

**Board of Directors Meeting Agenda
Feb 29, 2024; 9:00am**

(Zoom only meeting <https://us02web.zoom.us/j/82109764412>)

Meeting call to order, Introductions

9:00 am

1. Public Comment

INFORMATION

CONSENT ITEMS

2. Jan Board Mtg Minutes

p-2

ACTION

3. FACT Services Updates Dec 2023

p-10

INFORMATION

4. Financial Updates, Summary Dec 2023

p-11

INFORMATION

5. 2024 Meetings - Retreat Planning, Annual Meeting scheduling
Retreat - Agenda, location - Mingei Museum, Balboa Park
Annual Meeting location – Mingei Museum, Balboa Park

INFORMATION

6. RideFACTNOW Updates:

p- 16

ACTION

- Nov 2023 Service Data
- No Shows and Late Cancellation Policy
- Status of APP and Tablets implementation

7. Conversation with Guest Speaker – **(Invited)**

INFORMATION

8. SANDAG – Quarterly Updates, Mobility Working Group (MWG),
Flex Fleets Taskforce, Proposed TransNet amendments;
AFA Cycles 1 and 2; STGP Cycle 12 follow-up; TC Mtg Feb 16, 2024

p- 22

INFORMATION

9. Updates on Grants CalTrans 5310, AFA and others

INFORMATION

Caltrans update on Vehicles
FTA Bus & Bus Facilities Section 5339 Grant announcement

10. Executive Director’s Report

p-24

INFORMATION

Staffing
NCTD updates
ED Review committee/timeline

11. Board member and CAM updates

INFORMATION

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
January 2024, 9:00 AM
Via Zoom**

Board Members Attending	Susan Hafner, Hon. George Gastil, Hon. Dave Roberts, Hon. John Duncan, Hon. Bob Campbell
Board Members Absent	LaVonna Connelly, Hon. Corinna Contreras, Hon. Jewel Edson, Hon. Kellie Shay Hinze
Staff Attending	Arun Prem, Julius Burgos, Ali Poorman, Christian Hernandez, Cynthia Pedersen, Sofia Hughes, Paola Zilli, Farah Rizvi
Public/Guests	Michael S. McHale, President & CEO -St. Pauls’ Senior Services; Todd Lordson – CAM; Brian Lane, Aly Vazquez – SANDAG
Public Comments	
CONSENT ITEMS: Board Meeting Minutes for Nov/Dec. 2023; FACT Services Nov 2023/Financial Summary	Motion to approve the Consent Agenda Items was made by Hon. George Gastil. Hon. John Duncan seconded the motion. The motion passed unanimously
2024 Mtg. Calendar, Retreat, Annual Meeting scheduling	<p>Arun shared some of Hon. Sean Elo-Rivera’s keynote speech at the December 2023 Annual Meeting along with pictures to recall the event.</p> <p>The 2024 Board of Directors Meetings Calendar was presented for approval:</p> <ul style="list-style-type: none"> • January 25 (All Thursdays) • February 22 • March 28 • April 25 (Retreat) • May 23 • June 27 • July 25 • August 22 (Dark) • September 26 • October 24 • November 14 (Holiday Schedule) • December 4 (Holiday Schedule – Wednesday)

	<p>The Board moved to approve the 2024 Meeting Calendar with the possibility of changing the April 25th Retreat date due to scheduling conflict, pending further discussion and decision.</p> <p>Motion to approve the 2024 Board meeting Calendar was made by Hon. Dave Roberts. Hon. John Duncan seconded the motion. The motion passed unanimously.</p>
<p>RideFACTNOW Updates: November 2023 Data/ Review of Marketing, Proposed Fares, Demand & Capacity/ Status of App and Tablets Implementation</p>	<p>Ali Poorman said November referrals totaled 76 from JFS, MTS and Elderhelp. RideFACTNOW rides totaled 1,981, followed by City of Escondido with 613, and Scripps with 323. Total trips from November were 3,284. The total number of one way trips completed through November 2023 was 351,044.</p> <p>FACT staff met with the SANDAG and CPUC representatives on January 18th to give feedback regarding the progression of the RideFACTNOW program. CPUC said based on received reports, they will make recommendations to state legislature that the program’s sunset date be extended, and that future grant cycles be two-year cycles instead of single year cycles.</p> <p>Sofia Hughes and Arun presented data collected over three months reflecting trip demand and capacity based on days of the week, pick-up and drop-off times, trip length, and number of rides per day. This information was used to break down the on-demand ride service costs in order to be more efficient and reduce costs. Utilizing the data has helped reduce hours of service (based on little or no demand) with providers adjusting their hours accordingly and with no impact on the riders. An increase in demand at certain hours of the day is now more manageable with an additional vehicle. These adjustments reflect a decline in the cost per trip and in the number of denied trips.</p> <p>RideFACT services ended in July 2023 when STGP Cycle 12 funding was not awarded to FACT. FACT is expected to receive SANDAG Cycle 12 funding due to an awardee forfeiting their Section 5310 award. FACT will resume the RideFACT program with this funding when it becomes available. Arun said fares for on-demand trips (Same Day) RideFACTNOW and pre-scheduled (Next Day) RideFACT trips have created confusion with riders and harder for Mobility Coordinators to keep separate when reserving a ride. Riders currently pay a \$10 one way fee regardless of the trip length.</p> <p>SANDAG staff and CAM members were consulted at meetings since September with regards to a proposed fare policy regarding multiple fares for similar services, something that is not unique to FACT. In order to streamline the rider</p> <p>experience and the intake process by FACT staff, FACT proposes a two-tiered fare structure taking into consideration input from the Board and riders regarding the impact of the fares on the community, in particular those individuals who must</p>

