

**Board of Directors Meeting Agenda
September 26, 2024; 9:00am**

Zoom ONLY Mtg <https://us02web.zoom.us/j/83555584651>

Meeting call to order, Introductions

9:00 am

1. Public Comment **INFORMATION**

CONSENT ITEMS

2.	July 2024 Board Meeting Minutes	p-2	ACTION
3.	FACT Services Updates June 2024	p-7	INFORMATION
4.	June 2024 Financial Summary	p-11	INFORMATION

5. 2024 Meetings - Annual Meeting Planning INFORMATION

- Partner of the Year Award Nomination
- Speakers
- Giveaway, Annual Report Update

6. Board Officers Nominating Committee **ACTION**

7. RideFACT & RideFACTNOW Updates: p-12 INFORMATION

- June 2024 Service Data
- RideFACT – June 2023-June 2024

8. SANDAG Updates p-18 INFORMATION

9. Updates on Grants **INFORMATION/ACTION**

- Board Authorization for Cycle 13 STGP Grant (s)Submission
- Updates on CE, Ramona Shuttle, AFA-2

10. Conversation with Guest Speaker p-21 INFORMATION
Hon. Luz Molina, Councilmember, National City

11. Executive Director's Report p-23 INFORMATION

- July Sep 2024 Outreach/ New Staff/ In-person Board Mtg Proposal / Ombudsman

12. Board member and CAM updates INFORMATION

ADJOURNMENT

ITEM # 2

**FACT Board of Directors Meeting Minutes
July 25, 2024 9:00am
Zoom only meeting**

Board Members Attending	Susan Hafner, Hon. George Gastil, Hon. Dave Roberts, LaVonna Connelly, Hon. Jewel Edson
Board Members Absent	Hon. John Duncan, Hon. Corinna Contreras, Hon. Bob Campbell, Hon. Kellie Shay Hinze
Staff Attending	Arun Prem, Julius Burgos, Ali Poorman, Christian Hernandez, Cynthia Pedersen, Paola Zilli, Sofia Hughes
Public/Guests	Brian Lane – SANDAG; Firas Jasim - SDMED
Public Comments	
Consent Items: Board Meeting Minutes - June 2024/FACT Services Updates - May 2024 Business Plan Update	<p>Arun Prem paid respects to long-time rider and FACT advocate, Dan Totah.</p> <p>Arun thanked Hon. Jewel Edson for her input regarding the Business Plan. Jewel said any changes made to the Business Plan could be incorporated over time since it is a living document. Hon. George Gastil concurred the Business Plan is a living document and any added items or any changes could be addressed at different times. LaVonna Connelly gave thanks to the Board members who took time to give input to the Business Plan.</p> <p>Susan said now is the time for FACT to address performance and technology priorities.</p> <p>Motion to approve the Consent Items, including the Business Plan, with the understanding that it is a living document, was made by Hon. Dave Roberts. Hon. George Gastil seconded the motion. The motion passed unanimously.</p> <p>Regarding the services update, Ali Poorman said there were 126 referrals in May with JFS, MTS and Traveler’s Aid topping the list of referrals to riders. Currently, JFS and Traveler’s Aid have waiting lists for the majority of their programs. FACT will be meeting with JFS and Traveler’s Aid soon to discuss referrals and how to improve and manage them.</p> <p>One-way trips in May totaled 3,857. Contracted services with the highest ridership were City of Escondido at 558, City of San Marcos at 410 trips, and Scripps at 293. RideFACTNOW rides totaled 2,400.</p>

