

Grant Application Instructions

The following materials must be submitted electronically through [BidNet](#). Applications cannot be emailed. If any of the required components are not completed and included with the application by the submittal deadline so that it can be fully evaluated without negatively impacting the fairness of the competitive process, the application will be deemed ineligible.

Required Components

- Completed Grant Application
- Map(s) of Proposed Service Area(s)
- Project Scope of Work
- Project Budget
- Copy of Commission-issued Charter-Party Carrier permit for each entity that will provide the on-demand WAV services, including third-party contract providers (unless a non-permitted transportation carrier demonstrates and affirms compliance with the Safety Declaration Protocol Form included in the application)

Recommended Components

- GIS shapefile (zipped file) of service area
- Resolution including all statements provided in the Sample Resolution

Project Scope of Work and Project Budget

The Project Scope of Work and Project Budget templates are available in [BidNet](#).

If a project is selected to receive funding, the Project Scope of Work and Project Budget will be added to the Grant Agreement with any adjustments required by SANDAG. The Applicant will be held responsible for implementing the project in accordance with the Project Scope of Work and Project Budget. Guidance for completing the Project Scope of Work and Project Budget templates has been provided below.

Project Scope of Work

The Project Scope of Work template has been developed to include the minimum tasks that all Applicants will be required to perform in **bold text**. The method each Applicant uses to complete each task (milestone) can vary. SANDAG has provided sample milestones that could be used to successfully achieve each task, as shown in the template. Applicants must update these sample milestones to demonstrate how they will complete the task.

Project Budget

The Project Budget template has been developed to match the Project Scope of Work template and to provide the format through which Applicants can illustrate their proposed project costs. Applicants that intend to apply indirect costs to their proposed project should ensure that the indirect costs are incorporated into the Project Budget.



Access for All Grant Program Cycle 2

Grant Application

Part I – Applicant and Project Background

Applicant Information

Applicant Legal Name	Facilitating Access to Coordinated Transportation, Inc (FACT)
DBA (If Applicable)	
Applicant Address	516 Civic Center Drive Oceanside CA 92054
Contact Name	Sofia Hughes
Title	Grants Manager
Phone	(760) 754 - 1252
Email	shughes@factsd.org

Project Information

Project Title	RideFACTNOW – On Demand 1-Hour Countywide and Airport WAV Rides
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Project Manager

List the day-to-day Project Manager (PM) who will be responsible for the services.

Individual Name	Sofia Hughes
Title	Grants Manager
Phone	(760) 754 - 1252
Email	shughes@factsd.org

Additional Contacts for Grant-Related Correspondence

Include the individual(s) who will prepare the monthly reports, submit invoices, or otherwise be involved in the project.

Role Description	Project Oversight, Outreach, and Agency Signer
Individual Name	Arun Prem
Title	Executive Director
Phone	(760) 754 - 1252
Email	aprem@factsd.org

Role Description	Manage Third-party Access Providers, Data, and Invoices
Individual Name	Alissa Poorman
Title	Contracts Manager
Phone	(760) 754 - 1252
Email	apoorman@factsd.org

Role Description	Manage Call Center, Vehicle Inspections, Compliance
Individual Name	Christian Hernandez
Title	Dispatch and Mobility Manager
Phone	(760) 754 - 1252
Email	chernandez@factsd.org

Role Description	Financial Oversight, Invoicing
Individual Name	Julius Burgos
Title	Accountant
Phone	(760) 754 - 1252
Email	jburos@factsd.org

Project Budget

AFA Funding Request

Total AFA Grant Request Amount	\$2,337,633.00
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Matching Funds (if applicable)

List the source(s) and associated dollar amounts of proposed matching funds. Matching funds can consist of in-kind services or cash match from the applicant, and/or funds from outside sources.

Source of Funding	CalTRANS 5339(b)
Amount of Funding	\$172,224.88

Source of Funding	Caltrans 5310
Amount of Funding	\$211,418.97

Source of Funding	
Amount of Funding	

Total Matching Funds Provided	\$383,643.85
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Indirect Costs

1. Does the applicant intend to include indirect costs in the Project Budget?

☐ Yes ☒ No

2. What type of Indirect Cost Rate (ICR) will be used?

- ☐ De Minimus
- ☐ Federally Negotiated Indirect Cost Rate (FNICR)*
- ☒ I will not include direct costs in the Project budget.

*If FNICR, please include the FNICR with the Application.

Part II – Baseline Data*

The information in this section will not be scored, but will be evaluated as a baseline. The existing AFA provider shall submit response time data for the preceding four quarters, if available.

WAV Information*

3. How many WAVs does the Applicant currently have in operation? Please provide information by quarter and aggregated by hour of the day and day of the week. The template entitled “WAVs in Operation”, [available online from the CPUC website](#) should be used. A sample completed form [is available here](#).
4. Using the CPUC template entitled “WAV Trips”, [available online here](#), provide the number and percentage of WAV trips completed, not accepted, cancelled by passenger, cancelled due to passenger no-show, and cancelled by driver – by quarter and aggregated by hour of the day and day of the week. For WAV trips completed, Applicants have the option to demonstrate an increase in the number of trips completed or an increase in the percent of trips completed. A sample completed form [is available here](#).
5. Provide completed WAV trip request response times in deciles by quarter for the proceeding four quarters, if available. This should also include a report of the 75th percentile response times, specifically, for that quarter. The template entitled “Response Times”, [available online from the CPUC website](#) should be used. A sample completed form [is available here](#).
6. Using the CPUC template entitled “Outreach”, [available online here](#), Evidence of outreach efforts to publicize and promote available WAV services to disability communities, which may include a list of partners from disability communities, how the partnership promoted WAV services, and marketing and promotional materials of those activities. A sample completed form [is available here](#).

** Data from the WAV information section will be evaluated as a baseline for how applicants can improve upon the following: WAV response times compared to the previous year the presence and availability of WAVs within the proposed service area; and efforts undertaken to publicize and promote available WAV services to disability communities.*

Safety, training, and insurance information

1. Using the CPUC template entitled “Training and Inspections”, [available online here](#), provide the following information. A sample completed form [is available here](#).
 - Report of WAV driver training programs used and number of WAV drivers that completed the training in the prior year
 - Certification that all WAVs operating on the Access Provider’s platform have been inspected and approved to conform with the ADA Accessibility Specifications for Transportation Vehicles within the past year.
2. Provide the number of complaints received related to WAV drivers or WAV services, categorized as follows: securement issue, driving training, vehicle safety and comfort, service animal issue, stranded passenger, and other. The template entitled “Complaints”, [available online from the CPUC website](#) should be used. A sample completed form [is available here](#).

Financial information

Using the CPUC templates entitled “Funds Expended”, [available online here](#), and “Contract Information”, [available online here](#), provide the following information. Sample completed forms are available at the following links – [Sample Funds Expended](#) form; [Sample Contract Information](#) form.

- Estimated income (categorized by passenger revenue; other revenue; and total grants, donations, and subsidy from other agency funds)
- Estimated expenses (categorized by wages, salaries, and benefits; maintenance and repair; fuels; casualty and liability insurance; administrative and general expense; other expenses; contract services)
- List and explain all sources of operating revenue, including revenue from grants, donations, and local fundraising projects that will be used to fund the Program, for the prior, current, and budget year.

*Note: If any of the above Baseline Data is unavailable or not applicable, please describe in the space provided on the next page.

Please see baseline data attachments on the provided templates for AFA Cycle 1. The following reports are attached:

- WAVs in Operation
- WAV Trips
- Training and Inspections
- Response Times
- Outreach
- Funds Expended
- Complaints

Part III – Project Details

1. Project Readiness and Technical Capacity

- A. Provide the following information for all entities that will provide the on-demand WAV services, including Applicant and any third-party contract providers, as applicable.

Entity Name	SDMED INC. – Medical Transportation
Charter-Party Carrier Status	☐ Holds a Commission-issued Charter-Party Carrier permit ☒ Non-permitted transportation carrier
Number of WAV vehicles in current fleet (or projected number if purchasing/leasing by Notice to Proceed date)	6 WAV vehicles
Projected date when on-demand WAV services will begin	Within 7 Days of Notice to Proceed
Anticipated hours of operation	5 am – 10 pm

Entity Name	Eleet Transportation
Charter-Party Carrier Status	☐ Holds a Commission-issued Charter-Party Carrier permit ☒ Non-permitted transportation carrier
Number of WAV vehicles in current fleet (or projected number if purchasing/leasing by Notice to Proceed date)	3 WAV Vehicles
Projected date when on-demand WAV services will begin	Within 7 Days of Notice to Proceed
Anticipated hours of operation	5 am – 10 pm

Entity Name	Full Access and Coordinated Transportation, INC (FACT)
Charter-Party Carrier Status	☐ Holds a Commission-issued Charter-Party Carrier permit ☒ Non-permitted transportation carrier
Number of WAV vehicles in current fleet (or projected number if purchasing/leasing by Notice to Proceed date)	10 WAV vehicles

Projected date when on-demand WAV services will begin	Within 7 Days of Notice to Proceed
Anticipated hours of operation	5 am – 10 pm

Entity Name	UTWSD
Charter-Party Carrier Status	☐ Holds a Commission-issued Charter-Party Carrier permit ☒ Non-permitted transportation carrier
Number of WAV vehicles in current fleet (or projected number if purchasing/leasing by Notice to Proceed date)	2 to be leased by Notice Proceed
Projected date when on-demand WAV services will begin	Within 7 Days of Notice to Proceed
Anticipated hours of operation	5 am – 10 pm

Entity Name	AZ Bond Services
Charter-Party Carrier Status	☐ Holds a Commission-issued Charter-Party Carrier permit ☒ Non-permitted transportation carrier
Number of WAV vehicles in current fleet (or projected number if purchasing/leasing by Notice to Proceed date)	4 WAV vehicles
Projected date when on-demand WAV services will begin	Within 7 Days of Notice to Proceed
Anticipated hours of operation	5 am – 10 pm

Entity Name	Renewing Life
Charter-Party Carrier Status	☐ Holds a Commission-issued Charter-Party Carrier permit ☒ Non-permitted transportation carrier
Number of WAV vehicles in current fleet (or projected number if purchasing/leasing by	6 WAV vehicles

Notice to Proceed date)	
Projected date when on-demand WAV services will begin	Within 7 Days of Notice to Proceed
Anticipated hours of operation	

Entity Name	Care 7
Charter-Party Carrier Status	☐ Holds a Commission-issued Charter-Party Carrier permit ☒ Non-permitted transportation carrier
Number of WAV vehicles in current fleet (or projected number if purchasing/leasing by Notice to Proceed date)	3 WAV vehicles
Projected date when on-demand WAV services will begin	Within 7 Days of Notice to Proceed
Anticipated hours of operation	5 am – 10 pm

- B. Describe what experience the Applicant has in managing a grant-funded project. Include examples such as prior grant-funded projects, or other instances when Applicant provided services on a reimbursement basis to another party and/or was subject to regulatory or other monitoring requirements.

FACT has a proven 17-year track record of being a good steward of public funds, with extensive experience in managing grant-funded capital, mobility management, planning, and operating projects. FACT's expertise spans a wide range of funding sources and project types, showcasing its capability to handle complex and diverse grant requirements.

Previous Grant Management Experience:

1. Access for All (AFA) Cycle 1:

- **FACT is the only agency in San Diego County that has experience in managing an AFA grant.** CPUC officials recognized FACT as a “star” performer with respect to the AFA Cycle 1 performance, and Circulate San Diego recognized the Cycle-1 funded service with the MOMENTUM AWARD in November 2023 for **Public Transit Connectivity**.
- As the sole recipient of Access for All Cycle 1 funds, FACT has gained significant and unique experience in successfully managing AFA-funded projects. This experience underscores FACT's ability to handle specialized funding requirements and deliver impactful transportation solutions for disadvantaged communities.
- **Project Scope:** Implementing Countywide on-demand WAV services and enhancing accessibility for individuals with disabilities as well as seniors and other critical populations.
- **Management Practices:**
 - 1. Detailed planning and execution of outreach and service delivery.
 - 2. Close coordination with stakeholders and regular performance monitoring.
 - 3. Comprehensive reporting and compliance with regulatory requirements.

2. FTA Section 5310 and TransNet Senior Mini-Grant Projects:

- **Scope:** Mobility management services and operating specialized transportation services including WAVs.
- **Management Practices:** Monthly invoice submissions for reimbursement, including detailed performance measures such as cost per trip and hour, passenger seat utilization, and service quality indicators (e.g., complaints by category).
- **Monitoring:** Quarterly reports to SANDAG and bi-annual reports to Caltrans, with regular vehicle inspections by Caltrans and SANDAG staff.

3. San Diego Foundation, American Cancer Society, and County of San Diego Grants:

- **Focus:** Improving San Diego County's transportation system.
- **Achievements:** Successfully managed projects that enhanced transportation access and infrastructure.

4. FTA's Veterans Transportation and Community Living Initiative (VTCLI):

- **Objective:** Enhancing transportation options for veterans and the broader community in partnership with 211 San Diego.
- **Outcome:** Improved coordinated information sharing across agencies, as well as access and mobility services for veterans.

5. Innovative Coordinated Access and Mobility (ICAM):

- **Purpose:** Innovation in transportation services and coordination.
- **Results:** Scope includes technology included in the App development – Notice to Proceed awaited.

6. **Section 5339 - Bus and Bus Facilities Program:**

- **Goal:** Purchasing of new wheelchair-accessible vehicles (WAVs).
- **Execution:** Effective project management and procurement resulting in enhanced capacity for WAV services in partnership with local agencies.

Specific Examples of Grant-Funded Projects:

RideFACT Program

- **Funding Sources:** SMG and FTA Section 5310.
- **Project Scope:**
 - Monthly reimbursement invoicing to SANDAG, detailing cost efficiency and service metrics.
 - Submission of quarterly and bi-annual reports on vehicle usage and service performance.
 - Regular inspections of grant-funded WAV vehicles by Caltrans and SANDAG staff.

RideFACTNOW Program

- **Funding Source:** Access for All Cycle 1
- **Project scope:**
 - Design and deployment of an innovative and accessible on-demand WAV transportation service that matched or exceeded the service available through TNCs to non-disabled riders.
 - Detailed planning and execution of outreach and service delivery.
 - Delivered analysis of current transportation services, user requirements, and accessibility issues.
 - Meetings held with the California Public Utilities Commission (CPUC) to review progress and ensure compliance with regulatory requirements.
- **Outcome: 18,794 trips provided from inception – June 1 2023 through March 2024, with a 65% reduction in cost-per-trip since the service was launched and 99% response time within 1 hour for on-demand trips.**

FACT's ability to manage projects on a reimbursement basis, along with adherence to regulatory and monitoring requirements, is evidenced by its successful handling of various grant programs. This includes rigorous financial oversight, detailed performance tracking, and compliance with reporting standards. FACT's ongoing commitment to transparency and accountability ensures that public funds are utilized effectively to improve transportation services across San Diego County. FACT has passed all compliance requirements and audits related to grants.

2. Coordination and Program Outreach

- A. Describe how the Applicant will publicize and promote the available on-demand WAV services to disability communities. Provide an outline of the planned outreach activities either in the space below or as an attachment and include the proposed dates, any partners, marketing, and promotional materials that will be used, and any other details.

FACT will leverage the AFA Cycle-1 investments in outreach and further promote services using existing resources. During AFA Cycle-1 FACT developed a promotional video, flyer, pamphlet, social media posts and news releases which are available for further outreach efforts. The Union Tribune also provided significant coverage to the launch of AFA Cycle 1 service in 2023. **As the Consolidated Transportation Services Agency (CTSA) for San Diego County, FACT is recognized for coordinating and providing specialized transportation services.** FACT has a proven track record in publicizing and promoting transportation services, such as its RideFACT service for seniors, individuals with disabilities, and other disadvantaged populations. With an established network of partners including a 30-member Council of Access and Mobility (CAM), a network of riders from the disability community, and a robust marketing strategy, FACT is well-equipped to effectively publicize and promote RideFACTNOW.

To publicize and promote the available on-demand WAV service to disability communities, FACT will hire a Marketing Consultant and engage in the following outreach activities, building on the successful marketing initiatives completed for Cycle 1 of AFA:

1. **Community Presentations and Outreach:**
 - Conduct presentations at senior centers, community centers, clinics, city council meetings, social service agencies, etc.
 - Proposed Dates: Quarterly events throughout the year.
 - Partners: Local senior and community centers, social and disability service agencies.
2. **Press Releases:**
 - Issue press releases to local media outlets to announce and promote the service.
 - Proposed Dates: At program launch and at significant milestones.
3. **Social Media Campaigns:**
 - Utilize social media platforms, including Facebook and LinkedIn, to reach a broader audience.
 - Proposed Dates: Monthly updates and posts.
 - Marketing Materials: Custom graphics, video, testimonials, and service updates.
4. **Website Information:**
 - Post service information on FACT's website and partner agency websites.
 - Accessibility Features: FACT's website includes adjustable font options for individuals with vision difficulties.
 - Proposed Dates: Continuous updates.
5. **Newsletters:**
 - Distribute information through newsletters to FACT's established subscriber list, which includes individuals who represent or serve individuals with disabilities.
 - Proposed Dates: Bi-monthly.
 - Marketing Materials: Service highlights, success stories, and how-to guides.
6. **Stakeholder Meetings:**
 - Present updates at Social Services Advisory Council (SSTAC) Meetings, Council on Access and Mobility (CAM) Meetings, Alliance for Regional Solutions, ADA review groups, SD Rider Coalition, etc.
 - Proposed Dates: Quarterly.
 - Partners: Various stakeholder organizations and advisory councils.
7. **Fliers and Riders Guides:**

- Distribute target market mailings and fliers to social services agencies, medical centers, etc.
- Proposed Dates: At program launch and periodically throughout the year.
- Marketing Materials: Printed brochures, fliers, and riders guides.

8. Call Center Support:

- Provide toll-free assistance through FACT's call center, including support for callers using Telecommunications Device for the Deaf (TDD) technology.
- Proposed Dates: Ongoing.
- Marketing Materials: Call center scripts and FAQ documents.

9. Promotion through FACT's Network of Community Partners:

- Leverage FACT's Transportation Brokerage network, including partnerships with municipal agencies, non-profits, and healthcare providers, to spread awareness.
- Proposed Dates: Ongoing.
- Partners: 211, Braille Institute, PACE programs, Access to Independence, San Diego ADA Compliance and Accessibility Office, San Diego Regional Center, and others.

This extensive network of transportation stakeholders will help FACT effectively promote the available on-demand WAV services to disability communities. For example, as a member of 211 San Diego's Community Information Exchange (CIE), FACT will receive referrals from 211 for eligible WAV service users.

Additional strategies will be developed in coordination with the third-party Marketing Consultant. Dates corresponding to FACT's program outreach are included in the Scope of Work - Task #4.

"My name is Sam Kahn. I am severely disabled and use a power wheelchair. I found out about FACT a few months ago, during a time I was stuck without transportation. I was searching for a way to get to my medical appointments, and to get back home from my girlfriend's apartment. Uber doesn't have accessible vehicles. Medical transport with wheelchair vans would cost over \$150 each way. With FACT, I was able to get everywhere I needed to go, efficiently and affordably. For me, MTS Access service has been either too restrictive or unreliable. With FACT, I can book a ride just an hour in advance and go anywhere in the county. The freedom FACT provides is unimaginable. The peace of mind knowing that I can get where I need to go, when I need to go, is even more valuable." – Sam Kahn, FACT rider and member of the San Diego Paratransit Rider Coalition

- B. Describe how the Applicant will market and promote public awareness of its on-demand WAV services in both low income and minority areas as well as with populations with limited English proficiency. Provide the methods and strategies to be used and explain how the Applicant will know whether its efforts effectively reach these populations.

During AFA-1 grant implementation FACT worked with a marketing consultant to identify 40,000 addresses in disadvantaged communities across the County – we will mail flyers to these individuals during Cycle-2. FACT will market and promote public awareness of its on-demand WAV services in low-income and minority areas, as well as to populations with limited English proficiency (LEP), using strategies that have proven successful during the implementation of the AFA-funded RideFACTNOW project. These strategies ensure broad and effective outreach across diverse communities.

1. **Multilingual Promotional Materials:**

- All RideFACTNOW promotional materials and service information will be available in English and Spanish, with other languages provided upon request. This includes fliers, rider's guides, and other public documents detailing the service. *FACT will utilize promotional material created during Cycle 1 for additional cost-savings on marketing.*

2. **Online Information:**

- Service information will be posted on FACT's and partner agency websites. FACT's website features a Google Translate option to convert content into various languages, ensuring accessibility for LEP individuals.

3. **Targeted Mailings and Distribution:**

- Marketing materials will be mailed using target marketing strategies and distributed to low-income and minority communities. Agencies can also request materials for further distribution. *FACT will utilize promotional material created during Cycle 1 for additional cost-savings on marketing.*

4. **Press Releases:**

- Press releases will be issued in both English and Spanish and distributed to Spanish-speaking media outlets to maximize reach within the LEP community.

5. **Community Engagement:**

- Fliers will be distributed, and presentations will be conducted for community groups such as senior centers, medical clinics, assisted living facilities, and social service agencies in low-income and minority areas. FACT staff have experience presenting to LEP audiences. *FACT will utilize promotional material created during Cycle 1 for additional cost-savings on marketing.*
- **San Diego Paratransit Rider Coalition:** FACT collaborates closely with the San Diego Paratransit Rider Coalition, a group of paratransit riders dedicated to advocating for the needs and rights of those who need specialized transportation services. This coalition provides valuable insights and feedback on service planning and development. During AFA Cycle 1, this group provided valuable services as a focus group for mobile app development, service planning, and community engagement. If awarded Cycle 2, FACT plans to continue to rely on the coalition to fulfill their invaluable advisory role.

6. **Outreach to Elected Officials:**

- Engage city elected officials in low-income and minority communities to promote the WAV services through their networks and events.

7. **Call Center Support:**

- FACT's One Call-One Click Mobility Center will provide toll-free assistance with bilingual Spanish-speaking Mobility Coordinators. The call center

and its backup will have access to a language line offering over 180 languages, ensuring comprehensive support for LEP individuals.

8. **Networking and Word of Mouth:**

- Leverage FACT's extensive network of partners to promote the WAV service to their constituents and clients. Most of RideFACT's existing ridership is based on word of mouth from friends, family, and medical centers. These community-driven referrals are crucial for reaching target populations effectively.

9. **Additional Strategies:**

- Develop further marketing strategies in coordination with a third-party Marketing Consultant to ensure a comprehensive approach.

Ensuring Effective Reach: To measure the effectiveness of these efforts, FACT will:

10. **Track Engagement Metrics:** Monitor website traffic, social media engagement, and distribution of materials.
11. **Collect Feedback:** Conduct surveys and gather feedback from service users and community partners.
12. **Analyze Service Utilization:** Review demographic data of service users to ensure that low-income, minority, and LEP populations are being served.
13. **Regular Reporting:** Include outreach effectiveness in quarterly reports and adjust strategies as needed based on the data.

FACT's infrastructure, experience, technical capabilities, and extensive network will ensure equal access to on-demand WAV services, regardless of an individual's income, location, preferred language, national origin, disability, or any other classification.

- C. Will the Applicant's on-demand WAV services be made available to individuals who do not have a smartphone, internet, or otherwise need additional assistance in requesting the service? What alternative means will the Applicant use to provide its services to these users?

FACT's RideFACTNOW service will continue to be available to individuals who do not have a smartphone, Internet access, or otherwise need additional assistance in requesting the service, as was the case in Cycle 1 of this grant. All callers may speak to a FACT mobility coordinator during business hours and extended hours. FACT is committed to ensuring that its WAV service is accessible to all, providing necessary assistance and care to serve the target population effectively. Here are the alternative means and strategies FACT will use to provide its services to these users:

Phone-Based Reservations:

- **Toll-Free Call Center:** Individuals can make WAV reservations by calling FACT's call center's toll-free telephone number, ensuring that those without smartphones or Internet access can easily book trips. FACT's on-site call center operates from 8am – 4pm; backup call center operates from 5am – 10pm to assist off-hours and overflow callers with ride booking and program information.
- **Assistance Provided:** Mobility Coordinators at the call center are trained to assist seniors and individuals with disabilities, offering personalized support for travel arrangements.

Comprehensive Call Center Support:

- **Translation Services:** FACT's call center provides translation services for all languages, ensuring that language barriers do not prevent access to services.
- **Assistance for Hearing and Speech Difficulties:** The call center also offers assistance for clients using devices for speech and hearing difficulties.

Specialized Training for Staff and Drivers:

- **Comprehensive Training Programs:** Staff and drivers receive training on topics such as wheelchair securement, sensitivity, harassment prevention, and dementia-friendly practices. This ensures they are well-prepared to assist riders who need additional help.
- **Support for Companions and Service Animals:** FACT accommodates companions, personal care assistants (PCAs), and service animals to ensure riders have the necessary support.

Efficient Use of Vehicles:

- **Mix of WAV and other vehicles:** FACT will utilize a combination of WAV and standard vehicles to serve individuals with disabilities who do not require a wheelchair ramp/lift-equipped vehicle. This ensures that WAVs are available to those who need them, when they need them.
- **Effective Response:** This strategy allows FACT to respond effectively to each request, ensuring WAVs are available for riders who require or prefer a WAV vehicle for safe boarding and riding.

By implementing these comprehensive strategies, FACT ensures that the RideFACTNOW service is inclusive and accessible to all individuals, regardless of their technological capabilities or need for additional assistance. FACT also contributes to growth of local vendors and infrastructure that improves mobility/access for all County residents. This commitment to accessibility and support ensures that everyone can benefit from the reliable and efficient transportation services provided by RideFACTNOW.

A large, empty rectangular box with a thin black border, occupying the upper two-thirds of the page. It is intended for the applicant to provide a detailed response to the question below.

- D. Describe how the Applicant will actively involve the disability community in the planning and development of the project, through the engagement of groups such as a disability-led advisory council or having input from individuals with Lived Experience on their Board of Directors. Please

provide details about how current or proposed procedures will ensure that the input of individuals with disabilities is incorporated into the planning and development of the program.

FACT is committed to actively involving the disability community in the planning and development of its projects, including the SD WAV Now service. This involvement ensures that the services are tailored to meet the specific needs and preferences of individuals with disabilities. FACT engages with various disability-led groups and incorporates input from individuals with lived experiences through the following methods:

Advisory Councils and Coalitions:

- **San Diego Paratransit Rider Coalition:** FACT collaborates closely with the San Diego Paratransit Rider Coalition, a group of paratransit riders dedicated to advocating for the needs and rights of those who need specialized transportation services. This coalition provides valuable insights and feedback on service planning and development. During AFA Cycle 1, this group provided valuable services as a focus group for mobile app development, service planning, and community engagement. If awarded Cycle 2, FACT plans to continue to rely on the coalition to fulfill their invaluable advisory role.
- **Social Services Transportation Advisory Council (SSTAC):** As a member of SSTAC, FACT regularly engages with council members who represent the interests of seniors, individuals with disabilities, and other disadvantaged populations. SSTAC meetings offer a platform for discussing transportation needs and service improvements.
- **Council on Access and Mobility (CAM):** FACT's leadership within CAM allows for continuous dialogue with various stakeholders, including disability advocates, ensuring that diverse perspectives are considered in the planning process.

Board of Directors

- **Incorporating Lived Experience:** FACT's founding Board member and first Chair, Hon. Norine Sigafoose, was a wheelchair user and disability services advocate. FACT also has other advocates, mobility experts and ADA paratransit representatives on the Board. Several of FACT's board members have lived experience utilizing paratransit for themselves or for loved ones. This representation guarantees that the voices of those directly impacted by the services are heard and factored into decision-making processes. Additionally, FACT's board of directors regularly hears from paratransit riders as guest speakers, who provide their experience and feedback for the purpose of improving FACT's services. Many of FACT's board members also serve on the boards of MTS and NCTD.

Community Engagement and Feedback:

- **Focus Groups and Surveys:** FACT conducts focus groups and surveys within the disability community to gather direct feedback on service needs, preferences, and experiences. All riders who use FACT's services, whether RideFACT or RideFACTNOW, are offered the opportunity to take a survey regarding their needs and experience. The results provide quantitative and qualitative data that inform service design and improvements.

FACT has attached letters of support collected previously from Access to Independence and the Braille Institute, strongly expressing need for FACT's WAV services.

3. Safety

Describe the Applicant's procedures for preventative and routine vehicle maintenance. In addition, describe the Applicant's policies and procedures related to the rules of conduct for drivers providing WAV service.

FACT will follow all federal, state, local, and AFA program safety requirements to operate the proposed on-demand WAV service. FACT has a full-time Dispatch and Mobility Manager who manages FACT's fleet, performs fitness for duty assessments, monitors reporting, and performs visual vehicle inspections on all provider vehicles. Daily pre-trip vehicle Inspection and post condition reports will be completed daily by each driver.

Each vendor has their own routine preventative maintenance schedule, which is monitored by the Dispatch and Mobility Manager. Any vehicle owned by FACT and leased to a brokerage vendor requires monthly and quarterly usage reports including preventative maintenance and repair information. FACT's brokerage agreement with each vendor stipulates safety requirements including standards, codes and regulations, inspections, reports and records, and vehicle maintenance. Along with these requirements, FACT's Safety and Compliance Coordinator oversees each vehicle's initial inspections which consist of a 19-point check from a certified mechanic required prior to vehicles providing service for FACT riders; annual inspections by a third-party certified mechanic of all vehicles utilized in FACT services; any failed items are followed up on and resolved, and ongoing weekly random Fit for Duty observations of vehicles and drivers are performed.

FACT has experience managing and leasing a large fleet of vehicles in addition to contracting with a mechanic to inspect all vehicles used in FACT's services.

When a safety violation is reported FACT prioritizes the follow with contractors and staff ensure appropriate corrective actions is taken as quickly as possible. FACT's record shows a long history of safe and reliable transportation services.

Background Checks

Does each entity that will provide the on-demand WAV services:

- Currently perform background checks on each of its potential drivers, based on the driver's social security number and not just the driver's name, and in the national criminal database and national sex offender database?

☒ Yes

☐ No*

- Ensure that any person who has been convicted within the past seven years of driving under the influence of drugs or alcohol, fraud, sexual offenses, use of a motor vehicle to commit a felony, a crime involving property damage and/or theft, acts of violence, or acts of terror not be permitted to provide AFA services?

☒ Yes

☐ No*

- Ensure that any potential drivers with convictions for reckless driving, driving under the influence, hit and run, or driving with a suspended or revoked license are not permitted to be an AFA driver?

☒ Yes

☐ No*

**If the answer to any of the above questions is No, provide additional information in the space below that describes how each entity that will provide the on-demand WAV services will be able to comply with each of these background check requirements at the time of grant agreement execution (see the Timeline in the Call for Projects for the anticipated date).*

FACT meets this requirement.

Insurance

- Does the Applicant and each entity that will provide the on-demand WAV services have levels of insurance that are equivalent or higher than what is required for charter-party carriers under [General Order 115.2](#). Further information on SANDAG's insurance requirements can be found in the Call for Projects.

☒ Yes

☐ No*

*If the answer to the above question is No, provide additional information in the space below that describes how the Applicant and each entity that will provide the on-demand WAV services will be able to comply with the insurance requirements at the time of grant agreement execution (*see the Timeline in the Call for Projects for the anticipated date*).

FACT meets this requirement.	N/A
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Driver training

- Does each entity that will provide the on-demand WAV services have certification that its drivers have completed WAV driver training on transporting people with disabilities within the past three years including but not limited to sensitivity training, passenger assistance techniques, accessibility equipment use, door-to-door service, and safety procedures?

☒ Yes

☐ No*

*If the answer to the above question is No, provide additional information in the space below that describes how each entity that will provide the on-demand WAV services will be able to comply with the driver training requirements at the time of grant agreement execution (*see the Timeline in the Call for*

Projects for the anticipated date).

FACT meets this requirement.	N/A
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Controlled substance and alcohol testing

- Is each entity that will provide the on-demand WAV services enrolled in a controlled substance and alcohol testing program?

☒ Yes

☐ No*

*If the answer to the above question is No, provide additional information in the space below that describes how each entity that will provide the on-demand WAV services will be able to comply with the controlled substance and alcohol testing requirements at the time of grant agreement execution (*see the Timeline in the Call for Projects for the anticipated date*).

FACT meets this requirement.	N/A
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Secretary of State registration

- Does each entity that will provide the on-demand WAV services have its articles of incorporation filed with the Secretary of State?

☒ Yes

☐ No*

*If the answer to the above question is No, provide additional information in the space below that describes how each entity that will provide the on-demand WAV services will be able to comply with the

Secretary of State registration requirements at the time of grant agreement execution (*see the Timeline in the Call for Projects for the anticipated date*).

FACT meets this requirement.	N/A
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Motor Carrier Profile with CHP

- Has each entity that will provide the on-demand WAV services completed the [California Highway Patrol \(CHP\) 362 Motor Carrier Profile](#) and obtained a CA Number from the CHP? Please note that this requirement is not applicable to service providers that are a Social Service Transportation Provider

☐ Yes

☒ No*

*If the answer to the above question is No, provide additional information in the space below that describes how each entity that will provide the on-demand WAV services will be able to comply with the CHP Motor Carrier Profile requirements at the time of grant agreement execution (*see the Timeline in the Call for Projects for the anticipated date*). If a service provider is an exempt Social Service Transportation Provider, please indicate below.

FACT is the Consolidated Transportation Services Agency for San Diego County (CTSA), a non-profit, and Social Services Transportation Provider.

EXEMPTIONS from State law for FACT as a Social Services Transportation Provider:

CA Government Code Sections (15985-15986)

15985. Provisions of the Public Utilities Code and orders and regulations of the Public Utilities Commission relating to common carriers of passengers shall not apply to social service transportation delivered by a nonprofit social service transportation provider or to a locally licensed or franchised for-profit transportation provider which operates, in dedicated vehicles, social service transportation pursuant to contract with a nonprofit social service transportation provider organization. (24336)

This section does not apply to a nonprofit social service transportation provider that uses one or more vehicles which are designed for carrying more than 16 persons including the driver or that operates vehicles which offer transportation services over regularly scheduled or fixed routes and allows any person to use those transportation services for a fee. (24337)

15986. No county, city, or district may impose a special license or fee for social service transportation provided by a nonprofit social service transportation provider organization or by a for-profit transportation provider, operating under local license or franchise, which provides social service transportation pursuant to contract with a nonprofit social service transportation provider organization. (24338)

Inspection

- Does each entity that will provide the on-demand WAV services have certification that all WAVs have been inspected and approved to conform with the American with Disability Act Accessibility Specifications for Transportation Vehicles within the past year, including the “19-point” vehicle safety inspection as required by the CPUC under [General Order 157-E](#)?

☒ Yes

☐ No*

*If the answer to the above question is No, provide additional information in the space below that describes how each entity that will provide the on-demand WAV services will be able to comply with the CHP Motor Carrier Profile requirements at the time of grant agreement execution (see *the Timeline in the Call for Projects for the anticipated date*).

FACT meets this requirement.	N/A
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4. Operational/Implementation Plan

- A. Describe how the Applicant will have sufficient WAV fleet size to be able to meet current demand for service. Explain how this can be Scalable to meet future potential demand for on-demand WAV service. Include an estimate of the hourly number of available WAVs resulting from the proposed service.

FACT operations are based on an innovative and cost-effective brokerage model. This model relies on a number of experienced and qualified vendors who provide the vehicles and resources for services. This model ensures competitive process. It also allows services to be scaled up or down as demand changes, without having to invest in infrastructure.

Currently, FACT's WAV fleet includes 31 vehicles, utilized by the primary vendors identified in Section II: SDMED, Care7, Renewing Life, Eleet, AZ Bond Transportation, and UTWSD. To further enhance capacity, FACT is actively seeking additional vendors to join the network, which will bolster the number of available WAVs and improve service coverage. The recent acquisition of 12 new Caltrans funded WAV vehicles, expected to be delivered later in 2024, will augment the fleet. FACT recently contracted with a brokerage vendor, AZ Bond services, who owns an additional 25 WAV vehicles. This potential capacity can be leveraged to add more WAV services as needed on short notice, to support this project. **From inception through March 2024, RideFACTNOW has provided a total 18,794 trips utilizing AFA cycle 1 funds.**

FACT's strategic approach includes leasing two new WAVs to UTWSD specifically for the new airport service, ensuring dedicated vehicles for travelers with mobility-limiting disabilities. Additionally, the continued use of WAVs purchased with funds from the AFA Cycle 1 grant will further support the existing service capacity.

From just July-December 2023, RideFACTNOW provided 5,096 WAV trips to 4,380 individuals who were disabled and needing wheelchair-accessible transportation at an extremely competitive cost-per-trip with outstanding service quality. RideFACTNOW also provided 5,702 non-WAV trips to 2,445 individuals with disabilities whose transportation was able to be completed on a non-WAV vehicle, for a total of 10,798 trips for 6,825 individuals in just the first five months of service. FACT expects to provide an even higher number of rides if awarded Cycle 2 funding. During Cycle 1 operations, FACT successfully demonstrated a proactive approach to lowering cost-per-trip by continuously analyzing operational data and implementing necessary changes to enhance service efficiency and rider satisfaction. For instance, FACT closely monitored cost-per-trip metrics and response times on a monthly basis, enabling them to identify areas for improvement and make timely adjustments. One significant improvement was the optimization of ride scheduling, which involved reallocating WAVs based on peak demand times and high-need areas, thereby reducing wait times for riders. Additionally, FACT streamlined vendor coordination processes to ensure faster dispatch and response rates, resulting in more timely rides for users. By refining route planning and implementing dynamic scheduling algorithms, FACT successfully lowered operational costs while simultaneously increasing ride availability. **These targeted efforts led to 11 consecutive months of cost-per-trip reductions for RideFACTNOW and a 65% reduction in cost per trip from program inception,** demonstrating FACT's commitment to providing cost-effective, reliable, and responsive transportation services for riders with mobility-limiting disabilities. FACT will continue to actively monitor this data throughout cycle 2 and implement strong responses to continue lowering costs without compromising on service quality. Currently, FACT estimates an additional 20% reduction in cost-per-trip rates in Cycle 2 when compared to Cycle 1 due to better negotiated rates with vendors and improved vehicle availability.

Estimating the hourly availability of WAVs from the proposed service, with the current fleet size and vendor partnerships, **FACT anticipates having approximately 17 WAVs**

available at any given hour. This estimate accounts for peak demand periods and allows for efficient scheduling and dispatching of vehicles.

As demand grows, FACT's scalable model will enable the addition of more WAVs through partnerships, grants, and strategic investments. By continuously monitoring service metrics and adjusting resources accordingly, FACT ensures that it can meet the evolving needs of the community while maintaining high standards of service and cost efficiency.

As the sole recipient of AFA Cycle 1 funds, FACT is uniquely positioned to deliver the most rides with the highest level of service. The previous funding cycle allowed FACT to establish a comprehensive program infrastructure for service delivery throughout San Diego County, which is already fully operational. Consequently, no Cycle 2 funds will need to be allocated for purchasing additional WAVs, as the current fleet of 31 vehicles is already in place and ready for immediate use. This advantageous position allows FACT to direct more Cycle 2 funds towards paying for rides, thereby maximizing service delivery and rider benefits. **The California Public Utilities Commission (CPUC), the agency that funds AFA, acknowledged RideFACTNOW as the "star" program in California for its outstanding project design and delivery, recognizing it as the only AFA program that had begun delivering rides in Cycle 1.**

With a proven track record of efficient fund utilization, demonstrated by 11 consecutive months of cost-per-trip reductions, FACT can ensure that an even higher percentage of Cycle 2 funds are invested directly into providing more rides, enhancing ride availability, and maintaining superior service quality for riders with mobility-limiting disabilities.

FACT's proposed budget reserves 87% of funds solely for providing trips, due to the infrastructure already developed via AFA Cycle 1 investments. This established infrastructure and demonstrated efficiency make FACT the most effective and efficient choice of provider, ensuring that the highest number of rides are delivered with the greatest level of service.

FACT expects that AFA Cycle 2 funds will allow RideFACTNOW to provide 30,769 trips throughout the grant term at an unprecedented cost-per-trip rate that is up to 25% lower than in Cycle 1.

"Your services are superb, you are the only company able to take me to dialysis three times a week at 5:30 in the morning. I would even be willing to record myself talking about how great you are." – Alan Miller, San Diego.

- B. Describe the project's operational plan, including details on the on-demand WAV service to be provided and a description of day-to-day project operations. Include how the on-demand WAV service will be provided on a consistent basis to ensure the Applicant will be able to meet the demand in its service area.

Overview:

FACT's operational plan for AFA Cycle-1 successfully demonstrated on-demand WAV service delivery consistently, reliably and efficiently throughout all 4,526 square miles of San Diego County, including rural communities. FACT is uniquely positioned to provide this extensive coverage, as no other organization offers this level of experience and reach. By leveraging established partnerships, comprehensive scheduling systems, and continuous data analysis, FACT aims to meet the demand for WAV services in both urban and rural areas, ensuring accessibility for all eligible riders, as well as safe and equitable service delivery.

Service Parameters and Scheduling:

FACT will provide WAV service 7 days a week, responding to trip requests with an accessible vehicle within 60 minutes of the requested pick-up time during most hours. The initial request and reservation hours will be from 5am to 9pm, with 60-minute on-demand rides offered during these hours. For trips outside this window, on-demand requests will be scheduled within a 12-hour window, ensuring comprehensive service across the county, including the most remote rural areas. In order to address safety and customer service concerns, FACT staff will be available via phone during all service hours.

Service Area:

RideFACTNOW will serve all of San Diego County. In addition to the comprehensive county-wide on-demand WAV service, FACT proposes a dedicated new San Diego Airport service to further enhance transportation options for individuals with disabilities. Currently, there is no formal system, contract, or service provider offering rides or other services to San Diego Airport for riders with disabilities; there is not even a designated curb for wheelchair-accessible drop-offs. Need for this service was established through a 2023 report from MTS, which reported on a survey of 124 persons who identified as having a physical impairment that required them to use a WAV. **Over 70% of respondents** indicated they would like to use a taxicab WAV for medical appointments or other purposes and that on-demand affordable services being driven by a WAV-certified taxi driver would make it more likely for respondents to utilize WAVs. **FACT and UTWSD will work with Airport officials to rectify this gap and implement a new on-demand trip service to and from the San Diego Airport through RideFACTNOW.** This service, in partnership with the United Taxi Workers of San Diego union (UTWSD), will specifically address the needs of travelers requiring wheelchair accessible vehicles to and from the San Diego Airport. FACT will lease two WAVs to UTWSD for exclusive use in this airport service, ensuring reliable and immediate transportation for airport passengers. Bookings for this service can be made through UTWSD's call center or mobile app, providing flexibility and convenience for users. This targeted airport service is designed to fill a critical gap in the current transportation offerings, providing an essential link for travelers with disabilities and ensuring seamless, accessible transit from the airport to any destination within San Diego County.

Booking and Rates:

Riders can book their trips via telephone or the RideFACTNOW mobile app developed through Ecolane, which is currently available for download on all mobile platforms. FACT will work with providers to confirm prescheduled next-day per trip rates for both wheelchair and ambulatory services, and a same-day on-demand ambulatory rate. Trip

vendors have agreed to honor the on-demand same-day wheelchair rate established in AFA Cycle 1. These rates will apply for a minimum one-year term starting from the expected AFA Cycle 2 start date in fall 2024.

Fare Structure:

FACT chooses to utilize a heavily subsidized fare structure to offer affordable services to wheelchair users, ensuring that the program remains accessible to those who need it most. **Although this approach is not required by the grant and contributes to a higher cost-per-trip rate, it underscores FACT's commitment to equity and accessibility, and ensures that RideFACTNOW service matches or exceeds the services available to non-disabled riders through TNCs.** By keeping fares low, FACT guarantees that individuals with mobility-limiting disabilities across San Diego County can rely on RideFACTNOW as a vital lifeline, providing essential transportation services that might otherwise be financially out of reach for many residents. FACT proposes the following fare structure for RideFACTNOW:

- **Prescheduled Trips:**
 - 0-10 miles: \$5
 - 10.1-20 miles: \$10
 - 20.1+ miles: \$20
- **Same Day and On-Demand Fares:**
 - 0-10 miles: \$10
 - 10.1+ miles: \$20

WAV Fleet Management:

FACT will utilize the existing fleet of 31 WAVs and will lease two additional WAVs to UTWSD for dedicated airport service. Standard vehicles will be used for eligible riders who do not require a wheelchair ramp/lift, ensuring efficient utilization of the fleet. This approach is validated by SANDAG's approval for using standard vehicles within the WAV program. This extensive fleet management ensures that every corner of San Diego County, from dense urban areas to remote rural communities, is effectively covered.

Safety, Driver, and Vehicle Standards:

FACT's operations plan includes rigorous standards to ensure the highest level of service and safety that adhere to all of the rules and regulations set forth by the AFA grant. All drivers will undergo specific training tailored to assist individuals with mobility-limiting disabilities. This training includes wheelchair securement, sensitivity and harassment prevention, and dementia-friendly practices. Additionally, drivers must pass comprehensive background checks and drug and alcohol screenings to ensure passenger safety. Vehicle inspection requirements will be strictly adhered to, with all WAVs undergoing regular maintenance checks to meet safety and operational standards. FACT will coordinate with its vendors to ensure that each vehicle is inspected thoroughly before being deployed for service. These inspections will include verification of vehicle accessibility features, mechanical soundness, and cleanliness. By maintaining these stringent requirements, FACT ensures that both drivers and vehicles are fully equipped to provide safe, reliable, and high-quality transportation services across San Diego County.

Operational Support and Data Management:

FACT's brokerage vendors, including SDMED, Care7, Renewing Life, Eleet, AZ Bond Transportation, and UTWSD serve the entire county, covering all 4,526 square miles, allowing for travel across all jurisdictions with no need for burdensome transfers for riders when crossing zip codes and service areas. FACT will continuously analyze cost-per-trip and response time data to make necessary adjustments, improving service availability and cost-effectiveness. During the previous grant cycle, such proactive measures resulted in 11 straight months of reduced cost-per-trip for RideFACTNOW, which uniquely serves the entire San Diego County.

All trip requests will be recorded in Ecolane, with data on the date, time, and response time being meticulously tracked. This system ensures real-time scheduling and confirmation of trips through the Ecolane portal, facilitating seamless communication between FACT and its vendors.

Call Center Support:

FACT has an agreement with Charitable Adult Rides & Services (CARS) for operations and call-center support outside of normal business hours or during peak times when all FACT agents are engaged, ensuring that all riders have access to support when they need it. CARS can handle calls effectively, ensuring no disruption in service. Both FACT and CARS have access to a language line with over 180 languages available 24/7, and bilingual Spanish-speaking representatives are on hand to assist with scheduling trips and providing customer support.

Reporting and Invoicing:

FACT is committed to transparency and accountability through rigorous reporting and invoicing practices. Quarterly reports will be submitted to SANDAG by the Grants Manager, adhering to the standards set forth by SANDAG and CPUC. Invoicing will be on a reimbursement basis and include a detailed breakdown of expenses, itemized reimbursement requests with supporting documentation, confirmation of service rates, and necessary trip logs and vendor invoices. These practices ensure comprehensive oversight and financial accountability, supporting FACT's goal of providing high-quality WAV services throughout the county.

