

Board of Directors Meeting Agenda
Jan 25, 2024, 9:00am
(Zoom only meeting <https://us02web.zoom.us/j/84740033606>)

Meeting call to order, Introductions **9:00 am**

1. Public Comment **INFORMATION**

CONSENT ITEMS

2.	Nov, Dec 2023 Board Mtg Minutes	p-2	ACTION
3.	FACT Services Updates Nov 2023	p-8	INFORMATION
4.	Financial Updates/Summary	p-11	INFORMATION

5. 2024 Mtg Calendar, Retreat, Annual Meeting scheduling p- 13 **ACTION**

6. RideFACTNOW Updates: p- 14 **ACTION**

- Nov 2023 Service Data
- Review of Marketing, **Proposed Fares**, Demand & Capacity
- Status of APP and Tablets implementation

7. Conversation with Guest Speaker – **Michael S. McHale** **INFORMATION**
President and CEO, St. Paul's Senior Services

8. SANDAG – Quarterly Updates, Mobility Working Group (MWG), p- 20 **INFORMATION**
Flex Fleets Taskforce, Proposed TransNet amendments;
AFA Cycles 1 and 2; STGP Cycle 12 follow-up; TC Mtg Feb 16, 2024 **INFORMATION**

9. Updates on Grants CalTrans 5310, AFA and others **INFORMATION**

10. Executive Director’s Report p-22 **INFORMATION**

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
November 16, 2023, 9:00 AM
Via Zoom**

Board Members Attending	Hon. George Gastil, LaVonna Connelly, Hon. Jewel Edson, Hon. Dave Roberts, Hon. John Duncan
Board Members Absent	Susan Hafner, Hon. Bob Campbell, Hon. Corinna Contreras, Hon. Kellie Shay Hinze
Staff Attending	Arun Prem, Julius Burgos, Ali Poorman, Christian Hernandez, Cynthia Pedersen, Sofia Hughes, Paola Zilli, Farah Rizvi
Public/Guests	Todd Lordson – CAM; Ben Gemblor – SANDAG, Firas Jasim – SDMED, Inc.
Public Comments	
CONSENT ITEMS: Board Meeting Minutes for October/August 2023 Financial Summary, Audits Updates	<p>Julius Burgos said the SANDAG TDA audit, which began on October 2nd, is near completion. The internal audit is underway with Julius pushing for completion before the upcoming annual meeting on December 5th.</p> <p>Motion to approve the Consent Agenda Items was made by Hon. Dave Roberts. Hon. Jewel Edson seconded the motion. The motion passed unanimously</p>
RideFACTNOW Updates: September 2023 Data/ Review of Marketing, Fares, Demand & Capacity/ Status of App and Tablets Implementation	<p>Ali Poorman said September referrals totaled 131 from JFS, MTS, and NCTD. RideFACTNOW one-way rides totaled 1,748, followed by City of Escondido with 595, and City of San Marcos with 408. Total trips for September were 3,076. The total number of trips through September was 344,195.</p> <p>Ben Gemblor said State and CPUC perspectives of the Access for All RideFACTNOW program are very positive. RideFACTNOW is the only entity that has started a service and produced rides and data, in the State of California. Ben said the CPUC and other agencies have made inquiries to SANDAG seeking advice with regards to AFA and the RideFACTNOW program.</p> <p>George said this should be highlighted at the upcoming San Diego CalACT Conference in Spring 2024. Arun concurred and said by then there will be more data to present to other agencies. He said he would be happy to make public comment at the next TC meeting.</p>
SANDAG – Quarterly Updates, Mobility Working Group	Ali said same day trips have increased, but riders continue to reserve rides in advance. Wheelchair and device user rides continue to increase, as well as trip lengths. Medical and dialysis trips are the most requested trips. North County

