



**Board of Directors Meeting Agenda**

**July 25, 2024; 9:00am**

**Zoom ONLY Mtg** <https://us02web.zoom.us/j/81574426810>

**Meeting call to order, Introductions**

**9:00 am**

1. Public Comment **INFORMATION**

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**CONSENT ITEMS**

- |    |                                 |      |               |
|----|---------------------------------|------|---------------|
| 2. | June 2024 Board Meeting Minutes | p-2  | <b>ACTION</b> |
| 3. | FACT Services Updates May 2024  | p-6  | INFORMATION   |
| 4. | May 2024 Financial Summary      | p-10 | INFORMATION   |
| 5. | <b>Business Plan Update</b>     |      | <b>ACTION</b> |
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6. 2024 Meetings - Annual Meeting Planning **INFORMATION**

- |    |  |      |             |
|----|--|------|-------------|
| 7. | RideFACTNOW Updates:   | p-12 | INFORMATION |
|    | <ul style="list-style-type: none"> <li>• May 2024 Service Data</li> <li>• Update on Transition - AFA to RideFACT – June, 2024</li> </ul> |      |             |

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

9. SANDAG Updates Matching funds - 5310 RideFACT Cycle 12 p-16 **INFORMATION**

10. Updates on Grants **INFORMATION/ACTION**  
County Community Enhancement, Ramona, Cycle 13

- |     |   |      |             |
|-----|---|------|-------------|
| 11. | Executive Director’s Report   | p-19 | INFORMATION |
|     | <ul style="list-style-type: none"> <li>• Mtg with Mayor White, Escondido</li> <li>• Organization update</li> <li>• Ombudsman</li> <li>• NO Aug Board Mtg</li> </ul> |      |             |

12. Board member and CAM updates **INFORMATION**

13. **CLOSED SESSION:**  
ED Review Committee Report **INFORMATION/ACTION**

**ADJOURNMENT**

**ITEM # 2**

**FACT Board of Directors Meeting Minutes  
June 27, 2024 9:00am  
Zoom only meeting**

Board Members Attending	Susan Hafner, Hon. George Gastil, Hon. Dave Roberts, LaVonna Connelly, Hon. Jewel Edson, Hon. John Duncan, Hon. Bob Campbell
Board Members Absent	Hon. Corinna Contreras, Hon. Kellie Shay Hinze
Staff Attending	Arun Prem, Julius Burgos, Ali Poorman, Christian Hernandez, Cynthia Pedersen, Paola Zilli, Farah Rizvi
Public/Guests	Brian Lane – SANDAG; Firas Jasim - SDMED
Public Comments	
Consent Items: Board Meeting Minutes-May 2024/FACT Services Updates-April 2024	<b>Motion to approve the Consent Agenda Items was made by LaVonna Connelly. Hon. George Gastil seconded the motion. The motion passed unanimously.</b>
April 2024 Summary and DRAFT FY 2024-25 Budget	<p>Susan Hafner and Hon. George Gastil (Budget Review Committee) reviewed the budget. Arun thanked them for the attention and quick response given to the budget review, and thanked Julius for drafting the budget.</p> <p>The budget is based on performance and spending projections in the remaining last two months of the fiscal year, May and June 2024. The total is used to project spending for the upcoming fiscal year 2024-2025 budget.</p> <p>The budget projections do not include any future grant projections. It is based solely on committed funding.</p> <p>FACT Accountant, Julius Burgos’s, reviewed the 2023-24 performance through April. The budget shows almost 12% expenses under budget and contracted services 23.5% higher than projected. Interest income generated cash for FACT.</p> <p>Current budget expenses for RideFACTNOW are projected to be \$2.008m out of the \$2.5m FACT was awarded under AFA. Arun said FACT will stay within the projected budget going into the last two months, May and June, of fiscal year 2023-2024.</p>

	<p>Julius detailed revenue and expenses 2023-2024, and presented the 2024-2025 parameters for the new budget. The FY 2025 projected budget is balanced at \$3,290,896.00. Cycle 12 RideFACT 5310 grant was \$400,000.00 and the Ramona 3.75 year grant is \$906,120.00.</p> <p>Susan thanked Julius and Arun for the presentation. George thanked Julius for his work on the budget. Susan reminded the Board that the information presented on the budget is calculated with known variables and future funding may change the projections.</p> <p><b>RECOMMENDATION:</b>  <b>Staff requests Board approval for the DRAFT FY 2024-25 Budget proposal as recommended by the Finance Committee.</b></p> <p><b>Motion to approve the FY 2024-25 Budget was made by Hon. George Gastil. Hon. Jewel Edson seconded the motion. The motion passed unanimously.</b></p> <p>Susan congratulated the approval of the 2024-25 budget and thanked staff for their hard work.</p>
<p>2024 Meetings – Annual Meeting Planning</p>	<p>Arun said the Annual Meeting on December 4<sup>th</sup> will be held at the Mingei International Museum in Balboa Park. Mr. Mario Orso, SANDAG’s new CEO, is invited to speak. Arun has requested Mr. Orso for a meeting; he will notify the Board of any updates. Arun asked for input from the Board regarding other guests and nominees for the Partner of the Year award.</p>
<p>RideFACTNOW – Updates: April 2024 Service Data; Report on Transition AFA to RideFACT – June 2024</p>	<p>April rides decreased slightly with a total of 2,045 with 342 same day trips, and 1,703 prescheduled trips. The decrease in rides was due to the end of AFA RideFACTNOW funding. The number of rides was scaled back, but same day trips continued. Of those trips, 759 were wheelchair accessible, with 599 using other devices.</p> <p>Medical appointments account for the majority of trips in all counties, followed by social, and dialysis.</p> <p>Cost per trip increased to \$72.33 due to the rise in wheelchair trips. The number of denied trips decreased to 14 in April.</p> <p>Susan asked about the number of no-shows and why they continue to happen. Arun said staff has informed riders regarding the no-show policy, and how they can affect schedules. One reason is medical appointments can take longer than anticipated and affect scheduled pick-up times. Another reason is riders decide</p>

	<p>not to go for one reason or another, and fail to cancel their ride. Susan suggested reminder calls as a possible solution.</p> <p>Brian Lane said the numbers are often used to compare agencies at TC meetings, and it's like comparing apples to oranges as far as the type of trip, miles per trip, accessible vehicles to name a few differences.</p> <p>Hon. John Duncan said ride distance is a huge factor, but a WAV ride is very different from a non-WAV vehicle ride. The use of volunteer drivers differs from a WAV driver who has been trained and must possess certain skills in order to drive specialized transportation. In addition, the cost of the vehicle, the time involved in transporting a person in a wheelchair, and the on-demand factor are aspects to be taken into account and sets FACT apart from other paratransit agencies that provide rides.</p>
<p>Conversation with Guest Speaker</p>	<p>None</p>
<p>SANDAG Updates</p>	<p>SANDAG Board of Directors will meet on Friday, June 28, 2024 to vote on Transportation Committee recommendations. Board agenda Item 16 recommendation includes:</p> <ul style="list-style-type: none"> <li>• “Approve a 26% annual allocation of Federal Fiscal Year 20223 Section 5310 pass-through, funding available (approximately \$835,543 and \$856,666 respectively) to FACT for RideFACT services.”</li> <li>• Should the Board approve a direct allocation of Section 5310 funds to FACT, exempt the direct allocation of Section 5310 funds to FACT from FACT’s maximum grant award amount, and prohibit FACT from competing for and/or receiving the remaining Section 5310 grant funding.</li> </ul> <p>Arun said that clarifications would be made at the Board meeting with regards to flexibility. John said the 2/3 vote threshold suggested at a TC meeting is going to be removed from the recommendation.</p>
<p>Updates on Grants, AFA Cycle 2, Cycle 13</p>	<p>AFA Cycle 2 application was submitted on time. FACT submitted this application in partnership with another organization. FACT proposed most of the grant budget be spent on rides only.</p> <p>Submittal for STGP Cycle 13 applications will be officially kicked off after the SANDAG Board meeting on Friday.</p>
<p>Executive Director’s Report:</p>	<p>NONE</p>

Board member and CAM Updates	<p>Susan said the Executive Director annual evaluation committee has met and is in the process of working on the final report and review. The report will be available at the next Board meeting.</p> <p>Hon. Bob Campbell suggested NCTD give FACT an update on the new pilot services. Jewel said the on-demand microtransit pilots are currently in Sorrento Valley and San Marcos, and are very successful. Other cities in North County will follow shortly using accessible vehicles.</p>
<b>ADJOURNMENT</b>	The meeting was adjourned at 10:00am.

