



**Board of Directors Meeting Agenda
March 28, 2024; 9:00am**

(Zoom only meeting <https://us02web.zoom.us/j/85764161054>)

Meeting call to order, Introductions

9:00 am

1. Public Comment **INFORMATION**

CONSENT ITEMS

2.	Feb Board Mtg Minutes	p-2	ACTION
3.	FACT Services Updates Jan 2024	p-7	INFORMATION
4.	Financial Updates, Summary Jan 2024	p-10	INFORMATION

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

6. RideFACTNOW Updates: p- 12 **INFORMATION**
 • Jan 2024 Service Data
 • Status of No Show policy implementation and APP and Tablets implementation

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

8. SANDAG – Quarterly Updates, Mobility Working Group (MWG), p- 18 **INFORMATION**
 Flex Fleets Taskforce, Proposed TransNet amendments;
 AFA Cycles 1 and 2; STGP Cycle 12 follow-up; TC Mtg Feb 16, 2024;
 Meeting with Sharon Cooney, MTS, Hon Zito, Solana Beach

9. Updates on Grants CalTrans 5310, AFA and others **INFORMATION**
 Supplemental 5310 funding; Cycle 12; AFA and Cycle 13 updates

10. Executive Director’s Report p-21 **INFORMATION**

11. **CLOSED SESSION – NCTD contract updates; personnel matters** **INFORMATION**

12. 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
February 29, 2024 9:00 AM
Via Zoom**

Board Members Attending	Susan Hafer, Hon. Dave Roberts, Hon. John Duncan, Hon. Jewel Edson, LaVonna Connelly, Hon. Corinna Contreras, Hon. Bob Campbell
Board Members Absent	Hon. George Gastil, Hon. Kellie Shay Hinze
Staff Attending	Arun Prem, Julius Burgos, Ali Poorman, Christian Hernandez, Cynthia Pedersen, Sofia Hughes
Public/Guests	Brian Lane, Jenny Russo – SANDAG, Firas Jasim – SDMED, Robert Gebo - NCTD
Public Comments	
<p>CONSENT ITEMS: Board Meeting Minutes for January 2024; FACT Services Dec. 2023/Financial Summary Dec. 2023</p>	<p>Motion to approve the Consent Agenda Items was made by LaVonna Connelly. Hon. Jewel Edson seconded the motion. The motion passed unanimously.</p> <p>Ali Poorman said referrals totaled 132 from JFS, MTS and City of Oceanside. RideFACTNOW rides totaled 2,148, followed by City of Escondido with 493, and San Marcos with 257. Total trips from December were 3,203. The total number of one way trips completed through December 2023 was 354,247.</p> <p>Arun said Oceanside Mayor Esther Sanchez supported FACT during the February 16th TC meeting. An increase in demand for accessible transportation has revived interest in renewing the contract between FACT and the City of Oceanside.</p> <p>Julius Burgos provided a summary of FACT’s financial reports. The balance sheet through December 2023 remains consistent and is stable. Timely invoicing, receivables, and better cash flow management overall continues. He said there is high demand for Scripps, Escondido and San Marcos services.</p>
<p>RideFACTNOW Updates: December 2023 Data/ No Shows and Late Cancellation Policy/ Status of App and Tablets Implementation</p>	<p>SANDAG recently informed FACT the RideFACTNOW agreement will end on May 11, 2024, one year from the date of signing. Arun asked SANDAG for clarification on the timeline of the RideFACTNOW program and funding.</p> <p>Ali Poorman reviewed response times regarding WAV Same Days Trips in increments of ten minutes. The CPUC (California Public Utilities Commission) uses this information to evaluate performance of the RideFACTNOW on-demand service. Scheduled ride times that are delayed due to traffic, weather, or delays at medical appointments can cause other scheduled pick-up times to be late.</p>