<p>(MWG), Flex Fleets Taskforce, Proposed TransNet Amendments; AFA Cycles 1 and 2, STGP Cycle 12 follow-up meeting; TC Updates</p>	<p>trips in Oceanside, Vista, Escondido, and San Marcos are increasing, with San Diego as a growing destination.</p> <p>The marketing of RideFACTNOW has been delayed until January due to higher cost of advertising in December.</p> <p>Christian Hernandez presented proposed RideFACT and RideFACTNOW fares after consideration from FACT Board and CAM member feedback. FACT is proposing a zero to five (5) mile trip rate at \$5.00; a 5.1 to 15 mile trip rate at \$10, and a 15 plus mile trip rate at \$20.00. He said frequent riders usually use RideFACTNOW to shop, go to the bank, visit their doctor, etc., all relatively close to their homes, therefore the lower \$5 fare is more manageable for fixed incomes.</p> <p>Riders are more willing and able to pay the \$10 fee for the longer ride with personalized attention. The major change would be in the 15 miles plus trips (\$20), but considering the price of the actual trip, the driver’s time, and reduced capacity throughout the day, the higher fare lowers trip costs and allows for continued access to more people needing transportation.</p> <p>George asked about dialysis riders and treatment locations. Christian said the proposed rates are more affordable than other transportation services, and more accommodating with providers that offer one-on-one service. He said most riders do not want long rides, preferring to take shorter trips when possible. LaVonna asked about dialysis riders, and who is ultimately responsible for their transportation costs, private clinics, insurance companies, tax payers? John asked for the definition of “frequent” and how is it determined? Christian said frequent riders are determined by how many trips a rider requests per week.</p> <p>Todd Lordson said he recently surveyed the prices of private companies rates and found the standard rates to run at \$35 per pick-up and \$2.00 per mile per ride for ambulatory riders. Those rates make the \$20 rate for a 15 mile trip appear to be more affordable.</p> <p>Arun said the proposed rates are combined for RideFACT and RideFACTNOW due to rider confusion, and is easier for staff to calculate the cost when booking a ride instead of using two different sets of pricing. Arun said the proposed rate changes are still open for discussion since additional funding for RideFACT will not go into effect until early 2024. He said rates could be differentiated by on-demand rides versus booking in advance.</p> <p>Responding to LaVonna’s question of the responsibility of dialysis riders’ transportation costs, Arun said it has been an ongoing topic of discussion for the larger transportation agencies, too, who receive more funding than FACT. According to the data, dialysis continues to surge in the number of ride requests, and maybe should be categorized separately from medical with a special fare.</p>
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	<p>Arun said serving the demand for dialysis needs to be balance against other riders needs in the community.</p> <p>Ali said the RideFACTNOW app has been approved by Apple and Google stores. FACT staff will receive in-person training from Ecolane for the dedicated vehicle tablets and upgraded software.</p> <p>The purchase of a second vehicle has been approved by SANDAG. This accessible Ford Transit can accommodate two wheelchairs simultaneously, and will be purchased with AFA funding.</p>
<p>SANDAG Updates:</p>	<p>Ben Gembler said the AFA Cycle 2 review has taken longer than expected, and as soon as the Call for Projects starts, SANDAG will hold a webinar for interested applicants.</p> <p>Arun said the Transportation Committee will meet on December 15, 2023 to further discuss funding for FACT. FACT will continue to reach out to MTS and NCTD to prepare for the TC discussions.</p> <p>FACT is working with SANDAG staff on funding projections for 2024. Sofia Hughes presented a summary of the projections which include RideFACT demands and other data collected to reach a baseline funding estimate.</p> <p>Arun welcomed feedback from FACT Board members as FACT prepares to submit the funding projections to SANDAG for consideration. Arun added that the numbers used reflect fiscal year 2021-2022, when FACT did not implement a trip cap due to limited funding.</p>
<p>Update on Grants:</p>	<p>Sofia gave an update regarding a grant with the American Heart Association Social Impact Fund which focuses on increasing people’s mobility and access to health appointments. FACT submitted a grant request for \$200,000 over the course of two years, and any updates on that application will be known in January 2024.</p> <p>FTA’s Innovative Coordinated Access and Mobility (ICAM) grant is one FACT has been awarded in the past. FACT is deliberating on a funding request proposal for the next fiscal year and an application will be submitted by February. FACT has submitted AFA Cycle 1 first complete quarter of reporting to SANDAG and looks forward to hearing more about Cycle 2 funding, as well as STGP Cycle 13 Call for Projects kickoff.</p>