Implementation Timeline:

Within seven weekdays following the executed grant agreement or Notice to Proceed, FACT will begin providing AFA WAV trips to provisionally eligible members of the public. These trips will continue throughout the remainder of the grant period, concluding no later than 12 months after contract signing.

By leveraging existing infrastructure, proactive data analysis, and strategic vendor partnerships, FACT is well-equipped to deliver high-quality on-demand WAV services, meeting the current and future demands of its service area. With the capability to serve all 4,526 square miles of San Diego County, including rural communities, FACT ensures comprehensive and unparalleled coverage, distinguishing itself as the most effective and efficient provider of on-demand WAV services in the region.

"There really aren't wheelchair accessible Ubers/Lyfts/Taxis in San Diego. The option is there in the app but there are no drivers available. There are a few services you can book ahead of time for a ride, but they're so expensive (I paid over \$100 for a ride from Del Mar Highlands to Clairemont) and not available on short notice. When I found RideFACTNOW, I felt like I had my freedom back." – excerpt taken from RideFACTNOW survey

- C. Describe the Applicant's strategy to ensure completed on-demand WAV trip Response Times are reasonable and comparable to what a non-WAV requestor would receive. Explain whether the Applicant will make progress toward improving Response Times and WAV presence and availability over the grant period including a proposed strategy and goals the Applicant expects to achieve. Provide an estimate of the improvement in response times over the Baseline Data provided in Part II.

In Cycle 1, RideFACTNOW successfully offered on-demand trips within as little as 60 minutes from the time of booking to rider pick-up, far exceeding the 12-hour on-demand definition. 99% of on-demand trips were responded to within 2 hours. FACT plans to continue this exemplary service standard to ensure that response times for on-demand WAV trips are reasonable and comparable to what a non-WAV requestor would receive. FACT aims to improve response times and WAV availability throughout Cycle 2.

Proposed strategies and goals for Cycle 2 include achieving a 99% acceptance rate for all trip requests, ensuring 99% of trips are responded to within a 2-hour timeframe, and maintaining an 90% customer satisfaction rate, with ratings of good or excellent, as surveyed annually. Surveys will continue to be offered to all riders. By continuing to set and meet these high standards, FACT ensures that it delivers timely, reliable, and high-quality WAV services to all areas of San Diego County. FACT will continue to comply with any CPUC reporting format requirements, such as using the CPUC "Response Times" template to track WAV trip request response times in deciles by quarter including a report of the 75th percentile response times.

RideFACTNOW's service area encompasses all 4,526 square miles of San Diego County, including all urban, suburban, and rural communities. This extensive coverage is designed to address existing gaps in WAV service throughout the county, particularly in areas that are not served by transit and paratransit systems. By leveraging our comprehensive network and innovative strategies, FACT aims to ensure that individuals with disabilities have reliable access to transportation across the entire county.

The lack of on-demand WAV transportation places an often-insurmountable burden on populations that require wheelchair-accessible transportation options. Prior to RideFACTNOW, use of available services required significant planning ahead with no option to address the same-day needs of the population. TNCs such as Uber and Lyft do not follow ADA guidelines, and untrained or underinsured volunteer-based ride services often lack the ability to ensure a rider's security and safety in emergency situations. Even pre-scheduled WAV trips can cost a single rider as much as \$300 one-way.

MTS's For Hire Vehicle Administration released a report in 2023 specific to the needs of San Diego County riders who need WAV transportation. This report surveyed both Taxicab Permit Holders and persons who identified as having a physical impairment that required them to use a WAV. **The report found that over 70% of riders and potential riders indicated they would like to use a taxicab WAV for medical appointments or other purposes and that on-demand affordable services being driven by a WAV-certified taxi driver would make it more likely for respondents to utilize WAVs.** It also found that there was a significantly insufficient number of WAVs in the taxi fleet to meet demand for WAV services; however, surveyed Taxicab Permit holders noted that WAVs are extremely costly to acquire.

The same report also demonstrated a need for an airport-specific WAV service in San Diego, stating "other cities like Washington D.C. have available taxicab WAVs at their airports and other areas. San Diego should be no different."

FACT proposes to cure these findings by implementing a new proposed airport services as part of RideFACTNOW services for Cycle 2, as well as the provision of two new WAVs to UTWSD for use in this program. This targeted service will provide an essential link for travelers with disabilities, ensuring affordable, accessible transit to and from the airport to any destination within San Diego County. To implement this program, FACT and UTWSD will implement UTWSD's existing ride-booking software including their mobile app and call center.

By maintaining high standards, leveraging technology, and expanding service coverage, FACT is committed to delivering timely, reliable, and high-quality WAV services, addressing the most critical transportation needs throughout San Diego County.

"Thank you very much for your services. The work that you are doing is really helping out our family." - (rider's daughter) Robert Byers, Santee

- D. Describe the Applicant's proposed methodologies and procedures for ongoing monitoring and evaluation of the project's effectiveness in providing on-demand WAV service. What steps will be taken if the Applicant's original goals are not achieved?

The methodology and procedures for ongoing monitoring and evaluation of the project's effectiveness in providing on-demand WAV service will include:

1. Service Data Analysis – In the first cycle of AFA, FACT hired a new Service Analyst who tracks and analyzes service data including the average cost per trip, cost per hour, average trip length, passenger seat utilization, late/no-shows, client demographic, request volume, origin and destinations, pick-up and drop-off times, repeat customers, cost-effectiveness, complaints, etc. FACT uses Ecolane trip management software to track trip and client information. Service data and the project budget are analyzed by staff and reported to the FACT Board each month. Fluctuations in cost and ridership are monitored and evaluated.

2. Scope of Work and Budget Review - FACT will regularly review the project scope of work and budget. FACT will be proactive and consult with SANDAG if adjustments to the budget or scope of work are needed to meet AFA goals.

3. Regular Communication and Meetings - FACT staff will meet weekly to review transportation services and discuss any issues or complaints to seek remedies. FACT staff will meet regularly with Brokerage vendors to discuss services, costs, and performance. FACT's Board of Directors and the Council On Access and Mobility (CAM) will be briefed at monthly meetings on the service progress.

4. Oversight - The RideFACTNOW project will have several layers of oversight including FACT's Operations Management Team, Director of Grants and HR, Executive Director, Accountant, Board of Directors, and the third-party project Consultants.

5. Customer Service Surveys and Rider Feedback - FACT Mobility Coordinators note verbal feedback provided over the phone. All calls will be recorded for quality assurance. FACT will distribute rider surveys to collect additional feedback on the service effectiveness.

If original goals are not achieved FACT will seek input from community partners and groups such as CAM and SSTAC. If needed FACT will form a Service Development Committee comprised of community stakeholders. FACT will review brokerage vendor capacity and make modifications to the response time, service area and seek new vendors if needed. FACT will look at implementing new technologies to enhance service delivery.

- E. Explain how the Applicant's proposed service area will address existing gaps in WAV service where the need is greatest, including areas not adequately served by transit and paratransit. Describe the Applicant's strategy to provide on-demand service to directly address existing gaps in WAV service.

FACT has over 12 years of service in providing county-wide services and is uniquely positioned as the only provider offering WAV transportation to the entire county, and has proven that it is equipped to provide the greatest number of County residents with access to on-demand WAC service. **RideFACTNOW's service area encompasses all 4,526 square miles of San Diego County, including its urban, suburban, and rural communities.** By leveraging our comprehensive network and innovative strategies, FACT ensures that individuals with mobility-limiting disabilities have reliable access to transportation county-wide, particularly in areas that are not adequately served by transit and paratransit systems such as rural communities in Ramona, Alpine, Julian, and many others.

FACT is committed to equity in service delivery, ensuring that all residents, regardless of their location or socioeconomic status, have equal access to reliable transportation. Riders in rural, hard-to-reach communities will have access to the same level of service and are entitled to the same fare structure and response time guarantees as their counterparts in more urbanized areas of the county. FACT's fare structure is designed to be affordable and consistent, regardless of the distance or location. By offering competitive rates for both prescheduled and same-day trips, FACT makes sure that transportation costs do not become a barrier for those in need. **This ensures that residents in these underserved regions have access to essential transportation services, a level of coverage no other provider offers.**

The deployment of 31 WAVs, including two additional leased WAVs for airport service, allows for strategic allocation of vehicles where the need is greatest. FACT's vendors and partners, including SDMED, Eleet,, Care7, Renewing Life, AZ Bond Transportation, and UTWSD, serve the entire county, ensuring that vehicles are available in all areas, including those with limited or no existing WAV services.

Additionally, FACT actively engages with community organizations, local governments, and advocacy groups to identify and address the specific transportation needs of underserved populations. This collaborative approach helps to ensure that the service is responsive to the needs of all residents, particularly those in underserved communities. During Cycle 1, FACT regularly sought feedback from rural residents on fares, service availability, and response times and incorporated that feedback into service delivery. FACT has recently partnered on other projects with rural agencies such as the Ramona Municipal Water District and Let's Go Borrego, and the Palomar Health Community Action Council of Ramona, Julian, and Warner Springs in order to ensure that the same level of service is available in these communities as in others.

5. Project Budget and Cost Efficiency

- A. Provide a proposed project budget using the Project Budget Template provided with the Call for Projects that aligns with the tasks included in the Project Scope of Work.
- B. Describe the Applicant's methodologies and procedures for ongoing monitoring and evaluation of the service's cost efficiency. What steps will be taken by the Applicant to ensure the services provided are cost-effective?

