



**Board of Directors Meeting Agenda**  
**April 23, 2026, 9:00am**

**Zoom ONLY Mtg <https://us02web.zoom.us/j/83206861777>**

**Meeting call to order, Introductions**

**9:00 am**

1. Public Comment

**INFORMATION**

**CONSENT ITEMS**

2. Feb and Mar 2026 Board Meeting Minutes

p-2 **ACTION**

3. CTSA & Mobility Mgt Services Updates

p-12 **INFORMATION**

4. Financial Update

**INFORMATION**

5. In-person FACT Board & Annual Meeting Planning

**INFORMATION**

6. Ongoing update on discussions, actions involving SANDAG

p-15 **INFORMATION**

7. Conversation with Guest Speaker

**INFORMATION**

8. Operations and Mobility Services Mobility Management Updates: **INFORMATION**

- AFA-2 launch, Service updates, Coordination with UTWSD
- RideFACT Mobility and Brokerage Update
- Brokerage Management Software procurement update
- AFA-2 Marketing
- Meeting with Mayor Sanchez, Airport Authority Board Member

9. Updates on Mobility Management, RideFACT and other Grants

**INFORMATION**

- Cycle 13 grant Contracts awaited
- AFA-2 compliance - quarterly reports due
- APTA Coalition Grant -2
- Ramona Shuttle update

10. Executive Director’s Report

p-17 **INFORMATION**

11. Board member and CAM updates

**INFORMATION**

**12. CLOSED SESSION**

**POSSIBLE ACTION**

ED Annual Performance Review & Contract Review

**FACT’s Mission- *Assist San Diego County residents with barriers to mobility to achieve independence through coordination of transportation services***

**FACT Board of Directors Meeting Minutes  
February 26, 2026 9:00am  
Zoom only meeting**

Board Members Attending	Susan Hafner, Hon. Dave Roberts, LaVonna Connelly, Hon. George Gastil, Hon. Jewel Edson, Anette Blatt
Board Members Absent	Hon. Corinna Contreras, Hon. John Duncan, Hon. Bob Campbell, Gerardo Ramirez-Borja
Staff Attending	Arun Prem, Ali Poorman, Christian Hernandez, Cynthia Pedersen, Paola Zilli, Aspasia Burnworth, Jissel Ramirez
Public/Guests	Brian Lane – SANDAG, Todd Lordson – SD Regional Center, Kate Pecora – San Diego Accessible Riders Coalition (SDARC), Terry Sullivan, Policy Advisor – Office of Hon. Stephen Whitburn, Karin Ingrande - Grace Towers Senior Living
Public Comments	
Consent Items: Jan Board Meeting Minutes; CTSA & Mobility Mgt Services Updates; Financial & TDA Audit Updates FY 25	<p>Arun said the financial audit was completed and submitted to SANDAG, a requirement under CTSA contract. FACT has completed its part for the TDA audit, which is not complete, and updates will be made.</p> <p><b>Motion to approve the Consent Agenda Items was made by LaVonna Connelly. Hon. Jewel Edson seconded the motion. The motion passed unanimously.</b></p> <p>Ali Poorman summarized the December 2025 FACT Mobility Management services. Coordinators gave out 251 referrals with top referrals to Elderhelp, MTS Access and NCTD Lift. City of Escondido rides totaled 509 one-way trips, City of San Marcos provided 465, and Scripps provided 342 rides. AFA-2 had 15 one-way accessible trips. Total ridership for December was 3,205.</p> <p>Arun said the cost per trip has been rising in the last couple of months which is tied directly to the 10 grant-funded FACT vehicles that currently are not in service due to SANDAG insurance issues. SANDAG requires insurance that is not available in the marketplace.</p>
Meeting Planning – Board Retreat Agenda Planning	<p>The FACT Board of Directors Annual Retreat will take place on Thursday, March 26<sup>th</sup> from 9:00am to 12:00pm at the Mingei Museum in Balboa Park, Founder’s Gallery. Current headcount is approximately 30 attendees, including Board and staff.</p> <p>Arun presented retreat agenda items and asked for input from the Board regarding topics for discussion:</p> <ul style="list-style-type: none"> <li>• SANDAG Intent to rebid CTSA contract</li> </ul>