**ITEM # 3**

**TO: BOARD OF DIRECTORS**

**FROM: Ali Poorman, Contracts Manager**

**RE: FACT Services updates – MAY 2024**

**ISSUE:**

This item presents a monthly RideFACTNOW and agency services update.

	MAY 2024
SERVICE	ONE-WAY TRIPS
ACS	72
UCSD	13
Scripps	293
Escondido	558
County HHSA	27
San Marcos	410
Tri-City	83
NCTD Pilot	1
RideFACTNOW	2,400
PASD	0
Cool Zones	0
SDG&E	0
MV	0
RideFACT	0
<b>TOTAL</b>	<b>3,857</b>

**UCSD Shiley-Marcos Alzheimer’s Disease Research Center**

By May 2024, a total of 201 trips had been successfully executed. During the summer of 2022, contracted trips for patient transportation for ongoing Alzheimer's clinical trials participants. The contract was extended in January 2024. Additionally, in December 2023, UCSD Health collaborated with 211 to arrange trips for discharged patients attending follow-up medical appointments. This pilot program, spanning from December 2023 to March 2024, resulted in 168 completed trips and demonstrated remarkable success, evidenced by only one hospital readmission.

**City of San Marcos**

Between February 2018 and May 2024, FACT has conducted 14,205 lunch shuttle and Catch a Ride! trips. Catch a Ride! offers transportation services for qualifying seniors aged 60+ within the San Marcos city limits, as well as for medical appointments outside the city within a 20-mile radius. Recently, FACT and San Marcos extended the contract until June 2026.

### **211 Cool Zone Transportation**

The Cool Zone Transportation program will restart June 1, 2024 through October 1, 2024. FACT agreed to continue the seasonal contract until 2025. In 2022, FACT completed 20 trips. In 2021, 211 asked FACT to help transport people to and from Cool Zones set up by the County of San Diego for heat relief during the summer and early fall. FACT signed a contract in June 2022 to receive direct referrals through 211's Community Information Exchange (CIE) platform for this program.

### **Scripps Health**

Through May 2024, a total of 5,922 trips were provided. FACT provides transportation services for various Scripps facilities, including Encinitas Scripps, Prebys Cancer Clinic, Scripps Mercy Hospital in Hillcrest and Chula Vista, Scripps Green, Scripps Advanced Care Clinic, and Scripps Vista Clinic. The service agreement between FACT and Scripps Health commenced on January 15, 2020. FACT's brokerage vendors transport patients to and from hospitals, clinics, pharmacies, residences, and even hospitals located outside San Diego County. An Evergreen contract amendment was signed by FACT in August 2021. The contract term was renewed in January 2024 through 2026.

### **City of Escondido**

Between November 2019 and May 2024, FACT facilitated a total of 28,089 trips. FACT provides transportation to and from the City of Escondido's senior lunch nutrition program, available Monday through Friday. This service commenced on November 1, 2019. However, trips were temporarily halted from mid-March 2020 to May 2021 due to the COVID-19 pandemic. Service resumed on June 15, 2021. The contract term for this arrangement was extended through June 2025, with the option for up to two renewal periods.

### **County HHSA**

1,297 trips have been conducted under this agreement from late November 2018 through May 2024. This service offers transportation for non-contagious Tuberculosis patients from their homes to clinics for treatment on behalf of the County. The contract is set to continue until December 31, 2028. This contract term was extended in January 2024.