A. FACT's Project Budget that aligns with the tasks included in the Project Scope of Work is included in this proposal as a separate attachment. **FACT also pledges a 16% match, amounting to an additional \$383,643.85 in funding for this project.**

B. FACT will monitor and evaluate service cost efficiency on an ongoing basis. This will include analyzing daily, weekly, and monthly data to ensure FACT is meeting the needs of the target population and staying within the proposed budget. This data includes the cost per trip, cost per hour, average trip length, passenger seat utilization, late/no-shows and wait times, and deadhead miles, which all factor into the average cost per trip, monthly spending, and overall cost efficiency. FACT uses Ecolane trip management software to schedule, dispatch, monitor, and report trip information. Service data including service cost and expense information is tracked by staff and reported to FACT's Board of Director each month. Service data is reviewed at FACT's monthly Board of Directors Meeting.

During AFA Cycle 1 operations, FACT implemented heat-map based analysis to scrutinize cost-effectiveness of the existing hours of operation and availability of dedicated vehicles. Through this analysis, FACT was able to identify service changes that would result in significant reduction of cost per trip and cost per hour. FACT acted proactively to negotiate these service changes with its brokerage vendors and immediately noticed an improvement in cost services. **These targeted efforts led to 11 consecutive months of cost-per-trip reductions for RideFACTNOW and a 65% reduction in cost per trip from program inception.** FACT plans to utilize the same methodology throughout Cycle 2 operations to ensure the most effective use of funds, predicting an additional 25% reduction in cost-per-trip immediately due to better negotiated rates with trip vendors.

Due to the investment of Cycle 1 AFA funds, FACT has already established the infrastructure needed to deploy RideFACTNOW services immediately. **87% of the proposed budget is dedicated solely to providing rides, due to the investment of Cycle 1 AFA funds in creating the infrastructure to deploy RideFACTNOW services.** As this infrastructure is already in place, services can be deployed immediately upon contract signing and with minimal additional cost, ensuring people with disabilities do not go unserved for any longer than they need to and that the most funds are put to use providing direct-to-client services. FACT also plans to leverage other funding avenues as matched funding for this grant to ensure that AFA activities are supported at a level that exceeds previous cycles.

Additionally, FACT will meet regularly with the identified Access Service Providers to discuss the WAV service, contract arrangements, and ways to reduce rates. FACT will continue to solicit interest from other taxicab companies to join FACT's Transportation Brokerage and provide service for the AFA WAV program. FACT's innovative brokerage

model promotes competition amongst Access Providers, which lowers FACT's per trip cost.

"As a result of using this service model, FACT is able to offer trips at competitive rates, promote cost effective local transportation services, and stimulate the local transportation economy by assisting all the vendors in the brokerage". "The brokerage has enabled FACT to assist individuals as well as agencies in meeting their needs for specialized transportation" (2020 Coordinated Plan, pg. 3-21).

- C. Please describe efforts that have been or will be made to diversify and pursue funding from sources other than the AFA program, including developing the capacity to fund the project beyond the Grant Term.

FACT regularly applies for grant funding to sustain and expand transportation services as well as bids on contracted service opportunities related to specialized transportation. Currently FACT has FTA 5310 and TransNet SMG funding for Mobility Management activities and Operating RideFACT. FACT was also recently awarded funding from FTA's 5339 program to purchase 12 new accessible vehicles and an FTA ICAM grant to develop a transportation app and integrate regional technology. FACT will leverage these funds to support the proposed AFA project and improve San Diego County's transportation system. FACT was also recently selected as a recipient of the California Strategic Council on Growth's Community Resilience Centers Grant, in partnership with the City of Ramona, to provide a fully electric wheelchair accessible shuttle service in Ramona, one of the most rural regions in San Diego County.

As a non-profit, FACT pursues a diverse stream of funding sources to sustain operations and grow services. With limited resources to meet the growing demand for specialized transportation services, FACT continues to pursue partnerships and promote regional coordination. This includes offering the cost savings and capacity of the Brokerage to other agencies as a contracted service. FACT currently coordinates with 10 agencies to provide transportation services for their clients. Other contracts are currently under discussion and several bids have been submitted.

FACT has pursued many sources of funding recently, including:

- National Aging and Disability Centers 2024 Rural Community Planning Grant,
 - Caltrans' FTA 5310 program, FTA 5339 (b) and (c) programs,
 - FTA Mobility for All Grants, NCMM Grants,
 - County of San Diego Community Enhancement Grant (CE) and
 - Neighborhood Reinvestment Program (NRP),
 - SANDAG's Specialized Transportation Program (STGP): TransNet SMG and FTA 5310), Sustainable Transportation Equity Project (STEP) Grant,
 - Paycheck Protection Program (PPP),
 - County Community Development Block Grant,
 - Coronavirus Response and Relief Supplemental Apportionments Act of 2021 (CRRSAA) 5310 funds,
 - American Rescue Plan Act (ARPA),
 - SD Foundation: Age Friendly Communities Grant,
 - NCMM Ready-to-Launch Grant,
 - APTA Local Coalition Grant,
 - American Cancer Society Community Transportation,
 - SANDAG Access for All (AFA) program, County of SD TNC Access for All (AFA) Funds RFP 11561 and Coordinated Agency Services (Currently 10 contracts);
- Other contracts are currently under discussion.

FACT will continue to pursue funding from other sources other than the AFA program to sustain and expand FACT's RideFACTNOW service. FACT employs a Grants Manager who continually researches and applies for funding to support FACT's mission to "Assist San Diego County residents with barriers to mobility to achieve independence through coordination of transportation services." FACT will also partner with other regional partners to submit joint applications when feasible. For example, in partnership with 211 San Diego and SANDAG, FACT was awarded a Veterans Transportation and Community Living Initiative (VTCLI) grant to help veterans, military families, and others connect to jobs and services in their communities by improving access to local transportation options.

6. Innovation

- A. Describe any creative solutions or innovations in your project that address existing needs or barriers which could be applied to other services in the region or for other AFA programs across the state.

Transportation Brokerage: FACT developed and operates an innovative Transportation Brokerage that is cost effective, promotes coordination, increases capacity and service area, and improves response time. The Brokerage Model can be applied to other services in the region and other AFA programs across the state to help provide sustainable transportation for special needs in the future. Per SANDAG's 2020 Coordinated Plan, "as a result of using this service model, FACT is able to offer trips at competitive rates, promote cost effective local transportation services, and stimulate the local transportation economy by assisting all the vendors in the brokerage". FACT's brokerage has been applied to other services in San Diego County including FACT's RideFACT dial-a-ride service and contracted agency services. "The brokerage has enabled FACT to assist individuals as well as agencies in meeting their needs for specialized transportation" (2020 Coordinated Plan, pg. 3-21). The City of San Marcos, Scripps Health, Tri-City Medical and many other agencies are purchasing cost-effective rides for clients through FACT's Brokerage.

FACT continues to develop new partnerships to apply its creative Brokerage solution to other services in the region in order to expand trip capacity through cost effective per mile rates. FACT has also implemented an innovative vehicle sharing program. "FACT also promotes mobility through shared use of grant funded vehicles. These vehicles are accessible and help FACT as well as partner agencies respond to the need for accessible service" (2020 Coordinated Plan, pg. 3-20).

Persons with disabilities need specialized transportation services that are user friendly, affordable, accessible, and flexible. FACT's brokerage was developed to serve the needs of those who require additional assistance and are unable to access public transit. FACT's brokerage is flexible, so services can be modified to meet the changing needs of the target population. For example, FACT expanded services using the brokerage to meet the temporary need for meals and/or food deliveries in response to COVID-19 stay home health orders/recommendation.

In 2023 In order to make interagency transportation referrals more effective, FACT piloted an online referrals process via 211 Sd's Community Information Exchange (CIE).

FACT also introduced a booking APP using AFA Cycle-1 grant funds

These creative and innovative transportation solutions could be applied to other services in the region or other AFA programs across the state to increase vehicle capacity, serve larger areas, lower trip costs, and improve response times.

San Diego Airport ADA Transportation Services: Currently, there is no formal system, contract, or service provider offering rides or other services to San Diego Airport for riders with disabilities. To address this gap, FACT plans to implement a curb-to-curb, wheelchair accessible on-demand service for travelers with mobility-limiting disabilities in partnership with the United Taxi Workers of San Diego union (UTWSD). To facilitate this service, FACT will lease 2 wheelchair accessible vehicles to UTWSD. The booking system for rides will be managed through UTWSD's toll-free call center and mobile

application, providing travelers with convenient options to schedule their trips. UTWSD will be responsible for providing all rides to and from San Diego Airport using the leased vehicles, ensuring a dedicated and reliable service specifically for airport transportation.

FACT and UTWSD will work closely with San Diego Airport officials to integrate the service into the airport's existing transportation framework, ensuring smooth operations. UTWSD will ensure that all drivers operating the leased vehicles are trained in wheelchair securement and providing assistance to passengers with disabilities. FACT will regularly monitor service performance, rider satisfaction, and vehicle maintenance to ensure high-quality service delivery. Feedback will be collected from travelers to continually improve the service, ensuring it meets the needs of those with mobility-limiting disabilities.

Automated Real-Time Mobile Ride-booking and Tracking: FACT plans to enhance its services by utilizing the existing ride booking app (developed with AFA Cycle 1 funds) and integrating it with Ecolane's proprietary automated ride booking app and tracking software. This innovative integration will streamline the booking process, offering users a seamless and efficient experience to both the rider and the driver. The app will allow travelers to schedule, modify, and track their rides in real-time, ensuring that all aspects of their journey are managed smoothly and efficiently.

By leveraging Ecolane's advanced scheduling capabilities, FACT can optimize ride coordination, reduce wait times, and improve resource allocation. The integration will provide real-time updates and notifications to users, enhancing transparency and reliability. This advancement not only demonstrates FACT's commitment to leveraging technology to improve service delivery but also sets a new standard for on-demand transportation services in the region.

- B. Does the project include any efforts at ensuring environmental sustainability, such as grouping trips and use of alternative fuels or clean air vehicles? Describe in the space below.

