

**Board of Directors Meeting Agenda  
Oct 26, 2023, 9:00am**

<https://us02web.zoom.us/j/85291057851>

**Meeting call to order, Introductions**

**9:00 am**

- |                             |   |      |                        |
|-----------------------------|---|------|------------------------|
| 1.                          | Public Comment  |      | <b>INFORMATION</b>     |
| <hr/>                       |   |      |                        |
| <b><u>CONSENT ITEMS</u></b> |   |      |                        |
| 2.                          | July Special Board Meeting & Sep 2023 Board Mtg Minutes   | p-2  | <b>ACTION</b>          |
| 3.                          | July 2023 Financial Summary   | p-8  | <b>INFORMATION</b>     |
| 4.                          | Review of DRAFT Employee Handbook   | p-10 | <b>ACTION</b>          |
| <hr/>                       |   |      |                        |
| 5.                          | RideFACTNOW Updates:  | p-11 | <b>POSSIBLE ACTION</b> |
|                             | <ul style="list-style-type: none"> <li>• August 2023 Data</li> <li>• Review of Marketing, Fares, Demand &amp; Capacity</li> <li>• Status of APP and Tablets implementation</li> </ul> |      |                        |
| 6.                          | SANDAG – Quarterly Updates, Mobility Working Group (MWG),   | p-16 | <b>INFORMATION</b>     |
|                             | Flex Fleets Taskforce, Proposed TransNet amendments;<br>AFA Cycles 1 and 2; STGP Cycle 12 follow-up meeting; TC Update.   |      | <b>INFORMATION</b>     |
| 7.                          | Board Officer Nominating Committee Report   | p-18 | <b>POSSIBLE ACTION</b> |
| 8.                          | Updates on Grants   |      | <b>INFORMATION</b>     |
| 9.                          | Conversation with Guest - Sam Kahn, RideFACTNOW rider   |      | <b>INFORMATION</b>     |
| 10.                         | 2023 Annual Meeting Planning:   | p-19 | <b>INFORMATION</b>     |
| 11.                         | Executive Director’s Report   | p-20 | <b>INFORMATION</b>     |
| 12.                         | Board member and CAM updates  |      | <b>INFORMATION</b>     |

**ADJOURNMENT**

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| <p><b>FACT’s Mission-</b> <i>Assist San Diego County residents with barriers to mobility to achieve independence through coordination of transportation services</i></p> <hr style="width: 80%; margin: 0 auto;"/> |
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**ITEM # 2**

**SPECIAL FACT Board of Directors Meeting Minutes  
July 6, 2023,-11:00 AM  
Via Zoom**

|                         |  |
|-------------------------|--|
| Board Members Attending | Susan Hafner, Hon. George Gastil, Hon. Jewel Edson, Hon. Dave Roberts, Hon. Corinna Contreras, LaVonna Connelly, Hon. Bob Campbell (Emeritus), Hon. Phil Monroe  |
| Board Members Absent    | Hon. Kellie Shay Hinze   |
| Staff Attending         | Arun Prem  |
| Public/Guests           | Danna Cotman - ARC Law   |
| CONSENT ITEMS:          | <p align="center"><u>AGENDA</u></p> <ul style="list-style-type: none"> <li>a. Status update re. lawsuit</li> <li>b. ED Review Committee Report</li> <li>c. Board Member Communications</li> <li>d. Review of Personnel Actions</li> </ul> <p>Reportable Action on the ED Review Committee Report (LaVonna, Dave and Susan): The committee recommended an 8% increase in gross pay base with no change to other benefits. The recommendation was approved with 6 votes in favor, and one No vote by Phil Monroe.</p> <p>The meeting adjourned at approx. 12:30 PM</p> |

**FACT Board of Directors Meeting Minutes  
September 28, 2023, 9:00 AM  
Encinitas City Hall – 505 S. Vulcan Ave, Encinitas, CA 92024  
IN-PERSON MEETING**

|                         |  |
|-------------------------|--|
| Board Members Attending | Susan Hafner, Hon. George Gastil, Hon. Jewel Edson, Hon. Dave Roberts, Hon. Corinna Contreras, LaVonna Connelly, Hon. Bob Campbell, Hon. John Duncan |
| Board Members Absent    | Hon. Kellie Shay Hinze   |
| Staff Attending         | Arun Prem, Julius Burgos, Ali Poorman, Christian Hernandez, Cynthia Pedersen, Sofia Hughes, Paola Zilli, Farah Rizvi                                 |

