



**Board of Directors Meeting Agenda
June 27, 2024; 9:00am**

Zoom ONLY Mtg <https://us02web.zoom.us/j/85422892261>

Meeting call to order, Introductions

9:00 am

1.	Public Comment		INFORMATION
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	<u>CONSENT ITEMS</u>		
2.	May 2024 Board Meeting Minutes	p-2	ACTION
3.	FACT Services Updates April 2024	p-6	INFORMATION
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4.	April 2024 Summary and DRAFT FY 2024-25 Budget	p-10	ACTION
5.	2024 Meetings - Annual Meeting Planning		INFORMATION
6.	RideFACTNOW Updates: <ul style="list-style-type: none"> • April 2024 Service Data • Update on Transition - AFA to RideFACT – June, 2024 	p- 12	INFORMATION
7.	Conversation with Guest Speaker – (Invited)		INFORMATION
8.	SANDAG Updates	p-15	INFORMATION
9.	Updates on Grants AFA Cycle-2, Cycle 13		INFORMATION
10.	Executive Director’s Report	p-19	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
May 23, 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
Public/Guests	Brian Lane – SANDAG; Todd Lordson – SD Regional
Public Comments	
<p>Consent Items: Board Meeting Minutes-April 2024/FACT Services Updates-March 2024/Financial Updates, FY 23 Audit/Business Plan Update</p>	<p>Julius Burgos gave the financial update for March and summarized the internal financial audit for FY 2023. He said the balance sheet through March 2024 remains consistent and is stable between both years. Timely invoicing, receivables, and better cash flow management overall continues. Of the PPP Loan of \$111,300.00 approved and deposited into the bank, FACT is responsible for \$21,189.13 as of March and the interest rate remains at 1%.</p> <p>Julius said the FY '23 annual audit is now completed. There were no findings. He said since 2018, FACT's budget has grown every year. SANDAG's funding of FACT has carried San Diego County throughout the years and the number of rides continues to grow each year.</p> <p>Arun identified areas of the Business Plan that will be updated or amended and will be presented at the next Board meeting in June.</p> <p>These include:</p> <ol style="list-style-type: none"> 1. Chapter 1: Overview <ul style="list-style-type: none"> • Updates regarding Board roster and titles 2. Chapter 2: Specialized Transportation Needs <ul style="list-style-type: none"> • AFA Needs Assessment • Rider Coalition & Community Engagement • Sustainability 3. Chapter 3: Existing Services <ul style="list-style-type: none"> • Cycle 1 AFA • Ramona Shuttle Service

	<ul style="list-style-type: none"> • NCTD Same Day Pilot • Updates to contracted agencies, vendors, partners <p>4. Chapter 4: Potential Services & Programs</p> <ul style="list-style-type: none"> • AFA Cycle 2, Airport Dropoff • APTA Coalition Grant <p>5. Chapter 5: Funding</p> <ul style="list-style-type: none"> • STGP Carveout • TDA: \$194,990 <p>Motion to approve the Consent Agenda Items was made by Hon. George Gastil. LaVonna Connelly seconded the motion. The motion passed unanimously.</p> <p>Arun said March had the highest ridership this year, 400 more rides than the prior month due to increase in AFA demand, as well as increase in contracted services.</p>
2024 Meetings – Annual Meeting Planning	Arun said the Annual Meeting is in the early planning stages and requested input from the Board regarding the keynote speaker and special guest suggestions.
RideFACTNOW – Updates: March 2024 Service Data; Report Service Incidents and Response/Transition to RideFACT – June 15, 2024	<p>RideFACTNOW response times continue to improve in March. 82.9 per cent of rides arrived within a ten minute window of the scheduled time. Over 90 per cent of rides arrived within a 20 minute window of the requested time.</p> <p>March rides increased from February with a total of 2,684, of which 275 were same day trips and 2,409 were prescheduled trips. Of those trips, 1,331 were wheelchair accessible, with 389 using other devices.</p> <p>Cost per trip decreased to \$69.33. This decrease in cost and increase in efficiency is due to staff working with vendors to optimize services by cutting back on some of the hours of service due to low demand and adjusting where higher demand was needed. The number of denied trips decreased to 44 in March, and percentage of dialysis rides decreased. North County rides increased while San Diego trip numbers decreased.</p> <p>Susan Hafner said the price decrease is significant and impressive, however there is a distinction to be made when comparing numbers with other transit agencies. There may be a wide variation in terms of how the cost is calculated in accordance with the fixed cost and the variable costs. She said it would be in FACT’s interest to try to capture some of these numbers in the National Transit Database (NTD) format because federal regulations require transit agencies to capture their costs in certain ways and submit them and publish them annually.</p> <p>Hon. John Duncan asked if wheelchair accessible rides are in the database. Susan said they are in addition to trip length. John said other agencies can look at FACT’s data if they would like to compare costs of rides as it is often brought up at funding meetings. Arun said FACT is the only transit agency in San Diego that provides on-demand wheelchair rides which factors into the cost of rides. Susan</p>