FACT's project includes several efforts to ensure environmental sustainability, focusing on **optimizing trip grouping** and **utilizing alternative fuels and clean air vehicles**.

FACT supports grouping trips whenever possible, leveraging WAVs that can carry two or more wheelchair users simultaneously. This approach not only enhances service efficiency but also reduces the overall environmental impact by minimizing the number of trips required.

FACT's service model allows multi-leg rides, in order to reduce vehicle miles traveled. The proposed fare structure incentivizes booking ahead, in order to promote ride sharing.

Additionally, FACT's vendors currently have access to two hybrid WAVs. Each vendor also owns and operates non-WAV hybrid vehicles for riders who do not require wheelchair accessibility, further promoting the use of environmentally friendly transportation options. Vendors prioritize use of these hybrid vehicles for AFA-funded trips.

Furthermore, FACT was awarded a California Strategic Growth Council Community Resilience Centers grant to develop a new electric vehicle (EV) wheelchair accessible shuttle program in Ramona. This innovative program will provide valuable data on the performance and feasibility of EVs in specialized transportation services. FACT plans to use the insights gathered from this project to develop a comprehensive report with recommendations for integrating environmental sustainability into AFA services.

By implementing these strategies, FACT aims to reduce greenhouse gas emissions and promote cleaner transportation solutions, contributing to the overall sustainability of its operations and the community it serves.

Required Forms for All Applicants

Applicant Statement Form

Please indicate application completeness by checking the following boxes and sign and date below.

As an authorized delegate, I certify that my agency:

- ☒ Has read the Grant Agreement Template and accepts and can meet the terms and conditions therein.
- ☒ Understands that SANDAG will not reimburse the applicant for expenses incurred prior to issuance of the Notice to Proceed or after the grant term expiration.

If this application is approved for funding, I certify that my agency:

- ☒ Understands the responses in this application will become requirements reflected in the Grant Agreement with SANDAG.
- ☒ Agrees to sign and return the Grant Agreement to SANDAG, without exceptions, within 45 days of receipt.
- ☒ Will submit progress reports, performance measures, and invoices documenting the use of both grant and matching funds to SANDAG no less frequently than quarterly using the method required by SANDAG.
- ☒ Will set-up a separate project account that will be in accordance with a quarterly reporting and invoicing schedule.

I certify that I agree with the above statements and that the information submitted in this application is complete, accurate, and in accordance with these guidelines.

I have the authorization to submit this Grant Application on behalf of my agency.

	6/14/2024
Signature	Date

Arun Prem	Executive Director
Printed Name	Title

Public Contract Code Section 10162 Questionnaire

In accordance with Public Contract Code Section 10162, the Applicant shall complete, under penalty of perjury, the following questionnaire:

Has the Applicant, any officer of the Applicant, or any employee of the Applicant who has a proprietary interest in the Applicant, ever been disqualified, removed, or otherwise prevented from bidding or proposing on, or completing a federal, state, or local government project because of a violation of law or a safety regulation?

☐ Yes*

☒ No

*If the answer is yes, explain the circumstances in the space below.

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 Signature	6/14/2024 Date
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Arun Prem Printed Name	Executive Director Title
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Public Contract Code Section 10232 Statement

In conformance with Public Contract Code Section 10232, the Applicant hereby states under penalty of perjury, that no more than one final unappealable finding of contempt of court by a federal court has been issued against the Applicant within the immediately preceding two--year period because of the Applicant's failure to comply with an order of a federal court which ordered the Applicant to comply with an order of the National Labor Relations Board.

 Signature	6/14/2024 Date
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Arun Prem Printed Name	Executive Director Title
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Equal Employment Opportunity Certificate

Applicant hereby certifies that it will comply with the provisions of the SANDAG Equal Employment Opportunity Program ([SANDAG Board Policy No. 007](#)), and rules and regulations adopted pursuant thereto, Title VI of the Civil Rights Act of 1964, the California Fair Employment Practices Act, and any other applicable federal and state laws and regulations relating to equal employment opportunity, including laws and regulations hereinafter enacted.

Furthermore, Applicant hereby certifies that it:

☐ Has*

☒ Has Not

been found, adjudicated, or determined to have violated any laws of Executive Orders relating to employment discrimination or affirmative action including, but not limited to, Title VII of the Civil Rights Act of 1964, as amended, (42 U.S.C. 2000[e] et seq.); the Equal Pay Act (29 U.S.C. 206[d]); Executive Order (EO) 10925 (Kennedy, 1961), EO 11114 (Kennedy, 1963), or EO 11246 (Johnson, 1965); or the California Fair Employment and Housing Act (Government Code 12460 et seq.); by any federal or California court or agency, including but not limited to the Equal Employment Opportunity Commission, the Office of Federal Contract compliance Programs, and the California Fair Employment and Housing Commission.

*If Has is marked above, please explain the circumstance in the space below.

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	6/14/2024
Signature	Date

Arun Prem	Executive Director
Printed Name	Title

Safety Protocol Declaration Form

Carrier Name (Access Provider)	Facilitating Access to Coordinated Transportation, Inc (FACT)
PSG # (if applicable)	

Pursuant to [Decision 21-11-004](#) Ordering Paragraph 12, all eligible Access Providers must comply with the following Safety Protocols:

- **Background checks:** Access Providers must perform background checks that meet or exceed what is required for a TNC under the Instructions for TNC Application Form.¹
- **Insurance:** Access Providers must have levels of insurance that are equivalent or higher than what is required for charter-party carriers under General Order 115.² Please refer to the Sample Grant Agreement in the Call for Projects for more information on insurance requirements.
- **Driver training:** Access Providers must have certification that their drivers have completed WAV driver training on transporting people with disabilities within the past three years including but not limited to the following:
 - Sensitivity training
 - Passenger assistance techniques
 - Accessibility equipment use
 - Door-to-door service
 - Safety procedures
- **Controlled substance and alcohol testing:** Access Providers must be enrolled in a controlled substance and alcohol testing program.
- **Secretary of State registration:** Access Providers must have their articles of incorporation filed with the Secretary of State.
- **Motor Carrier Profile with CHP:** Access Providers (unless an exempt Social Service Transportation provider) must complete the California Highway Patrol (CHP) 362 Motor Carrier Profile and obtain a CA Number from the CHP.
- **Inspection:** Access Providers must have certification that all WAVs have been inspected and approved to conform with the American with Disability Act Accessibility Specifications for Transportation Vehicles within the past year, including the “19-point” vehicle safety inspection as required in both the TCP³ and TNC⁴ permitting process.

In addition, pursuant to [Decision 21-03-005](#) Ordering Paragraph 22, Access Providers offering wheelchair accessible vehicle services shall place the International Symbol of Accessibility on vehicles providing WAV service in the following locations: passenger side door (below door handle) and rear of vehicle (right side above bumper).

Access Providers shall be responsible for ensuring compliance with these requirements and shall

¹ Basic Information for Transportation Network Companies and Applicants at 4.

² General Orders are available online at <https://www.cpuc.ca.gov/generalorders/>

³ General Order 157-E at 9: <https://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M322/K150/322150628.pdf>

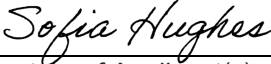
⁴ [Basic Information for Transportation Network Companies and Applicants](#) at 9 and 10.

maintain records of such compliance if applicable for the duration of the program, which is scheduled to sunset on January 1, 2026. The CPUC and/or SANDAG may request supporting documentation at any time.

CERTIFICATION

I (we) certify (or declare), under penalty of perjury, that I (we) have read and understand the above requirement and must have completed the safety protocols above, and that I (we) am (are) to and will comply with it. I (we) certify (or declare), under penalty of perjury, that the foregoing is true and correct.

6/14/2024	Facilitating Access to Coordinated Transportation, INC
Date	Print Name of Applicant/Officer


Signature of Applicant(s)


Signature of Corporate Officer

Executive Director
Title of Corporate Officer

Required Forms for TNC Applicants Only

TNC As Access Provider Attestation Form

TNC Name	
PSG #	

Pursuant to [Decision 21-11-004](#) Ordering Paragraph 14, all Transportation Network Companies (TNCs) applying as an Access Provider must attest to the following:

- New Service Exception: For the purpose of Access Provider eligibility, a TNC is eligible to serve as an Access Provider in a geographic area so long as it has not provided wheelchair accessible vehicle (WAV) services in that geographic area since July 2019.⁵
- Exemption Exception: For a TNC that has operated WAV services since July 1, 2019 in a given geographic area, the TNC may continue to be eligible as an Access Provider in that geographic area if it qualifies under the exemption exception, which states the following:
 - A TNC may be eligible as an Access Provider in a geographic area where it currently offers WAV service if:
 - a) the TNC qualifies for an exemption in that geographic area, and
 - b) the TNC certifies that the TNC's collected fees during the Exemption Year were exhausted to provide WAV services.⁶

Please check one of the following:

I confirm the TNC stated above qualifies as an Access Provider under:

- ☐ New Service Exemption
- ☐ Exemption Exception

⁵ Decision D.21-11-004 Ordering Paragraph 4: a TNC is deemed to "operate WAV service" in a given geographic area if the TNC completes at least one WAV trip that originates in that geographic area.

⁶ See D.21-03-005 OP11.

TNC As Access Provider Attestation Form (Continued)

CERTIFICATION

I (we) certify (or declare), under penalty of perjury, that I (we) have read and understand the above requirement, and that I (we) confirm the above requirement. I (we) certify (or declare), under penalty of perjury, that the foregoing is true and correct.

Click or tap to enter a date.	
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Date

Print Name of Applicant/Officer

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Signature of Applicant(s)

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Signature of Corporate Officer

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Title of Corporate Officer