travel to medical appointments. The proposal has fares split into two –**Next Day** and **Same Day**. Same Day fares are higher than Next Day fares. If a rider wants to pay less, they have the option of planning ahead to reserve a ride. The fares proposal is as follows (**One way**):

NEXT DAY :				SAME DAY:			
0- 10	miles	\$ 5.00	43%	0-10	miles	\$ 10.00	54%
10-20	miles	\$ 10.00	38%	10+	miles	\$ 20.00	46%
20+	miles	\$ 20.00	19%				

Christian Hernandez used one month’s data to break down the cost of trips based on demand and trip lengths. George asked for more information regarding the 20+ miles trips, specially where do they start and the destination. Christian said those trips are usually from Fallbrook to Downtown San Diego, or Ramona to Poway – all within the county.

Arun said the new fares will go into effect when RideFACT funding becomes available. Hon. Bob Campbell asked how many rides there were to the airport in the 20+ miles category? Christian said that out of the 19% that approximately 3% were to the airport, and that most of the longer trips are to casinos. Susan said perhaps approaching the casinos to contribute to FACT is something to consider by showing them numbers, and that she has seen this situation throughout her career. Susan asked what the most expensive cost is for a same day rider? Arun said the average cost of a one way trip is currently just over \$80.00.

Brian Lane said RideFACT and RideFACTNOW are two different programs with RideFACTNOW providing accessible on demand rides like Uber and Lyft, making it a different market from RideFACT. Todd Lordson said FACT is still very affordable based on a survey he made of private companies whose rates run at \$35 per pick-up and \$2.00 per mile per ride for ambulatory riders, and \$45 per pick up for non-ambulatory. Keeping the two programs separate is necessary.

Arun said this has been an ongoing issue for FACT for a long time. SANDAG is very specific in regards to the purpose of the AFA RideFACTNOW program. The CPUC did not mandate a set fee, leaving it up to the grantee. FACT wanted to keep the fare low enough to make it affordable for those with disabilities and to attract more riders.

Arun said no-shows and cancellations affect availability and is an ongoing issue that all transportation services deal with. A no-show and cancellation policy will be presented to the Board soon for implementation in order to manage those repetitive ride cancellations.

	<p>Staff is scheduled for another Ecolane training in March. The app continues to be an ongoing process. Several riders have volunteered to work with FACT on its implementation to fine-tune the functions.</p> <p>Hon. John Duncan requested that going forward motions be discussed and clarified to fully understand the issue before a vote. He asked what time frame does the proposed fare rates go into effect and when does it end? Arun said the rates will begin when both RideFACT and RideFACTNOW are in service at the same time, with the SANDAG funding timeline still undetermined. The implementation of the new fare rates will coincide with the implementation of the RideFACT start date.</p> <p>Motion to approve the proposed fare structure was made by Hon. George Gastil. Hon. Dave Roberts seconded the motion. The motion passed unanimously.</p>
<p>Conversation with Guest Speaker – Michael S. McHale, President & CEO St. Paul’s Senior Services</p>	<p>Susan introduced guest speaker Michael S. McHale, President and CEO of St. Paul’s Senior Services to the meeting and shared some of his professional background with the Board. His experience includes more than 22 years of executive management and development services in the senior care, long term care, and hospice industry. He leads the St. Paul’s mission to serve seniors, and always seeks new opportunities to provide more services to more seniors and more places. St. Paul’s provides a wide spectrum of care services for seniors in San Diego, including multisite active retirement living, assisted living, memory care, skilled nursing, and four programs of all-inclusive care for the elderly which are Pace sites. St. Paul’s Pace provides medical and social services for over 1,200 low income and frail San Diego seniors, including home care.</p> <p>Guest Speaker <u>Michael S. McHale</u>, President and CEO, St. Paul’s Senior Services: “Thank you so much, it certainly is a pleasure to be with all of you today, and I did find your conversation very informative and helpful for me, as we deal with a lot of the same issues that you’re dealing with in our program of all-inclusive care for the elderly.</p> <p>“So just a little more about St. Paul’s – we have about 500 units of apartments that we provide services to folks, seniors, through the programs that Susan mentioned. Our independent living, assisted living, memory care, and skilled nursing programs – we take care of almost 1,500 folks a day through the Pace Program. The Pace Program is the health care component. The way the Pace Program is structured is a managed care program for low-income, frail seniors in our community, and as a Pace Provider – we are the insurance company and we are the health care providers. We act very much like a Kaiser-type program in providing those services. We are at risk for all the needs of our participants, so if they have cancer, we’re going to pay for all their medical needs related to that cancer. If they need a heart transplant, we’re going to pay for that heart transplant. Different from a Kaiser-type program – if they need a level of care</p>