	<p>Since inception, FACT has provided 373, 074 one-way trips through May 2024.</p>
<p>2024 Meetings – Annual Meeting Planning</p>	<p>Arun said the Annual Meeting on Wednesday, December 4th will be held at the Mingei International Museum in Balboa Park. Mr. Mario Orso, SANDAG’s new CEO, is invited to speak. Arun asked for input from the Board regarding other guests and nominees for the Partner of the Year award.</p>
<p>RideFACTNOW – Updates: May 2024 Service Data; Report on Transition AFA to RideFACT – June 2024</p>	<p>Ali Poorman gave a summary regarding the AFA on-demand program that ended on June 14th. RideFACTNOW, completed 24,291 one-way trips from July 2023 through June 2024. Of those rides, 9,018 were wheelchair accessible trips. During the first six months of the program, the average cost per trip was \$113.87. By adjusting vehicles and high demand times, the average cost per ride decreased to \$70.80.</p> <p>The average trip length was approximately 12.5 miles. Initially, denials per month averaged 146, but decreased during the last six months to an average of 32, with the last full month at 15. Most of the trips were medical at 55%, and social trips followed at 19%.</p> <p>Susan said RideFACTNOW was a great pilot and shows that people in wheelchairs and mobility challenged have needs that are not being fully met. She said the data was helpful and interesting, and shows that this service is needed in the San Diego region. Susan said FACT is a good pilot operator that has the flexibility to change some of the parameters of the service, and can optimize changes to get costs down.</p> <p>Arun said during the last couple of Transportation Committee meetings there has been widespread misunderstanding about the costs for this type of transit service in the San Diego region. He reiterated that FACT is the only on-demand accessible special needs service in San Diego. Arun said the \$71.00 cost per on-demand trip does not compare with the cost of a next day trip provided by NCTD or MTS paratransit ride.</p> <p>Arun said the average trip length increased over the course of the program from 9.37 miles to 13 miles per trip in the last reported month of May, thereby increasing the average cost per trip 30%.</p> <p>Susan asked Brian Lane how FACT can best show other agencies and those who decide funding matters, what FACT provides to the region going forward. Brian said the Annual Report is a great way to present the numbers visually and use it as an informative marketing tool across the region.</p>

<p>Conversation with Guest Speaker – Firas Jasim, SDMED</p>	<p>Arun introduced Firas Jasim, co-owner of SDMED, one of FACT’s brokerage vendors and a frequent board meeting participant. SDMED has received FACT’s Vendor of the Year award for the last two years.</p> <p>Firas said the effects of less funding for FACT has significantly impacted his business operations. At the beginning of the RideFACTNOW program, some adjustments were made to provide on-demand service by hiring more staff and acquiring additional vehicles.</p> <p>SDMED was providing approximately 100 rides per day; currently SDMED provides approximately 18 trips per day. Firas said the reduction in rides has made it difficult to keep trained drivers employed. SDMED has been working primarily with FACT.</p> <p>LaVonna thanked Firas for sharing this information with the Board and said FACT appreciates everything SDMED has done and does for FACT. She said FACT will do its best to get sustainable funding so there is less fluctuation and consequences on vendors moving forward.</p> <p>Susan thanked Firas for the great work that SDMED has done for FACT. In terms of the region, Susan said the transportation needs are huge. ADA trained drivers are in short supply and it would be beneficial for the region to level off the peaks and valleys of funding cycles and find ways to utilize those drivers.</p>
<p>SANDAG Updates</p>	<p>Arun gave an update regarding the Transportation Committee’s discussions pertaining to the 5310 grant that was awarded to FACT as a supplemental grant. SANDAG offered FACT \$400,000.00 to fund RideFACT.</p> <p>On July 17th, FACT requested the TC consider decreasing the 50% match to 20% since the terms of the original grant request (Cycle 12) were no longer valid. Meeting the 50% match would require the use of FACT’s reserves. The 20% match (\$100,000.00) request was made in order to not deplete FACT reserves.</p> <p>Such a request is allowable under 5310 regulations. SANDAG staff recommended that the Transportation Committee deny the request, and recommended the original agreement match of 50% stand. The per trip cost of \$32.00 in the original agreement to a requested amended cost of \$37.00 due to increased trip length of approximately four miles, was also denied.</p> <p>Susan said the match issue is one that affects all of the non-profits in the region, it’s not just a FACT issue. SANDAG and the Transportation Committee need to address this because it’s an issue that’s leaving the people who most need trips at home. She said that based on the decisions of the TC and the entire process regarding the matching funds, highlighting the benefits that FACT brings to the region need to be communicated.</p>

