



Specialized Transportation Grant Program

Cycle 13 Call for Projects

Organization Application

1 Applicant General 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

2 Applicant Background

In 200 words or fewer, provide background information on the Applicant, including its mission statement.

FACT's mission statement is to "Assist San Diego County residents with barriers to mobility to achieve independence through coordination of transportation services."

FACT is the State mandated Consolidated Transportation Services Agency (CTSA) for San Diego County. FACT was incorporated as a non-profit public benefit corporation in 2006 and designated the Consolidated Transportation Services Agency (CTSA) for San Diego County by SANDAG. The CTSA's (FACT) mission is to provide access and mobility in the region by coordinating existing resources and developing alternative transportation models" (2020 SANDAG Coordinated Plan).

FACT has provided countywide mobility management service and operated transportation for over a decade. FACT has established a One-Call/One-Click Mobility Center, which enables customers to make one phone call or search one website to receive information about all transportation services available in the community as well as access RideFACT, FACT's Dial-A-Ride for Seniors and Individuals with Disabilities with no other options. FACT's goal is to offer San Diego County One-Stop access to countywide transportation.

In 200 words or fewer, provide background information on the Applicant's

transportation program, including how it aligns with the STGP Goal and Objectives.

"Being on a fixed income, I could never afford to use other transportation options regularly. RideFACT is affordable and makes a huge difference in my ability to live independently." – Karen, RideFACT rider

RideFACT was developed as a transportation solution for areas with little or no other transportation services based on identified gaps. Utilizing FACT's transportation Brokerage and Vehicle Sharing Program, FACT provides low-cost transportation across San Diego County for those with no other transportation options. FACT's Brokerage and Vehicle Sharing Program relies on interagency coordination and resource sharing to maximize existing capacity. RideFACT is well-established and has served San Diego County since 2012. RideFACT is the only specialized transportation program serving all 18 cities as well as nonurban areas in San Diego County, and has provided over **375,035 trips** since inception through STGP funding.

As the Consolidated Transportation Services Agency (CTSA), FACT also manages a One-Call/One-Click Mobility Center. Services include operating a call center & website referral program, Transportation Brokerage, RideFACT Dial-A-Ride service, vehicle sharing program, contracted transportation services, maintaining a database of regional transportation service, and regional coordination including facilitating the Council on Access and Mobility (CAM).

In a few words, how did you learn about this Call for Projects?

This is a continuation project. FACT learned about the call for projects through SANDAG staff emails, SANDAG Meetings, CAM meetings, and Bidnet Direct.

3 Applicant Eligibility Information

Type of Applicant	☒ Private nonprofit organization ☐ State or local governmental agency, including local jurisdictions and operators of public transportation
Employer Identification Number	32-0173841
Unique Entity Identifier (Section 5310 Applicants only)	

Provide the Applicant's completed W-9 Form as **Attachment 1**. If the Applicant is a Private Nonprofit Organization, provide an Entity Status Letter demonstrating that the Applicant is currently in good standing with the State of California Franchise Tax Board as **Attachment 2**. See the Application Materials for instructions. If the Applicant is a governmental agency, do not submit Attachment 2. If the Applicant is neither a Private Nonprofit Organization nor a governmental agency, do not

continue this application; the Applicant is ineligible.

3.1 Total Grant Funding Requested by Applicant (*All Proposed Grants*)

Section 5310	Senior Mini-Grant	Total
\$1,692,209 (allocation awarded)	\$1,000,000	\$2,692,209

4 Applicant Financials and Audits

If the Applicant has had a Single Audit completed within the past three years, provide the Applicant's most current Single Audit as **Attachment 3**. If the Applicant has not had a Single Audit completed within the past three years, provide the Applicant's most recent Audited Financial Statement, which includes a Statement of Balance Position (Balance Sheet) and Statement of Activities (Income Statement), as **Attachment 3**. If the Applicant does not have an Audited Financial Statement, provide the Applicant's most current Un-audited Financial Statement, which includes a Statement of Balance Position (Balance Sheet) and Statement of Activities (Income Statement), as **Attachment 3**.

5 Board Policy No. 035 Resolution

Per **SANDAG Board Policy No. 035**, all applicants are required to submit a resolution from the Applicant's governing body that:

1. Commits the Applicant to provide the amount of matching funds per project that adheres to the Minimum Match Percentage
2. Authorizes Applicant's staff to accept the grant funding and execute a grant agreement if an award is made by SANDAG.

Applicants must submit this resolution by the deadline specified in Board Policy No. 035. See the Timeline in the Call for Projects. Failure to provide a resolution that meets the requirements may result in the application being deemed nonresponsive. A Board Policy No. 035 resolution template is available in the Application Materials for this Call for Projects.

If the Applicant wishes to submit its Board Policy No. 035 resolution with its Application by the Application Submission deadline, provide the completed and signed resolution as **Attachment 4**. If the Applicant does not submit its Board Policy No. 035 resolution by the Application Submission deadline but wishes to submit it before the deadline specified by Board Policy No. 035, email it to grantsdistribution@sandag.org.

6 Traditional Section 5310 Project Resolution

If the Applicant is a state or local governmental agency requesting funds for one or more traditional Section 5310 projects, provide documentation as **Attachment 5** that the Applicant either:

1. is approved by the State of California to coordinate services for seniors and individuals with disabilities; or
2. certifies by resolution that there are no Private Nonprofit Organizations readily available to provide the proposed service.

A traditional Section 5310 project resolution template is available in the Application Materials for this Call for Projects. Applicants submitting this resolution are strongly encouraged to use this template.

7 Required Forms

Complete, sign, and submit all applicable required forms as **Attachment 6**. These forms are available as a packet entitled Required Forms and are included in the Application Materials for this Call for Projects.

8 Federally Negotiated Indirect Cost Rate

If the Applicant has a Federally Negotiated Indirect Cost Rate (FNICR) and wants to apply its FNICR to a proposed project, the Applicant must provide documentation from the Applicant's federal cognizant agency approving the Applicant's FNICR as **Attachment 7**. Applicants that do not have an FNICR should not submit an Attachment 7.

9 Transit Asset Management Questions

Mark Yes or No to the following question(s) to help SANDAG determine if the Applicant is required to participate in a Transit Asset Management (TAM) Plan if awarded funding. See Section 3.2 of the Call for Projects for information on TAM requirements.

For Transit Operator Applicants (Metropolitan Transit System and North County Transit District)

Question	Mark Yes or No
1. Does the Applicant have a current and compliant individual TAM Plan?	☐ Yes ☐ No

For All Other Applicants

Question	Mark Yes or No
1. Is the Applicant requesting Section 5310 funds through this Call for Projects?	☐ Yes ☒ No

2. Does the Applicant own, operate, or manage capital assets used to provide "public" transportation services, rather than "client-based" transportation services?	☐ Yes ☒ No
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10 Applicant Risk Assessment Questionnaire

Please complete the following Applicant Risk Assessment Questionnaire to help SANDAG complete its Pre-Award Risk Assessment as discussed in Section 5.5 of the call for projects:

<https://forms.office.com/g/WuVwAHvVut>

The results of the pre-award risk assessment may inform the level of monitoring SANDAG conducts of awarded Applicants.



Specialized Transportation Grant Program

Cycle 13 Call for Projects

Senior Mini-Grant Mobility Management Project Application

1 Applicant and Project Names

Applicant Name	Facilitating Access to Coordinated Transportation (FACT)
Project Name	CTSA Services: One Stop for Countywide Specialized Transportation

2 Project Manager and Grant Signatory Contact Information

List the Project Manager (PM) who will maintain overall responsibility of the project for the Applicant.

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

List the Signatory who, as a duly authorized representative of the Applicant, will sign the Senior Mini-Grant Agreement for the Applicant.

Individual Name	Arun Prem
Title	Executive Director
Phone	760-754-1252
Email	shughes@factsd.org

3 Project Financial Summary

3.1 Grant Request, Match Amount, and Match Percentage

Grant Request	Match Amount	Total	Match Percentage	Minimum Match Requirement
\$762,498	\$762,498	\$1,524,997	50%	20%

3.2 Source(s) of Matching Funds

Describe the source(s) of matching funds that will be applied to this grant. Contact SANDAG staff if there are more than five sources of matching funds. If the Applicant includes in-kind contributions as a source of matching funds, the Applicant must document how the fair market value of those in-kind goods and services was derived in the Budget Justification.

Match Source Number	Description of Matching Funds Source	Amount
1	5310 (Sole Source)	\$762,498
2		\$
3		\$
4		\$
5		\$
Total		\$762,498

4 Coordinated Plan Eligibility Requirement

To be eligible for STGP funding, a project must be derived from the SANDAG 2020 Coordinated Plan.

4.1 2020 Coordinated Plan Very High and High Priority Strategies

Please check the box(es) indicating the Very High or High Priority strategy(ies) in the SANDAG 2020 Coordinated Plan from which the project is derived (select all that apply):

Very High

- ☒ Maintain existing effective and efficient transportation services
- ☒ Continue providing existing curb-to-curb, door-to-door (and door-through-door, when necessary) services for trips such as non-emergency medical

transportation and grocery shopping in circumstances where paratransit is insufficient, inappropriate, or unavailable

- ☒ Maintain assets in a state of good repair
- ☒ Develop or expand transit or transportation solutions in areas with little or no other transportation services based on identified gaps
- ☒ Develop or expand transit or transportation solutions in areas with sufficient densities to support specialized transportation or coordinated services based on identified gaps.
- ☒ Provide new curb-to-curb, door-to-door (and door-through-door, when necessary) services for trips such as non-emergency medical transportation and grocery shopping, in circumstances where paratransit is insufficient, inappropriate, or unavailable
- ☒ Increase interagency coordination efforts to maximize existing capacity
- ☒ Increase interagency coordination of resources
- ☒ Improve access to available services through coordination and enhanced customer service that connects riders to transit or specialized transportation services that most appropriately meet their needs

High

- ☒ Improve first-mile/last-mile strategies to better connect to transit
- ☐ Increase work-based transit service hours of operation to assist nontraditional work schedules
- ☐ Increase the level of service on fixed-route services
- ☒ Implement interagency partnerships to secure funding
- ☒ Develop public-private partnerships to provide innovative transportation solutions
- ☒ Provide educational resources to encourage more individuals to ride public transit
- ☐ Evaluate and upgrade transit stops and amenities where appropriate

4.2 2020 SANDAG Coordinated Plan: Explanation of Derivation

Briefly explain how the proposed project is derived from the selected priority strategy(ies).

FACT's CTSA Services: One Stop for Countywide Specialized Transportation project's tasks are derived from the Coordinated Plan strategies which focus on increasing interagency coordination efforts to maximize existing capacity, sharing limited resources, securing and leveraging additional funding, fostering public-private partnerships to provide innovative transportation solutions, providing resources and information on transit and specialized transportation services, and improving access to available services through enhanced customer service.

FACT's call center and website referral program connects riders to transit or

specialized transportation services that most appropriately meet their needs. FACT developed an innovative Transportation Brokerage comprised of for-profit and non-profit transportation providers. This innovative transportation solution allows FACT and partner agencies to respond to trip requests effectively throughout the county. FACT offers the cost savings and infrastructure of its Transportation Brokerage to other agencies to reduce their transportation expenses, increase capacity, and offer consistent quality service under each specialized transportation program. FACT operates a Vehicle Sharing Program where accessible vehicles are shared with public agencies and specialized transportation providers. This program promotes interagency coordination and sharing of resources to serve the needs of the community efficiently. FACT will continue to maintain all assets in a state of good repair such as FACT's accessible vehicle fleet, website, Ecolane trip management software, etc.

FACT will continue to develop initiatives such as a unified code of conduct, Insurance pooling, referral coordination and tracking, and shared technology platforms. These efforts promote service consistency and maximize existing capacity to enhance the customer's experience.

5 Project Service Area

SANDAG has developed an [Applicant Mapping Tool](#) to help applicants generate a project service area map and gather demographic data on the project service area. See the Applications Materials for instructions on using the Applicant Mapping Tool. Provide a screenshot or screen clip of the project service area map and the CSV file of the demographic data generated through the Applicant Mapping Tool. Provide these two files as **Attachment 8**.

6 Needs Accommodation Policy

The Target Population for Senior Mini-Grant projects is people 60 years of age and older. Under the Needs Accommodation Policy, three requirements must be met for a project to be eligible for grant funding:

1. Project is specifically designed to meet the special needs of the Target Population
2. At least 80% of the project's beneficiaries are members of the Target Population
3. Project benefits are prioritized for the Target Population

Complete the below table to indicate the number and percentage of those served by the proposed project.

Demographic Category	Number	Percentage of Total
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Older Adults (65 and older)	3,360	80%
Individuals with Disabilities	840	20%
Older Adults and Individuals with Disabilities	4,200	100%
Neither Older Adults nor Individuals with Disabilities	0	0%
Total	4,200	100%

7 Project Narrative

General Instructions: Answer the following questions in the space provided. Unless otherwise stated, provide responses that are 250 words or fewer.

Applicant Experience, Capacity, and Readiness

1. To what extent does the Applicant have experience in successfully managing grant-funded transportation services benefiting the Target Population?

FACT has been the Consolidated Transportation Services Agency (CTSA) for San Diego County since 2006. It is a designation under State law with a mandate to coordinate transportation services. FACT has 18 years of experience successfully managing grant-funded capital, mobility management, planning, and operating projects for services benefiting the Target Population of the STGP program. For example, FACT currently oversees multiple FTA Section 5310 and Senior Mini-Grant funded programs, including the RideFACT service, **which has provided over 375,035 trips for the Target Population since inception.** FACT has successfully competed for and managed other grant funding projects from the FTA (Bus and Bus Facilities, VTCLI, ICAM), San Diego Foundation, American Cancer Society, and County of San Diego which benefit the Target Population. Each of these grant-funded projects focused or continue to focus on expanding mobility options for older adults and individuals with disabilities whose needs cannot be met by conventional transit or paratransit services. **In FY2023 alone, FACT facilitated over 13,000 transportation referrals to improve inter-agency coordination.**

Currently, FACT is the only agency offering these services countywide, in all 18 cities and all rural areas of San Diego County.

FACT has not received any audit findings or a Notice to Complete a Corrective Action Plan or similar such notice for performance or compliance deficiencies related to the proposed service within the past three years. FACT is proactive with communicating service issues to SANDAG and requesting Scope of Work amendments when necessary to serve the target population effectively.

2. What is the Applicant's technical capacity for implementing the proposed STGP-funded service, including, but not limited to, sufficient staffing

resources; data management and tracking capabilities; and policies and procedures for ethics, third-party contracting, internal controls, financial management, and allowability of costs?

FACT has the technical capacity to implement and manage the proposed project. This is a continuation project building off the success of FACT's Cycle 12 and previous cycle Mobility Management Grant projects funded through the STGP program. FACT is currently performing CTSA Mobility Management activities and operating RideFACT transportation funded by Cycle 11 STGP grants. The infrastructure, staffing, policies, and practices are in place for FACT to continue providing these needed services efficiently and effectively with the requested Cycle 12 grant funding; no startup costs are required. FACT operates its services with an 11-person staff with significant experience and training in delivering mobility management services. The contracted back-up call-center supports FACT staff during weekends, outside business hours and during peak service hours

FACT's Transportation Brokerage FACT's Transportation Brokerage model is well-established, currently consisting of 6 transportation vendors under signed contracts. These third-party contractors provide transportation services for RideFACT, and allow FACT as the CTSA to share the cost savings with other agencies. FACT has a proven ability to scale services rapidly, as recently demonstrated during the launch of RideFACTNOW, which met an immediate demand for on-demand transportation with an extremely short ramp-up phase and sustained this level of service for the entire grant term.

FACT uses Ecolane trip management software for efficient data tracking, ride scheduling, and performance monitoring. Fiscal management is handled through QuickBooks, with all project-related expenses tracked and monitored by FACT's Accountant. FACT's internal controls include comprehensive policies such as a Code of Conduct, Title VI compliance, accident investigation, and operations procedures.

3. Is the Applicant fiscally stable and ready to begin the proposed service as soon as July 1, 2025, and maintain the proposed schedule so that it meets all proposed deliverables and ensures completion by the end of the grant term?

FACT has the fiscal stability and infrastructure to maintain the proposed grant-funded service throughout the grant term. FACT was incorporated as a non-profit public benefit corporation in 2006 and designated the CTSA for San Diego County by SANDAG through a competitive procurement process. The CTSA status qualifies FACT to claim Transportation Development Act (TDA) 4.5 funds each year. Recently FACT was allocated Cycle 12, FTA 5310 funds for CTSA services. FACT has a track record of being fiscally stable and a responsible steward of public funds.

FACT has expanded services since its inception through competitive grants, pursuing dedicated CTSA funding, and providing contracted transportation services. Competitive grants include federal, state, and local sources. FACT has active service contracts with Cities, Hospitals, The County of San Diego, and other entities to provide transportation for their clients or constituents. These fee-based service agreements generate revenues that support FACT services.

FACT is able to begin delivering Cycle 13 services immediately upon award. As this is a continuation project, no ramp-up time is required and all necessary staffing and infrastructure is in place to ensure FACT continues to deliver proposed deliverables on-schedule and within the grant term. FACT's Operations Manager and Mobility Manager will each dedicate over 75% of their full-time status to the coordination and service delivery of this project, and the Grants Manager will dedicate approximately 30% of her full-time status to ensuring reporting and invoicing deliverables are executed on-schedule. (See Budget Justification for further staffing details for this project.)

Need and Equity

4. What percentage of those served by the proposed service are members of the Target Population?

Instructions: Complete the Project Scope of Work and Section 6 of this Project Application to respond to this question.

5. Describe the project need. How are specialized transportation mobility management services in the proposed service area insufficient, inappropriate, or geographically unavailable?

"RideFACT gives me the independence to run errands and visit friends, something I haven't been able to do in years. It's more than just transportation – it's freedom." - Alan, RideFACT rider

FACT's services are designed to meet the specialized transportation needs of seniors and individuals with disabilities, especially in areas where mobility management services are insufficient, inappropriate, or geographically unavailable. Many regions in San Diego County, particularly rural and suburban areas, have limited or no access to public transit or paratransit options, leaving individuals stranded without viable transportation. Existing services often require complex eligibility processes or have geographic and scheduling limitations that don't meet the needs of those requiring urgent or spontaneous trips.

FACT addresses these gaps through its Transportation Brokerage, Vehicle Sharing Program, RideFACT, and Referral Program. As the designated CTSA, FACT enhances regional coordination by connecting riders with a network of transportation options tailored to their specific geographic area and needs. FACT helps ensure that riders are matched with the most appropriate services via its referral system, but RideFACT remains available when other services are not, particularly for those waiting for paratransit eligibility or those not eligible for it.

FACT's Brokerage allows for countywide, cost-effective transportation, and the Vehicle Sharing program ensures partners have access to wheelchair-accessible vehicles. FACT continues to address the shortage of accessible vehicles with recent FTA 5339 funding to purchase nine new accessible vehicles (expected delivery late 2024). FACT's services are accessible without requiring internet, smartphones, or special certifications, ensuring ease of use for all riders while efficiently coordinating transportation services across the region.

6. How will the proposed service uniquely and urgently meet one or more specialized transportation needs through the grant term?

As a continuation project, FACT is currently delivering these services **countywide** and needs no additional ramp-up time. The proposed services will uniquely and urgently meet specialized transportation needs by coordinating a vast network of transportation providers to deliver tailored, efficient, and accessible rides across San Diego County (please reference the attached service area map). As the CTSA for the region, FACT connects individuals to transportation options that best suit their needs and geographic location, bridging gaps that other services fail to address. This is especially critical in rural or suburban areas, where existing transportation services are insufficient, geographically unavailable, or restricted by eligibility requirements.

Additionally, to improve interagency coordination and reduce strain on limited resources, FACT connects individuals with existing services first, but when no viable options are available, FACT arranges specialized transportation through the Transportation Brokerage that meets the individual's specific needs. This process is seamless and quick for the user, arranged within a single phone call. **In FY 2023, FACT provided over 13,000 transportation referrals.**

For example, FACT is the only agency in the county capable of arranging affordable transportation for a wheelchair user traveling from their home in Fallbrook to a nephrology appointment in La Mesa—a situation where no other provider offers such direct, seamless service without requiring mid-trip transfers. This type of personalized coordination is essential for riders who face barriers using public transit or paratransit services, or who live in areas where transportation is limited.

7. How will the proposed service benefit those in the Target Population that need it the most, ensure access for individuals with Limited English Proficiency, and respond to diverse populations (e.g., veterans, low-income people, people of color, federally recognized Native American tribes)?

The proposed service will benefit the Target Population, particularly seniors, individuals with disabilities, veterans, low-income individuals, and people of color, by ensuring equitable access to a coordinated network of transportation services across San Diego County. As the CTSA, FACT's team works closely with transportation providers to address the specific needs of these populations, ensuring that those who lack viable transportation options can access critical services such as healthcare, employment, and social activities.

For individuals with Limited English Proficiency, FACT offers language assistance through bilingual staff, telephonic translation services, and outreach materials in multiple languages, including Spanish. FACT's Mobility Coordinators provide direct support to callers, ensuring that language barriers or unfamiliarity with technology do not prevent individuals from accessing transportation services or receiving assistance with booking rides and referrals.

FACT's mobility management services are designed to respond to diverse populations, including veterans, low-income individuals, seniors, and individuals with disabilities. FACT collaborates with social service agencies, veterans' organizations, and tribal councils to identify the transportation needs of these groups and develop targeted solutions. By working closely with these partners, FACT can ensure that mobility resources are distributed equitably and that specialized services are available where they are needed most.

FACT's approach prioritizes underserved communities and ensures that transportation services are accessible, culturally sensitive, and responsive to the needs of San Diego County's most vulnerable populations, creating a more inclusive and effective transportation network for all.

Operational/Implementation Plan

8. To what extent does the Applicant have a clear and feasible service plan to deliver the proposed mobility management activities, which may include Innovative concepts and technology to be used?

Instructions: Complete the Project Scope of Work to respond to this question.

Stewardship of Public Funds

9. How do the proposed budget and Scope of Work demonstrate effective stewardship of public funds such that only necessary and reasonable expenses, tasks, and deliverables are proposed?

Instructions: Complete the Project Scope of Work and Budget to respond to this question.

10. To what extent does the Budget Justification thoroughly explain how each

proposed cost was determined and is justified?

Instructions: Complete the Budget Justification to respond to this question.

11. Has the Applicant secured, or will the Applicant secure, matching funds?
Is/are the match source(s) stable?

Instructions: Complete Section 3 of this Project Application and the Project Budget and provide a response below.

Yes, FACT has secured matching funds as outlined in the Project Budget. FACT plans to utilize Cycle 13 5310 funds that have already been allocated to FACT by SANDAG's Board of Directors to provide a 50% match to the requested SMG mobility management funds.

Coordination and Outreach

12. Does the Applicant coordinate well with other specialized transportation providers in the proposed service area to address gaps in existing specialized transportation services, avoid duplicating cost-effective services, and enhance service delivery?

Instructions: Include three Letters of Support with the Project Application and provide a response below.

As San Diego County's CTSA, FACT plays a central role in coordinating with regional stakeholders to consolidate resources, secure funding, and develop services that address gaps in transit, paratransit, and other specialized transportation options. According to the 2020 SANDAG Coordinated Plan, FACT's role is to "provide access and mobility in the region by coordinating existing resources and developing alternative transportation models." **In FY2023 alone, FACT facilitated over 13,000 transportation referrals to improve inter-agency coordination.**

Over the past two years, FACT has strengthened coordination in several ways:

- In 2023, during an MTS driver strike, FACT provided over 1,800 accessible rides to MTS riders.
- FACT shares vehicles with agencies like NCTD, the Cities of Oceanside and Vista, and St. Paul's Senior Services to expand transportation options cost-effectively.
- FACT partnered with 211, JFS, and Travelers Aid on a coordinated pilot for online referrals in 2023.
- In 2024-25, FACT will launch an electric shuttle service in Ramona in collaboration with the Ramona Municipal Water District.

FACT leverages its established partnerships through the Transportation Brokerage, Vehicle Sharing Program, and RideFACT Referral Program to meet unmet transportation needs across San Diego County. FACT's referral program ensures that individuals use existing services effectively, reducing duplication before offering a RideFACT trip.

FACT also coordinates with various stakeholders, including municipal agencies, non-profits, healthcare providers, taxi companies, and TNCs. FACT facilitates the Council on Access and Mobility (CAM), where regional transportation issues and partnership opportunities are discussed monthly.

These partnerships enable FACT to deliver cost-effective transportation solutions and expand trip capacity through innovative models.

13. How has the Applicant involved members of the Target Population in the continued operation of the proposed service? If the proposed service is new, how will the Applicant involve members of the Target Population in the planning of this new service?

"Every other service I tried was either too expensive or didn't operate in my area. RideFACT has been the only reliable option that truly caters to people with disabilities like me." - Sam, RideFACT Rider

FACT is deeply committed to involving members of the Target Population in the ongoing operation and improvement of RideFACT. All riders are offered the opportunity to provide feedback through surveys, which are distributed after rides. This feedback is regularly reviewed and analyzed to identify areas for service enhancement and to ensure that the transportation needs of seniors, individuals with disabilities, veterans, and low-income individuals are being met. FACT uses this data to make informed adjustments to its services, ensuring they remain responsive to the evolving needs of the Target Population.

In addition to survey feedback, FACT regularly engages in direct conversations with frequent riders and holds focus groups to gain insights into their experiences. These discussions help FACT understand the unique challenges and preferences of the Target Population, providing a platform for riders to voice their concerns and suggest improvements. FACT values these interactions as an essential part of its service evaluation process and has implemented service changes based on the feedback received.

Through this continuous involvement of the Target Population in its operational reviews, FACT ensures that RideFACT remains user-centered, accessible, and adaptable. FACT's commitment to listening and responding to rider feedback fosters a sense of ownership among users and helps maintain high levels of satisfaction with the service.

Environmental Responsibility

14. To what degree does the proposed service promote healthier air and reduce greenhouse gas emissions and vehicle miles traveled through mechanisms such as the promotion and/or dissemination of information about environmentally responsible or more efficient transportation options available in the region?

FACT is a green company that is environmentally responsible. Vehicles used for RideFACT are Clean Air Act compliant. FACT vendors operate alternative fuel vehicles and FACT stays up to date on hybrid or full electric technology including attending CalACT and APTA Expos to experience vehicles in person to plan to transition to low-emission vehicles that can serve the entire county. Now there is no regional infrastructure to support large alternative or electric vehicle fleets to effectively provide service countywide. FACT will continue to research alternative vehicle technology and the infrastructure requirements (e.g., access to or funding alternative fuel programs or charging stations)

FACT's Brokerage was designed to be efficient; FACT uses software that dispatches to vendors who are closest to the requested rides, to avoid "deadhead" miles. FACT contracts incentivize vendors to perform shared rides and companions and Personal Care Attendants (PCA) are not required to pay a fare. FACT owns larger vehicles that support group trips up to 14 passengers when needed.

Retired vehicles and equipment are donated to local non-profits where they are re-purposed and used to benefit the community. FACT has partnered with agencies like MTS to donate their retired vehicles. FACT staff works remotely when possible and carpool to events or use public transit to reduce unnecessary driving. Staff limits printing documents, recycles all non-waste products, and single use plastics are not used at the workplace.

Proposed Performance Measures

15. What is the proposed Minimum Service Hours per Week?

Instructions: Complete the Project Scope of Work to respond to this question.

16. To what extent does the Applicant provide clear, appropriate, and quantifiable measures to evaluate the cost-effectiveness and overall effectiveness of the proposed service?

Instructions: Complete the Project Scope of Work to respond to this question.

Performance Monitoring and Outcomes

17. What is the Applicant's plan to monitor the proposed service's performance, track user data, and strive for continuous improvement?

FACT's Mobility Coordinators and Brokerage vendors use Ecolane Trip Management software to track client, referral, and trip data and generate reports. FACT's Contracts Manager organizes and summarizes the data for analysis and reporting. FACT's Accountant handles provider invoicing, expense tracking, and generates financial reports. FACT's Mobility Manager monitors referral volume, daily trip levels and costs. FACT's Executive Team analyzes data and provides an overview for the FACT Board of Directors each month. FACT's Grants Manager will be the project manager who will monitor performance measures, deliverables, deadlines; submit monthly reports/requests for reimbursement, and communicate with SANDAG on project issues and progress. This process provides layers of oversight and helps FACT improve service delivery.

FACT is familiar with SANDAG's reporting/invoicing requirements for STGP funded projects. For example, for RideFACT, which is currently funded by SMG and 5310 funds through STGP, FACT submits monthly progress reports to SANDAG which includes performance measures such as cost per trip and hour, passenger seat utilization, complaints by category, service pictures, and other data. FACT's team and partners strive for continuous improvement in service delivery.

18. What is the Applicant's plan to anticipate, prepare for, respond, and adapt to unexpected changes or sudden disruptions so that it can deliver reliable service?

As a transportation provider with over 17 years of experience, FACT has developed a flexible and resilient operational model designed to handle unforeseen challenges, including changes in demand, vendor capacity, or external factors such as weather, infrastructure issues, or public health emergencies.

FACT's Brokerage model provides a built-in redundancy by utilizing multiple third-party transportation vendors. This ensures that if one vendor experiences a service disruption, other vendors can step in to cover the demand, minimizing the impact on RideFACT users. FACT also maintains relationships with additional transportation providers who can be mobilized quickly in case of emergencies.

FACT's team closely monitors daily service levels and user needs using Ecolane Trip Management software, which provides real-time data on performance. This allows FACT's Mobility Manager and Operations Manager to quickly detect service disruptions and make immediate adjustments. FACT can reroute rides, adjust schedules, and reassign trips with minimal notice to keep services running smoothly.

FACT has established strong communication protocols with its vendors, staff, and clients to ensure timely dissemination of information during emergencies. Regular meetings with vendors and riders help FACT stay proactive in identifying potential risks or challenges, and contingency plans are in place to address

disruptions as they arise.

FACT's Executive Team regularly reviews performance data and adjusts operations based on emerging challenges, ensuring that FACT remains adaptable and prepared for sudden disruptions. With layers of oversight and a flexible service delivery model, FACT is well-equipped to continue providing reliable, efficient transportation even under unexpected circumstances.

19. Describe the Applicant's system to receive input from the project's beneficiaries through surveys or other methods. How does or will the Applicant use this input to inform enhancements to service delivery?

"This really changed my life to have an opportunity to use you all. It's great, thank you!" Anne, RideFACT Rider

"Between you and my doctors – you've been keeping me alive all these years! I really appreciate all you do!" - Loretta, RideFACT Rider

FACT's Mobility Coordinators provide customer service and document rider feedback. Calls are recorded for quality service purposes. FACT's website has a customer satisfaction survey and other methods/procedures to provide feedback or contact staff. FACT tracks and reports complaints by category and immediately works on resolving each matter. Callers also have the opportunity to respond to a survey after their call center experience. FACT distributes physical customer satisfaction survey cards to each Brokerage Vendor. The card is available in each vehicle along with other service-related information, such as RideFACT's Code of Conduct and Riders Guide.

Project Scope of Work - Mobility Management		
Organization Name:	FACT	
Project Name:	CTSA Services: One Stop for Countywide Specialized Transportation	
Project Service Area:	San Diego County (Countywide)	
Funding Source and Project Type:	Senior Mini-Grant - Mobility Management	
Section A: Project Description		
Project Description:	FACT will provide enhanced mobility management services to the region that improves coordination among specialized transportation providers, resulting in an increase in the number of trips provided to seniors and individuals with disabilities over the grant term. This will be accomplished through additional telephone referral services, brokerage management, accessible vehicle sharing, technical assistance, regional coordination, and research besides those services provided under the Consolidated Transportation Service Agency contract with SANDAG. FACT's goal is to offer One-Stop Access that enables customers to make one phone call or search one website to access available transportation services. As FACT's one-call and one-click services become more advanced, they allow customers to schedule, receive confirmation of, and pay for rides. Transportation providers can interact with the software supporting a one-call or one-click service to schedule customer trips, communicate with customers, and even receive payment for trips. The tasks and corresponding deliverables support FACT's mission, the goals of the STGP program, and services priorities listed in SANDAG's Coordinated Plan.	
Section B: Summary of Project Tasks		
The following is a summary of the services that will be implemented through this <u>mobility management</u> project.		
Task 1: Deliver Service		
Deliver service with a range of cost-effectiveness consistent with that proposed in the grant application. Ensure that at least 80 percent of the service's beneficiaries are members of the target population. Failure to achieve the below Performance Threshold within six months after grant execution will trigger the requirement to complete a Corrective Action Plan as defined in the Grant Agreement.		
Subtask	Subtask Description	Deliverable(s)
1.1	Provide enhanced mobility management services for San Diego County that improve coordination among specialized transportation providers resulting in an increase in the number of trips provided to seniors and individuals with disabilities.	Provide 90,000 Units of Service (Transportation Referrals + Dial-a-Ride Web Hits) throughout the grant term
1.2	Submit required data in monthly invoice packets.	Report in invoice packets: The number of survey responses received; referral complaints and responses; the total number of hours the call center was open and operated; significant changes or issues to FACT's website, database, or call center should they occur; an explanation of any outages should they occur; the number of unanswered requests after a 24-hour and/or 72-hour period; referral outcomes - including the referral agency, whether the referred individual successfully received the service they needed, any follow up actions required.
1.3		
Task 2: Manage One-Call/One-Click Mobility Center		
Subtask	Subtask Description	Deliverable(s)
2.1	Manage FACT's One-Call/One-Click Mobility Center providing free information and referrals to San Diego County residents and visitors based on their transportation needs. Maintain and further develop FACT's website and database of transportation services on an ongoing basis: Update database content, conduct outreach with potential new providers, and optimize FACT's website and the website Find-A-Ride tool for finding suitable transportation options.	Respond to all messages and requests; 90% of calls are responded to within 24 hours and requests for infromation and referrals are provided to the requestor. Report the total number of referrals provided, categorized by the referral recipient agency; the total nbumber of hours that the call center was open and operated, the number of unanswered requests after a 24-hour and/or 72-hour period, and an explanation of any outages should they occur.
2.2	Administer RideFACT: Manage and develop FACT's RideFACT dial-a-ride service for seniors and individuals with disabilities who have no other transportation options.	Respond to all messages and requests; 90% of calls are responded to within 24 hours and requests for infromation and referrals are provided to the requestor. Distribute a customer satisfaction survey to referral and RideFACT recipients. Report the number of survey responses received, referral complaints and responses, and the number of unanswered requests after a 24-hour and/or 72-hour period.
2.3	Coordinate with Agencies to track referrals to understand if the referral led to a trip	Maintain a system to track all referral data including customer-service related complaints. Track referral outcomes and promote referral coordination with regional agencies. Report the total number of referrals provided, categorized by the referral recipient agency; the total nbumber of hours that the call center was open and operated, the number of unanswered requests after a 24-hour and/or 72-hour period, and an explanation of any outages should they occur.

Task 3:	Provide effective Brokerage management to achieve cost reductions in specialized transportation services.	
Subtask	Subtask Description	Deliverable(s)
3.1	Coordinate, manage, and further develop FACT's Transportation Brokerage. Maintain contracted vendors in the Brokerage. Solicit interest and add new vendors. Manage Brokerage vendor contracts and insurance requirements. Review invoices, audit the trips provided, and process vendor payments. Monitor daily operations, performance of trips, and customer service. Meet with Brokerage vendors regularly to discuss services. ☐ ☐	Report: •the number and names of Brokerage providers •number of one-way passenger trips provided •average trip length in miles per trip for the month •average cost per trip obtained through the Brokerage for the month •average cost savings resulting from the use of the brokerage *FACT Brokerage coordinates transportation service providers by negotiating competitive transportation rates with brokerage members. For example, the Brokerage allows them to start with lowest bid per trip and depending on factors (e.g., mobility type, service area, service capacity, timing). ☐
3.2	Inspect FACT and Brokerage provider vehicles and driver records. Provide training for Brokerage vendor drivers and FACT staff to maintain and improve service quality. ☐ ☐	Perform random fit for duty inspections and quarterly inspections on all vehicles used in FACT's Brokerage; report on vehicle inspections quarterly.
3.3		

Task 4:	Coordinate Accessible Vehicle Sharing	
Subtask	Subtask Description	Deliverable(s)
4.1	FACT will administer an Accessible Vehicle Sharing Program and coordinate with Brokerage vendors and partner agencies to share accessible vehicles. There are currently 5 agencies and 8 vehicles in FACT's vehicle sharing program. FACT has FTA section 5339 funding to purchase 9 new accessible vans to expand this program. ☐ ☐	Monitor vehicle trips, operator use, and contract requirements to ensure compliance. Report in monthly invoice packets: •the number of vehicles shared •the agencies with which the vehicles are shared •the number of vehicle trips provided on vehicles that are shared •the number of new vehicles added to FACT's fleet" ☐ ☐

Task 5: Technology Platform Coordination and Innovation		
Subtask	Subtask Description	Deliverable(s)
5.1	Technology Platform Innovation. FACT will continue to utilize technology developed with ICAM funding to support riders and partner agencies in booking and paying for trips, as well as requesting referral services.	Provide quarterly reporting on services provided through new mobile software.
5.2	Research and survey specialized transportation providers on the feasibility of sharing or integrating technology to standardize processes, use limited resources efficiently. FACT will continue to liaise between SANDAG and CAM members and other specialized transportation providers to promote the adoption of technology platforms for shared dispatching, scheduling, and reporting. FACT will support SANDAG through its Flexible Fleet procurement by assessing specialized transportation provider capacity needs and desired specifications and promoting use of the selected technology platform by CAM members and other specialized transportation providers as appropriate.	Report: •the number of specialized transportation providers surveyed •the percentage of specialized transportation providers surveyed that responded to the survey •efforts undertaken to encourage participation by specialized transportation providers in the survey effort •the number of specialized transportation providers who are and who are not interested in participating in a shared technology platform and a summary of the reasons for their selection such as cost, specifications, and provider needs.

Task 6: Regional Coordination and Research Services		
Subtask	Subtask Description	Deliverable(s)
6.1	Coordination and management of quarterly CAM meetings.	Draft a summary of each CAM meeting and post summary to FACT's website.
6.2	Participate in community events (Aging Summit, etc.), meetings (SSTAC, ADA review, SDCVDC, Mobility Working Group, 511 Working Group, etc.), transit conferences (APTA and CALACT), and provide community presentations and outreach to improve coordination with key stakeholders and cultivate partnerships. Partner with social service agencies and healthcare providers to assist clients in need of transportation.	Engagements reported quarterly, documenting participation in community events, meetings, and conferences (e.g., Aging Summit, APTA, CALACT).
6.3	Coordinate with partners to implement new contracted services where feasible. FACT shares the cost savings from the Brokerage with partner agencies. Maintain existing contracts and develop new service partnerships. This includes ongoing coordination with Transit agencies to explore first and last mile services.	Monthly and quarterly reporting of progress in implementing new contracted services, including a list of new and ongoing contracts, cost savings achieved, and coordination efforts with various agencies.
6.4	Technical and Outreach Assistance: Upon request, FACT will offer compliance-related information and technical assistance to other STGP grantees, assist grantees in identifying coordination opportunities, and provide general technical assistance to support successful implementation of STGP projects.	Report monthly on the number of assistance efforts, agencies assisted, and a narrative to describe the assistance

Task 7: Administration, Program Monitoring, and Reporting		
Subtask	Subtask Description	Deliverable(s)
7.1	Provide strategic planning updates to FACT's (CTSA) annual Business Plan, maintain FACT's staff to support ongoing programs and services as per FACT's approved Business Plan. Develop and implement a CTSA awareness campaign to promote FACT's role as the CTSA. Update FACT's annual CTSA Work Plan. Provide oversight and administration of CTSA services.□	Send FACT documents to SANDAG for review; maintain program compliance throughout the project; submit quarterly CTSA Report
7.2	Monitor program data and effectiveness, track project performance indicators, spending, schedules, and deliverables to ensure compliance. Submit progress reports/requests for reimbursement to SANDAG. Track and report demographic information to SANDAG.	Maintian program compliance throughtout the project. Submit progress reports/invoices each month, but no less than quarterly or on the schedule required by SANDAG
7.3		

Section C: Performance Measures and Targets	
Project Type:	Mobility Management
Section C1: Quantitative Performance Measures and Targets	

Quantitative Performance Measures	Target
The Percentage of Those Served by the Project that are Members of the Target Population	100%
Minimum Service Hours per Week	83
Number of Referrals	90,000
Number of Individual Travel Trainings	0
Number of Group Travel Trainings	0
Total Number of Units of Service	90000
Cost per Unit of Service	\$10.59
Performance Threshold	\$13.77
Section C2: Qualitative Performance Measure and Target	
Qualitative Performance Measure	Target
Percentage of Project Beneficiaries Satisfied with the Service Provided	90%
Section C3: Other Performance Measures	
Description of Other Performance Measures	Target

Project Schedule

Organization Name:	FACT
Project Name:	CTSA Services: One Stop for Countywide
Project Service Area:	San Diego County (Countywide)
Funding Source and Project Type:	Senior Mini-Grant - Mobility Management

	Year 1				Year 2			
Quarter	1	2	3	4	1	2	3	4
Task 1								
Subtask 1.1								
Subtask 1.2								
Subtask 1.3								
Task 2								
Subtask 2.1								
Subtask 2.2								
Subtask 2.3								
Subtask 2.4								
Subtask 2.5								
Subtask 2.6								
Task 3								
Subtask 3.1								
Subtask 3.2								
Subtask 3.3								
Task 4								
Subtask 4.1								
Subtask 4.2								
Subtask 4.3								
Task 5								
Subtask 5.1								
Subtask 5.2								
Task 6								
Subtask 6.1								
Subtask 6.2								
Subtask 6.3								
Task 7								
Subtask 7.1								
Subtask 7.2								
Subtask 7.3								

Project Budget	
Organization Name:	FACT
Project Name:	CTSA Services: One Stop for Countywide Specialized Transportation
Project Service Area:	San Diego County (Countywide)
Funding Source and Project Type:	Senior Mini-Grant - Mobility Management

Section A: Budget Summary

Tasks	Grant	Match	Revenue	Total
Task 1	\$76,250	\$76,250	\$0	\$152,500
Task 2	\$228,750	\$228,750	\$0	\$457,501
Task 3	\$152,499	\$152,499	\$0	\$304,999
Task 4	\$38,125	\$38,125	\$0	\$76,249
Task 5	\$76,250	\$76,250	\$0	\$152,500
Task 6	\$152,499	\$152,499	\$0	\$304,999
Task 7	\$38,125	\$38,125	\$0	\$76,249
Total	\$762,498	\$762,498	\$0	\$1,524,997

Total Grant Amount:	\$ 762,498
Total Matching Funds:	\$ 762,498
Net Project Cost:	\$ 1,524,997
Total Revenue:	\$ -
Total Project Cost:	\$ 1,524,997

Section B: Match Details

Minimum Match Requirement:	20%
Match Percentage:	50%
Meet Minimum Match Requirement?	Yes

Section C: Indirect Costs

Will this project charge Indirect Costs?	Yes
What type of Indirect Cost Rate will be used?	de minimis rate
The de minimis rate applied to this project (%):	3%

Section D: Project Budget Categories									
Task 1	Personnel	Fringe Benefits	Travel	Equipment	Supplies	Contractual	Other	Indirect	Total
Grant	\$60,413	\$1,243	\$564		\$801	\$11,186		\$2,043	\$76,250
Match	\$60,413	\$1,243	\$564		\$801	\$11,186		\$2,043	\$76,250
Revenue									\$0
Total	\$120,826	\$2,486	\$1,128	\$0	\$1,602	\$22,372	\$0	\$4,087	\$152,500

Task 2	Personnel	Fringe Benefits	Travel	Equipment	Supplies	Contractual	Other	Indirect	Total
Grant	\$181,239	\$3,729	\$1,693		\$2,402	\$33,558		\$6,130	\$228,750
Match	\$181,239	\$3,729	\$1,693		\$2,402	\$33,558		\$6,130	\$228,750
Revenue									\$0
Total	\$362,478	\$7,458	\$3,386	\$0	\$4,804	\$67,116	\$0	\$12,261	\$457,501

Task 3	Personnel	Fringe Benefits	Travel	Equipment	Supplies	Contractual	Other	Indirect	Total
Grant	\$120,826	\$2,486	\$1,129		\$1,601	\$22,371		\$4,087	\$152,499
Match	\$120,826	\$2,486	\$1,129		\$1,601	\$22,371		\$4,087	\$152,499
Revenue									\$0
Total	\$241,651	\$4,972	\$2,257	\$0	\$3,202	\$44,742	\$0	\$8,174	\$304,999

Task 4	Personnel	Fringe Benefits	Travel	Equipment	Supplies	Contractual	Other	Indirect	Total
Grant	\$30,207	\$621	\$282		\$400	\$5,593		\$1,022	\$38,125
Match	\$30,207	\$621	\$282		\$400	\$5,593		\$1,022	\$38,125
Revenue									\$0
Total	\$60,413	\$1,243	\$564	\$0	\$800	\$11,185	\$0	\$2,043	\$76,249

Task 5	Personnel	Fringe Benefits	Travel	Equipment	Supplies	Contractual	Other	Indirect	Total
Grant	\$60,413	\$1,243	\$564		\$801	\$11,186		\$2,043	\$76,250
Match	\$60,413	\$1,243	\$564		\$801	\$11,186		\$2,043	\$76,250
Revenue									\$0
Total	\$120,826	\$2,486	\$1,128	\$0	\$1,602	\$22,372	\$0	\$4,087	\$152,500

Task 6	Personnel	Fringe Benefits	Travel	Equipment	Supplies	Contractual	Other	Indirect	Total
Grant	\$120,826	\$2,486	\$1,129		\$1,601	\$22,371		\$4,087	\$152,499
Match	\$120,826	\$2,486	\$1,129		\$1,601	\$22,371		\$4,087	\$152,499
Revenue									\$0
Total	\$241,651	\$4,972	\$2,257	\$0	\$3,202	\$44,742	\$0	\$8,174	\$304,999

Task 7	Personnel	Fringe Benefits	Travel	Equipment	Supplies	Contractual	Other	Indirect	Total
Grant	\$30,207	\$621	\$282		\$400	\$5,593		\$1,022	\$38,125
Match	\$30,207	\$621	\$282		\$400	\$5,593		\$1,022	\$38,125
Revenue									\$0
Total	\$60,413	\$1,243	\$564	\$0	\$800	\$11,185	\$0	\$2,043	\$76,249

All Tasks	Personnel	Fringe Benefits	Travel	Equipment	Supplies	Contractual	Other	Indirect	Total
Grant	\$604,129	\$12,429	\$5,642	\$0	\$8,006	\$111,857	\$0	\$20,434	\$762,498
Match	\$604,129	\$12,429	\$5,642	\$0	\$8,006	\$111,857	\$0	\$20,434	\$762,498
Revenue	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total	\$1,208,259	\$24,859	\$11,284	\$0	\$16,012	\$223,714	\$0	\$40,868	\$1,524,997

Cycle 13 STGP SMG Mobility Management Budget Justification

Full Access and Coordinated Transportation, Inc.

Project Title: CTSA Services: One Stop for Countywide Specialized Transportation

Funding Source: SMG

Project Type: Mobility Management

A. Budget Justification

The proposed costs are reasonable based on past expenses related to FACT's STGP 2-year mobility management projects. FACT has successfully managed Mobility Management projects awarded through SANDAG grant programs since 2008. **The costs below reflect the total project cost with FACT's proposed match of 50%; only 50% of each cost category will be billed to the SMG operating project.**

Cost Category 1: Personnel

Total Project Cost of Employee Salaries and Wages: \$1,208,259. Each employee and their corresponding positions listed below are essential to performing the proposed project scope tasks. Estimates are based on a history of personnel expenses associated with performing similar Mobility Management tasks under past grant projects.

1. Sofia Hughes, Grants Manager: Sofia will be the project manager. Sofia is committed to managing the proposed grant project throughout the 2-year period. It is estimated that she will commit 40% of her full-time capacity on managing the proposed project. Sofia's base hourly wage rate is \$42.83.
2. Arun Prem, Executive Director: 2-year commitment, Hourly Rate: \$92.50, percentage of full-time equivalent: 55%
3. Allissa Poorman, Operations Manager: 2-year commitment, Hourly Rate: \$37.99, percentage of full-time equivalent: 80%
4. Paola Zilli, Invoice Analyst: 2-year commitment, Hourly Rate: \$26.87, percentage of full-time equivalent: 65%
5. Christian Hernandez, Mobility Manager: 2-year commitment, