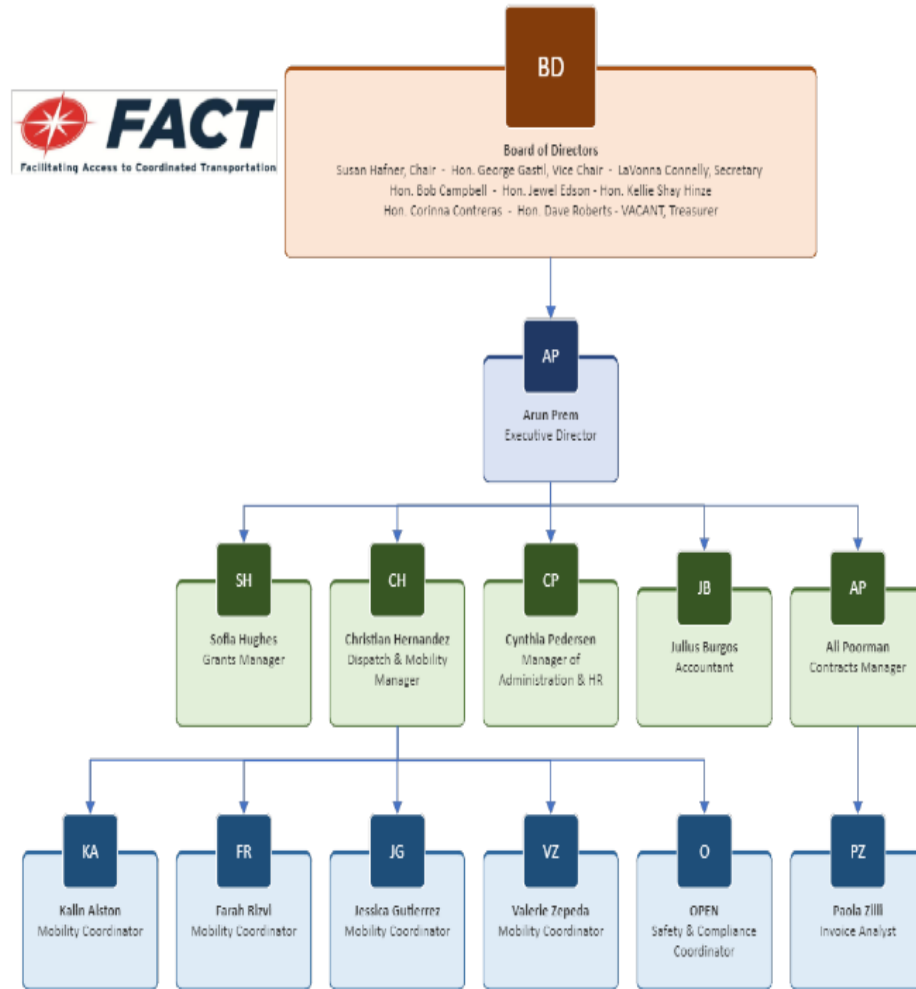
FACT contracts with Culture Works for HR Support services

#### **1. Updated Employee Handbook:**

The employee handbook includes FACT policies, expectations of employees, and what employees can expect from FACT. It lays out our legal obligations as an employer as well as employees' rights.

The handbook was created in 2010, it was recently updated with input from Culture Works, and will be presented for Board input and approval in October 2023.

**2. Organization Chart. (Doc. enclosed with AGENDA notice)**



**Employee Benefits:**

- i. **Standardized cell phone use allowance**, \$7.5 per paycheck for all hourly staff; Budget impact \$1,950.00 p.a.
- ii. **Increase of Employer match towards employee retirement savings** from 3% to a 5% match for all staff: Budget impact \$18,500.00 (Current expenses \$27,750.00).

According to a Vanguard report – How America Saves Report 2023 - Among plans with single- or multitier match formulas, most promised a match of between 3.00% and 6.99% of pay (**Figure 9**). The average value of the promised match was 4.5% of pay; the median value, 4.0%. Fidelity first quarter 2023 analysis - average 401(k) employer contribution, which includes profit sharing and matching contributions, reached a record 4.8% in Q1.

According to Nonprofit Times (October 2022) Employer contribution rates to 403(b) plans increased almost 24% year-over-year from 4.6% in 2020 to 5.7% of gross annual pay during 2021, according to an

annual 403(b) Plan Survey from the Plan Sponsor Council of America (PSCA), part of the American Retirement Association.