	<p>The number of wheelchair rides for December totaled 1,091. Susan asked if staff could provide a report at the Retreat regarding the number of wheelchair riders in the program. Ali said utilizing collected data to adjust high demand times has improved vehicle availability so more riders are accommodated in their requests for a ride. The addition of two new WAV vehicles funded by AFA also has increased availability.</p> <p>Christian Hernandez reviewed the proposed No-Show Policy which was presented at January’s Board meeting.</p> <p style="text-align: center;">PROPOSED: FACT NO-SHOW POLICY</p> <ul style="list-style-type: none"> • 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, 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. <p>This policy is based on a compilation of other transportation agencies, (NCTD, MTS and JFS) and will allow for exceptions. Staff will work with riders to educate them and minimize the need to enforce the No-Show Policy. The need for implementation of this policy is based on instances of riders failing to understand the consequences of no-show or not reporting a cancellation, and the impact it has on a transportation provider’s schedule and budget.</p> <p>LaVonna Connelly requested that any letter sent to a rider be simple and straight forward. Christian said that FACT staff makes attempts to contact riders and encourages riders to contact staff before a No-Show is marked as such. Dave Roberts said a volunteer ombudsman to act on behalf of riders, vendors, as well as FACT, may be beneficial to handle situations that might arise.</p> <p>RECOMMENDATION: Staff requests Board approval of the No Show Policy, effective March 1, 2024. Motion to approve was made by Hon. Jewel Edson. LaVonna Connelly seconded the motion. The motion passed unanimously.</p>
2024 Mtg. Calendar, Retreat, Annual Meeting Scheduling	Arun proposed the Mingei International Museum in Balboa Park as location for the Board Retreat on Thursday, April 25 th . Arun welcomes Board input regarding the Retreat agenda.

	<p>He said he would like to build on former SANDAG CEO Hasan Ikhata's suggestion that FACT promote and expand its mission regarding specialized transportation in the San Diego region, and discuss new services that could include companion rides. Arun said another possible item to consider is the responsibilities of the Board.</p> <p>Dave Roberts said the topic of the Board's roles and responsibilities is important at this time in FACT's history.</p> <p>Susan said hopefully all Board members will be able to attend the Retreat, that it will be an excellent time to reflect and work on goals for the next few years.</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; TC Meeting Feb 16, 2024</p>	<p>Brian Lane reminded the Board of what led up to the FACT Transportation Committee agenda item at the meeting on Friday, February 16, 2024. Jenny Russo and he presented a discussion to the TC a few weeks prior regarding specialized transportation and funding in the region, how grantees are funded, what they're doing with the funding, and what NCTD and MTS do for specialized transportation, and their funding. They discussed the TC's recommendation to look for ways to fund RideFACT going forward.</p> <p>Four options were provided to the Transportation Committee on February 16. Brian said none of the options brought in additional money, only options on how to divide existing funds.</p> <p>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).</p> <p>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).</p> <p>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.</p> <p>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.</p> <p>The options presented were recapped by Brian as follows:</p> <ul style="list-style-type: none"> • Option 1: Was in response to FACT's request addressing the gap in services that stemmed from not receiving RideFACT funds during the last grant cycle. This would have cut into NCTD and MTS's TDA funding allocated annually from SANDAG. • Option 2: Presented a middle ground option with less funding.

- Option 3: Not touching the TDA funds and have no effect on NCTD and MTS' TDA funding; provides some funding to FACT for RideFACT.
- Option 4: Not providing anything to FACT and see what happens with AFA funding.

These options were discussed in detail by the TC. Option 3 was chosen with direction that allows FACT to continue to compete for other Cycle 13 funding. Brian said this vote had no effect on SANDAG Senior Mini Grants and will be brought to the TC again in May with a proposed way for FACT to compete for additional funding. The TC makes recommendations to SANDAG Board using gathered criteria.

Jenny Russo said Option 3 allows FACT to compete for additional funding beyond the annual \$845,000. This option allows all the \$845,000 to fund RideFACT or to blend RideFACT and Mobility Management funding. Option 3 will be reviewed before it goes to SANDAG Board to be finalized.

Arun said triennial audits performed in 2016, 2017, 2018 and 2019, 2020, and 2021, found FACT to be underfunded. Based on the audits, SANDAG set aside 25% of Section 5310 funding during the last two funding cycles in order to fund FACT's Mobility Management. The 25% set aside did not come through during the February 16 discussion. Arun said the audit findings need to be addressed since they were acknowledged by SANDAG who said the funds would be set aside indefinitely. None of the options presented at the TC meeting referenced the triennial audit findings.