	<ul style="list-style-type: none"> <li>• Contracted agency services as sustainable revenue source</li> <li>• New Services:</li> <li>• TRIP Pilot</li> <li>• Accessible paid taxicab service for SD Airport</li> <li>• Update on service implementation - SD Regional Center</li> <li>• SDARC Coalition Status and Mission</li> <li>• CLOSED SESSION - Personnel matters</li> </ul> <p>Arun said SANDAG’s intent to rebid the CTSA contract is a topic that should be discussed in depth and has been addressed at SANDAG Board meetings. The Board said they are flexible with regards to the start times for the retreat.</p>
<p>Ongoing update on discussions and actions involving SANDAG</p>	<p>Arun gave an update regarding some personnel changes at FACT. He introduced Aspasia Burnworth, the new Grants &amp; Finance Manager who will be overseeing grants and FACT’s finances. Kimberly Turner, Grants Manager, completed her work commitment as an employee with FACT. Sydnie Alquist has come to the end of her temporary accounting contract. Arun said Jissel Ramirez, Jr. Accountant, submitted her resignation because she will be relocating due to her upcoming marriage.</p> <p>Aspasia shared some of her education and Columbia University career background and expressed her desire to work in the San Diego community and be a part of FACT’s mission.</p> <p>Aspasia said she has been working with staff on closing out Cycle 12 and was happy to report that everything from FACT had been submitted to SANDAG. Kimberly will be helping with onboarding Aspasia regarding the different grants and compliance reporting. Arun said he is very pleased to have everything related to grant reporting and compliance on track and current.</p>
<p>Conversation with Guest Speakers – SDARC Update, Kate Pecora</p>	<p>Kate Pecora gave an update regarding the FACT sponsored San Diego Accessible Rider Coalition, the first coalition of its kind, dedicated to supporting the needs of riders with disabilities and anybody who uses paratransit across the county. The coalition will give a voice to those riders. Kate said the SDARC meets the first Thursday of each month and has several projects launching soon. She presented a brochure intended to give an overview of the coalition and its goals with partners and service providers in the community.</p> <p>Kate presented a postcard to be handed out by service providers to riders using accessible transportation to get the word out about the coalition.</p> <p>Kate said SDARC recently launched a website which lists upcoming meetings and agendas. She asked the Board for feedback regarding the brochure and postcard. Susan said the material was informative and looked great. LaVonna said they were great but questioned the use of the word “transform” in the text.</p>

	<p>Kate said accessible riders would like to experience a transformation in the system and services, and the language used speaks to that ultimate goal. Susan said the printed materials capture the mission and the perspective of who the reader is going to be. Susan said the word “transform” is used by the American Public Transit Association and it understands the need to transform the system as it is. She thanked Kate for her hard work and dedication.</p> <p>Brian Lane said he liked the SDARC printed materials and suggested Kate reach out to RideSD, another transit organization in San Diego. Arun said Kate is doing an outstanding job with the SDARC and its outreach and thanked her for the work she is doing as leader of the coalition.</p>
<p>Operations and Mobility Services; Mobility Management Updates</p>	<p>Terrence Sullivan, Policy Advisor at the Office of Councilmember Stephen Whitburn and Karin Ingrande of Grace Tower and Cathedral Arms in San Diego, joined the meeting to thank FACT for providing 74 rides to residents of the Grace Tower Senior Living facilities. Karin Ingrande contacted Hon. Whitburn’s office and asked how seniors could get transportation to the Wild Animal Park during the free admissions month of February. Terrence contacted FACT with the request and after Board deliberation, FACT offered the rides.</p> <p>Terrence Sullivan said Hon. Councilmember Whitburn was personally grateful for the successful operation. Terrence thanked the Board and staff and expressed his gratitude for making it all happen.</p> <p>Arun said this request to provide specialized transportation to a group of individuals shows how FACT’s infrastructure adapts to opportunities and performs in flexibility and capacity.</p> <p>Karin Ingrande gave thanks and praise for the entire process in providing HUD building residents the opportunity to get out and have some fun. Susan thanked Karin for sharing with the Board how much the free rides mean to the residents of the Grace Towers. Susan said this is why FACT exists, to help enhance people’s lives and to be independent. She said FACT is going to be taking a look at how FACT can continue to do this within its limits and it has helped FACT identify a need it should be fulfilling.</p> <p>LaVonna Connelly said the group ride is a good thing that FACT does not do very often and this opportunity helped in ways that is beneficial to FACT, also.</p> <p>Christian Hernandez gave an update regarding trip denials; a topic raised at a previous meeting and required some research. Christian reviewed each category and detailed why these were denied trips. During the months of January and February 2026, denied trips were as follows:</p> <ul style="list-style-type: none"> <li>• Trip is requested after service hours – 16 (too short of notice for providers)</li> <li>• Rider needs a companion – 11 (Dementia, etc)</li> <li>• Request is to a rural location far from San Diego - 5</li> </ul>

	<ul style="list-style-type: none"> <li>Rider is noneligible due to post-surgery, they are a minor, the rider is under 60 or the rider has no disability – 27</li> </ul> <p>During the same time period, FACT provided 4,300 trips bringing the total of denials to 1.35% denials with 98% completed trips. With AFA-2 the number of denials will drop due to on-demand service and more funding available.</p> <p>LaVonna asked about the requested rural rides and why they are denied, since FACT serves the entire San Diego County. Christian said the demand is not there, referring to the five denied trips in two months. He said it is difficult to send a driver to a location one hour away to provide a two-mile trip. Arun said FACT is a countywide provider, irrespective of where the request comes from. At the same time, the cost issue of spending hundreds of dollars to provide a two-mile ride is something that needs to be taken into account. Arun said FACT will continue to log the rural ride requests and the Board can review and decide whether FACT should commit to more services in rural areas.</p> <p>LaVonna asked about the denial category of non-eligibility, “rider under 60 or has no disabilities,” based on FACT’s mission. She asked if it is a matter of funding and why it is treated as a denial. Arun said that while the mission is to assist residents of San Diego County with barriers to mobility, the funding FACT receives does not extend to all residents. Section 5310 and TransNet fundings are used for folks with disabilities and seniors, with occasional exceptions allowed based on compliance requirements.</p> <p>Christian said AFA-2 ridership is slowly increasing. Riders under Cycle-12 will qualify for AFA funded transportation so they will not have ride service interrupted. He said the software selection has been narrowed down to two choices. FACT has unique software needs and most software on the market is geared toward fixed routes.</p> <p>Christian said the second Wild Animal Park free transportation for seniors would be the following day.</p>
<p>Updates on Mobility Management, RideFACT and other Grants</p>	<p>FACT is waiting for Cycle-13 grant contracts from SANDAG.</p> <p>Preparation for AFA-2 requires a needs assessment plan, operations plan, marketing plan, updating vendor agreements, software selection, subcontractor agreements, and quarterly reporting. Arun said FACT has met the reporting and compliance deadline to SANDAG.</p>
<p>Executive Director’s Report – Staffing Update; Mtg with Airport Authority Board Member; Mtg with Hon</p>	<p>Brian Lane said SANDAG is conducting an inclusive process in determining the bid process for the CTSA. The CTSA bidding process will coincide with Cycle-14, which puts the timeline at two years from the present. A committee made up of stakeholders will decide how the rebid process will move forward.</p>

<p>LaCava, Anette Blatt; SANDAG Board Retreat 3/36</p>	<p>Arun recently met with Hon. Joe LaCava and Emily Lynch, Community Services Director, to discuss FACT's mission and funding challenges.</p> <p>Peter Zschiesche of United Taxi Workers of San Diego (UTWSD) and Arun will meet with Mr. Rafael Perez, of the San Diego Airport Authority Board in early March.</p> <p>Hon. George Gastil reminded everyone that Clarissa Falcon has been appointed Chair of the California Transportation Commission. He said he stepped down as Chair of the Accessible Services Advisory Committee for MTS since he is no longer affiliated with MTS. Hon. Cesar Fernandez is the new ASAC Chair.</p>
<p>Board member and CAM Updates</p>	
<p><b>ADJOURNMENT</b></p>	<p>The meeting was adjourned at approximately 10:40am.</p>

