

AGENDA
Board of Directors Meeting Agenda
Jan 23, 2025 9:00am
Zoom ONLY Mtg

<https://us02web.zoom.us/j/86007666363>

Meeting call to order, Introductions **9:00 am**

1. Public Comment **INFORMATION**

CONSENT ITEMS

2.	Nov & Dec 2024 Board Meeting Minutes	p-2	ACTION
3.	FACT Services Updates Aug 2024	p-6	INFORMATION
4.	Financial Summary Oct 2024 & Approval of TDA & Financial Audit Reports 2024	p-8	ACTION

5.	2024 Annual Meeting Recap		ACTION
	<ul style="list-style-type: none"> • 2025 Board Meetings Calendar 		

6.	REPORT - CTSA Activities, Resources, & Funding; A Summary Report with Recommended Actions – Kimberly A. Taylor		INFORMATION
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7.	SANDAG Updates	p-10	INFORMATION
	<ul style="list-style-type: none"> • Notice of Intent to Award AFA Cycle-2 • MWG, MMWG Meetings • SANDAG Board Updates, Office Relocation 		

8.	Service planning: RideFACTNOW (Cycle-2) implementation, outreach Impacts on RideFACT, Community New Vehicles Leasing Recommendations		ACTION
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9.	Updates on Grants		INFORMATION
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10.	Conversation with Guest Speaker		INFORMATION
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11.	Executive Director’s Report	p-13	INFORMATION
	<ul style="list-style-type: none"> • Personnel update 		

12.	Board member and CAM updates		INFORMATION
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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
November 14, 2024 9:00am
Zoom only meeting**

Board Members Attending	Susan Hafner, Hon. Dave Roberts, LaVonna Connelly, Hon. Jewel Edson, Hon. John Duncan, Hon. Bob Campbell
Board Members Absent	Hon. Corinna Contreras, Hon. George Gastil, Hon. Kellie Shay Hinze
Staff Attending	Arun Prem, Julius Burgos, Ali Poorman, Christian Hernandez, Cynthia Pedersen, Sofia Hughes, Paola Zilli
Public/Guests	Zeyad Jasim – SDMED, Mikaiil Haji Hussein, Peter Zchiesche - UTWSD
Public Comments	
Consent Items: Board Meeting Minutes –October 2024/FACT Services Updates – Aug 2024	Ali Poorman summarized August’s FACT services. Sixty-five referrals were made to Elderhelp, NCTD and MTS received the highest. RideFACT rides totaled 729, followed by City of Escondido ‘s one-way contracted trips at 762, followed by City of San Marcos at 515, and Scripps with 284. Total ridership for August was 2,419. Total number of rides since inception is 380,920.
2024 Meetings – Annual Meeting Planning – Partner of the Year; Speakers; Giveaway, Annual Report Update/Driver(s) of the Year	Arun gave updates regarding the Annual Meeting Planning, confirming guest speakers. Andrew Harvey, Policy Advisor for Chairwoman Vargas, will attend as her representative. Two drivers from FACT’s brokerage, will be recognized for outstanding service as Drivers of the Year.
Year 2025 Board Officers Elections	<p>During October’s Board meeting, the slate of Board Officers was approved.</p> <ul style="list-style-type: none"> • Chair - Susan Hafner • Vice Chair – LaVonna Connelly • Treasurer – Hon. George Gastil • Secretary – Hon. Dave Roberts <p>RECOMMENDATION Staff recommends that the Board vote on the Slate of Officers to elect FACT Board Officers for calendar year 2025.</p>