increase that moves them from their community base home into an assisted living, memory care or skilled nursing – we’re also going to pay for that, as well. And we’re responsible for all of their transportation needs, as that is required to provide services to them.

“We have four clinics that we provide services to our Pace participants, as the primary care providers, and then we have a clinically integrated network that we have contracted providers throughout the county to meet the health care needs of folks that we serve.

“What’s been interesting for St. Paul’s as we’re looking at the data, similar to you all, and looking at what’s coming at us in terms of senior needs in our community, we’re most concerned with a phenomena we’re seeing right now. This is the good news/bad news situation, right? The good news is – we’re all living longer. The average life expectancy in the State of California is 82. The average life expectancy across the country is only 72. There’s only one other state that lives longer than we do, and that’s Hawaii. So as you get closer to 82, you need to move to Hawaii so you can extend your life expectancy, but it’s going to cost you a little bit more than it costs us to live here in California. That’s the good news.

“The bad news is – we’re living longer...with illness. Reality is, that all of our advances in science and technology, we’ve not cured anything. We’re just helping you live longer with what you’ve got. And in living longer with what you have, what we’re seeing right now is that seniors are actually outliving their resources, because of the increased cost of health care. Because if I’m living longer with a disease, I have more opportunity for acute episodes, I have more opportunity to need more health care services, I have more opportunity to have in home services or move to some sort of institutional setting because of my diseased progression. And so what’s happening is that seniors are outliving their resources in the last years of their lives. And the sad news is that it’s usually women, because us guys are checking out early. So we will tend to get sick first, we will spend our nest-egg down, we will leave this earth, and we will leave our spouse with very few resources left. And on average our spouse will live 10 years longer than we do, but they have health care needs as well, but they’re living on a reduced capacity.

“What we’re afraid of, and I cannot statistically prove this, but it’s.... you know, we’re looking at the numbers...the increase in homelessness in San Diego last year, a 20% increase. Of that population, 29% were over the age of 55, and of that 29% - 46% were first time homeless. So what we think is happening, is this is the tip of the spear that’s coming at us because it’s estimated that even though seniors will take out 30% of the population in San Diego County, by the year 2030, it is estimated that 30% of that 30% will outlive their resources, or be at the federal poverty level in the last years of their lives.

“These are individuals that were solidly in the middle class, they got married, they paid their taxes, they bought a house, they raised their children – they just didn’t

have enough resources to set aside, but even still, if you have a million dollars in your nest-egg when you retire, and one of you needs to go to a memory care, you've got about 7 years of income left. Right? That memory care is going to spend down a significant portion of that million dollars that you set aside for your retirement. We're looking at these numbers, and we're really concerned about it. The fact that these people do have some resources disqualifies them for safety net services. But our fear is that we're going to see a significant increase in homelessness if we don't start to do something now.

"We currently, through our Pace Program, have about 316 folks who were formally homeless, who moved out onto the streets because they couldn't afford to pay for health care, to pay for rent, to pay for medications, to pay for all the needs that go along with the aging process, and if we don't start to do something now, we're just going to see that number increase.

"What we're doing now is we're building out, we're investing a lot of money in a technology hub down in Mission Valley. And the reason that we're setting this up right now is to manage our Pace population. We have all these folks in our different centers, and what's key to their success is transportation. We pay for all their transportation costs, but what's also key to that success is how we schedule that transportation, similar to what you're looking at. We look at our no-show rates, we look at our late cancel visits, because we're responsible for all those costs related to that, but that then impacts our system, because if you're not coming into a scheduled visit, I'm tying up providers, very expensive providers that are providing your health care, and I have to reschedule all of those visits to do that.