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| Public/Guests   | Danna Cotman - ARC Law; Tim Strysko, Nico Benson – Culture Works; Brian Lane, Ben Gemblar – SANDAG, Todd Lordson – CAM  |
| Public Comments   |   |
| CONSENT ITEMS:<br>Board Meeting<br>Minutes for April,<br>May, June/ June<br>2023 Financial<br>Summary | Board agreed to review the Financial Summary at a later date.<br><br><b>Motion to approve the 2023 Consent Agenda Items was made by Hon. George Gastil. Hon. Corinna Contreras seconded the motion. The motion passed unanimously.</b>  |
| FACT Services<br>Updates, AFA<br>Implementation,<br>Marketing Update,<br>Vehicle demo                 | <p>Arun gave a summary regarding the suspension of RideFACT service and the implementation of RideFACTNow, the new accessible on-demand program.</p> <p>RideFACT service ended in July 2023 due to lack of STGP Cycle 12 funds. RideFACTNow was launched on June 1, 2023, creating an overlap of both services during June and July 2023. RideFACT and RideFACTNow programs were both available to the public, creating a challenge for riders and FACT staff due to the different fares and service policies. As funding for RideFACT ended, the implementation of a \$10 set fee for on demand accessible transportation was applied to all riders, creating some confusion for the increase as RideFACT rider fares were \$2.50 per ride. FACT raised this topic at CAM for input from other agencies since the issue of multiple fares is not unique to FACT.</p> <p>FACT staff is reviewing options to streamline the rider experience and intake process as new funding for RideFACT is likely to resume in early 2024.</p> <p>Ridership has grown steadily since June 2023. In June there were 550 one-way trips; 1,200 in July and 1,379 in August 2023. During the transition to RideFACTNow, the number of on-demand (immediate) ride requests increased, with expanded service hours, from 5am-10pm, 7 days a week. CARS, FACT’s call center contractor, received training to cover the extended service hours.</p> <p>The need for countywide service is evidenced as the overall trip length per trip has increased significantly. Cost per trips is also high compared with RideFACT due to the higher cost of same day, on-demand rides. Staff is evaluating all data to assess, adjust, and resolve issues. The response from the community regarding the service and fares has been overwhelmingly positive.</p> |

On September 21, 2023 Circulate San Diego awarded FACT the Momentum Award for Public Transit Connectivity for RideFACTNow service.

George said he is very impressed by FACT staff for its smooth transition to the new service and its ability to do remarkable things. Arun concurred, and said Ali Poorman, now Contracts Manager and Christian Hernandez, Dispatch and Mobility Manager have lead the team of Mobility Coordinators (Kalin Alston, Farah Rizvi, Paola Zilli, Jessica Gutierrez, and Valerie Zepeda) in the training, and handled the transition in programs effectively.

Arun gave other updates regarding RideFACTNow performance to date:

- Operations Plan, Consultant Contract – Kimberly Ann Turner, a former CalTrans grants manager and FTA staff was hired in September 2023 to assist with developing the Operations Plan, including conducting needs assessment.
- Marketing Contract – FACT signed an agreement with Mari+Gold for marketing services; FACT staff is working closely with M+G staff on various projects.
- New Hybrid Vehicle – FACT purchased a low emissions (hybrid) Toyota Sienna minivan 2023. The vehicle is accessible, with rear boarding Braun lift. This vehicle is leased to SD Med for FACT services only.
- Staffing updates – Paola Zilli, formerly Mobility Coordinator, was promoted to Invoice Analyst and will focus on Ecolane data and invoicing related to FACT’s vendors as well as SANDAG grants.
- Software/App implementation – FACT purchased the mobile app from Ecolane, the launch is pending approval by Google. The app will require riders to call FACT for registration prior to activation and allow riders to request rides and receive confirmation.
- Vehicle Inspections Contract – In September 2023 FACT entered into a one year agreement with MCI Auto Repair for vehicle monitoring and inspections for the RideFACTNow program.
- Reporting, Cash flow & 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.

Arun said over 50% of the provided trips are for medical purposes. Corinna said being able to access transportation to connect to healthcare is a huge social determinant of health, and this shows how absolutely critical the service is for quality of life for those who utilize it. Corinna commended FACT for providing this service and said it is helping the residents throughout the County.

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|  | <p>Susan said transit studies show that having transportation to initial medical visits, and follow-up visits, reflects the overall health of a community. She thanked the FACT team for doing a fabulous job in handling so many challenges.</p> <p>Susan said understanding the demands for the different types of rides, the frequency of trips taken by some riders, and the trip destinations will need to be analyzed and evaluated before change in fares should be made.</p>  |
| <p>SANDAG Updates, Mobility Working Group (MWG), Flex Fleets Taskforce, Proposed TransNet Amendments; AFA Cycles 2, Additional Cycle 2 funds; TC Meeting</p> | <p>The Transportation Committee meeting to review the various sources SANDAG could use to provide additional funding for FACT is scheduled for October 20.</p> <p>Brian Lane said SANDAG is working on legal aspects of future funding. Ben Gemblar said they are reviewing the Call for Projects Cycle 13 process and AFA Cycle 2 funding with more information coming at the end of October. Susan said the continuity in service will create less confusion and maintain the same quality expectation level among riders.</p>  |
| <p>Board Business: a) New Board Member Appt.; b) Board Officer vacancy – Treasurer; c) 2024 Board Officers Nominating Committee</p>                          | <p>Arun said FACT currently has seven voting Board members and one Emeritus Board member. He requested the appointment of Hon. John Duncan, a Coronado City Council Member and member of the Transportation Committee to the FACT Board. John expressed interest in joining the FACT Board of Directors as a voting member.</p> <p>Due to the resignation of FACT’s Treasurer in August the position became vacant. According to FACT’s by-laws, the Board chair may appoint a replacement until the next officer elections. George said he would be happy to serve as Vice-Chair and Treasurer.</p> <p>Arun said the Board officer nominations were approaching. Corinna, LaVonna and Jewel volunteered to participate on the Nominating Committee.</p> <p><b>RECOMMENDATION:</b></p> <p><b>Staff recommends:</b></p> <ul style="list-style-type: none"> <li>a) Board members approve the recommendation to appoint Hon. John Duncan to the Board of Directors</li> <li>b) The Chair appoint a Board member to serve as Treasurer for the remainder of the term (through end of calendar year 2023)</li> <li>c) The Chair appoint a Board Officer Nominating Committee for Board Officer elections for calendar year 2024</li> </ul> |

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|   | <p><b>Motion to approve Hon. John Duncan to the Board was made by Hon. Corinna Contreras. Hon. George Gastil seconded the motion. The motion passed unanimously.</b></p> <p><b>Chair Susan Hafner requested approval by the Board for appointment of Hon. George Gastil to position of Treasurer. Approval was unanimous.</b></p> <p>Susan welcomed John Duncan to the Board. John thanked everyone and said it’s a pleasure to work with FACT. Susan thanked Corinna, LaVonna and Jewel for volunteering their time on the Nominating Committee.</p>   |
| <p>Grants Update:<br/>Ramona Community Resource Grant;<br/>New RideFACT funding; Meeting with SIHC – Campo Clinic</p> | <p>Arun thanked LaVonna for coordinating with FACT and the Ramona Municipal Water District (RMWD), the Ramona Community Resource Grant, a pilot project. The proposed project seeks 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 downtown Ramona. The project proposes the procurement of two wheelchair-accessible electric shuttles to provide no-cost transportation within Ramona.</p> <p>Arun gave an update regarding new funding for RideFACT for \$343,435 from SANDAG. This funding is from a Cycle 12 awardee forfeiting their Section 5310 award. The grant agreement is expected to be completed late this year and will fund RideFACT for years 2024-25.</p> <p>Arun updated the Board regarding FACT staff’s (Arun, Ali, Christian) visit with the Southern Indian Health Council (SIHC) at the Campo Clinic on September 13, 2023. FACT met with the Director, Vanessa Parkhurst and other staff to review opportunities to collaborate on transportation service and tribal transportation grants. SANDAG Advisory Board member Hon. Erica Pinto, Chairwoman, Jamul Indian Village of California and representing the Southern California Tribal Chairmen’s Association, facilitated this meeting. This part of San Diego reflects rural areas in need of transportation and would bring Tribal representation to CAM and FACT.</p> |
| <p>Annual Meeting Planning: When; Speakers/Guests; Partner of the Year Award Nominee</p>                              | <p>Arun said the Annual Meeting will take place on Tuesday, December 5<sup>th</sup> in the Coronado Community Center, Nautilus Room at 8:30am with call to order at 9:00am. Confirmed speakers are Hon. Sean Elo-Rivera as keynote speaker, Hon. Jack Shu, Ms. Coleen Clementson of SANDAG and Ms. Sharon Cooney of MTS. Arun said Hon. Blakespear, Hon. Jose Rodriguez, and NCTD have been invited. Arun said the Board has yet to determine Partner of the Year and he showed this year’s giveaway.</p>   |

