

**Board of Directors Meeting Agenda
Nov 16, 2023, 9:00am**

(Zoom only meeting <https://us02web.zoom.us/j/88679091291>)

Meeting call to order, Introductions		9:00 am
1.	Public Comment	INFORMATION
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<u>CONSENT ITEMS</u>		
2.	Oct 2023 Board Mtg Minutes	p-2 ACTION
3.	FACT Services Updates September 2023	p-7
4.	Audits Updates	INFORMATION
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5.	RideFACTNOW Updates:	p-10 POSSIBLE ACTION
	<ul style="list-style-type: none"> • (Sep 2023 Data not finalized at this time) • Review of Marketing, Fares, Demand & Capacity • Status of APP and Tablets implementation 	
6.	SANDAG – Quarterly Updates, Mobility Working Group (MWG),	p-15 INFORMATION
	Flex Fleets Taskforce, Proposed TransNet amendments;	
	AFA Cycles 1 and 2; STGP Cycle 12 follow-up; TC Updates	INFORMATION
7.	Updates on Grants	INFORMATION
8.	2023 Annual Meeting Planning:	p-17 INFORMATION
9.	Executive Director’s Report	p-18 INFORMATION
10.	Board member and CAM updates	INFORMATION

ADJOURNMENT

<p>FACT’s Mission- <i>Assist San Diego County residents with barriers to mobility to achieve independence through coordination of transportation services</i></p> <hr/>
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ITEM # 2

**FACT Board of Directors Meeting Minutes
October 26, 2023, 9:00 AM
(Zoom Mtg)**

Board Members Attending	Susan Hafner, Hon. George Gastil, LaVonna Connelly, Hon. Jewel Edson, Hon. Dave Roberts, Hon. Corinna Contreras, 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
Public/Guests	Todd Lordson – CAM; Sam Kahn, RideFACTNOW Rider; Kelsey Buller – Mari+Gold; Firas Jasim – SDMED Inc.
Public Comments	
CONSENT ITEMS: July Special Board Meeting & Sept Minutes/July 2023 Financial Summary/ Review of Employee Handbook	Motion to approve the Consent Agenda Items was made by LaVonna Connelly. Hon. George Gastil seconded the motion. The motion passed unanimously.
RideFACTNOW Updates: August 2023 Data/ Review of Marketing, Fares, Demand & Capacity/ Status of App and Tablets Implementation	<p>Arun said August referrals totaled 164 from JFS, MTS, and NCTD. RideFACTNOW one-way rides totaled 1,503, followed by City of Escondido with 656, and City of San Marcos at 488. Total trips for August were 3,081. The total number of trips through August 2023 was 341,119.</p> <p>Arun gave updates regarding the RideFACTNOW service. Pre-scheduled rides outnumbered same day, or on-demand rides. Ali Poorman said that trip lengths are increasing with riders going longer distances for the \$10 flat fee. Sofia Hughes reviewed ridership by time of day, demand, and availability of rides to analyze the numbers to date. Ridership very early in the morning and later in the evening are low in demand. Susan said that by analyzing the data, FACT will be able to offer the best options to maximize service.</p> <p>LaVonna suggested that riders may not be accustomed to early or late hours because rides were not available before the RideFACTNOW program. Susan</p>