### **American Cancer Society**

As of May 2024, FACT provided 102 medical trips to chemotherapy and radiation treatments. FACT has partnered with the American Cancer Society (ACS) to address access to care barriers for patients with cancer through their grant program beginning April 1, 2024, to March 31, 2025.

### **NCTD- Same day Transportation Service**

NCTD Pilot program is same-day transportation service for all NCTD certified LIFT customers. NCTD LIFT customers request trips directly to FACT. The pilot program commenced on January 1, 2024 – June 3, 2024. As of May 2024, FACT has completed three trips.

### **Tri-City Contracts – Emergency Room & Outpatient Behavioral Health**

FACT has provided 8,335 trips for Tri-City patients discharged from ER between December 2016 – May 2024. FACT began transportation services for Tri-City Medical Center in December 2016.

**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.

**NCTD LIFT/MV Service**

MV service is inactive.



CTSA, RideFACT & Contracted Service Data	Web hits	Referrals	Programs in Database	New Agencies in Database	Total Requests for RideFACT Trips	RideFACT Trips Provided	RideFACT Trips Unable to Provide	Contracted Trips Provided	Total Trips	RideFACT Avg Mileage	RideFACT Avg Trip Cost
Subtotal 2019	9,225	1075	174		29,841	28,628	1213	8,764	37,392		
July	823	108	176	2	2,515	2,455	60	771	3,226	9.6	\$ 13.29
August	948	90	177	1	2,424	2,365	59	844	3,209	9.1	\$ 11.47
September	1,157	129	179	2	2,757	2,621	136	674	3,295	9.3	\$ 11.88
October	1,263	139	180	1	2,952	2,735	217	781	3,516	9.5	\$ 12.63
November	1,089	122	180	0	2,652	2,388	264	1,452	3,840	9.8	\$ 14.38
December	1,052	82	180	0	2,636	2,508	128	1,572	4,080	9.4	\$ 14.86
January	1,372	132	176	0	2,994	2,849	145	1,680	4,529	10.1	\$ 13.99
February	1,237	138	176	0	2,693	2,608	85	1,567	4,175	9	\$ 15.30
March	1,650	141	177	1	2,015	1,931	84	988	2,919	8.8	\$ 13.95
April	1,720	347	183	6	1,586	1,555	31	383	1,938	8.8	\$ 15.29
May	1,253	384	183	0	2,082	2,024	58	473	2,497	10.2	\$ 18.65
June	1,392	297	185	2	2,502	2,416	86	421	2,837	10.2	\$ 20.60
Subtotal 2020	14,956	2109	185		29,808	28,455	1353	11,606	40,061		
July	1,510	304	180	-5	3,202	3,096	106	447	3,543	10.3	\$ 21.12
August	1,571	300	181	1	3,623	3,371	252	459	3,830	9.5	\$ 20.64
September	1,625	312	181	0	3,924	3,617	307	457	4,074	10	\$ 21.13
October	1,839	426	185	4	4,419	4,035	384	436	4,471	10.3	\$ 22.32
November	1,591	488	189	5	4,102	3,716	386	453	4,169	10.5	\$ 21.39
December	1,488	515	189	0	4,638	4,191	447	433	4,624	11	\$ 22.45
January	1,480	466	189	0	4,270	3,891	379	361	4,252	11	\$ 22.40
February	1,569	310	189	0	3,809	3,447	362	403	3,850	10.5	\$ 19.78
March	2,042	189	189	0	2,978	2,637	341	488	3,125	9.5	\$ 19.79
Apr	1,884	162	189	0	2,429	1,916	513	513	2,429	9.6	\$ 19.39
May	1,867	102	189	0	2,259	1,630	629	323	1,953	10.2	\$ 21.25
June	2,221	155	189	0	2,306	1,746	560	795	2,541	9.9	\$ 21.31
Subtotal 2021	20,687	3729	189	10	41,959	37,293	4666	5,568	42,861		
July	2,715	163	193	4	2,281	1,569	712	1,429	2,998	11	\$ 22.19