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| <p>HR Support Services; Updates to Employee Benefits: Updated Employee Handbook; Review staffing updates and Org Chart; Proposed adjustments to employee benefits</p> | <p>Tim Stryko of Culture Works, gave a presentation regarding his role as an HR partner supporting FACT’s HR. Culture Works has been a valued partner offering guidance in helping to define FACT culture, employment policies, job descriptions, recruiting and hiring, team/leadership development, organizational chart, employee recognition, and employee handbook to name a few. Future topics to develop with FACT HR include core values, team/leadership development, workforce planning, employee appreciation, and more. Nico Benson, Culture Works General Manager, joined Tim and was introduced to the Board.</p> <p>Corinna thanked Tim and Culture Works for their role in helping FACT identify what needs to be done now and in the future. She thanked them for coming on board to help FACT.</p> <p>Susan presented a proposal of adjustments to employee benefits.</p> <p><b>RECOMMENDATION</b><br/> <b>Staff recommends Board review and approval of the Employee benefits as follows:</b></p> <ul style="list-style-type: none"> <li>• Standardized cell phone use allowance, \$7.50 per paycheck for all hourly staff</li> <li>• Increase employer match towards employee retirement savings from 3% to a 5% match</li> </ul> <p><b>Motion to approve the proposed adjustments to employee benefits was made by Hon. Corinna Contreras. Hon. George Gastil seconded the motion. The motion passed unanimously.</b></p> |
| <p>Executive Director’s Report</p>  | <p>Susan thanked Todd Lordson of San Diego Regional for representing CAM on FACT’s Board. Arun thanked Board members Hon. George Gastil and Hon. Corinna Contreras for agreeing to be check signers on the California Bank and Trust Account. Their names will replace John Aguilera and Meagan Schmidt’s names, which will be removed.</p>  |
| <p>Board Member Updates and CAM updates</p>   |  |
| <p><b>CLOSED SESSION:</b><br/>Update for the Board on Personnel Matters; ED &amp; Board Communications and Roles</p>  | <p>Closed session with FACT Board, Danna Cotman and Cynthia Pedersen, FACT HR.</p> <p>The Board agreed to establish a clear policy regarding the roles and responsibilities of the Board and Executive Director.</p> <p>Nothing to report.</p>   |
| <p><b>ADJOURNMENT</b></p>   | <p>The meeting was adjourned at approximately at 11:00am.</p>  |

### ITEM # 3

**TO: BOARD OF DIRECTORS**

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

**RE: July 2023 Financial Summary**

#### Balance Sheet vs Prev Year Comparison

- Compared to last year \$2,527,175.62 is in the bank, 84% more than the previous year.
- FACT is invoiced through July 2023 and has less than 39% less outstanding than the previous year.
- Accounts Payables were 44% more than the previous year.
- Total Assets were 68% 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 \$31,973.45 as of July 2023 which has an interest rate of 1% until paid.