	<p>concurred and said riders have developed habits based on the supply of rides, which may change now that there are more options.</p> <p>Kelsey Buller, of Mari+Gold, presented the RideFACTNOW program marketing plan, from concept to execution. The concept theme, “Never A Doubt, Always a FACT” highlights RideFACTNOW’s message to fulfill the essential transportation needs, and demonstrates how the program can change and improve people’s lives in San Diego County. She reviewed the marketing campaign that will increase brand awareness by way of a media release, direct mailer, an email blast and social media to drive web traffic to the FACT’s website. The marketing campaign is part of the SANDAG AFA grant compliance requirements.</p> <p>Christian Hernandez gave an update regarding fares and rider feedback. The cost difference between the RideFACT and RideFACTNow programs has caused some confusion with riders. He asked the Board for feedback regarding a revision in fares and the possibility of a three tier fare policy based on mileage. This topic has been presented at CAM meetings requesting feedback from other agencies on how to establish rider fares.</p> <p>Arun said on-demand rides and increased trip lengths raise the cost per ride. George Gastil said frequency of trips might be taken into consideration for those using the service for medical use and depend on it. Jewel Edson said riders may be going further because they have that option. John Duncan said helping riders save on their fares should also be beneficial to FACT. Susan said the multi-faceted data from staff will need to be reviewed thoroughly to see what works best for everyone and in keeping FACT’s mission of filling the gaps.</p> <p>Arun thanked everyone for their input and perspectives.</p> <p>Christian gave an app and tablets implementation update. Staff will receive training with the developer, Ecolane. Sam Kahn asked about the app and what it will do. Arun said it is for booking and cancelling rides and is available as RideFACTNow in the app store. Riders will need to register through the FACT call center first and will be able to manage their reservation through the app. Sam offered to help with reviewing the app.</p>
<p>SANDAG – Quarterly Updates, Mobility Working Group (MWG), Flex Fleets Taskforce, Proposed TransNet Amendments; AFA Cycles 1 and 2, STGP</p>	<p>Arun gave an update of the Transportation Committee meeting on October 20th regarding funding for FACT. John said there is interest in coming up with a solution and there will be continued discussion at the next TC meeting. The issue of funding other transportation agencies was brought up at the TC meeting and continues to play a part in the funding. John said there is time to come up with a solution and a recommendation to put forth to the SANDAG Board of Directors before next year.</p>

<p>Cycle 12 follow-up meeting; TC Update</p>	<p>Arun said FACT is entitled to funding from Community Transit Funds from the Transportation Development Act (TDA), which is shared with MTS and NCTD. FACT is entitled to up to 5%, but receives 2%. MTS and NCTD combined receive 98% of that funding. Arun said FACT has strong support from the public in favor of funding FACT’s services. Todd Lordson thanked John Duncan for his strong support and being an advocate for FACT at the TC meetings.</p> <p>Susan said the Mills Act, established by Senator James Mills from this region, allows CTSA’s to claim 5% in transportation coordination, and FACT falls into this category. She said past funds provided to FACT have enabled FACT to provide transportation rides to people who need them. Going forward, FACT’s ability to provide more of these rides should be featured prominently in future discussions and consideration.</p>
<p>Board Officer Officer Nominating Committee Report</p>	<p>Arun thanked the Nominating Committee, LaVonna Connelly, Hon. Jewel Edson, and Hon. Corinna Contreras for their time and work on the committee. LaVonna said the 2024 Officers Nominating Committee surveyed Board members for their interest in serving as FACT Board officers. The committee met to discuss the outcomes of the survey and the recommended slate of nominees for approval are:</p> <ul style="list-style-type: none"> • Susan Hafner - Chair • LaVonna Connelly – Vice Chair • George Gastil – Treasurer • Dave Roberts – Secretary <p>LaVonna said the committee reviewed FACT’s bylaws regarding out of state Board members to serve as Board officers, and have found that there are no limits or prohibitions. The 2024 Officers Nominating Committee recommends this slate for approval.</p> <p>George said he is happy Dave Roberts has rejoined the Executive Team as an officer, that LaVonna is willing to be Vice Chair after many years as Secretary, that Susan will continue as Chair, and he is glad he is able to grow in in his role as Treasurer. Susan thanked George for his kind words. Jewel thanked everyone who applied and said it is a great slate.</p> <p>Hon. Corinna Contreras motioned for approval of the slate and to hold the election. Both motions were seconded by Hon. Jewel Edson. The motion for approval of the slate and the election of recommended nominees passed unanimously.</p>