**Budget Impact:**

Salaries & Wages	925,000.00	
IRA - Employer Matching Expenses (3%)	27,750.00	
IRA - Employer Matching Expenses (5%)	46,250.00	
Difference added to Budget+	<table border="1"><tr><td>18,500.00</td></tr></table>	18,500.00
18,500.00		

**RECOMMENDATION**

**Staff recommends Board review and approval of the Employee benefits as follows:**

- 1. Standardized cell phone use allowance, \$7.5 per paycheck for all hourly staff**
- 2. Increase Employer match towards employee retirement savings from 3% to a 5% match**



**ITEM # 10**

**TO: BOARD OF DIRECTORS**

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

**RE: Executive Director's Report**

**Meetings and Events – June, 2023**

6/01/2023 Meeting – Mobile App Discussion – Transit Technologies  
6/07/2023 Meeting – AFA Kickoff Event Planning – SANDAG/FACT  
6/13/2023 Meeting – CAM Monthly Updates – Christian, Ali, Cynthia, Arun  
6/15/2023 Meeting – AFA Kickoff Event Planning – SANDAG/FACT  
6/20/2023 Meeting - AFA Kickoff Event Planning – Stacy Garcia, Jessica Zepeda, Ben  
Gembler, Cynthia,  
Arun  
6/21/2023 MEDIA EVENT – AFA RideFACTNOW – St. Paul's Plaza – Chula Vista  
6/22/2023 Meeting – RideFACT Cycle 12 Year 2 – Brian Lane, Arun  
6/23/2023 Meeting – SANDAG Board of Directors  
6/28/2023 Meeting – St. Paul's Senior Services – Michael McHale, Arun  
6/29/2023 Meeting – FACT Board of Directors

**July, 2023**

7/06/2023 Meeting – FACT Board of Directors (Special)  
7/10/2023 Meeting – Rep. from Hon. Elo-Rivera's office - Julio Garia, Arun  
7/11/2023 Meeting – CAM Monthly Updates – Cynthia, Ali, Christian, Arun  
7/11/2023 Meeting – Ecolane – Rex Clark, Arun  
7/12/2023 Meeting – Culture Works – FACT Concept Presentation – Ali, Cynthia, Arun  
7/13/2023 Meeting – Regional Short-Range Transit Planning Task Force – Brian Lane, Arun  
7/14/2023 Meeting – SANDAG Board of Directors  
7/19/2023 Meeting – Transportation Discussion – Southern Indian Health Council – Mary  
Johnson, Arun  
7/20/2023 Meeting – FACT Quarterly Update – SANDAG – Kami Leone, Arun  
7/20/2023 Meeting – TransNet Ordinance Amendment Subcommittee – Michael Terlep,  
Arun  
7/21/2023 Meeting – TC Meeting

**August, 2023**

8/01/2023 Meeting – Ramona Shuttle discussion – LaVonna, Ali, Arun  
8/02/2013 Meeting – R.19.02.012 Outreach Working Group – Anna Jew  
8/08, 2023 Meeting – Fallbrook Transportation – Michael McHale, Arun

8/09/2023 Meeting – CPUC – Equity and Access Grant Program App. Webinar – Arun  
8/10/2023 Meeting – NCTD Executive Committee  
8/14/2023 Meeting – Foundation for Senior Care – Ramona Community Resilience Center  
Grant Application – Arun  
8/17/2023 Meeting – Hon. John Duncan – Arun  
8/23/2023 Meeting – FACT/SANDAG Agreement Discussion Scope of Work – Kimberly  
Turner, Arun  
8/24/2023 PHOTOSHOOT - Mari+Gold – FACT Riders – St. Paul’s Plaza – Cynthia, Arun  
8/28-30/2023 Meeting – CalACT Board Retreat

**September, 2023**

9/06/2023 Meeting – R.19.02.012 Outreach Working Group – Anna Jew  
9/08/2023 Meeting – RideFACTNOW Mari+Gold PR Kick-off – Cynthia, Arun  
9/11/2023 Meeting – Culture Works Board Meeting Presentation Prep – Cynthia, Arun, Tim  
Stryko, Nico Benson  
9/12/2023 Meeting – CAM Monthly Updates – Cynthia, Ali, Christian, Arun  
9/12/2023 Meeting – September Agenda Planning – George, LaVonna, Arun  
9/13/2023 Meeting – Southern Indian Health Council – Mary Johnson, Christian, Ali, Arun  
9/19/2023 Meeting – SSTAC – Sofia, Arun  
9/21/2023 AWARD CEREMONY – Circulate SD – Susan, LaVonna, George, Sofia, Firas, Arun  
9/28/2023 Meeting – FACT Board of Directors