**FACT Board of Directors Retreat Meeting Minutes**  
**March 26, 2026, 9:30am 1:00pm**  
**Mingei International Museum Founders Gallery (Balboa Park)**  
**1439 El Prado, San Diego CA 92010**

Board Members Attending	Susan Hafner, Hon. Dave Roberts, LaVonna Connelly, Hon. George Gastil, Hon. Jewel Edson, Anette Blatt, Hon. Bob Campbell, Gerardo Ramirez-Borja
Board Members Absent	Hon. Corinna Contreras, Hon. John Duncan
Staff Attending	Arun Prem, Ali Poorman, Christian Hernandez, Cynthia Pedersen, Paola Zilli, Aspasia Burnworth, Denise English
Public/Guests	Brian Lane – SANDAG; Todd Lordson – SD Regional Center; Kate Pecora – San Diego Accessible Riders Coalition (SDARC); Emily Lynch – Office of Hon. Joe LaCava; Jose Marquez + Alyssa Ahn – Caltrans; Vassilena Hycz + Diana Hernandez – MTS; Peter Zschiesche – United Taxi Workers of San Diego; Hon. Luz Molina; David Merino - ASSAC member; Ivet Woolridge + Cat Figueroa – ILP TRIP; Tony Hill – Stanislaus County CTSA
Welcoming Remarks, Introductions, Regular Business: Introductions & Public Comment	Chair Susan Hafner welcomed everyone to the meeting and introductions were made.
FACT's Role & Mission a. CTSA Role b. CTSA Contract c. Implications of Rebid	<p>Arun began by stating FACT's mission:  <b>Assist San Diego County residents with barriers to mobility to achieve independence through coordination of transportation services.</b> He reviewed FACT's role and mission – what FACT does, what is expected of FACT, and what legislation requires of a CTSA (Consolidated Transportation Service Agency) according to California state law and the Transportation Development Act (TDA), which funds CTSA's activities.</p> <p>Brian Lane gave background regarding San Diego County's CTSA. He said it's SANDAG's responsibility to provide a CTSA in the region. FACT won the bid for the title of CTSA in 2005 and has been the CTSA since that time with an evergreen contract. Recent SANDAG audits have recommended re-competing the role due to concerns about the structure and inadequate funding levels. Brian said SANDAG has outlined plans for a task force to be convened over the next 6-12 months to discuss the future of the CTSA role, including potential funding levels and responsibilities, with input from various regional stakeholders including MTS and NCTD.</p> <p>He said the current amount granted to FACT as the CTSA is \$190,000, and mentioned carve-off Section 5310 funding. Brian said FACT was the sole bidder</p>

in 2005. Tony Hill, from Stanislaus County's CTSA said in most cases, the designation of CTSA does not have an expiration date.

Susan said CTSA across the state are funded differently and perform various activities based on community needs, with approximately 50 CTSA's operating in California. She said CTSA's compete for the same funds, presenting challenges as far as compliance measures, reporting obligations, and potential additional functions that could be implemented with more capacity or funding.

LaVonna Connelly asked if the rebidding process could disrupt existing relationships and services that have taken decades to build. Brian said ultimately the decision will be made by the SANDAG Board who will take the criteria and challenges into account.

Arun gave background on state and SANDAG's authority per the CTSA designation. The desire to make optimal use of state funding by consolidating services and using them more effectively was and continues to be SANDAG's overall vision. He said the amount of money allocated is not a lot but nonetheless has created contentiousness amongst agencies who compete for funding. Arun said this is not unique to San Diego region. Some counties have put tax measures in place specifically to set aside money for CTSA's, ensuring sustainability.

Arun reviewed the SANDAG CTSA contract core functions required and listed the additional things that could be done if there was more funding available, consistent with the state law.

He discussed the reasons for the SANDAG CTSA rebid and the implications. FACT is the only entity that aims to provide accessible services all over San Diego County. SANDAG has said funding will increase which could mean more competition in the rebid.

Arun said building relationships with other agencies takes time and trust building and are what endure over the years. Arun said most CTSA's are non-profit organizations, and primarily social service agencies. Arun said trying to ensure competency by selection in a bid in this scenario does not ensure the success of a program.