	<p>Hon. Jewel Edson motioned to approve the Board Officers. Hon. John Duncan seconded the motion. The motion passed unanimously.</p>
<p>SANDAG Updates</p>	<p>Arun said SANDAG announced the AFA-2 Notice of Intent to Award on November 1, 2024 to FACT. FACT is the only applicant recommended for funding, out of five. UTWSD (United Taxi Workers of San Diego) is a partner with FACT on the project application, adding services for specialized transportation getting to and from the San Diego airport.</p> <p>The award amount is \$2.3 million for on-demand accessible rides. Implementation is possible during February 2025. Arun said there is much to plan in order to carry out the project.</p> <p>Arun commended the Board members who helped FACT through the past year during Transportation Committee and SANDAG Board meetings. He acknowledged the work that Sofia Hughes put into the application, as well as the Cycle 13 grant application, as a new staff member. Arun said that the entire FACT staff worked on putting together the AFA applications, and said special thanks were due to Ali Poorman for the success of AFA Cycle 1.</p> <p>Christian Hernandez gave an update regarding preparations for AFA Cycle 2. Some of these preparations include vehicle inspections and negotiating vendor rates and agreements. FACT continues to look for replacement software that will allow integration with the software that providers use. Marketing materials from Cycle 1 will be utilized with updated information.</p> <p>FACT continues to look for a new call center to handle after hour calls, and the possibility exists of hiring another staff member to help with those after hour calls.</p> <p>Arun said holding another kick-off event will help with marketing and community outreach, and would said he would like feedback from the Board regarding this topic.</p> <p>SANDAG advanced funds to FACT during Cycle1 in order to pay vendors for their services. Arun said an advance will be critical to implementing the Cycle 2 AFA grant and needs further discussion.</p>
<p>Updates on Grants</p>	<p>Arun said SANDAG staff recommendations regarding Cycle 13 SGTP grant application most likely will be made in January 2025. FACT submitted applications for Mobility Management due to RideFACT funding being set aside earlier through SANDAG Board action, and the match funding is part of the Cycle 13 application.</p>

	<p>Susan thanked Ali for “picking up the ball” for AFA Cycle 1, and said the work and the foundation that she laid is much appreciated.</p> <p>Sofia said FACT is going to receive all the funding requested for AFA Cycle 2. She said FACT will be chipping away at barriers, especially in regards to work with the airport.</p> <p>Ramona Downtown Shuttle Service Grant is still dealing with issues at the State level.</p> <p>Sofia said Staff will ask Board for approval to submit an application later this month to the American Cancer Society. This grant is similar to previous ACS grants, but with new components and a higher ask limit. Sofia said this year FACT will ask for \$35,00 to \$40,000. Arun said he would like the Board’s approval to apply for this grant. Board approved by consensus.</p> <p>Susan gave thanks to all FACT staff for the teamwork involved.</p>
<p>Conversation with Guests</p>	<p>Arun welcomed guests Peter Zchiesche, Board Chair, and Mikaiil Hussein, President and CEO of United Taxi Workers of San Diego. Arun reminded everyone that UTWSD is included in the AFA Cycle 2 Grant application as a partner with FACT.</p> <p>Mikaiil gave background information regarding the UTWSD and how it has evolved over the years. Peter said UTWSD has the only certified taxi meter in the State of California and uses an operational app certified by the State body. Peter said the airport services currently in place for folks that use wheelchairs is very limited. The UTWSD is trying to fill the gap dealing with the taxi system and the airport. They are looking for feedback from wheelchair users to get their perspective on how to maneuver through the airport and get accessible transportation.</p> <p>Susan said it is exciting to see UTWSD partner with FACT for accessible transportation at the airport, and looks forward to the collaboration.</p>
<p>Executive Director’s Report</p>	<p>Arun said he recently met with Murtaza Baxamusa, Chief of Intergovernmental Affairs for Supervisor Vargas. They discussed NEMT (Non-Emergency Medical Transportation) in San Diego and the cost of that type of transport. FACT has been asked to review a report regarding the cost of NEMT and how these costs could be reduced, and improve the efficiency of the ambulance services in San Diego.</p>

	<p>Arun said the software FACT is using needs to be upgraded. Getting the right price and the right mix of tools needed are the factors FACT is considering with a couple of vendors currently.</p> <p>The nine Caltrans-funded accessible mini-van vehicles will be delivered in January 2025. FACT's vendors are expressing need for vehicles and it appears that they will be used within FACT's brokerage.</p>
<p>Board member and CAM Updates</p>	<p>Susan congratulated John Duncan on being elected Mayor of Coronado on November 5. Jewel gave an NCTD update regarding a new hydrogen facility which will help that agency achieve the goal of zero emission vehicles. Jewel said she ran unopposed in the Solana Beach election, and will continue as a Councilmember. Dave Roberts was re-elected as a Justice of the Peace in his district in Connecticut.</p>
<p>ADJOURNMENT</p>	<p>The meeting was adjourned at 10:00 am.</p>

ITEM # 3

TO: BOARD OF DIRECTORS

FROM: Ali Poorman, Contracts Manager

RE: FACT Services updates – SEPTEMBER 2024

ISSUE:

This item presents a monthly RideFACT and agency services update.