<p>2034 Annual Meeting Planning</p>	<p>Arun reviewed the Annual Meeting plans on Tuesday, December 5th, 2023 at Coronado Community Center Nautilus Room, at 8:30am to 10:30am with Call to Order at 9:00am. Hon. Sean Elo-Rivera is confirmed as Keynote Speaker, and Ms. Coleen Clementson and Ms. Sharon Cooney are confirmed guest speakers. Hon. Jack Shu is Partner of the Year.</p> <p>Ali said Vendor of the Year award will go to SDMED, Inc. again, for the great job they are doing with the riders and completing safe rides. Arun said they have had much growth in accommodating the demand from RideFACTNOW and managed to handle it with dependability and consistency.</p> <p>Firas Jasim from SDMED, Inc. thanked FACT for being chosen for the award. LaVonna thanked SDMED, Inc. for their efforts in accommodating FACT’s increase in rides and appreciated their service.</p>
<p>Executive Director’s Report</p>	<p>LaVonna and Susan attended the CalACT Fall Conference along with other FACT staff during October 31–November 3, 2023. LaVonna said the conference was interesting, fun, informative, and she learned a lot about the industry. She thanked FACT for the opportunity to represent FACT. Paradise Point, San Diego will be the location of the upcoming CalACT in April 2024. Arun said he would like to have the Board attend and represent FACT, if possible.</p> <p>Arun said NCTD’s new on-demand service proposal is now in place and will be implemented soon. A second service proposal by NCTD with FACT as a vendor to support next day service rides is being reviewed by staff.</p> <p>Arun said concerns were expressed at the last TC meeting by some local transportation agencies regarding SANDAG funding for FACT, and how it might affect their own funding needs. Arun said the need for additional funding is recognized by all agencies in San Diego.</p>
<p>Board Member & CAM updates</p>	<p>Ali said Zack Rivera gave an update at the last CAM meeting regarding the STGP Cycle 13 Call for Projects. SANDAG staff presented an AFA update, TC meeting discussion, and the fare proposal was presented for feedback.</p>
<p>ADJOURNMENT</p>	<p>The meeting was adjourned at approximately at 10:30am.</p>

FACT Annual Meeting Transcript

December 5, 2023 9:00am Nautilus Room Coronado Community Center
Hon. Sean Elo-Rivera, San Diego City Council President – **KEYNOTE SPEAKER**

“Thank you so much, good morning everyone. Do that again, good morning, everyone! I’m really, really glad to be here. Obviously any time we get to come to Coronado in the morning, that’s a good way to start the day. Again, my name is Sean Elo-Rivera, I’m the San Diego City

Council President, and I very proudly represent San Diego City Council District 9. I want to start by thanking the FACT Board and the Executive Director, Arun, for inviting me to speak today. I also want to recognize and acknowledge the FACT Board members, several whom I serve with on the SANDAG and MTS Board of Directors. As I mentioned, I've been on the MTS Board of Directors, since 2020 and the SANDAG Board of Directors since 2021, and currently serve as the Vice Chair of SANDAG, and by serving on those Boards, I've been able to work with FACT and learn about their mission – to provide accessible rides to seniors, and people with disabilities, veterans, and the income disadvantaged – and I feel personally and professionally connected to this mission.

“Very early in my organizing work, before being elected an official, I got a start, very literally, with transportation access, at the core of the work. At that time, I was working alongside many City Heights mothers and grandmothers on a campaign to create Youth Opportunity Passes here in San Diego. After a ten year campaign, these free passes were brought to the youth 18 and under in San Diego. It was ten years of hard, hard work and organizing and advocacy, again starting with mothers and grandmothers in the City Heights community, who realized that access to transportation can access opportunity, and they fought and fought and fought because nothing was more important to them than their young people having access to transportation.