Brian said the CTSA rebid would essentially carve off a set amount of funding to the awarded agency thereby doing away with the competitive funding application for each cycle. He said transportation is not a core function of many agencies, so it makes sense to allow certain agencies to focus solely on transportation. Codifying the carve-off would eliminate the need for competition with other agencies.

<p>a. Regional Center Transportation Update</p> <p>b. Proposed New Service Collaboration -TRIP</p> <p>c. Unsubsidized Special Needs Airport Transportation</p>	<p>FACT signed a contract this year with San Diego Regional Center providing transportation to riders with special needs. Some of these riders require aides, something new for FACT. Todd Lordson said the Regional Center was put in place through state legislature; there are 20 in the state of California. They serve people with developmental disabilities that must be determined before the age of 18. This contract has come to fruition through years of connecting and relationship building between the two agencies.</p> <p>Todd said presently there are six riders enrolled in the day-program transportation service. The hope is to expand the enrollment moving forward. He said North County has limitations in the ADA services provided due to the fixed routes which only run at certain times to certain areas. Susan said it was great to hear that FACT is providing transportation to this program.</p> <p>Arun said FACT has had preliminary discussions with Ivet Woolridge of the ILP/TRIP Riverside program which provides volunteer drivers for seniors in need of transportation. Ivet gave a presentation regarding the non-profit Independent Living Program-TRIP, which helps people stay mobile, independent and connected. She discussed how the model works by reimbursing riders for essential trips such as grocery shopping, doctor appointments, etc. The goal is to make sure people stay healthy, independent, and engaged in their community. Riders can choose their drivers and drivers are reimbursed. Funding comes from 5310 grants, Measure A voter-approved sales tax managed by the Riverside County Transportation Commission, and Title 3 funds, managed by the Riverside County Office on Aging.</p> <p>Ivet shared a couple of partnership examples they have developed over the years and explained the reimbursement process and other aspects of the program. TRIP is proposing continuing conversations with FACT in order to develop a project readiness report to possibly pursue a partnership to offer more transportation opportunities to San Diego County riders. Arun thanked Ivet for her presentation and said FACT is looking into potentially developing a pilot program with TRIP to offer volunteer transportation services. Arun said this pilot program would refer riders to the program and TRIP would handle the administrative tasks.</p> <p>Ivet said their upgraded software allows riders to submit their reimbursement forms electronically while still maintaining paper option. Turnaround time for reimbursement is within 2 weeks of submittal. Information regarding riders' trip purpose is submitted, protected by HIPPA, to the Board of Supervisors for data collection.</p> <p>Arun has asked Ivet to submit a budget for this pilot program which FACT would include as part of the upcoming budget. Susan said this program would require continued exploration for a more detailed analysis.</p>
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	<p><b>RECOMMENDATION:</b>  <b>Staff requests authority to continue exploring the potential TRIP program partnership further, with plans to develop a project readiness report and budget projections for future consideration. Motion to approve was made by LaVonna Connelly. Susan Hafner seconded the motion. The motion passed unanimously.</b></p> <p>Kate Pecora of the San Diego Accessible Riders Coalition (SDARC) gave a presentation regarding accessible transportation challenges in San Diego, particularly at the airport. Kate presented a proposal for wheelchair-accessible taxi services while highlighting the current gaps in accessible transportation options. The proposal is to expand the accessible services at the airport which are almost nonexistent. Kate said that getting an accessible ride to the airport is not difficult, but getting a ride from the airport is almost impossible because of the system which does not allow taxis to stand by for pickups, much less driving accessible vehicles.</p> <p>Arun said the unlike other cities, San Diego’s airport is an independent authority, making policy changes more complex. He said it is part of the UTWSD’s role under AFA 2 to advocate and implement accessible transportation at the airport.</p> <p>Kate said the SDARC is the first rider-led coalition whose purpose is for the development, funding, and expansion of accessible transportation for paratransit needs across the county by way of educating, advocating and collaborating.</p> <p>Kate said the monthly meeting attendance is growing each month and advocates for paratransit riders in the entire County. Arun thanked Kate, and Mark Fletcher, for the enthusiasm and energy that they’ve put into the Coalition. He expressed hope for getting additional funding to help sustain the program. Kate said the first month’s goals of the Coalition have been to understand the needs and be an active voice for people.</p> <p>Peter Zschiesche from UTWSD said there is tremendous opportunity to bring the different entities together and make changes happen. He said the airport taxi drivers need vehicles along with the insurance which makes costs increase overall.</p> <p>Kate and David Merino said advocating for accessibility is how change happens and a priority.</p>
<p>Growth and Sustainability through Agency Contracts</p>	<p>Arun said this topic is critical especially in San Diego where funding is constrained and limited, and every dollar is important. Service agreements have been proven to be beneficial, such as the agreement with Scripps. FACT is considering more service agreements to continue providing service due to the increased difficulty in obtaining and sustaining continuous funding to operate.</p>