	<p>Arun recently met with Councilmember and TC Member Vivian Moreno’s Chief of Staff, Gerardo Ramirez Borja, to discuss the services FACT provides in the region.</p>
<p>Updates on Grants, AFA Cycle 2, Cycle 13</p>	<p>Sofia Hughes gave an update regarding the County Community Enhancement grant (CE grant). It is a county grant that uses the transient occupancy tax funds for projects that promote the economy and improve the quality of life at the regional community level.</p> <p>FACT received a CE grant in 2021 for \$18,000 to provide rides to seniors with mobility challenges and to offer regional transportation coordination. FACT will be applying for a CE grant of approximately \$80,000 to provide rides to seniors and people with disabilities, and regional transportation coordination.</p> <p>FACT will apply for the two-year STGP Cycle 13 grant with a cap in provisions that the Transportation Committee has stipulated. Notice of intent to award is expected in February 2025.</p> <p>AFA Cycle 1 final reporting is due on July 31st, 2024. This report will include the last quarter of operations and an analysis of the year and what was achieved. This will close out the inaugural first cycle of AFA, and FACT will wait for any announcements regarding Cycle 2 in November.</p> <p>Regarding the Ramona Water District grant, staff was recently given a list of deliverables that must be completed prior to the Ramona Water District grant agreement being finalized in early September 2024.</p> <p>Sofia announced that FACT will donate a retired vehicle to Renewing Life, a brokerage partner. Renewing Life has worked as a transportation vendor with FACT for many years.</p> <p>RECOMMENDATION: Staff requests Board approval for submittal of the County Community Enhancement Grant. Motion to approve was made by Hon. George Gastil. LaVonna Connelly seconded the motion. The motion passed unanimously.</p>
<p>Executive Director’s Report:</p>	<p>Arun recently met with Escondido’s mayor, Hon. Dane White, a member of the Transportation Committee. The City of Escondido has contracted FACT to provide rides to seniors who participate in the lunch program and other activities at the senior Community Center. FACT provides over 500 rides per month and has contracted with the City of Escondido for five years.</p> <p>Arun said some changes were made to streamline staff reporting. Ali Poorman will report to Christian Hernandez.</p>

	<p>Regarding the creation of an ombudsman position, Arun said he has spoken with two experienced advocates in the aging community. It was recommended that this position be filled by a CAM member or someone with knowledge and training in this area. Anyone interested in filling this type of position will be referred to FACT. Arun said he will continue to research this topic. He asked the Board for feedback or any expectations regarding filling this role.</p> <p>Dave thanked Arun for looking into the ombudsman position. LaVonna concurred with Dave and said that individuals interested in this position should perhaps submit an application for consideration. Arun said it should be the Board who appoints or selects the individual to be an ombudsman. Susan said training would be beneficial to help with their success.</p>
<p>Board member and CAM Updates</p>	<p>Ali said CAM met on Tuesday, July 9, 2024. Meeting attendees received training from the California Office of Emergency Services regarding how to navigate their real time website for information regarding disaster preparedness and help during state emergencies. SDG&E gave a presentation regarding the PSPS emergency power shut-off program which is presently in full gear.</p> <p>George said the Accessibility Services Advisory Committee (ASAC) of MTS recently met, with the new Director of Paratransit Services, Charles Posejpal.</p>
<p>CLOSED SESSION: ED Review Committee Report</p>	<p>The Executive Director Review Committee, Susan Hafner, Hon. Dave Roberts, and LaVonna Connelly, after meeting in closed session, reported that after evaluation, it was unanimously approved that Arun Prem receive 10% salary adjustment as well as a letter highlighting the accomplishments and efforts that were made this past year.</p>
<p>ADJOURNMENT</p>	<p>The meeting was adjourned at 10:20am.</p>

ITEM # 3

TO: BOARD OF DIRECTORS

FROM: Ali Poorman, Contracts Manager

RE: FACT Services updates – JUNE 2024

ISSUE:

This item presents a monthly RideFACTNOW and agency services update.

	JUNE 2024
SERVICE	ONE-WAY TRIPS
ACS	63
UCSD	32
Scripps	212
Escondido	629
County HHS	32
San Marcos	404
Tri-City	68
NCTD Pilot	0
RideFACTNOW	1,052
Cool Zones	6
SDG&E	0
MV	0
RideFACT	752
TOTAL	3,250

UCSD Shiley-Marcos Alzheimer’s Disease Research Center

By June 2024, a total of 233 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 June 2024, FACT has conducted 14,609 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

6 trips were provided in June 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 June 2024, a total of 6,134 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 June 2024, FACT facilitated a total of 28,718 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

1,329 trips have been conducted under this agreement from late November 2018 through June 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 June 2024, FACT provided 165 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 30, 2024. As of June 2024, FACT completed three trips.