"So, in essence what we're going to do in this building, we're investing in all the transportation software, all the clinical scheduling software, all of the outpatient scheduling software. We're putting in triage programs, but we're also putting in technology into our patients homes to monitor disease progression. We're also

putting technology into the homes to monitor medication management; we're also investing in services like health care coaching to make sure that people understand what's happening with their disease progression, how important it is to get to their appointments, how important it is to follow diets, and all of those things that come along with living longer with these complex illnesses.

"We're going to test this, and we're going to pivot it next year and test it on this hidden middle population, that's what this population's being called. We're going to test those services because they don't qualify for Pace, but they need all the care and support that we provide to a Pace Program. So we're interviewing academic partners right now – we've talked to Berkeley, we've talked to UCSF, we're having the most interesting conversation right now with UCSD, to actually do a formal study to test out the effectiveness of providing these services to this population to help proactively manage their disease progressions, and we believe

	<p>that will help lower their health care costs, allow them to retain more of their nest-egg investments available to them, and we hope will see them through the end of their aging experience without having to experience homelessness.</p> <p>“We’ve got some big plans for our organization to test this out into the future, but what’s really interesting is that that population needs transportation. That’s the work you guys are doing. So I want to commend you for the work that you are doing. I want to commend you for the difference that you are making in the lives of people in our community. Unfortunately, the need is only going to continue to grow, we can’t all go to the casino, but a lot of us would like to – and that’s part of our mental health, but we also are going to need more of that transportation to get us to our medical appointments, to get our needs addressed. We’re looking at Fallbrook, the expansion for Pace is going to go rural – it’s very expensive to provide those services in those rural communities because you’ve got such smaller populations to spread that risk out over; we’re moving out into Ramona – and so these are going to be real needs.</p> <p>“I want to just thank you again for this time to talk to you a little bit about St. Paul’s, but more importantly I wanted to thank you for the work that you do to take care of our community and address the very tangible needs of the senior population, so thank you very much.”</p> <p>Susan said Michael gave everyone a lot to think about with hard data for the future. Arun thanked Michael for accommodating FACT and he appreciates the relationship between the two agencies. Michael thanked Arun and Susan for the opportunity to speak with the Board and thanked everyone for the work they are doing for the community. Susan thanked Michael and said FACT looks forward to seeing him more in the future.</p>
<p>SANDAG – Quarterly Updates, Mobility Working Group (MWG), Flex Fleets Taskforce, Proposed TransNet Amendments; AFA Cycles 1 and 2, STGP Cycle 12 follow-up meeting; TC Mtg. Updates</p>	<p>Brian Lane said a Transportation Committee meeting is scheduled on February 16th. NCTD staff and MTS staff will discuss paratransit services and give updates regarding their services and funding. Brian and Jenny Russo will discuss specialized transportation in San Diego County, regarding funding and costs, and provide an overview of what agencies are doing in the county.</p>
<p>Update on Grants-CalTrans 5310, AFA and Others</p>	<p>Sofia Hughes gave an update regarding grants. FACT was awarded \$400,000 from CalTrans 5310, an additional \$25,000 over the last CalTrans grant. FACT recently submitted an application for an Equity Impact Grant, local to San Diego. FACT was formally invited to reapply to the American Cancer Society’s transit grant which</p>

	<p>FACT has received steadily and is by invitation only. It's due the first week of February.</p> <p>Sofia said FACT staff's meeting with CPUC representatives was primarily to give and receive feedback regarding the progression of AFA's RideFACTNOW program. CPUC is interested with data collected so far, and wants to know about any challenges in collecting and reporting the data. CPUC representatives were interested in knowing more about services provided in rural areas in order to assist other counties in launching similar services in other rural communities. CPUC prepared a legislative report requesting an extension in the length of the AFA program, and that funding cycles be extended to two-year cycles rather than one year.</p> <p>Regarding AFA Cycle-2, Sofia outlined specific points that FACT will utilize when applying for this funding, such as experience, data, and rider feedback.</p>
Executive Director's Report	<p>Arun said Susan, George and he met with Council Member Stephen Whitburn, MTS Chair, after the Annual Meeting on December 5th regarding Transportation Committee issues and asked for his support. Susan and Arun met with Hasan Ikhata on December 22nd via Zoom. Hasan said that in addition to specialized transportation, FACT should focus on social injustice, FACT's efficiency compared to other regional services, and that FACT can provide on-demand services. He recommended that FACT expand its mission and goals. He recommended more communication with County Supervisor Chair Vargas and Mayor Todd Gloria.</p>
Board Member & CAM updates	<p>George said he is now the alternate on SANDAG Board for Lemon Grove. Susan said NCTD has announced their new CEO, Shawn M. Donaghy.</p>
ADJOURNMENT	<p>The meeting was adjourned at approximately at 10:30am.</p>

ITEM # 3

TO: BOARD OF DIRECTORS

FROM: Ali Poorman, Contracts Manager

RE: FACT Services updates – DECEMBER 2023

ISSUE:

This item presents a monthly RideFACTNOW and agency services update.

	DECEMBER 2023
SERVICE	ONE-WAY TRIPS
UCSD	12
Scripps	237
UCSD 211 Pilot	6
Escondido	493
County HHSA	29
San Marcos	257
Tri-City	21
RideFACTNOW	2,148
MTS	0
PASD	0
Cool Zones	0
SDG&E	0
MV	0
RideFACT	0
TOTAL	3,203

UCSD Shiley-Marcos Alzheimer’s Disease Research Center

120 trips were completed through December 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 season ended in October. No trips were 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

4,523 trips were provided through December 2023. FACT provides trips for Encinitas Scripps, and Prebys Cancer Clinic, Scripps Mercy Hospital Hillcrest and Chula Vista, Scripps La Jolla, Scripps Green, Scripps Advanced 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 25,369 trips between November 2019 and December 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

1,139 trips have been performed under this contract between late November 2018 through December 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, 2028. 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 12,260 lunch shuttle and *Catch a Ride!* trips between February 2018 – December 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 8,052 trips for Tri-City patients between December 2016 – December 2023. FACT began transportation services for Tri-City Medical Center in December 2016.

NCTD LIFT/MV Service

MV service is inactive.

MTS/First Transit/TransDev

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

CTSA, RideFACT & Contracted Service Data	Web hits	Referrals	Programs in Database	New Agencies in Database	Total Requests for RideFACT Trips	RideFACT Trips Provided	RideFACT Trips Unable to Provide	Contracted Trips Provided	Total Trips	RideFACT Avg Mileage	RideFACT Avg Trip Cost
Subtotal 2019	9,225	1075	174		29,841	28,628	1213	8,764	37,392		
July	823	108	176	2	2,515	2,455	60	771	3,226	9.6	\$ 13.29
August	948	90	177	1	2,424	2,365	59	844	3,209	9.1	\$ 11.47
September	1,157	129	179	2	2,757	2,621	136	674	3,295	9.3	\$ 11.88
October	1,263	139	180	1	2,952	2,735	217	781	3,516	9.5	\$ 12.63
November	1,089	122	180	0	2,652	2,388	264	1,452	3,840	9.8	\$ 14.38
December	1,052	82	180	0	2,636	2,508	128	1,572	4,080	9.4	\$ 14.86
January	1,372	132	176	0	2,994	2,849	145	1,680	4,529	10.1	\$ 13.99
February	1,237	138	176	0	2,693	2,608	85	1,567	4,175	9	\$ 15.30
March	1,650	141	177	1	2,015	1,931	84	988	2,919	8.8	\$ 13.95
April	1,720	347	183	6	1,586	1,555	31	383	1,938	8.8	\$ 15.29
May	1,253	384	183	0	2,082	2,024	58	473	2,497	10.2	\$ 18.65
June	1,392	297	185	2	2,502	2,416	86	421	2,837	10.2	\$ 20.60
Subtotal 2020	14,956	2109	185		29,808	28,455	1353	11,606	40,061		
July	1,510	304	180	-5	3,202	3,096	106	447	3,543	10.3	\$ 21.12
August	1,571	300	181	1	3,623	3,371	252	459	3,830	9.5	\$ 20.64
September	1,625	312	181	0	3,924	3,617	307	457	4,074	10	\$ 21.13
October	1,839	426	185	4	4,419	4,035	384	436	4,471	10.3	\$ 22.32
November	1,591	488	189	5	4,102	3,716	386	453	4,169	10.5	\$ 21.39
December	1,488	515	189	0	4,638	4,191	447	433	4,624	11	\$ 22.45
January	1,480	466	189	0	4,270	3,891	379	361	4,252	11	\$ 22.40
February	1,569	310	189	0	3,809	3,447	362	403	3,850	10.5	\$ 19.78
March	2,042	189	189	0	2,978	2,637	341	488	3,125	9.5	\$ 19.79
Apr	1,884	162	189	0	2,429	1,916	513	513	2,429	9.6	\$ 19.39
May	1,867	102	189	0	2,259	1,630	629	323	1,953	10.2	\$ 21.25
June	2,221	155	189	0	2,306	1,746	560	795	2,541	9.9	\$ 21.31
Subtotal 2021	20,687	3729	189	10	41,959	37,293	4666	5,568	42,861		
July	2,715	163	193	4	2,281	1,569	712	1,429	2,998	11	\$ 22.19
August	3,677	153	193	0	2,047	1,212	835	1,408	2,620	9.5	\$ 21.74
September	2,315	155	193	0	1,904	1,393	511	1,403	2,796	9.2	\$ 21.92
October	2,334	178	193	0	2,019	1,498	521	1,373	2,871	9	\$ 21.30
November	2,129	124	193	0	2,083	1,577	506	1,306	2,883	10	\$ 22.99
December	3,000	158	193	0	2,023	1,630	393	1,290	2,920	9.3	\$ 21.14
January	1,964	136	193	0	1,734	1,469	265	1,037	2,506	9.2	\$ 22.93
February	1,956	175	193	0	2,032	1,752	280	1,066	2,818	9.2	\$ 27.95
March	2,497	221	178	0	2,800	2,585	215	1,295	3,880	9	\$ 34.89
Apr	2,537	206	178	0	3,111	2,848	263	1,122	3,970	9.5	\$ 34.90
May	4,183	235	178	0	2,847	2,526	321	1,251	3,777	9.6	\$ 39.91
June	2,504	328	179	1	3,459	3,060	399	1,204	4,264	9.5	\$ 38.61
Subtotal 2022	31,811	2232		5	28,340	23,119	5221	15,184	38,303		
July	3,473	227	178	0	3,079	2,745	334	1,297	4,042	9.4	\$ 37.21
August	3,924	192	178	0	1,716	1,409	307	1,512	2,921	9.3	\$ 36.37
September	2,710	63	178	0	1,181	1,027	154	1,462	2,489	8.8	\$ 37.66
October	3,444	108	179	1	1,000	850	150	1,426	2,276	9.8	\$ 37.32
November	2,199	106	179	0	798	717	81	1,369	2,086	10.3	\$ 39.26
December	3,043	77	177	0	797	750	47	1,245	1,995	10.6	\$ 40.66
January	2,494	96	177	0	748	694	54	1,289	1,983	11.1	\$ 37.54
February	2,410	90	180	3	789	677	112	1,355	2,032	9.9	\$ 33.35
March	4,183	112	184	4	856	744	112	1,717	2,461	9.5	\$ 30.99
April	2,064	122	184	0	889	747	142	1,478	2,225	9.4	\$ 27.26
May	3,422	90	184	0	821	710	111	2,340	3,050	9.8	\$ 30.05
June	4,636	86	184	0	1,141	1,064	77	2,600	3,664	10.3	\$ 39.07
Subtotal 2023	38,002	1369		8	13,815	12,134	1,681	19,090	31,224	9.85	\$ 35.56
						212,316	17,016	122,893	335,209		
July	3,349	137	184	0	1,502	1,299	203	1,530	2,829	12.18	\$ 118.80
August	4,178	164	184	0	1,697	1,503	194	1,578	3,081	26.19	\$ 105.65
September	3,230	131	184	0	1,874	1,748	126	1,328	3,076	12.73	\$ 91.36
October	3,484	165	184	0	2,309	2,110	199	1,455	3,565	12.4	\$ 89.53
November	2,977	76	173	0	2,162	1,981	181	1,303	3,284	13.1	\$ 81.69
December	2,331	132	178	5	2,207	2,148	59	1,055	3,203	12	\$ 70.61
Subtotal 2024	19,549	805			11,751	10,789	962	8,249	19,038		
TOTAL	269,061	13,302				223,105	17,978	131,142	354,247		

ITEM # 4

TO: BOARD OF DIRECTORS

FROM: Julius Burgos, Accountant, and Arun Prem, Executive Director

RE: Monthly Financial Reports - December 2023 Financial Summary

ISSUE:

Summary of December 2023 Financial Reports for Board review.

Balance Sheet vs Previous Year Comparison

- Compared to last year \$1,399,172.92 is in the bank, 69% more than the previous year.
- FACT is invoiced through December 2023 and has 4% more outstanding than the previous year.
- Accounts Payables were 71% more than the previous year.
- Total Assets were 55% more than the previous year.

The balance sheet through December 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 \$25,233.25 as of December 2023 which has an interest rate of 1% until paid.

Accounts Receivable Status

\$493,927.20 is outstanding, by (10) customers. Of the o/s amount, \$268,929.04 is 60 days or less, \$81,773.93 is less than 90 days, and \$143,224.23 is over 90 days by (4) customers. Each Customer is aware of their O/S balance.

Profit & Loss Budget vs. Actual Report – December 2023

Income thru December 2023 was .11% over 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 20%.
3. SANDAG MM SMG allocated to 15%.
4. One-Call/One-Click Access grant is still pending.
5. Caltrans 5310 allocated to 10%.
6. High Demand for Scripp, Escondido, and San Marcos.
7. Interest increased for 11 CD's on AFA Advance.

Overall Expenses were 14.71% under budget due to the following factors:

- Online Transportation Platform still pending.
- \$159,667.68 for AFA WAV Vehicles and Equipment on Balance Sheet as Asset and not on P&L as Expense.

- AFA Vehicle FFD Inspections pending.
- AFA Trip Management Software is ongoing past December.
- Payroll removed in November and December from AFA to compensate ride demand.

Condensed Grant Balances Remaining

- Total funding available for all grants through December 2023 is \$1,493,577.36.
- CTSA Funds were allocated through December 2023 totaling \$102,400.00.
- CTSA's temporarily restricted net assets through December 2023, is \$264,286.03.
- Net Income through December total \$316,678.43.
- Unrestricted Net assets through December 2023 total \$550,233.13.
- Total Equity as of December 31, 2023, is \$1,131,197.39.

ITEM # 6

TO: BOARD OF DIRECTORS

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

RE: RideFACTNOW Updates – Dec 2023

ISSUE:

Implementation of RideFACTNow and RideFACT progress report through December 2023.

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 all CAM meetings since September 12, 2023. SANDAG Staff was consulted during CAM discussions. FACT staff also received input from transit services representatives . 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 reviewed the options and proposes the following structure 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:

Proposed fare for RideFACT and RideFACTNOW services:

IMPLEMENTATION

If approved, the new fare structure will be implemented on March 1, 2024. FACT will inform riders and partners of the fare updates. The information will be included in updated marketing materials. FACT will also train the staff and back-up phone services vendor, update Ecolane software, in order to implement the changes seamlessly.

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, 1,748 in Sep 2023, 2,110 in October, 1,988 in November 2023, and 2,148 in December 2023.

Proposed No-Show and Late Cancellation Policy: This Policy addresses the rate of no-shows and late cancellations seen in RideFACTNOW service. In January 2024 staff began reviewing service data to identify the individuals who were responsible for relatively higher numbers of no-showed rides and rides that were canceled late (less than two hours before scheduled pick-up time):

- A no-show occurs when a rider fails to appear for a scheduled trip
- If neither the driver nor dispatch can contact the rider, dispatch will issue a "no-show" and release the driver to proceed with their route.
- Cancelling a trip less than two hours before the scheduled pickup window will constitute a no-show.
- Exceptions will be made for medical appointments that end later than anticipated.
- Three no-shows within a calendar month will result in a one-month suspension from ALL FACT services.
- After two no-shows within a calendar month, the rider will receive a verbal warning via phone call.

- A notice of suspension will be mailed to the rider after their third no-show.

RideFACTNow – TABLE 1

MONTH	TOTAL TRIPS	SAME DAY TRIPS	PS TRIPS	W/C TOTAL	OTHER DEVICES
JUNE	550	159	391	314	236
JULY	1,299	94	1,205	436	863
AUGUST	1,503	117	1,386	491	449
SEPTEMBER	1,748	165	1,583	505	1,180
OCTOBER	2,110	244	1,866	641	622
NOVEMBER	1,988	187	1,801	598	527
DECEMBER	2,148	260	1,888	1,091	219

RideFACTNow – TABLE 2

MONTH	UNIQUE RIDERS	AVG MILES / TRIP	NO SHOWS	CANCELS	DENIED
JUNE	160	9.37	30	99	11
JULY	231	12.27	112	327	203
AUGUST	186	12.41	104	274	194
SEPTEMBER	164	13.2	149	319	176
OCTOBER	182	12.4	123	293	199
NOVEMBER	123	13.06	110	248	180
DECEMBER	116	12	175	256	59

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	City of San Diego	35.91%	Medical	58.04%
	South County	11.63%	Social	16.79%
	East County	17.92%	Shopping	3.92%
	North County	34.54%	Dialysis	19.70%
			Other	1.55%
OCTOBER	City of San Diego	30.90%	Medical	60.40%
	South County	17.80%	Social	13.60%
	East County	15.10%	Shopping	3.20%
	North County	36.20%	Dialysis	17.40%
			Other	5.40%
NOVEMBER	City of San Diego	37.20%	Medical	60.41%
	South County	12.76%	Social	14.09%
	East County	17.34%	Shopping	3.47%
	North County	32.70%	Dialysis	17.45%
			Other	4.58%
DECEMBER	City of San Diego	39.70%	Medical	55.86%
	South County	10.40%	Social	19.23%
	East County	13.30%	Shopping	5.63%
	North County	36.60%	Dialysis	16.34%
			Other	2.94%

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. FACT was successful in responding to the on-demand (immediate) ride requests within a 20-minute window for 83% of the trips in June and 84% in July 2023. In August 2023, 75% of the on-demand rides were picked up within 20 minutes of the scheduled time. During September 2023 the response time was just over 81% (approx.) within a 20 minute window.