	FACT's brokerage has the ability and flexibility to grow and provide service when the need arises. Arun said adding more service contracts is looking like a more sustainable way to continue to provide the much-needed services in San Diego. Susan said the subject needs more discussion going forward.
<b>CLOSED SESSION</b> ED Review Committee	Closed Session was postponed due to lack of quorum. Susan said Executive Committee members of the Board would conduct the ED appraisal and review his contract; she invited Board members to contact her to become involved in the process. Susan said members of the Board could participate in the Executive Director Review if they were interested in providing feedback.
<b>ADJOURNMENT</b>	The meeting was adjourned at approximately 11:50am.

**ITEM # 3**

**TO: BOARD OF DIRECTORS**

**FROM: Ali Poorman, Mobility Manager**

**RE: FACT Services updates – JANUARY 2026**

**ISSUE:** This item presents a monthly RideFACT and agency services update.

	JANUARY 2026
SERVICE	ONE-WAY TRIPS
ACS	26
UCSD	29
Scripps	388
Escondido	428
County HHSA	32
San Marcos	415
Tri-City	97
RideFACT	1,635
RideFACTNOW	361
<b>TOTAL</b>	<b>3,411</b>

**Scripps Health**

Through January 2026, a total of 13,172 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 2026 through 2027.

**City of Escondido**

Between November 2019 and January 2026, FACT facilitated 39,395 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 2026, with the option for up to two renewal periods.

**City of San Marcos**

From February 2018 to January 2026, FACT provided 25,044 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. FACT and San Marcos recently agreed to extend the contract through June 2026.

### **County HHSA**

1,936 trips have been conducted under this agreement from late November 2018 through January 2026. 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 2026.

### **UCSD Shiley-Marcos Alzheimer's Disease Research Center**

By January 2026, a total of 744 trips had been 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, completed 168 trips and achieved significant success, with only one hospital readmission.

### **American Cancer Society**

As of January 2026, FACT provided 458 medical trips for chemotherapy and radiation treatments. FACT will partner with the American Cancer Society (ACS) to address access to care barriers for patients with cancer through their grant program, beginning April 1, 2025, to March 31, 2026.

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

FACT has provided 10,169 trips for Tri-City patients discharged from the ER as of January 2026. FACT began transportation services for Tri-City Medical Center in December 2016.

**211 Cool Zone Transportation** In 2021, 211 requested FACT's assistance in transporting individuals to and from the County of San Diego's Cool Zones, which were established to provide heat relief during the summer and early fall. In June 2022, FACT entered into a contract to receive direct referrals through 211's Community Information Exchange (CIE) platform to support this program. FACT completed 26 trips between 2022-2024. The County of San Diego will continue the Cool Zone program through referrals to local libraries.

### **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 was completed on 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.

CTSA, RideFACT, AFA & Contracted Service Data	Web hits	Referrals	Programs in Database	New Agencies in Database	Total Requests for RideFACT Trips	RideFACT/ AFA Trips Provided	RideFACT/ AFA Trips Unable to Provide	Contracted Trips Provided	Total Trips	RideFACT/ AFA Avg Mileage	RideFACT/ AFA Avg Trip Cost
Prior to 2017					46,838	46,838	0	37,146	83,984		
Subtotal 2017	9,225	1075	148		29,841	28,628	1,213	8,764	29,045		
Subtotal 2018	16,928	2050	158		56,682	54,390	2,292	16,861	37,339		
Subtotal 2019	9,225	1075	174		29,841	28,628	1,213	8,764	32,392		
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		
Subtotal 2023	38,002	1369		8	13,815	12,134	1,681	19,090	31,224	9.85	\$ 35.56
<b>SUBTOTAL</b>					<b>277,124</b>	<b>259,485</b>	<b>17,639</b>	<b>122,983</b>	<b>335,209</b>		
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	2,316	2,117	199	1,455	3,572	12.4	\$ 89.53
November	2,977	76	173	0	2,171	1,990	181	1,303	3,293	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		1,052	12.98	\$ 72.91
June RF	3,197	84	181	1	752	749	3	1,200	1,949	10.09	\$ 34.51
Subtotal 2024	39,189	1469			25,660	24,499	1,161	16,376	40,875	13.37	\$ 78.24
					302,784	283,984	18,800	139,359	376,084		
July	3,607	77	181	0	814	814	0	1,603	2,417	10.94	\$ 30.91
August	3,529	65	181	0	733	729	4	1,690	2,419	10.93	\$ 29.99
September	3,720	98	185	6	899	899	0	1,632	2,531	9.92	\$ 29.82
October	3,695	70	184	0	1,064	1,064	0	1,786	2,850	10.16	\$ 30.12
November	3,138	80	186	2	839	839	0	1,489	2,328	11.15	\$ 31.44
December	3,239	88	186	0	871	871	0	1,544	2,415	10.09	\$ 27.52
January	4,870	90	186	0	854	854	0	1,628	2,482	9.89	\$ 27.60
February	4,701	189	188	1	758	758	0	1,452	2,210	11.01	\$ 24.57
March	8,304	233	186	0	1,080	1,080	0	1,808	2,888	8.95	\$ 20.35
April	4,911	148	187	1	1,800	1,800	0	1,783	3,583	9.02	\$ 27.46
May	9,302	286	187	6	2,183	2,183	0	1,623	3,806	8.95	\$ 28.22
June	4,940	391	185	2	2,636	2,636	0	1,756	4,392	8.75	\$ 29.78
Subtotal 2025	57,956	1815			14,531	14,527	4	19,794	34,321	9.98	\$ 28.15
<b>TOTAL</b>					<b>317,315</b>	<b>298,511</b>	<b>18,804</b>	<b>159,153</b>	<b>410,405</b>		
July	5,272	476	188	3	1,748	1,748	0	1,938	3,686	10.39	\$ 23.61
August	4,990	499	188	0	1,726	1,726	0	1,903	3,629	9.69	\$ 23.13
September	5,252	643	185	3	1,697	1,697	0	1,608	3,305	10.32	\$ 24.73
October	4,076	501	185	1	1,890	1,890	0	1,736	3,626	10.03	\$ 23.63
November	4,247	276	186	1	1,506	1,506	0	1,414	2,920	10.02	\$ 28.03
December RF	3,065	251	186	2	1,595	1,595	0	1,595	3,190	9.81	\$ 29.27
December AFA2		69			15	0	0	15	15	6.52	\$ 53.43
January- 2026	3,486	265	185	0	1,634	1,634	0	1,415	3,049	9.51	\$ 32.67
January AFA2		69			361	0	0	0	361	8.62	\$ 35.32
Subtotal 2026	30,388	3,049			12,172	11,796	0	11,624	23,781		
<b>TOTAL</b>					<b>329,487</b>	<b>310,307</b>	<b>18,804</b>	<b>170,777</b>	<b>434,186</b>		

## ITEM # 6

**TO: BOARD OF DIRECTORS**

**RE: SANDAG Updates**

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

Recent discussions with SANDAG have focused on

- SANDAG invoice review process, and
- SANDAG vehicle insurance requirements and FACT's response

### **BACKGROUND**

FACT has provided SANDAG with details of insurance coverage on 10 FACT owned vehicles leased to brokerage vendors; while all vehicles are adequately insured by vendors, SANDAG has required FACT to obtain - owned auto insurance, which FACT has been unable to procure due to lack of response from insurers. As an alternative, SANDAG is considering contracting directly with FACT's vendors

FACT Staff is working with SANDAG to revise and resubmit invoices that had been returned for review and corrections. On Oct 23, 2025, FACT received the AFA-2 DRAFT agreement for review. The AFA-2 Agreement with SANDAG was completed on Nov 6, 2025. RideFACTNOW was reinstated in December 2025; the on-demand service is expected to continue through December 2026 (approx.). Cycle 12 implementation was completed in November 2025. FACT has requested SANDAG to implement Cycle 13 asap. FACT is working with SANDAG to resolve an issue arising out of insurance requirements for FACT owned vehicles leased to brokerage vendors.

Cycle 13 grant award recommendations endorsed by TC were approved by SANDAG's Board on June 27, 2025. In September SANDAG staff proposed updates to the potential Cycle 13 contracts which will consolidate the agreements and reduce some of the match requirements; these proposed changes favor FACT and will be confirmed in the next few weeks. FACT continues to be on a SANDAG grants watchlist due to invoicing issues that are being addressed in discussions with SANDAG. On Sep 19<sup>th</sup> FACT requested an urgent meeting with SANDAG staff to seek clarifications regarding the deficiencies and clear directions for follow-up.

SANDAG staff shared with FACT the Coordinated Plan Priorities propose for the updated Plan. FACT provided a response to the list of priorities. FACT is supportive of the proposals and called attention to one of the priorities – “door through door” transportation that may require more review. Meeting with Danielle, Tim and Ruby (SANDAG) to review CTSA role, competition for funding, and improving coordination amongst specialized transportation services providers.

**On March 20, 2025, FACT Board Members, Susan Hafner, La Vonna Connelly, Hon John Duncan and Hon George Gastil, and Arun Prem met with SANDAG CEO Mr. Mario Orso. SANDAG Staff – Antoinette Meier, Brian Lane, Jenny Russo and Robyn Wapner were also present. The hour-long discussion included review of the CTSA contract, CTSA role in**

**Coordinated Plan, Funding mechanism and a recommendation re. a group that would follow up on the matters that were discussed.**

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.

## ITEM # 10

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, ED and Cynthia Pedersen, Manager of Admin and HR**

**RE: Executive Director's Report March + April 2026**

### **Meetings and Events – March 2026**

3/02/2026	Meeting	Flexible Fleets Task Force
3/05/2026	Meeting	Peter Zschiesche (UTWSD) + Rafael Perez (Airport Board)
3/13/2026	Meeting	SANDAG Board of Directors
3/19-20/2026	Meeting	SANDAG Board of Directors Retreat
3/23/2026	Meeting	FACT+ Health Care Partners - Anette Blatt, Susan + Arun
3/23/2026	Meeting	FACT+UTWSD – Mayor Esther Sanchez, Peter Z, Mikaiil Hussein, Christian, Arun
3/25/2026	Meeting	ILP – TRIP + FACT Discussion
3/26/2026	Meeting	FACT Board of Directors Retreat
3/26/2026	Meeting	CALACT Legislative Committee

### **Meetings and Events – April 2026**

4/02/2026	Meeting	San Diego Accessible Rider Coalition
4/06/2026	Meeting	Flexible Fleets Task Force
4/06/2026	Meeting	American Indian Health Center + FACT – Anette Blatt, Arun
4/06/2026	Meeting	CALACT PUC Access for All – Jacklyn Cuddy, Anna Jew, Noah Thoron, Christian, Arun
4/07/2026	Meeting	SANDAG SSTAC – Ali, Paola
4/08/2026	Meeting	Emilio Nares Foundation + FACT Discussion
4/10/2026	Meeting	SANDAG Board of Directors
4/13/2026	Meeting	CALACT Board of Directors
4/13-16/2026	Conference	– CALACT Spring Conference (Temecula) Susan, Christian, Ali, Arun
4/14/2026	Meeting	Ramona Shuttle + FACT Discussion – Erica Wolski, Andrea Gibson, Aspasia, Arun
4/17/2026	Meeting	Transportation Committee
4/20/2026	Meeting	Family Practice Residency Program – Anette Blatt, Christian, Ali, Arun
4/22/2026	Meeting	FACT ED Review Committee
4/24/2026	Meeting	FACT Board of Directors