	<p>said having the NTD data would be helpful for the region to have a standardized format on cost per passenger.</p> <p>Christian Hernandez shared recordings of two recent incidents handled by FACT’s call center. He gave an explanation of the calls, including how the situations were handled, contacts of all involved, and reports filed.</p> <p>Arun said the AFA RideFACTNOW program will end on June 14th. Christian said the transition to RideFACT will flow with no gaps in service. On-demand rides will cease and pre-scheduled rides will begin. FACT coordinators are informing riders of the upcoming changes so they can plan accordingly. The number of rides booked will be monitored closely to adjust supply and demand while helping as many riders as possible.</p>
<p>Conversation with Guest Speaker</p>	<p>None</p>
<p>SANDAG Updates</p>	
<p>Updates on Grants, AFA, Cycle 13</p>	<p>Arun gave an update regarding the recent Transportation Committee meeting on Friday, May 17th. TC Recommendations made at the previous meeting were reviewed and discussed. Other non-profits attended to discuss their funding needs and funding for FACT, SANDAG’s CTSA. The motion presented was amended and approved. Arun said the 5310 funding needs to be flexible as addressed at the previous TC meeting by Board members. SANDAG will study the approved recommendations and clarify the item.</p> <p>Susan said FACT and SANDAG should review the role and responsibilities of a CTSA in order to clarify what the designation means. Understanding the funding issues, the transit coordination issues, as well as the cost per passenger will enhance the partnerships and give clarification to other transit agencies. By doing so, there will be a better understanding of all the benefits that FACT provides to the region.</p> <p>Susan said some grant funding is not utilized completely by other grantees due to time constraints, and returned to the region. She said it’s worth looking into FACT being eligible to receive some of that funding as an option. Brian Lane said funding is awarded through applications and scoring, and unused grant money puts the next awardee in line for receipt of the funding. John said the Board having discretion gives some flexibility in decisions where funding can be awarded.</p>

<p>Executive Director's Report: Presentations – DACLAC/ED Review/FACT Office Lease/CalACT Conference Spring 2024</p>	<p>Arun has spoken as a volunteer consultant to the Disability and Aging Community Living Advisory Committee (DACLAC). They have asked for information on how to start a program similar to AFA in the Bay Area.</p> <p>FACT was a sponsor of the CalACT Spring Conference in San Diego in April 2024, along with MTS. FACT Chair, Susan Hafner and MTS CEO, Sharon Cooney made opening remarks.</p> <p>Arun reminded the Board that FACT's lease will expire in February 2025 and discussions regarding this will be forthcoming.</p> <p>The ED Review Committee (Hon. Dave Roberts, Susan Hafner and LaVonna Connelly) is scheduled to meet soon.</p>
<p>Board member and CAM Updates</p>	
<p>ADJOURNMENT</p>	<p>The meeting was adjourned at 10:30am</p>

ITEM # 3

TO: BOARD OF DIRECTORS

FROM: Ali Poorman, Contracts Manager

RE: FACT Services updates – APRIL 2024

ISSUE:

This item presents a monthly RideFACTNOW and agency services update.