	SEPTEMBER 2024
SERVICE	ONE-WAY TRIPS
ACS	0
UCSD	15
Scripps	295
Escondido	656
County HHSA	28
San Marcos	532
Tri-City	106
Cool Zones	0
SDG&E	0
MV	0
RideFACT	899
TOTAL	2,531

UCSD Shiley-Marcos Alzheimer’s Disease Research Center

By September 2024, a total of 291 trips had been successfully completed. In the summer of 2022, contracted trips were provided to transport patients involved in an ongoing Alzheimer's clinical trial. The contract was extended in January 2024. Additionally, in December 2023, UCSD Health partnered with 211 to arrange transportation for discharged patients attending follow-up medical appointments. This pilot program, running from December 2023 to March 2024, successfully completed 168 trips and achieved significant success, with only one hospital readmission.

City of San Marcos

From February 2018 to September 2024, FACT provided 16,100 lunch shuttle and Catch a Ride! trips. Catch a Ride! offers transportation for eligible seniors aged 60 and older within San Marcos city limits, as well as for medical appointments within a 20-mile radius outside the city. Recently, FACT and San Marcos agreed to extend the contract through June 2026.

211 Cool Zone Transportation Six trips were provided through September 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 September 2024, a total of 6,978 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. FACT signed an Evergreen contract amendment in August 2021. The contract term was renewed in January 2024 through 2026.

City of Escondido

Between November 2019 and September 2024, FACT facilitated 30,886 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

1,416 trips have been conducted under this agreement from late November 2018 through September 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 September 2024, FACT provided 166 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.

Tri-City Contracts – Emergency Room & Outpatient Behavioral Health

FACT has provided 8,702 trips for Tri-City patients discharged from the ER between December 2016- August 2024. FACT began transportation services for Tri-City Medical Center in December 2016.

NCTD- Same-day Transportation Service

FACT completed three trips for the pilot program. The NCTD Pilot program was a same-day transportation service for all NCTD certified LIFT customers. NCTD LIFT customers requested trips directly to FACT. The pilot program commenced on January 1, 2024, and completed June 30, 2024.

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 - Inactive

ITEM # 4

TO: BOARD OF DIRECTORS

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

RE: Monthly Financial Reports – Oct 2024 Financial Summary

ISSUE:

Summary of October 2024 Financial Reports for Board review.

Balance Sheet vs Previous Year Comparison

- Compared to last year \$1,399,172.92 is in the bank, 69% more than the previous year.
- FACT is invoiced through December 2023 and has 4% more outstanding than the previous year.
- Accounts Payables were 71% more than the previous year.
- Total Assets were 55% more than the previous year.

The balance sheet through December 2023 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 \$25,233.25 as of December 2023 which has an interest rate of 1% until paid.

Accounts Receivable Status

\$493,927.20 is outstanding, by (10) customers. Of the o/s amount, \$268,929.04 is 60 days or less, \$81,773.93 is less than 90 days, and \$143,224.23 is over 90 days by (4) customers. Each Customer is aware of their O/S balance.

Profit & Loss Budget vs. Actual Report – December 2023

Income thru December 2023 was .11% over budget due to a couple factors:

1. SANDAG AFA Cycle 1 was allocated to 55% at start of grant.
2. SANDAG MM 5310 allocated to 20%.
3. SANDAG MM SMG allocated to 15%.
4. One-Call/One-Click Access grant is still pending.
5. Caltrans 5310 allocated to 10%.
6. High Demand for Scripp, Escondido, and San Marcos.
7. Interest increased for 11 CD's on AFA Advance.

Overall Expenses were 14.71% under budget due to the following factors:

- Online Transportation Platform still pending.

- \$159,667.68 for AFA WAV Vehicles and Equipment on Balance Sheet as Asset and not on P&L as Expense.
- AFA Vehicle FFD Inspections pending.
- AFA Trip Management Software is ongoing past December.
- Payroll removed in November and December from AFA to compensate ride demand.

Condensed Grant Balances Remaining

- Total funding available for all grants through December 2023 is \$1,493,577.36.
- CTSA Funds were allocated through December 2023 totaling \$102,400.00.
- CTSA's temporarily restricted net assets through December 2023, is \$264,286.03.
- Net Income through December total \$316,678.43.
- Unrestricted Net assets through December 2023 total \$550,233.13.
- Total Equity as of December 31, 2023, is \$1,131,197.39.