August	3,677	153	193	0	2,047	1,212	835	1,408	2,620	9.5	\$ 21.74
September	2,315	155	193	0	1,904	1,393	511	1,403	2,796	9.2	\$ 21.92
October	2,334	178	193	0	2,019	1,498	521	1,373	2,871	9	\$ 21.30
November	2,129	124	193	0	2,083	1,577	506	1,306	2,883	10	\$ 22.99
December	3,000	158	193	0	2,023	1,630	393	1,290	2,920	9.3	\$ 21.14
January	1,964	136	193	0	1,734	1,469	265	1,037	2,506	9.2	\$ 22.93
February	1,956	175	193	0	2,032	1,752	280	1,066	2,818	9.2	\$ 27.95
March	2,497	221	178	0	2,800	2,585	215	1,295	3,880	9	\$ 34.89
Apr	2,537	206	178	0	3,111	2,848	263	1,122	3,970	9.5	\$ 34.90
May	4,183	235	178	0	2,847	2,526	321	1,251	3,777	9.6	\$ 39.91
June	2,504	328	179	1	3,459	3,060	399	1,204	4,264	9.5	\$ 38.61
Subtotal 2022	31,811	2232		5	28,340	23,119	5221	15,184	38,303		
July	3,473	227	178	0	3,079	2,745	334	1,297	4,042	9.4	\$ 37.21
August	3,924	192	178	0	1,716	1,409	307	1,512	2,921	9.3	\$ 36.37
September	2,710	63	178	0	1,181	1,027	154	1,462	2,489	8.8	\$ 37.66
October	3,444	108	179	1	1,000	850	150	1,426	2,276	9.8	\$ 37.32
November	2,199	106	179	0	798	717	81	1,369	2,086	10.3	\$ 39.26
December	3,043	77	177	0	797	750	47	1,245	1,995	10.6	\$ 40.66
January	2,494	96	177	0	748	694	54	1,289	1,983	11.1	\$ 37.54
February	2,410	90	180	3	789	677	112	1,355	2,032	9.9	\$ 33.35
March	4,183	112	184	4	856	744	112	1,717	2,461	9.5	\$ 30.99
April	2,064	122	184	0	889	747	142	1,478	2,225	9.4	\$ 27.26
May	3,422	90	184	0	821	710	111	2,340	3,050	9.8	\$ 30.05
June	4,636	86	184	0	1,141	1,064	77	2,600	3,664	10.3	\$ 39.07
Subtotal 2023	38,002	1369		8	13,815	12,134	1,681	19,090	31,224	9.85	\$ 35.56
						212,316	17,016	122,893	335,209		
July	3,349	137	184	0	1,502	1,299	203	1,530	2,829	12.18	\$ 118.80
August	4,178	164	184	0	1,697	1,503	194	1,578	3,081	26.19	\$ 105.65
September	3,230	131	184	0	1,874	1,748	126	1,328	3,076	12.73	\$ 91.36
October	3,767	165	184	0	2,309	2,110	199	1,455	3,565	12.4	\$ 89.53
November	2,977	76	173	0	2,169	1,988	181	1,303	3,291	13.1	\$ 81.69
December	2,331	132	177	4	2,207	2,148	59	1,055	3,203	12	\$ 70.61
January	3,364	134	177	0	2,362	2,328	34	1,352	3,680	12.16	\$ 69.31
February	3,267	103	177	0	2,516	2,436	80	1,210	3,646	12.01	\$ 69.85
March	2,903	121	177	0	2,728	2,684	44	1,464	4,148	12.54	\$ 69.33
April	3,368	96	177	0	2,059	2,045	14	1,444	3,489	12.36	\$ 72.33
May	3,258	126	182	5	2,415	2,400	15	1,457	3,857	13.13	\$ 71.27
Subtotal 2024	35,992	1385			23,838	22,689	1,149	15,176	37,865		
TOTAL						235,005	18,165	138,069	373,074		

#### ITEM # 4

**TO: BOARD OF DIRECTORS**

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

**RE: May 2024 Financial Summary**

**ISSUE:**

#### Summary of May 2024 Financial Statements

##### Balance Sheet vs Prev Year Comparison

- Compared to last year \$583,604.31 is in the bank, 14% more than the previous year.
- FACT is invoiced through May 2024 and has 50% more outstanding than the previous year.
- Accounts Payables were 60% more than the previous year.
- Total Assets were 61% more than the previous year.