Tri-City Contracts – Emergency Room & Outpatient Behavioral Health

FACT has provided 8,403 trips for Tri-City patients discharged from ER between December 2016 – June 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		
Subtotal 2020	14,956	2109	185		29,808	28,455	1353	11,606	40,061		
Subtotal 2021	20,687	3729	189	10	41,959	37,293	4666	5,568	42,861		
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
June AFA					1,061	1,052	9			12.98	\$ 72.91
June RF	3,197	84	181	1	755	752	3	1,200	1,952	10.09	\$ 34.51
Subtotal 2024	39,189	1469			25,654	24,493	1,161	16,376	39,817		
						236,809	18,177	139,269	375,026		

ITEM # 4

TO: BOARD OF DIRECTORS

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

RE: June 2024 Financial Summary

ISSUE:

Summary of June 2024 Financial Statements:

Balance Sheet vs Prev Year Comparison

- Compared to last year \$599,578.52 is in the bank, 77% less than the previous year.
- FACT is invoiced through June 2024 and has 36% more outstanding than the previous year.
- Accounts Payables were 9% less than the previous year.
- Total Assets were 46% less than the previous year.

The balance sheet through June 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 \$17,145.01 as of June 2024 which has an interest rate of 1% until paid.

Accounts Receivable Status

- \$878,435.73 is outstanding, by (10) customers. Of the o/s amount, \$459,122.15 is 60 days or less, \$286,552.71 is over 60 days and less than 90 days, and \$132,760.87 is over 90 days by (3) customers. Each Customer is aware of their O/S balance.

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

Annual Income thru June 2024 was 8.11% under budget due the following factors:

1. SANDAG AFA Cycle 1 closed in June.
2. SANDAG MM 5310 Cycle 11 closed in May, Cycle 12 started in June.
3. SANDAG MM SMG Cycle 11 closed in May, FACT is responsible for the Match.
4. One-Call/One-Click Access grant is still pending.
5. Caltrans 5310 is allocated to 20% in June.
6. TDA Article 4.5 closes in June.
7. High Demand for Scripp, Escondido, and San Marcos.

Overall Expenses were 13.69% 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.
- Lower AFA Marketing Consultant fees than expected.
- 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 June 2024 is \$2,404,935.86.
- CTSA Funds were allocated through June 2024 totaling \$195,023.67.
- CTSA's temporarily restricted net assets through June 2024, is \$226,444.44.
- Net Income through June totals \$391,052.24.
- Unrestricted Net assets through June 2024 total \$613,485.49.
- Total Equity as of June 30, 2024, is \$1,230,982.17.

ITEM # 6

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: 2024 Board Officer Elections

ISSUE: Recommendations for Board to address matters pertaining to governance:

BACKGROUND2024 Board Officers Nominating Committee:

The process of electing Board Officers involves development of a slate of Officers that the Board will approve and vote on. A Nominating Committee appointed by the Board Chair will reach out to all Board members and based on the input, propose a Slate of Officers to the Board for Calendar year 2025.

RECOMMENDATION

Staff recommends that the Board Chair appoint a Board Officers Nominating Committee for Board Officer elections for calendar year 2025.

ITEM # 7

TO: BOARD OF DIRECTORS

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

RE: RideFACT Updates – June 2024, and RideFACTNOW Annual Recap

ISSUE:

RideFACT progress report through June 2024 and recap of annual RideFACTNOW performance .

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 McCann (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 27th.

Software/Mobil App based reservations and dispatching – FACT purchased the mobile app from Ecolane (FACT's dispatch software vendor). FACT and Ecolane staff developed the specifications for the app; the launch is pending approval by Google and other server/host entities. The app will require riders to call FACT for registration prior to activation. It will allow riders to request rides and receive confirmation.

Android as well as iOS versions of a booking app were developed by Ecolane and released in mid-October. FACT staff will participate in training on the use of the app and the back-end data input process in November 2023.

New low emissions Vehicle purchase – In August 2023 FACT purchased a low emissions (hybrid) Toyota Sienna minivan 2023. The vehicle is accessible, with rear boarding Braun lift. The vehicle is leased to SD Med for FACT services only. The vehicle was paid for by the funds advanced by SANDAG, after review of competitive bids. A second AFA funded vehicle will be purchased in November 2023. The second vehicle is a gasoline fueled Ford Transit van with capacity for 2 wheelchair and 3 ambulatory passengers.

Operations Planning Consultant Contract – Consultant hired in September 2023, weekly meetings initiated in mid-September.

Service Analyst – Paola Zilli, formerly Mobility Coordinator, was promoted to Service Analyst; Paola reports to Alissa Poorman, Contracts Manager. Paola will focus on Ecolane data and invoicing related to FACT's vendors as well as SANDAG grants.

Vehicle Inspections Contract – In September 2023 FACT hired a contractor for vehicle monitoring and inspections for the RideFACTNow program. The agreement is for one year, and may be extended at FACT’s discretion.

Reporting, Cashflow and Payments - FACT staff have been working closely with SANDAG for reporting and invoicing. Due to the advanced funds provided by SANDAG, FACT has been able to pay vendors on time.

Contract Closeout: Final AFA rides were booked in June 2024; the contract closeout was completed in September 2024.

ITEM # 8

TO: BOARD OF DIRECTORS

FROM: Arun Prem, ED

RE: SANDAG Updates

ISSUE: Ongoing update on discussions and actions involving SANDAG

BACKGROUND

In August and September 2024, there were no formal updates on AFA Cycle-2 evaluation. Based on recent indications, the implementation is likely to be delayed significantly.

FACT is planning to submit Cycle 13 SGTP grant applications as per the SANDAG Board actions taken in July 2024.

During September 2024 Mobility Working Group Meeting (MWG), and SSTAC, SANDAG staff presented a plan to issue a call for Microtransit grants; available funding approx. \$8m in Jan 2025. Staff proposal restricts Nonprofits from applying directly. Only government entities may apply. Individual grants awards will be limited to \$1m, with a 20% match requirement. FACT provided public comment questioning this inequitable approach, calling attention to the potential negative impacts, and recommending against it.

FACT's meeting request with SANDAG's CEO is still under review.

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 26th.

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 #10

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

**RE: Conversation with Guest Speaker
Hon. Luz Molina, Councilmember, National City (Dist. 1)**

Biography

Luz Molina is the City Council representative for District 1. District 1 encompasses the Westside, Old Town National City, and the portside communities. National City has been home for most of her life, and she has lived in District 1 since childhood.

Councilmember Molina is driven to serve National City and its residents by a deep appreciation for the city and a sense of responsibility to uplift the community that has formed her. She is inspired by generations of successful National City residents who are dedicated to this city and make it a better place.

Councilmember Molina stands with our working families, supports expanding housing opportunities, works to bring in more businesses with quality jobs, is focused on environmental issues, and strives to address the public's concerns collaboratively with fellow members of the council. She continues to build up our communities for a National City for All.

She was educated by National City's public schools, attending Otis Elementary, National City Middle and Sweetwater High School. Today, she entrusts the future of her three children to the same school districts that nurtured her. She completed the Resident Leadership Academy series which was instrumental to her growth as an empowered community member.

Before her election to the City Council, Luz Molina served as City Clerk from 2020 to 2022, being the last elected City Clerk for the city. She successfully advocated to National City voters to update the role to a hired full-time staff position. Previously, she was a member of the Parks & Recreation & Senior Citizens Advisory Committee for four years. She also participated as a Governor-appointed member of the California Board of Accountancy where her role was to protect consumers of public accounting services. Locally, she volunteers with Olivewood Gardens and the award-winning Kitchenista program.

Her career is in academic research administration and works in the management of federal grants issued to UCSD for its pursuits in science. She worked in the biotech industry for many years, focused on the generation of new medicines for clinical study.

She earned a degree in Molecular Biology from UC Berkeley, and also served in AmeriCorps as a health access coordinator in Salt Lake City, Utah.

ITEM #11

TO: BOARD OF DIRECTORS

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

RE: Executive Director's Report – July, August, September 2024

Meetings 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

Meetings and Events – August 2024

8/06/2024 Meeting – Julio Garcia, Govt. Affairs Manager, Hon. Elo-Rivera's office, Arun
8/13/2024 Meeting – Michael McHale, CEO, St. Paul's Senior Services, Arun
8/14/2024 Meeting – CTC Commissioners Reception
8/14/2024 Meeting – CTC August Meeting Day 1
8/19/2024 Meeting – Mayor Lesa Heebner – Solana Beach, Arun

Meetings and Events – September 2024

9/4/2024 Meeting – Councilmember Hon. Luz Molina, Arun
9/9/2024 Meeting - CalACT Board Meeting
9/10/2024 Meeting – SANDAG Workshop
9/11/2024 Meeting – Peter Ziesche, Arun
9/12/2024 Meeting - Andre Colaice
9/14/2024 Meeting - SANDAG Board of Directors
9/17/2024 Meeting - SANDAG SSTAC – Sofia, Ali, Arun
9/20/2024 Meeting – Transportation Committee

