

**Board of Directors Meeting Agenda
May 23, 2024; 9:00am**

(Zoom only meeting <https://us02web.zoom.us/j/82966560158>)

Meeting call to order, Introductions

9:00 am

1. Public Comment **INFORMATION**

CONSENT ITEMS

- | | | | |
|----|--|-----|--------------------|
| 2. | April 2024 Board Retreat Minutes | p-2 | ACTION |
| 3. | FACT Services Updates March 2024 | p-8 | INFORMATION |
| 4. | Financial Updates, Summary March 2024, FY 23 AUDIT | | INFORMATION |
| 5. | Business Plan Updates | | INFORMATION |
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6. 2024 Meetings - Annual Meeting Planning **INFORMATION**

- | | | | |
|----|--|-------|--------------------|
| 7. | RideFACTNOW Updates: | p- 11 | INFORMATION |
| | <ul style="list-style-type: none"> • March 2024 Service Data • Report Service incidents and Response • Transition to RideFACT – June 15, 2024 | | |

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

9. SANDAG Updates p-16 **INFORMATION**

10. Updates on Grants AFA, Cycle 13

- | | | | |
|-----|-------------------------------|------|--------------------|
| 11. | Executive Director’s Report | p-19 | INFORMATION |
| | Presentations - DACLAC | | |
| | ED Review | | |
| | FACT office lease | | |
| | CalACT Conference Spring 2024 | | |

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 Retreat Meeting Minutes
 April 25, 2024 8:00am
 In-Person, at
 Mingei International Museum, Founders Gallery, at Balboa Park
 1439 El Prado, San Diego CA 92101**

Board Members Attending	Susan Hafner, Hon. George Gastil, Hon. Dave Roberts, Hon. Jewel Edson, LaVonna Connelly, Hon. Corinna Contreras, Hon. Bob Campbell
Board Members Absent	Hon. John Duncan, Hon. Kellie Shay Hinze
Staff Attending	Arun Prem, Julius Burgos, Ali Poorman, Christian Hernandez, Cynthia Pedersen, Sofia Hughes, Paola Zilli
Public/Guests	Hon. Jack Shu – SANDAG Transportation Committee Chair; Brian Lane – SANDAG; Pat Libby - Change Management Consultant; Kim Petty – Onward Health, Inc.
Public Comments	
Board Member Training	<p>Pat Libby, a Change Management Consultant and founder of nonprofit academic programs at USD with extensive background in nonprofit board management, kicked off the retreat with a presentation regarding board member standards of conduct and expectations, board governance, duties and responsibilities of a board, fiduciary needs of an organization, and more. Three standards of conduct that Pat recommends for board members are:</p> <ul style="list-style-type: none"> • Duty of Care • Duty of Loyalty • Duty of Obedience <p>Hon. Dave Roberts asked about a board’s responsibility to address issues as one voice, and inquired about the possibility of creating an ombudsman position. Pat said it is extremely important for boards to speak with one voice and it falls under “Duty of Loyalty.” She suggested FACT form an ambassadors committee with clear messaging, a “roadmap” for what is going to be done, and a plan to deploy the messaging.</p> <p>Pat suggested creating a Board Policy Manual which would pertain to duties, policies, expectations, bylaws, conflict of interest, confidentiality, document retention period, whistleblowers, board member self-evaluation, and other documents that are easily accessible and available to the board and potential board members.</p>

	<p>Hon. Corinna Contreras said boards have different cultures due to personalities and missions, and asked what determines a board culture. Pat said board meetings are about making decisions. Each board should collectively decide what works, the frequency of the meetings, socializing, and decide what suits everyone, thereby creating the board culture.</p> <p>Susan Hafner and Arun Prem thanked Pat for attending the retreat and the informative training.</p>
<p>Welcoming Remarks, Introductions, Regular Business: Public comment; Board Meeting Minutes-March 2024/FACT Business Plan Update</p>	<p>Arun welcomed everyone to the retreat. He said part of the agenda discussions would focus on the previous SANDAG Chair, Hasan Ikhtrata’s, advice that FACT expand its mission and role in San Diego County. Arun said the current scope of services can be expanded by increasing on-demand capability, low cost and countywide coverage, and implementing new services.</p> <p>Arun referenced the new Ramona Downtown Electric Shuttle, a program funded with the Community Resilience Grant, as an example of expanding services, and that FACT provided essential services in response to the pandemic.</p> <p>Arun said changes or highlights to FACT’s Business Plan would be discussed at the next Board meeting.</p> <p>Motion to approve the Consent Agenda Items was made by Hon. Dave Roberts. Hon. Jewel Edson seconded the motion. The motion passed unanimously.</p>
<p>FACT’s Mission:</p>	<p>Susan and Arun had an opportunity to meet with outgoing SANDAG Chair Hasan Ikhtrata before his departure late last year. Mr. Ikhtrata said FACT would benefit by expanding the scope of service and greater exposure.</p> <p>Arun said FACT’s mission has been to “fill the many gaps” in transportation services for not only seniors and those with disabilities, but also to provide services where transportation agencies do not serve. The initial focus was on seniors, people with disabilities, and people with no access to services at all. FACT became an axis through coordination of services by being designated as the CTSA to improve the quality of life in the region.</p> <p>Susan said that with the established mission and agencies coordinating transportation in the region, there are those who continue to be in need of services. FACT has a lot more opportunity to enhance the quality of life for many in the region than what is being done. FACT can expand its mission in new areas of service with flexible fleets and mobility hubs, and by addressing challenges that are found in the region.</p>

Hon. Dave Roberts reflected on FACT's early days when rides were not provided and FACT mostly coordinated the transportation options that were available. Hon. Bob Campbell said much has changed in budgets and availability of services, and FACT has successfully evolved in accommodating so many needs. He said it is important that the regional agencies avoid duplication of services.

Dave reminded everybody that LaVonna Connelly was instrumental in the inclusion of rural areas, specifically Ramona, which were overlooked and under serviced. LaVonna said transit cuts made years ago left many in rural areas needing transportation which exposed inequity in the region. Access was not only about transportation but about hope, opportunity, and social justice, and remains so today. LaVonna said in FACT's mission statement, "barriers to mobility" applies to those underserved needing transportation.

Hon. Jewel Edson said the need for accessible transportation creates the need for coordination and partnerships with agencies in the region. Hon. Corinna Contreras said transportation is so critical as a social determinant. Without transportation, many people don't have access to education, healthcare, economic stability, and more. The gaps in access create great difficulty for many people to have opportunities, and creates challenges which can be lessened by lifting funding constraints.

Hon. George Gastil said the letters of support from so many regional agencies speaks volumes about not only what FACT has done, but also about the intent of the mission. FACT is recognized as having an important role in transportation in San Diego since its inception. George said he is confident that FACT will continue to fulfill the purpose going forward.

Hon. Jack Shu said strategic planning in transit pertaining to fixed routes and fixed schedules needs to be revisited. Transportation services rely on riders fitting their needs around the offered services, rather than the other way around. The transportation funding stream is cumbersome and needs to be studied and developed to meet the demands for future funding. Fixed routes have largely left out rural transportation funding because of low demand, and on-demand has been inaccessible, especially specialized transportation. Hon. Shu said the system is outdated and out of sync with society. He said having Board members that are devoted to the mission is what's most important for the future of FACT's funding. Hon. Shu said successful organizations have dreamers, and dreams take time.

Susan thanked Hon. Jack Shu and said he gave the Board much to think about.

Brian Lane said FACT's mission statement covers any expansion that FACT may include going forward because there are so many different types of barriers to

mobility. He said FACT's role to coordinate transportation, yet need to compete for funding has put FACT in a difficult position, but that avoiding duplication with other agencies helps in future funding consideration. Brian said microtransit is becoming more utilized and will increase. Brian recommends FACT call state level officials and try to get FACT's name positioned for consideration on any pertinent initiatives and will put FACT in line with the larger transit agencies.