The balance sheet through May 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 \$18,493.05 as of May 2024 which has an interest rate of 1% until paid.

##### Accounts Receivable Status

- \$793,059.55 is outstanding, by (9) customers. Of the o/s amount, \$617,230.55 is 60 days or less, \$17,783.75 is over 60 days and less than 90 days, and \$158,045.25 is over 90 days by (4) customers. Each Customer is aware of their O/S balance.

##### Annual Profit & Loss Budget vs. Actual Report thru May 2024

Annual Income thru May 2024 was 4.41% under budget due the following factors:

1. SANDAG AFA Cycle 1 will close in June.
2. SANDAG MM 5310 Cycle 11 closed in May.
3. SANDAG MM SMG Cycle 11 closed in May.
4. One-Call/One-Click Access grant is still pending.
5. Increase in Caltrans 5310 in May for Grants Closing.
6. High Demand for Scripp, Escondido, and San Marcos.
7. 2023 FACT Annual Meeting Contributions in May.

Overall Expenses were 12.02% under budget due to the following factors:

- Employee Recognition pending
- Online Transportation Platform still pending.
- No Motor Vehicle Expenses to date
- \$159,667.68 for AFA WAV Vehicles and Equipment on Balance Sheet as Asset and not on P&L as Expense.

- No Community Outreach to date
- Low AFA Marketing Consultant fees
- 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 May 2024 is \$2,169,915.58.
- CTSA Funds were allocated through May 2024 totaling \$174,104.67.
- CTSA's temporarily restricted net assets through May 2024, is \$226,444.44.
- Unrestricted Net assets through May 2024 total \$613,485.49.
- Total Equity as of May 31, 2024, is \$1,273,836.45.

## ITEM # 7

**TO: BOARD OF DIRECTORS**

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

**RE: RideFACTNOW Updates – May 2024**

### ISSUE:

Implementation of RideFACTNow and RideFACT progress report through May 2024.

### BACKGROUND

#### **RideFACTNow Implementation June 1st, 2023, and Progress Report:**

RideFACTNow was launched on June 1, 2023. The service was offered for free until June 15. On June 21, 2023, a Media Event was held at St. Paul's Plaza in Chula Vista, in collaboration with SANDAG. FACT Board Chair Susan Hafner, Coleen Clementson (SANDAG), Mayor John McCaan (Chula Vista) and Rosa Olascoaga (County District 1, representing Hon. Vargas), and Michael McHale (St. Paul's), spoke during the event. LaVonna Connelly and Hon George Gastil also represented FACT's Board; FACT staff Ali, Budd, Christian, Cynthia, Julius, and Arun were present. Riders Joe and Frances Aguilera participated in the event and helped with a demo ride. FACT vendors SDMED, Eleet and Loops attended and provided a vehicle for demonstration. Jack Christensen (Senate Dist. 38, Sen. Blakespear), Jessie Schmitte (Dist. 18, Sen. Padilla) and several other dignitaries and partners joined us for the event. SANDAG issued a media release as a result of which FACT received coverage in a number of media outlets including SD Tribune and KUSI.

*Ridership has grown steadily since June 2023. There were 550 one-way trips in June, 1,299 in July, and 1,503 in Aug, 1,748 in Sep 2023, 2,110 in October, 1,988 in November 2023, and 2,148 in December 2023. In March 2024, ridership again grew to 2,684. In April 2024, ridership was 2,045. In May 2024, 2,400. The number of rides denied due to lack of vendor capacity, was 9.*

**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.

Data through April 2024 shows the no-shows and cancellations are stable.

**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 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 27<sup>th</sup>.**

**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.

**Contract Closeout:** Final AFA rides were booked in June 2024; the contract closeout will occur after final invoices are submitted at the end of July 2024.

**ITEM # 9**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, ED**

**RE: SANDAG Updates**

**ISSUE: Ongoing update on discussions and actions involving SANDAG**

**BACKGROUND**

**On July 19, 2024** TC considered FACT's request to amend the proposed match against the Section 5310 funding award from 50% to 20%, which is allowable by FTA., and increase the per trip rate from \$32 to \$37. SANDAG staff recommended against the approval based on their view that it creates a fairness issue. FACT explained in a letter to TC that the 50% match commitment pertained to FACT's original Cycle 12 RideFACT application, which was not funded. Therefore, the match requirement should not carry forward to supplemental funds provided to FACT. FACT also explained that it was presumed AFA funds would provide the match, which did not turn out to be the case. FACT cost per trip for RideFACT trips (next day) increased due to the increase in average trip length from 9 miles to 13 miles. The TC approved SANDAG staff recommendation to deny FACT's request for amendments. SANDAG's Board will review the TC recommendation on Friday, July 26<sup>th</sup>.

**TC Discussion on Funding for FACT services on May 17, 2024** was consistent with the February 16 discussion where FACT staff, riders and several vendors urged the TC to confirm the recommendation approved in Feb – i.e. *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. The TC chose to amend their prior recommendation to maintain the set aside (\$1.7m in Section 5310 funds) and prevent FACT from applying for additional Section 5310; FACT would be able to apply for up to \$1m in SMG funds.*

The above action was the result of some nonprofits as well as the transit agencies commenting on the high cost of RideFACTNOW compared with the cost of other service providers. SANDAG staff and some TC members clarified the comparison between accessible and ambulatory rides, as well as rides provided by volunteers compared with contracted rides was not valid and needed to be viewed in context.

The impact of the TC's action, if approved by SANDAG's Board would be to cap FACT's STGP grants at \$2.7m. The other STGP applicants' grant requests would be capped at \$2.2m.

SANDAG staff recommended that the during its meeting on June 28, 2024, the Board approve the TC's recommendations:



1. Approve the proposed STGP Cycle 13 call for projects, including the evaluation criteria and process for awarding funding, except that the Board shall retain discretion over final Section 5310 awards subject to FTA requirements and a two-thirds vote of the Board.
2. Lower the maximum amount of SMG funding an applicant can receive to \$1 million and keep the existing maximum amount of Section 5310 funding an applicant can receive at \$1.2 million.
3. Approve a 26% annual allocation of Federal Fiscal Year 2023 and 2024 Section 5310 pass-through funding available (approximately \$835,543 and \$856,666 respectively) to Facilitating Access to Coordinated Transportation (FACT) for RideFACT service.
4. Should the Board approve a direct allocation of Section 5310 funds to FACT, exempt the direct allocation of Section 5310 funds to FACT from FACT's maximum grant award amount, and prohibit FACT from competing for and/or receiving the remaining Section 5310 grant funding.
5. Reinstate the allowability of indirect costs for the SMG program starting with the STGP Cycle 13 call for projects consistent with the proposed indirect cost guidelines.

## BACKGROUND

**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.

**ITEM #11**

**TO: BOARD OF DIRECTORS**

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

**RE: Executive Director's Report – June/July 2024**

**Meeting and Events – July 2024**

7/02/2024 Meeting – CalACT Board – Jacklyn Cuddy, Arun  
7/02/2024 Meeting - RideFACT Match % Discussion – Jenny Russo, Zach Rivera, Sofia, Christian, Arun  
7/08/2024 Meeting – SANDAG Discussion – Mayor Dane White – Escondido, Arun  
7/12/2024 Meeting – SANDAG Board of Directors  
7/15/2024 Meeting – Chat with Sanna Loando of Hon. Raul Campillo's office, Arun  
7/16/2024 Meeting – Circulate SD – Guest Speaker Sen. Catherine Blakespear  
7/18/2024 Meeting - Chat with Gerardo Ramirez Borja of Hon. Vivian Moreno's office, Arun  
7/19/2024 Meeting – Transportation Committee Meeting  
7/25/2024 Meeting – FACT Board of Directors  
7/26/2024 Meeting – SANDAG Board of Directors