	<p>Susan congratulated the incoming officers and thanked the nominating committee for their hard work and timeliness.</p>
Update on Grants:	<p>Nothing to report.</p>
Conversation with Guest Sam Kahn, RideFACTNOW rider	<p>Susan welcomed Sam Kahn to the meeting. Sam said he is very grateful that the service FACT provides exists. He shared that he has used FACT when his own accessible vehicle was unavailable for use. Before knowing about the existence of FACT, he said he had no options and would cancel his appointments and stay home. When researching accessible transportation, he found medical transport to be very expensive. He was told about FACT at his vehicle’s repair shop.</p> <p>Sam said many people are unaware of the same day service, and that booking a ride with other agencies is difficult. He said that RideFACTNow is incredible and never would have imagined that something like this would be available to him. Sam said he believes that other transportation agencies should work together to provide accessible transportation options instead of being considered a competitor.</p> <p>Sam said listening to FACT’s Board meeting and the TC meeting has been very interesting and offered to provide comment and support of FACT in the future. LaVonna thanked Sam for his valuable input and insight. Corinna thanked Sam for his willingness to support FACT, and said FACT is always open to suggestions and feedback. Arun and Susan thanked Sam for his ongoing support.</p>
Annual Meeting Planning	<p>Staff asked for approval for the recommendation that Hon. Jack Shu be FACT’s Norinne Sigafoose Partner of the Year.</p> <p>Hon. Dave Roberts motioned to approve Hon. Jack Shu as Partner of the Year. Second made by Hon. John Duncan. The motion passed unanimously.</p> <p>Arun requested the Board to invite guests to the annual meeting.</p>
Executive Director’s Report	<p>Arun reminded everyone of the CalACT Fall Conference in Indian Wells on Oct 31st – Nov. 3rd, 2023.</p> <p>The NCTD MOU has been completed, all parties have negotiated and FACT is ready to provide rides.</p> <p>AFA Cycle 2 announcement is coming soon.</p>

Board Member Updates and CAM updates	Nothing to report.
ADJOURNMENT	The meeting was adjourned at approximately at 10:35am.

ITEM # 3

TO: BOARD OF DIRECTORS

FROM: Ali Poorman, Contracts Manager

RE: FACT Services updates – SEPTEMBER 2023

ISSUE:

This item presents a monthly RideFACT and agency services update.

	SEPTEMBER 2023
SERVICE	ONE-WAY TRIPS
UCSD	20
Scripps	194
Escondido	595
County HHSA	25
San Marcos	408
Tri-City	86
RideFACTNOW	N.A.
MTS	0
PASD	0
Cool Zones	0
SDG&E	0
MV	0
RideFACT	0
TOTAL	N.A.

UCSD Shiley-Marcos Alzheimer’s Disease Research Center

68 trips were completed through September 2023. In summer 2022 staff from UCSD reached out via the FACT website regarding a need for patient transportation for participants of ongoing Alzheimer’s clinical trials. The purchase order was completed in November and the trips began in January 2023.

211 Cool Zone Transportation

Cool Zone Transportation restarted in June 2023 and continues to Oct. 1. No trips have been scheduled this season. 211 and FACT has agreed to continue this seasonal contract until 2025. FACT completed 20 trips in 2022. 211 reached out to FACT in 2021 to provide transportation for persons to/from Cool Zones established by the County of

San Diego for relief from heat during the summer-early fall months. FACT was asked to receive direct referrals for this program through 211's Community Information Exchange (CIE) platform. A formal contract was signed in June 2022;

Scripps Health

3,725 trips were provided through September 2023. FACT provides trips for recently added Encinitas Scripps, and Prebys Cancer Clinic and six other locations, Scripps Mercy Hospital Hillcrest and Chula Vista, Scripps La Jolla, Scripps Green, Scripps Acute Care Clinic and Scripps Vista Clinic. FACT's service agreement with Scripps Health began January 15, 2020. FACT brokerage vendors are transporting patients to/from hospitals, clinics, pharmacies, their residences and/or to hospitals outside of San Diego County. FACT signed an Evergreen contract amendment expanding locations in August 2021.