Arun said the four funding options presented to the TC gave the perception that FACT could take funding from MTS and NCTD or from other nonprofit transportation agencies. FACT seeks funding solutions that include all transportation agencies without taking away from those groups. Arun said a more detailed discussion with SANDAG regarding the audit findings is necessary and that more clarity is needed to overcome any misleading perception.

Susan said FACT has a lot of value in the San Diego region. She said the Retreat would serve as a great place to revisit its mission and purpose. John Duncan said messaging a statement to the TC or SANDAG Board as far as what is the problem that's trying to be solved would be beneficial to everyone due to the complexity of issues.

Jewel Edson said as Chair of the NCTD Board, voting at the TC meeting proved challenging. She said the goal is to figure out how to best serve the paratransit community and is hopeful that NCTD and FACT continue to work collaboratively in seeking new sources of funding for FACT.

	<p>Arun said this item will go before the TC in May and then on to the SANDAG Board as a recommendation. Cycle 13 and the implications for FACT funding will also be discussed then. Arun said he will follow up with Brian and Jenny in upcoming meetings.</p>
<p>Update on Grants-CalTrans 5310, AFA and Others</p>	<p>Sofia Hughes said the 5339 (b) grant awarded seven years ago is just now being acted upon by CalTrans. At the time of the award, FACT would have been able to purchase 13 minivans and two buses. In this current economy the funds will purchase a total of nine minivans which FACT is expecting to take possession of this year. Entering a new 5339 (b) grant cycle, FACT will submit a new applications for additional vehicles focusing on low and no-emission vehicles in line with FACT's goals in compliancy.</p> <p>FACT was awarded the American Cancer Society (ACS) Grant. This award goes entirely to transporting patients to and from cancer related doctor appointments and treatments.</p> <p>FACT retired two NCTD vehicles recently and some from SANDAG are due to retire and be returned to FACT's possession. The vehicles are sold to FACT vendors, keeping them in circulation and providing rides countywide.</p> <p>FACT awaits AFA Cycle 2 announcements and will be in discussions with SANDAG regarding the AFA funding timeline.</p>
<p>Executive Director's Report</p>	<p>Arun said based on proposed AFA plan, and approved in the budget, the addition of Safety Analyst position will be added to staff, assisting in clerical duties as well.</p> <p>Arun said the NCTD On-demand program that began in January is expected to expand.</p> <p>Arun reminded the Board that a committee will be needed for the upcoming ED Review. Susan asked for volunteers for the ED Review Committee.</p>
<p>Board Member & CAM updates</p>	
<p>ADJOURNMENT</p>	<p>The meeting was adjourned at approximately at 10:15am.</p>

ITEM # 3

TO: BOARD OF DIRECTORS

FROM: Ali Poorman, Contracts Manager

RE: FACT Services updates – JANUARY 2024

ISSUE:

This item presents a monthly RideFACTNOW and agency services update.

	JANUARY 2024
SERVICE	ONE-WAY TRIPS
UCSD	34
UCSD 211 Pilot	52
Scripps	235
Escondido	581
County HHSA	27
San Marcos	353
Tri-City	68
NCTD Pilot	1
RideFACTNOW	2,328
MTS	0
PASD	0
Cool Zones	0
SDG&E	0
MV	0
RideFACT	0
TOTAL	3,679

UCSD Shiley-Marcos Alzheimer’s Disease Research Center

154 trips were completed through January 2024. 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. The contract term was renewed in January 2024.

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

4,758 trips were provided through January 2024. 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. The contract term was renewed in January 2024.

City of Escondido

FACT provided 25,950 trips between November 2019 and January 2024. 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

1,166 trips have been performed under this contract between late November 2018 through January 2024. 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. The contract term was renewed in January 2024.

City of San Marcos

FACT has provided 12,613 lunch shuttle and *Catch a Ride!* trips between February 2018 – January 2024. *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 8,120 trips for Tri-City patients between December 2016 – January 2024. 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
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
January	3,364	134	178	0	2,362	2,328	34	1,351	3,679	12.16	\$ 69.31
Subtotal 2024	22,913	939			14,113	13,117	996	9,600	22,717		
TOTAL						225,433	18,012	132,493	357,926		

ITEM # 4

TO: BOARD OF DIRECTORS

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

RE: Monthly Financial Reports - January 2024 Financial Summary

ISSUE:
Summary of January 2024 Financial Reports for Board review.