Jewel said FACT provides rides and coordinates transportation but there is still a lack of knowledge in the region that FACT provides these services. She said getting the word out about FACT is essential.

Susan said that in some states funding sources are generated from delivery fees sourced from large delivery merchants. Susan said that with AFA funds ending in the near future, looking at other ways to provide funding should be considered.

Arun said a clear understanding of what FACT is and what services are provided needs to be provided by SANDAG and is indispensable. FACT has met needs in the region that go beyond specialized transportation and fulfilling outside of "barriers to mobility" necessities. When it comes to funding discussions, it's important to take into consideration the extent that FACT has been strategic in providing services.

Arun thanked LaVonna for her part in connecting FACT with the Ramona Downtown Electric Shuttle Service project through the Ramona Water District. Sofia Hughes reviewed the \$900,000 grant awarded to FACT for an electric, accessible shuttle that will operate in Ramona over the next three years.

Kim Petty, from Onward Health, Inc. located in the Bay area, gave a presentation regarding the Companion Rides program. This service provides riders with a door-through-door caregiver to accompany them on outings and to appointments. This service utilizes a shared software platform to coordinate and customize collected data in order to offer the best individualized service to each rider. Kim reviewed statistics and gave a basic overview of the program's capabilities. She said there are commonalities with FACT that could potentially blend the two agencies in a partnership in the San Diego region.

LaVonna said this type of service will be necessary in the coming years with the aging population. Even if the ride exists, some people are too physically or psychologically frail to travel unaccompanied. Kim said that in rideshare services, many riders are no-shows because they cannot maneuver through the system alone.

Susan and Arun thanked Kim for the presentation and look forward to continuing the conversation.

<p>RideFACTNOW, RideFACT and Contracted Agency Services</p>	<p>Christian Hernandez said AFA riders are using the new app and some challenges are being worked on. An Ecolane technician was on site twice this year to train staff on the updated software. The possibility of using a different software to keep vendors, FACT, and riders in closer contact and more easily managed is being looked into. Susan said technology evolves constantly and a regional app might be something to consider.</p> <p>Arun said FACT was looking at the utilization of tablets with Ecolane software for AFA dedicated vehicles, but the cost of licensing installation was deemed excessive and the project is put on hold for now. FACT’s vendors are currently utilizing another more cost effective software platform which would meet FACT’s needs. FACT will be looking at this software, its capabilities, and the integration with vendors as an option going forward.</p> <p>Arun said FACT and NCTD have contracted for a same day on-demand pilot.</p>
<p>Funding and Sustainability</p>	<p>In 2006, FACT was designated by SANDAG as the San Diego region’s Consolidated Transportation Services Agency (CTSA). The CTSA contract with SANDAG lays out the role and responsibilities of FACT. Recently, the claim that other non-profits in the county operate and serve as other CTSA’s was brought up at a Transportation Committee meeting. These non-profit agencies provide transportation through STPG funding and are similar in their services. The distinction is that they are not contracted by SANDAG as a designated CTSA. Arun said a discussion and more clarity about FACT and what sets it apart from other grant funded agencies needs to be made to avoid confusion.</p> <p>LaVonna asked what can FACT and SANDAG do to increase awareness as to what the definition of CTSA means to clarify any misunderstanding. Susan said the CTSA designation is a result of the Transportation Act and TDA Act. She said the legislative wording and process is specific. Before FACT, the Red Cross was the CTSA in San Diego.</p> <p>Brian Lane said the TC will vote at the May 17th meeting regarding the FACT funding recommendation presented at the February 16th TC meeting. The TC will pass the recommendation on to the SANDAG Board for ultimate approval.</p> <p>Arun said in terms of the timing of funding, FACT has been able to provide continuous, non-stop service by coincidence. RideFACT funds were depleted shortly before RideFACTNOW funds became available, and the transition from one program to another was managed with no issues. FACT continues to need to compete in a process that requires application, consideration, and scoring when it has been designated as the region’s CTSA. If the timing of available AFA funds had been delayed, riders of the program would have been left with less access and gaps in transportation. Under such circumstances riders who rely on these programs bear the brunt of the funding discrepancies.</p>

