



CAM Meeting Summary

Tuesday, September 12, 2023, 1:30 PM

1. Introductions and updates:

- Chair Marilyn Greenblatt (JFS) welcomed everyone and introductions were made. FACT staff changes were noted: Ali Poorman, Contracts Manager; Sofia Hughes, Grants Manager; Paola Zilli, Invoice Analyst; and Jessica Gutierrez, Mobility Coordinator. Adrianna Yemhatpe (Travelers Aid) said the domestic violence program, “Journey to Safety”, is now up and running successfully and in October they will begin a new countywide 5310 program for immuno-compromised riders. Mary Johnson (Southern Indian Health Council) said they are looking for a partnership for their patient transportation.

2. SANDAG updates:

- Aly Vazquez said the 2025 Regional Plan is being prepared at SANDAG and any help with outreach would be appreciated. An upcoming workshop will be in Coastal North County, Aly will forward the link to anyone interested in participating. Ben Gemblar encouraged everyone to participate in the regional plan. He said FACT’s AFA Cycle 1 reporting and data was a learning process, and SANDAG is looking at how to improve things for future cycles. Cycle 2 call for projects should be released within the next couple of weeks. A workshop will follow to help with the application process. Zack Rivera said if anyone wants to be added to the stakeholder distribution list to contact Aly, Ben or Zack.

3. CTSA and FACT Services update:

- Ali Poorman said CIE gave a refresher course on how to make direct client referrals. FACT will partner with JFS and Travelers Aid to begin the simplified and streamlined referral process soon. Arun Prem said the software based referral process completes the loop to see if a rider utilized the referral information provided, and if it was successful. He thanked everyone who participated in this SANDAG grant project with ongoing collaboration and efficiency among regional agencies.
- Ali asked for feedback from agencies that have adopted the Code of Conduct Policy, and if it has been modified in any way.
- Arun gave an update regarding the RideFACTNOW service. He said requests for on-demand accessible transportation increases each month.

4. CAM Member Discussions:

- Arun gave an update regarding the FACT Board of Directors seat open to a CAM representative. This seat involves attending FACT Board meetings to present CAM’s recommendations directly to the Board. Todd Lordson (San Diego Regional Center) volunteered to fill the position.

- Christian Hernandez said FACT would like input from other agencies regarding charging fares and how to avoid rider confusion using different rates for services. Marilyn said charging different rates to riders always causes confusion. Arun said this topic will be discussed further at upcoming meetings.
- Ali asked for suggestions on grant mandated one-hour training sessions among agencies.

5. Upcoming Meetings, Conferences and Events:

- Marilyn reminded everyone of the upcoming CalACT Fall Conference and Expo in Indian Wells, October 31 - November 2, 2023.