ITEM # 7

TO: BOARD OF DIRECTORS

RE: SANDAG Updates

ISSUE: Ongoing update on discussions and actions involving SANDAG

On 1/17/2025, SANDAG staff asked Transportation Committee to recommend that SANDAG's Board approve the funding recommendation for the AFA Cycle-2 call for projects. The Item was approved unanimously. *SANDAG staff recommended award of \$2.3 m of AFA Cycle 2 funds to FACT. FACT was the only applicant (out of 5) approved for funding. UTWSD is a partner in FACT's project.* SANDAG's Board will review the TC recommendation on 1/24/2025. If approved, the funding will provide on-demand accessible rides countywide, tentatively beginning March 2025, through March 2026.

FACT's meeting request with SANDAG's CEO is in process; it is likely the meeting will occur in March 2025.

BACKGROUND

SANDAG staff issued a *Notice of Intent to Award for the AFA Cycle 2 Call for Projects* on Nov 1, 2024. This Notice recommends that SANDAG's TC and Board approve the funding recommendation.

It is anticipated the SANDAG Board will review this request in January 2025, following the TC's review on December 20, 2024.

AFA Cycle-2 funds will extend RideFACTNOW transportation for another year; service could be implemented in Feb 2025, based on the above timeline.

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.

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.

TC Discussion on Funding for FACT services on Feb 16, 2024: The TC action on Agenda Item 7 was preceded by Item 6 - a presentation by MTS and NCTD re the mandated ADA paratransit services, and need to maintain funds for the services.

Following the Transportation Committee's [October 20, 2023, meeting](#), FACT provided SANDAG with a memo describing its RideFACT funding request (Attachment 2). In its memo, FACT requested \$843,924 annually for RideFACT, or nearly \$1.7 million for two years, which is an approximately 110% increase over its \$800,000 RideFACT request through the STGP Cycle 12 Call for Projects. FACT also requested \$1,512,000 annually for its CTSA and mobility management activities, which is nearly a 31% increase over its STGP Cycle 12 mobility management award combined with its dedicated TDA Article 4.5 funding. SANDAG's Data Science team reviewed the FACT memo and determined the RideFACT request and methodology used were reasonable based on an analysis of the baseline data FACT provided and changes in fuel prices and population growth.

Important Factors to Consider

The two sources of funding the Transportation Committee could consider allocating to FACT because they do not require a competitive selection process are the Section 5310 Program and the Transportation Development Act (TDA) Article 4.5. funds. Federal Transit Administration (FTA) regulations require that the Section 5310 funding be accompanied by a minimum 20% match of non-federal sources, so any allocation of those funds would require FACT to provide the required match. The Transportation Committee could consider allocating TDA Article 4.5 funding to FACT to supply the required match. Either allocation would require approval through the Board of Directors. The Section 5310 allocation could accompany the Cycle 13 STGP Call for Projects; however, the TDA allocation would require an amendment of [SANDAG Board Policy No. 027](#).

Option 1: *Provide approximately \$2.3 million annually to FACT for the next two years using Section 5310 and TDA Funding (fully fund the FACT request).*

Option 2: *Provide approximately \$1.6 million annually to FACT for the next two years using Section 5310 and TDA Funding (partially fund the FACT request).*

Option 3: *Provide approximately \$845,000 annually to FACT for the next two years using only Section 5310 funding (fully fund the RideFACT portion of the request only). FACT would provide the 20% matching funds (\$170,000 approx. annually). TC also recommended that FACT have the option to compete for STGP Cycle 13 Call for Projects.*

Option 4: *Do not allocate any funding for FACT at this time and require them to compete for funding through the STGP and AFA grant programs.*

ITEM #11

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director; Cynthia Pedersen, Manager of Administration and HR

RE: Executive Director's Report – December 2024 – January 2025

Meetings and Events – December 2024

12/4/2024 Meeting – Board of Directors Annual Meeting

Meetings and Events – January 2025

1/8/2025 Meeting – Kimberly Turner, Transportation Consultant + Arun
1/10/2025 Meeting - SANDAG Board of Directors
1/15/2025 Meeting - Mayor Dana White, Escondido + Arun
1/15/2025 Meeting - Smart Growth Incentive Program (SGIP)
1/16/2025 Meeting - CALACT Legislative Committee
1/17/2025 Meeting – Transportation Committee
1/17/2005 StoryCorp Interview LaVonna, Arun