Balance Sheet vs Prev Year Comparison

- Compared to last year \$1,195,349.42 is in the bank, 64% more than the previous year.
- FACT is invoiced through January 2024 and has 23% more outstanding than the previous year.
- Accounts Payables were 79% more than the previous year.
- Total Assets were 53% more than the previous year.

The balance sheet through January 2024 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 \$23,885.21 as of January 2024 which has an interest rate of 1% until paid.

Accounts Receivable Status

- \$559,460.58 is outstanding, by (9) customers. Of the o/s amount, \$270,544.55 is 60 days or less, \$93,118.72 is less than 90 days, and \$195,797.31 is over 90 days by (5) customers. Each Customer is aware of their O/S balance.

Annual Profit & Loss Budget vs. Actual Report thru January 2024

Annual Income thru January 2024 was 3.13% under budget due the following 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 CDs on AFA Advance.

Overall Expenses were 15.71% 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 through January.
- Payroll removed from AFA since November and is ongoing to compensate the ride demand.

Condensed Grant Balances Remaining

- Total funding available for all grants through January 2024 is \$768,390.58.
- CTSA Funds were allocated through January 2024 totaling \$118,300.00.
- CTSA's temporarily restricted net assets through January 2024, is \$261,740.03.
- Net Income through January total \$339,257.01.
- Unrestricted Net assets through January 2024 total \$552,779.13.
- Total Equity as of January 31, 2024, is \$1,153,776.17.

ITEM # 6

TO: BOARD OF DIRECTORS

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

RE: RideFACTNOW Updates – Jan 2024

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 August, 1,748 in September, 2,110 in October, 1,988 in November, 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

RideFACTNOW – TABLE 1

MONTH	TOTAL TRIPS	Same Day Trips	Pre-scheduled Trips	WHEELCHAIRS	OTHER DEVICES
JUNE	550	159	391	314	236
JULY	1299	94	1205	436	863
AUGUST	1503	117	1386	491	449
SEPTEMBER	1748	165	1583	505	1180
OCTOBER	2110	244	1866	641	622
NOVEMBER	1988	187	1801	598	527
DECEMBER	2148	260	1888	1091	219
JANUARY	2328	242	2086	665	699

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
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
JANUARY	130	12.16	156	249	34

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%
JANUARY	City of San Diego	43.51%	Medical	55.90%
	South County	13.07%	Social	17.40%
	East County	15.48%	Shopping	5.70%
	North County	27.94%	Dialysis	17.00%
			Other	4.00%

Response Time: While the AFA grant allowed a 12-hour response time window, FACT opted for a 1-hour window 1.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 trip 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.

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, 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 –March 2024

Meetings and Events – March 2024

3/05/2024 Meeting – Outreach Discussion with Craig Jones, Interfaith Community Services
3/07/2024 Meeting – AFA Quarterly Meeting – Sofia, Julius, Arun, Ben Gembler
3/08/2024 Meeting – SANDAG Board of Directors Retreat - Sofia
3/12/2024 Meeting - Marketing Discussion with Mari + Gold – Nicole Bushnell, Cynthia,
Sofia, Arun
3/12/2024 Meeting – Council Member David Zito, Solana Beach
3/13/2024 Meeting – Agenda Planning – Susan, Dave, George, Arun
3/15/2024 Meeting – Transportation Committee
3/15/2024 Meeting – Sharon Cooney, MTS; Coleen Clementson, SANDAG; Arun
3/18-3/22/24 Training – New Software Training – Ecolane at FACT
3/20/2024 Training – New Ecolane Software – FACT Vendors + FACT Staff
3/21/2024 Webinar – APTA Committee – Opportunities for Public Transportation through
New Medicaid – Ali, Arun
3/21/2024 Meeting - NCTD Board of Directors
3/22/2024 Meeting - SANDAG Board of Directors
3/27/2024 Training - Customer De-Escalation for Mobility Coordinators