



CAM Meeting Summary

Tuesday, January 9, 2024, 1:30 PM

1. Introductions and updates:

- Chair Marilyn Greenblatt (JFS) welcomed everyone and introductions were made. Marilyn said On the Go experienced tremendous growth with new riders in 2023. The program has never imposed a limit on riders, however starting this month a new policy limiting the number of monthly rides to four round trips or eight one way trips per month per rider, with some exclusions for medical appointments, has been implemented. This will allow more seniors to use the program.

2. SANDAG updates:

- Zach Rivera said SANDAG anticipates the AFA Call for Projects to open this month. SANDAG will host a webinar that will review the program, the application and materials, followed by a Q and A.
- SANDAG will hold a specialized transportation workshop on February 7th, 2024 at 3:00pm to focus on the project selection criteria used to score and prioritize Cycle 13 applications.
- Zach reminded everyone to check the SANDAG website for more information and resources that include a compilation of feedback from stakeholders in the region, Cycle 12 criteria, and a benchmarking analysis of eight other regions that have similar Specialized Transportation Grant programs for funding. He encouraged everyone to leave comments on the website comment form or by email.

3. CTSA and FACT Services update:

- Ali Poorman gave an update regarding FACT's Annual Meeting held on Tuesday, December 5th, 2023 in Coronado.
- Sofia Hughes said the demand for rides with RideFACTNOW continues to increase monthly. Both new AFA vehicles are in use. FACT recently received full 5310 funding through Caltrans.

4. CAM Member Discussions:

- Christian Hernandez said FACT is considering structuring fare rates and asked for feedback or ideas, especially for frequent riders. Adjusting rates would help keep longer trip costs down and allow for more on-demand rides. No-shows and cancellations are another issue that affects ride availability. Marilyn concurred regarding no-shows and cancellations. She said On the Go uses a cancellation policy which is dependent on the number of times they happen consisting of a verbal warning, a written warning, and finally a dismissal from the program. Marilyn said educating riders of the impact a cancellation or no-show is important.
- Ali asked if anyone knows of a 30k sq ft parking lot to host a transit event in San Diego this summer, please contact her.

5. Upcoming Meetings, Conferences and Events:

- Apta – Marketing Workshop February 11-14th, New Orleans, LA
- CalACT 40th Anniversary Spring Conference – April 15-19th, San Diego