	<p>Susan and Jewel asked about a gap in future funding cycles. The AFA program is scheduled to sunset in 2026. Arun said the need to secure future funding is even more compelling and it needs to be more sustainable.</p>
<p>Community Relations</p>	<p>Arun addressed the issue of other non-profit agencies in the region who feel that funding FACT takes funding away from these organizations. This was stated at the last TC meeting and presented in writing to SANDAG. Arun said this matter requires a response and clarification.</p> <p>George said as the CTSA, FACT is a collaborator, not a competitor. Arun said regional demand is growing and the funding does not adjust accordingly. FACT's objective is to support other agencies and not take from their funding.</p> <p>Brian said the proposed funding options presented at the TC meeting put agencies into unintentional positions and that agencies should bring forward solutions to coordinate. Susan suggested the CTSA role could be revisited to give clarity of FACT's position in San Diego.</p> <p>Arun said FACT recently submitted a grant application in support of a riders coalition. This grant would help fund activities of paratransit riders that are willing to coalesce and represent FACT in the San Diego community. A riders coalition, the Council of Access to Mobility (CAM), and an ombudsman or ambassadors committee will serve as FACT's community outreach.</p> <p>Dave, Susan, and LaVonna thanked FACT staff, on behalf of the Board, for all the hard work. Bob reflected on a time when FACT staff consisted of one person. The Board and staff congratulated Arun for his 14th year of service as Executive Director. Arun acknowledged his team, the Board and Brian.</p>
<p>ADJOURNMENT</p>	<p>The meeting was adjourned at approximately at 12:15pm</p>

ITEM # 3

TO: BOARD OF DIRECTORS

FROM: Ali Poorman, Contracts Manager

RE: FACT Services updates – MARCH 2024

ISSUE:

This item presents a monthly RideFACTNOW and agency services update.

	MARCH 2024
SERVICE	ONE-WAY TRIPS
UCSD	14
UCSD 211 Pilot	42
Scripps	313
Escondido	550
County HHSA	26
San Marcos	439
Tri-City	80
NCTD Pilot	0
RideFACTNOW	2,684
PASD	0
Cool Zones	0
SDG&E	0
MV	0
RideFACT	0
TOTAL	4,148

UCSD Shiley-Marcos Alzheimer’s Disease Research Center/UCSD 211 Pilot

By March 2024, a total of 174 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 March 2024, FACT has conducted 13,408 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 2025.

211 Cool Zone Transportation

The Cool Zone Transportation program ended in October 2023 without any trips scheduled. 211 and 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 March 2024, a total of 5,286 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. Furthermore, the contract term was renewed in January 2024.

City of Escondido

Between November 2019 and March 2024, FACT facilitated a total of 26,982 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 2023, with the option for up to three renewal periods.

County HHSA

1,223 trips have been conducted under this agreement from late November 2018 through March 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.

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	2,162	1,981	181	1,303	3,284	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
Subtotal 2024	29,366	1163			19,357	18,237	1,120	12,275	30,512		
TOTAL						230,553	18,136	135,168	365,721		

ITEM # 7

TO: BOARD OF DIRECTORS

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

RE: RideFACTNOW Updates – March 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 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. The number of rides denied due to lack of vendor capacity, was 44.

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.

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 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 # 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 setaside (\$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.

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
- 5/21/2024 **Meeting** - SANDAG SSTAC – Sofia, Ali, Paola
- 5/23/2024 **Meeting** – FACT Board of Directors