City of Escondido

FACT provided 21,686 trips between November 2019 and September 2023. FACT provides transportation to/from the City of Escondido's senior lunch nutrition program Monday-Friday. Service began November 1, 2019. Trips were paused in mid-March 2020 - May 2021 due to COVID-19. Service resumed on June 15, 2021. This contract term was renewed through June 2023 with up to 3 renewal periods.

County HHSA

1,063 trips have been performed under this contract between late November 2018 through September 2023. This service provides trips for the County to non-contagious Tuberculosis patients from their residences to clinics for treatment. This contract term is through December 31, 2023. FACT provided emergency same day transportation to riders and pets during the Border 32 Fire on September 2nd. The same day amendment to the current County contract was enacted to respond to the special circumstance.

City of San Marcos

FACT has provided 11,256 lunch shuttle and *Catch a Ride!* trips between February 2018 – September 2023. *Catch a Ride!* provides transportation for eligible seniors 60+ within San Marcos city limits as well as for medical purposes outside of the city within a 20-mile radius. FACT and the City recently signed Amendment 5 to extend the contract through June 2024 and added weekday lunch transportation to the agreement.

Tri-City Contracts – Emergency Room & Outpatient Behavioral Health

FACT has provided 7,916 trips for Tri-City patients between December 2016 – September 2023. FACT began transportation services for Tri-City Medical Center in December 2016.

NCTD LIFT/MV Service

FACT is currently confirming terms with NCTD for a yearlong pilot program for on demand transportation. MV service is inactive.

MTS/First Transit/TransDev

FACT provided accessible next day trips during the MTS/First Transit/TransDev strike. FACT completed 1,826 trips between May 1- July 13, 2023.

The Parkinson's Association of San Diego

Inactive since April 2023 due to lack of funds.

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, 1,299 in July, and 1,503 in Aug, and 1,748 in Sep 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
SEP	NA				

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
SEP	NA				

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%
SEPTEMBER	N.A.			

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. Overall cost per trip has declined month over month since implementation.

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 27th.

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 in November 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 will be purchased in November 2023. The second vehicle is a gasoline fueled Ford Transit van with capacity for 2 wheelchair and 3 ambulatory passengers.

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 20th 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.

Follow-up to TC Discussion

As recommended by the TC, SANDAG staff plans to reach out to transit agencies to review the funding proposal and return to the TC on Dec 15 with information or a recommendation. FACT will review this update during the November 14, 2023 CAM meeting to invite discussion and input from CAM members, many of whom are SGTP grantees.

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, Ms. Coleen Clementson; Ms. Sharon Cooney, Mr. Jack Christensen

INVITED – Hon. Jose Rodriguez

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

~~Giveaway Item – Notebook~~

Agenda (discussion)

- **FACT Annual Report**
 - **CAM Report**
- **Presentations:**
 - **Partner of the Year – Hon Jack Shu**
 - **Vendor of the Year**
- **2024 Board Officers**

ITEM #

TO: BOARD OF DIRECTORS

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

RE: Executive Director's Report

Meetings and Events –October, November 2023

October, 2023

10/26/2023 Meeting – Ecolane Mobile App Training – FACT staff

10/27/2023 Meeting – SANDAG Board of Directors

November, 2023

10/31-11/03 Conference – CalACT Fall Conference – Indian Wells, CA - LaVonna, Susan, Ali, Christian, Arun

11/08/2023 Meeting – Funding Discussion – Julio Garcia of Hon. Elo-Rivera's office, Arun

11/14/2023 Meeting – CAM Monthly Updates – Ali, Christian, Sofia, Cynthia, Arun