“In late 2021, I championed the Pronto Extend, that's a program that provides free transit passes to transitioning foster youth aged 24 and under. I served as Executive Director, with a youth-serving nonprofit called YouthWell and in that job I got to work with young people to help support their advocacy in organizing for changes that they wanted to see in their community. And time and time again, in speaking with those youth, they talked about access to transportation to being critical to their ability to be happy, healthy, and prepared to reach their potential. Additionally, in doing that work, we talked to a lot of nonprofit organizations that serve youth – especially fostering, and time and time again, those nonprofit organizations referenced transportation as being both a huge barrier to the opportunities that those fostering youth needed in order to achieve their potential and get on the right path, but also the huge cost to those non-profit organizations that was not necessarily directly related to their mission, but still fundamental to their ability to serve their young people.

“In all of this I learned how important it is for folks to have access to transportation, so whether it's the youth in City Heights or fostering around the county, or the seniors, the people with disabilities or veterans, people who are income disadvantaged, I recognized that nobody can fulfill their full potential, which is my mission in life, which is to allow as many people as possible, to support as many people as possible, in pursuing that potential. That can't be done if you can't get to where you need to go, whether that means for healthcare, education, or extracurricular activities or maybe it's just to spend time with family, because that is also critical to our well-being. “Folks rely on MTS buses, taxi rides and rides to friends and family to get around our city, but I also acknowledge that many of the trips our seniors and people with disabilities need sometimes are not met efficiently by our existing fixed routes. The seniors in my district often need creative transportation solutions. Generally speaking, however, as we build more housing for all San Diegans, we must also keep in mind the transportation and mobility needs of the future. So, at the City Council we've been working to make sure that new

housing across San Diego is built near transit stops. Nonetheless, not everyone will be able to get to a transit stop, we know that. And that's where FACT comes in.

“FACT fills the gap for specialized mobility needs our transit system sometimes just can't account for. This is an essential service for older adults and other folks who are not able-bodied in our communities. In fiscal year 2023, FACT provided over 31,000 rides across San Diego County and over the last 17 years, FACT has provided nearly 335,000 rides. The work FACT does is not just about providing rides for seniors and people with disabilities. The work FACT does contributes to the well-being of all of our community members; they provide crucial rides our residents need to attend their local community centers, medical appointments, or leisure opportunities throughout our region – the very thing everyone must do in order to live a fulfilling life. The work FACT does was recently recognized within our region. Circulate San Diego awarded RideFACTNOW the 2023 Momentum Award for Public Transit Connectivity.

“The last thing I want to say is this, and it's really an important piece – it's not just that Arun and his team are making sure that folks get to places, they're trying to do that in a way that provides people dignity. And that is a really, really important part of this. When I watched the video, I heard someone sharing his story about getting to and from places that they need to get to and being proud of the way that that happens. And it's not always that way. And so I want to recognize that you all have done this in a way that offers dignity. That's incredibly important for folks no matter what their income is, no matter what their place in life is. I want to hope that everyone will join me in congratulating FACT and their staff for this well deserved award and let's give a round of applause for the FACT staff that is present here today. Arun, thank you and your team, for all the work that you do.

“I do want to close by reemphasizing the importance of FACT and its mobility services. One day all of us, whether we reach an age, or we have another situation where we may not be as limber as we are now, or driving is not as simple as it might be for us today, and as our region's population continues to age, we must continue to support and promote FACT services within our region. FACT's work helps address the transportation that older adults have today and the transportation needs we all might have tomorrow. So I look forward to continuing to work with FACT, the SANDAG Board, the MTS Board, in continuing these crucial rides and continuing to build the FACT mission.

“Thank you, again, for allowing me to share a few words. You all have a great day... thank you!”

ITEM # 3

TO: BOARD OF DIRECTORS

FROM: Ali Poorman, Contracts Manager

RE: FACT Services updates – NOVEMBER 2023

ISSUE:

This item presents a monthly RideFACT and agency services update.