#### Accounts Receivable Status

- \$475,342.28 is outstanding, by (10) customers. Of the o/s amount, \$273,577.27 is 60 days or less, \$160,918.83 is less than 90 days, and \$40,846.18 is over 90 days by (4) customers. Each Customer is aware of their O/S balance.

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

Income thru July 2023 was 1.99% under budget due to a couple factors:

1. SANDAG AFA Cycle 1 was allocated to 55% at start of grant.
2. SANDAG MM 5310 allocated to 25% at start of year.
3. SANDAG MM SMG allocated to 10% at start of year.
4. One-Call/One-Click Access grant is still pending.
5. Caltrans 5310 allocated to 10% at start of year.
6. July TDA funds paid in August.
7. High Demand for Scripp, Escondido, San Marcos, and MTS continues.
8. Interest increased for 11 CD's on AFA Advance.

Overall Expenses were 5.28% over budget due to the following factors:



- Increase in Brokerage Systems Software for AFA Update.
- Increase in Marketing for AFA Marketing and Public Relations.
- High Demand for Scripp, Escondido, San Marcos, and MTS continues.
- Increase in Legal Fees for employee and board member exit.
- More On the Go and Transperfect expenses for AFA in July.
- Additional employee added to Medical Insurance.

Condensed Grant Balances Remaining

- Total funding available for all grants through July 2023 is \$2,537,794.15.
- CTSA Funds were allocated through July 2023 totaling \$264,239.80.
- CTSA's temporarily restricted net assets through July 2023, is \$246,847.31.
- Unrestricted Net assets through July 2023 total \$550,279.36.
- Total Equity as of July 31, 2023, is \$802,594.00.

**ITEM # 4**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director; Cynthia Pedersen, Manager HR & Admin.**

**RE: Review of DRAFT Employee Handbook**

**ISSUE:**

An updated and revised Employee Handbook developed with input from HR Support Services contractor, is presented for Board review. The handbook covers FACT's HR policies, expectations of staff and information about benefits and administration.

The Handbook was emailed to Board members for review during early October.

**RECOMMENDATION**

**Staff requests the Board for feedback and/or approval of the Employee Handbook.**

**ITEM # 5**

**TO: BOARD OF DIRECTORS**

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

**RE: RideFACTNOW Updates**

**ISSUE:**

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 trips in June, 1299 in July, and 1503 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   | 1503        | 117            | 1358                | 491       | 449           |

**RideFACTNow – TABLE 2**

| MONTH | UNIQUE RIDERS | TRIP LENGTH | NO SHOWS | CANCELS | DENIED |
|-------|---------------|-------------|----------|---------|--------|
| JUNE  | 160           | 9.37        | 30       | 99      | 11     |
| JULY  | 223           | 12.27       | 112      | 327     | 203    |
| AUG   | 164           | 12.41       | 104      | 275     | 194    |

**RideFACTNow – TABLE 3**

| Month  | TRIP ORIGINS      | %      | TRIP PURPOSE | %      |
|--------|-------------------|--------|--------------|--------|
| JUNE   | City of San Diego | 38.80% | Medical      | 58.60% |
|        | South County      | 15.30% | Social       | 22.40% |
|        | East County       | 20.30% | Shopping     | 8.00%  |
|        | North County      | 25.60% | Other        | 11%    |
|        |                   |        |              |        |
| JULY   | City of San Diego | 48.69% | Medical      | 53.20% |
|        | South County      | 10.02% | Social       | 28.20% |
|        | East County       | 15.02% | Shopping     | 7.30%  |
|        | North County      | 26.27% | Dialysis     | 8.10%  |
|        |                   |        | Other        | 3.20%  |
| AUGUST | City of San Diego | 30.80% | Medical      | 50.40% |
|        | South County      | 17.00% | Social       | 18.80% |
|        | East County       | 13.70% | Shopping     | 19.70% |
|        | North County      | 38.50% | Dialysis     | 7.70%  |
|        |                   |        | Other        | 3.40%  |

**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. In August 75% of the on-demand rides were picked up within an hour of the requested time.