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 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:

STAFF RECOMMENDS BOARD INPUT/APPROVAL FOR NO-SHOW and LATE CANCELLATION POLICY; EFFECTIVE MARCH 1, 2024.

ITEM # 8

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, date tbd.

TC Discussion on Funding for FACT services on Feb 16, 2024: The TC action on Agenda Item 7 was preceded by Item 6 - a presentation by MTS and NCTD re the mandated ADA paratransit services, and need to maintain funds for the services.

*Following the Transportation Committee’s **October 20, 2023, meeting**, FACT provided SANDAG with a memo describing its RideFACT funding request (Attachment 2). In its memo, FACT requested \$843,924 annually for RideFACT, or nearly \$1.7 million for two years, which is an approximately 110% increase over its \$800,000 RideFACT request through the STGP Cycle 12 Call for Projects. FACT also requested \$1,512,000 annually for its CTSA and mobility management activities, which is nearly a 31% increase over its STGP Cycle 12 mobility management award combined with its dedicated TDA Article 4.5 funding. SANDAG’s Data Science team reviewed the FACT memo and determined the RideFACT request and methodology used were reasonable based on an analysis of the baseline data FACT provided and changes in fuel prices and population growth.*

Important Factors to Consider

*The two sources of funding the Transportation Committee could consider allocating to FACT because they do not require a competitive selection process are the Section 5310 Program and the Transportation Development Act (TDA) Article 4.5. funds. Federal Transit Administration (FTA) regulations require that the Section 5310 funding be accompanied by a minimum 20% match of non-federal sources, so any allocation of those funds would require FACT to provide the required match. The Transportation Committee could consider allocating TDA Article 4.5 funding to FACT to supply the required match. Either allocation would require approval through the Board of Directors. The Section 5310 allocation could accompany the Cycle 13 STGP Call for Projects; however, the TDA allocation would require an amendment of **SANDAG Board Policy No. 027**.*

Option 1: *Provide approximately \$2.3 million annually to FACT for the next two years using Section 5310 and TDA Funding (fully fund the FACT request).*

Option 2: *Provide approximately \$1.6 million annually to FACT for the next two years using Section 5310 and TDA Funding (partially fund the FACT request).*

Option 3: *Provide approximately \$845,000 annually to FACT for the next two years using only Section 5310 funding (fully fund the RideFACT portion of the request only). FACT would provide the 20% matching funds (\$170,000 approx. annually). TC also recommended that FACT have the option to compete for STGP Cycle 13 Call for Projects.*

Option 4: Do not allocate any funding for FACT at this time and require them to compete for funding through the STGP and AFA grant programs.

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, SNDAG 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 # 10

TO: BOARD OF DIRECTORS

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

RE: Executive Director's Report – January and February, 2024

Meetings and Events – January 2024

1/26/2024 Meeting – SANDAG Board of Directors Meeting

1/31/2024 Meeting – CALACT Conference Committee

February 2024

2/05/2024 Meeting - NCTD FACT Vehicle MOU 2016-25 (Vehicle Sales Agreement)
Discussion –

Robert Gebo, Chris Orlando, Misty Calder, Susan, Arun

2/06/2024 Meeting – Kim Petty - Onward Rides, Christian, Arun

2/09/2024 Meeting – SANDAG Board of Directors

2/12/2024 Meeting – CALACT Committee Conference - Keynote Speaker-Nada Bilchik, Arun

2/12/2024 Meeting – TC Agenda Item Discussion – Mayor Tony Kranz, Arun

2/13/2024 Meeting - TC Agenda Item Discussion – Travis Knowles - Council Member Vivian
Moreno Staff, Arun

2/13/2024 Meeting - TC Agenda Item Discussion – John, Arun

2/13/2024 Meeting - Howard Pearl - CARS, Arun

2/13/2024 Meeting – CAM Monthly updates – Ali, Christian, Sofia, Cynthia, Paola

2/14/2024 Meeting – TC Agenda Item Discussion – Eric Henson, Donte T. Wyatt – Supervisor
Monica, Montgomery-Steppe's Office, Arun

2/14/2024 Meeting – TC Agenda Item Discussion – Jewel, Arun

2/14/2024 Meeting – CCTA Discussion - Rashida Kamara, Ali, Arun

2/14/2024 Meeting - TC Agenda Item Discussion – Sanna Loando – Council Member Raul
Campillo Staff, Arun

2/15/2024 Meeting – NCTD Board Meeting

2/15/2024 Circulate Monthly Mixer

2/16/2024 Meeting - Transportation Committee – Ali, Christian, Paola, Sofia, Cynthia, Arun

2/20/2024 Meeting - TransNet Ordinance Amendments Subcommittee Meeting