	NOVEMBER
SERVICE	ONE-WAY TRIPS
UCSD	12
Scripps	323
Escondido	613
County HHS	17
San Marcos	307
Tri-City	31
RideFACTNOW	1981
MTS	0
PASD	0
Cool Zones	0
SDG&E	0
MV	0
RideFACT	0
TOTAL	3,284

UCSD Shiley-Marcos Alzheimer’s Disease Research Center

108 trips were completed through November 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

4,286 trips were provided through November 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 22,934 trips between November 2019 and November 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

1,110 trips have been performed under this contract between late November 2018 through November 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 12,003 lunch shuttle and *Catch a Ride!* trips between February 2018 – November 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 8,031 trips for Tri-City patients between December 2016 – November 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 workstop. FACT completed 1,826 trips between May 1- July 13, 2023.

The Parkinson's Association of San Diego

Between June 2018 – March 2023, 253 trips have been provided. The Parkinson's Association of San Diego (PASD) contracts with FACT to provide transportation for neurological medical appointments, support groups and Parkinson's Association related events for their clients. PASD ended their contract April, 2023 due to lack of funding.

RideFACT & Contracted Service statistics; FY year July 2019 – November 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
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
Subtotal 2024	17,218	673			9,544	8,641	903	7,194	15,835		
TOTAL	269,061	13,302				220,957	17,919	130,087	351,044		

ITEM # 4

TO: BOARD OF DIRECTORS

FROM: Julius Burgos, Accountant & Arun Prem, ED

RE: Monthly Financial Summary – October 2023

ISSUE: Summary of October 2023 Financial Reports

Balance Sheet vs Prev Year Comparison

- Compared to last year \$1,718,855.80 is in the bank, 86% more than the previous year.
- FACT is invoiced through Oct 2023 and has less than 31% less outstanding than the prior year.
- Accounts Payables were 70% more than the previous year.
- Total Assets were 62% more than the previous year.

The balance sheet through October 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 \$27,929.33 as of October 2023 which has an interest rate of 1% until paid.

Accounts Receivable Status

- \$394,507.92 is outstanding, by (9) customers. Of the o/s amount, \$188,336.40 is 60 days or less, \$90,862.90 is less than 90 days, and \$115,308.62 is over 90 days by (4) customers. Each Customer is aware of their O/S balance.

Profit & Loss Budget vs. Actual Report – October 2023

Income thru October 2023 was 1.23% 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. More TDA funds paid at beginning of year.
7. High Demand for Scripps, Escondido, and San Marcos contracted services.
8. Interest accrued for 11 CD's on AFA Advance.

Overall Expenses were 15.88% 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.

Condensed Grant Balances Remaining

- Total funding available for all grants through October 2023 is \$1,642,235.79.

- CTSA Funds were allocated through October 2023 totaling \$84,600.00.
- CTSA's temporarily restricted net assets through October 2023, is \$285,349.95.
- Net Income through October total \$187,371.62
- Unrestricted Net assets through October 2023 total \$550,233.13.
- Total Equity as of October 31, 2023, is \$1,001,890.78.

ITEM # 5

TO: BOARD OF DIRECTORS

FROM: Cynthia Pedersen, Manager of HR & Admin, and & Arun Prem, ED

RE: 2024 FACT Board Meeting Calendar

ISSUE:

Proposed 2024 Board of Directors Meetings. FACT Board meetings are held on 4th Thursday of each month except when the schedule is amended by Board action due to Holidays or other considerations:

Proposed 2024 Meeting Calendar

- Thursday, January 25, 2024
- Thursday, February 22, 2024
- Thursday, March 28, 2024
- Thursday, **April 25, 2024*** (Board Retreat)
- Thursday, May 23, 2024
- Thursday, June 27, 2024
- Thursday, July 25, 2024
- Thursday, August 22, 2024* (dark)
- Thursday, September 26, 2024
- Thursday, October 24, 2024
- Thursday, November 14, 2024 (Holiday Calendar)*
- Wednesday, **December 4, 2024** (Annual Meeting)*
- ~~Wednesday, December 11, 2024~~ Conflict with Board of Supervisors mtg

RECOMMENDATION

Staff requests Board input and approval for the proposed Calendar 2024 Board Meeting Calendar.