**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.

**A media release was sent by M+G on Oct 24. Interviews with a few media outlets are scheduled tentatively on Oct 27<sup>th</sup>.**

**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.

**Android as well as iOS versions of a booking app were developed by Ecolane and released in mid-October. FACT staff will participate in training on the use of the app and the back-end data input process on Oct 27, 2023.**

**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. **A second AFA funded vehicle may be purchased in November if vendor is ready to add another vehicle in service.**

**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 # 6**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, ED**

**RE: SANDAG Updates**

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

**BACKGROUND**

**Quarterly Meeting with SANDAG – rescheduled to October 27, 2023**

**Transportation Committee meeting Oct 20:**

where SANDAG staff planned to review the various sources of funding 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.

On October 20<sup>th</sup> the Transportation Committee reviewed information presented by SANDAG Staff that included the various sources of funding that SANDAG could utilize for funding FACT. The Staff presentation briefly reviewed FACT's scope of services as the CTSA as well as the transportation services RideFACT and RideFACTNOW which are funded outside the CTSA services scope. The report also mentioned that the transportation services were eligible to be included in the CTSA agreement at the discretion of SANDAG's Board. It was also mentioned that a recent TDA audit recommended additional funding be provided by SANDAG for expansion of CTSA Services.

The Committee heard public comment from Travelers Aid Society, ElderHelp and Jewish Family Services, all of whom voiced concerns about the proposal to review additional funding for FACT due to the concerns that it would impact funding available for the Specialized Transportation Grant Program. Several FACT riders, a brokerage vendor, other members of the public and FACT Staff spoke in favor of additional funding for FACT. MTS staff and Board members expressed concern about the perceived lack of clarity with respect to the item and said that any action of the item should be deferred to allow time to assess the potential impacts on transit agency budgets, particularly with respect to any reallocation of State TDA 4.5 (Community Transit) funds.

Hon. Duncan explained he recently became a FACT Board member and that he had attended one Board meeting. He discussed the impact FACT had on communities served by RideFACT



and RideFACTNOW, referring to the public input provided by riders. Hon Tony Kranz also spoke about the need for services such as RideFACT and how they impacted a rider in his community who needed the service for dialysis treatments. Committee Chair Hon Jack Shu supported additional funding for FACT's services and said more information was needed regarding the scope of unmet needs for specialized transportation.

Councilmember Moreno (MTS Board representative), said more information and clarity was needed re the potential outcomes and made a motion recommending SANDAG work with FACT, MTS and NCTD to develop a proposal for review by the TC in early December 2023. The motion was approved unanimously.

**ITEM # 7**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, ED**

**RE: 2024 Board Officer Elections – Nominating Committee Report**

**ISSUE:** Report from the Board Officers Nominating Committee (LaVonna Connelly, Hon. Corinna Contreras, and Hon. Jewel Edson) regarding the outreach for nominations, and a slate of Officers for year 2024.

**BACKGROUND**

**2024 Board Officers Nominating Committee Report:**

The Committee reached out to Board members to solicit nominations for Officer positions. On October 23 the nominating Committee convened to process the feedback and develop a slate for Board action.

**ITEM # 10**

**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, 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 # 11**

**TO: BOARD OF DIRECTORS**

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

**RE: Executive Director's Report**

**Meetings and Events – October 2023**

**October 2023**

10/05/2023 Meeting – APTA Operations Subcommittee - Art Guzzetti  
10/10/2023 Meeting - SuMo Mobility Division Long Range Planning team – Maureen Gardiner  
10/11/2023 Meeting – CAM Monthly Updates – Ali, Christian, Paola, Arun, Sofia, Cynthia  
10/11/2023 Meeting – Ecolane Mobile App Discussion – Aaron Franek  
10/13/2023 Meeting – SANDAG Board of Directors  
10/17/2023 Meeting – Flexible Fleet Task Force - Emily Doss, Arun  
10/18/2023 Meeting – CalACT Board  
10/19/2023 Meeting – R.19-02-021: Outreach working Group – Anna Jew, Arun  
10/20/2023 Meeting – Transportation Committee – In Person – Sofia, Arun  
10/26/2023 Meeting – FACT Board of Directors