	APRIL 2024
SERVICE	ONE-WAY TRIPS
ACS	30
UCSD	14
Scripps	343
Escondido	549
County HHS	47
San Marcos	387
Tri-City	74
NCTD Pilot	0
RideFACTNOW	2,045
PASD	0
Cool Zones	0
SDG&E	0
MV	0
RideFACT	0
TOTAL	3,489

UCSD Shiley-Marcos Alzheimer’s Disease Research Center

By April 2024, a total of 188 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 April 2024, FACT has conducted 13,795 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 April 2024, a total of 5,629 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 April 2024, FACT facilitated a total of 27,531 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 2024, with the option for up to three renewal periods.

County HHSA

1,270 trips have been conducted under this agreement from late November 2018 through April 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

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. In April 2024, FACT provided 30 medical trips to chemotherapy and radiation treatments.

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 April 2024, FACT has completed two trips.

Tri-City Contracts – Emergency Room & Outpatient Behavioral Health

FACT has provided 8,252 trips for Tri-City patients between December 2016 – March 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
Subtotal 2024	32,734	1259			21,423	20,289	1,134	13,719	34,008		
TOTAL						232,605	18,150	136,612	369,217		

ITEM # 7

TO: BOARD OF DIRECTORS

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

RE: RideFACTNOW Updates – April 2024

ISSUE:

Implementation of RideFACTNOW and RideFACT progress report through March 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

With the transition from RideFACTNOW to RideFACT in June, the revised fare policy will take place. FACT staff has begun the process to 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. In March 2024, ridership again grew to 2,684. In April 2024, ridership was 2,045. The number of rides denied due to lack of vendor capacity, was 14.

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 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 SDMed 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 was 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 bene 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 # 9

TO: BOARD OF DIRECTORS

FROM: Arun Prem, ED

RE: SANDAG Updates

ISSUE: Ongoing update on discussions and actions involving SANDAG

BACKGROUND

Quarterly Meetings with SANDAG – Canceled by SANDAG

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 upto \$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.

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 #11

TO: BOARD OF DIRECTORS

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

RE: Executive Director's Report – April, May 2024

Meetings and Events – April 2024

- 4/02/2024 **Meeting** - Implementing On-Demand Accessible Transportation in San Diego County - CALACT – Jaclyn Cuddy
- 4/03/2024 **Meeting** – Awards Committee Meeting – CALACT – Jaclyn Cuddy
- 4/09/2024 **Meeting** – CAM Monthly Update – Sofia, Ali, Christian, Paola, Cynthia, Arun
- 4/11/2024 **Meeting** – Mari + Gold Marketing Discussion – Nicole Bushnell, Kelsey Buller, Sofia, Cynthia, Arun
- 4/11/2024 **Meeting** – New Vendor Bond Transportation – Ali, Arun, Zakariya Shwan
- 4/11/2024 **Meeting** - CALACT Legislative Committee Meeting – Jaclyn Cuddy, Arun
- 4/12/2024 **Meeting** – SANDAG Board of Directors
- 4/15/2024- **Conference** – CALACT – Ali, Christian, Sofia, Arun, George Gastil, Susan Hafner,
- 4/18/2024 LaVonna Connelly, Cynthia (one day volunteer), Ben Gemblar- SANDAG, Michael McHale – St. Paul Senior Services, Anne Flores - LA Metro, Sam Kahn – RideFACTNOW rider
- 4/19/2024 **Meeting** – SANDAG Transportation Committee
- 4/25/2024 **Meeting** – FACT Annual Board Retreat - FACT Board, Staff + Guest Speakers– Pat Libby -Change Management Consultant; Kim Petty – Onward Health, Inc.; Brian Lane – SANDAG; Hon. Jack Shu – TC Chair
- 4/30/2024 **Meeting** – JFS -Dana Toppel, Michael Hopkins, Arun

Meetings and Events – May 2024

- 5/08/2024 **Meeting** - United Taxi Workers San Diego - Peter Zschiesche
- 5/09/2024 **Meeting** - Regional Solutions Alliance Quarterly Meeting
- 5/10/2024 **Meeting** - SANDAG Board of Directors
- 5/10/2024 **Meeting** - CalSTA Stakeholder Briefing – Marty Greenstein
- 5/16/2024 **Meeting** - CALACT Legislative Committee Meeting - Jacklyn Cuddy
- 5/17/2024 **Meeting** – TC Meeting
- 5/23/2024 **Meeting** – FACT Board of Directors