ITEM # 6

TO: BOARD OF DIRECTORS

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

RE: RideFACTNOW Updates – Nov 2023

ISSUE:

Implementation of RideFACTNow and RideFACT progress report through November 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:

PROPOSAL

A two-tiered fare structure is proposed, in view of the different cost involved in provided on-demand (same day or real time) and prescheduled (next-day or later). This proposal takes into consideration the input received from Board and riders regarding the impact of the fares on the community, in particular those individuals who must travel to medical service and may not have discretion in timing of their appointments. The proposal incentivizes next day rides and provides and offers a more cost-effective option to riders who request same day/on-demand rides. The intended outcome of this fare proposal is a realignment of demand patterns in order to manage the capacity more effectively and reduce the cost of providing services, while still serving the needs of individuals who need to travel on-demand at a cost considerably less than other options in the marketplace.

IMPACT

Based on November 2023 data, it is estimated that 19.5% of the Prescheduled trips will cost the rider \$20 for a one-way trip (max fare); for same day rides 46% of the riders will pay \$20 for a one-way trip (max fare).

Prescheduled	1-WAY FARE
0-10 Miles	\$5
10.1-20 Miles	\$10
20.1+ Miles	\$20

Same day	1-WAY FARE
0-10 Miles	\$10
10.1 + Miles	\$20

SAMPLE STAKEHOLDER INPUT

- This is great for the rider but will have disadvantages for the service provider and the FACT budget. Because the RIDEFACT service is demand based, the trip requests and distances will fluctuate day-to-day it's extremely difficult to monitor costs. (NCTD)
- As RIDEFACTNOW is designed to be a substitute for TNC, Uber and Lyft, level services for wheelchair users I think the rate structure should be similar. This is not funded and designated as a reduced cost program under the AFA parameters, but an equivalent program for same day service. That being said I think the rates are too low. (MTS)
- \$10 to travel Cross county is exceptional and unheard of. (RIDEFACTNOW RIDER)
- Fares are reasonable for the great service better than anything else around. (RIDEFACTNOW RIDER)

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, and 1,988 in November 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	1,299	94	1,205	436	863
AUG	1,503	117	1,386	491	449
SEP	1,748	165	1,583	505	1,180
OCT	2,110	244	1,866	641	622
NOV	1,988	187	1,801	598	527

RideFACTNow – TABLE 2

MONTH	UNIQUE RIDERS	TRIP LENGTH	NO SHOWS	CANCELS	DENIED
JUNE	160	9.37	30	99	11
JULY	231	12.27	112	327	203
AUG	186	12.41	104	274	194
SEP	164	13.2	149	319	176
OCT	83	12.4	137	466	199
NOV	53	13.06	111	420	180

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%

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 THE REVISED FARES PROPOSED FOR RIDEFACT and RideFACT NOW SERVICES, 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.

Next TC Discussion on Funding for FACT services is scheduled on Feb 16, 2024.

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 # 10

TO: BOARD OF DIRECTORS

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

RE: Executive Director's Report November and December

Meetings and Events –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

11/16/2023 Meeting – FACT Board of Directors (Holiday Schedule)

11/17/2023 Meeting - Discussion of Accessibility of Transit Facilities – FTA Request of Information – Art Guzzetti, Arun

11/20/2023 Meeting – Ying Smith – CCTA, Arun

11/29/2023 Meeting – Robert Gebo- NCTD, Arun

December 2023

12/05/2023 Meeting - Annual Board of Directors – Coronado Community Center

12/05/2023 Meeting – Hon. Stephen Whitburn, Susan, George, Arun

12/06/2023 Meeting – AFA Quarterly Meeting – Ben Gembler, Sofia, Arun

12/11/2023 Meeting - CalACT Board Meeting

12/21/2023 Meeting – Dave Roberts and Arun

12/22/2023 Meeting – Hasan Ikhata, Susan, Arun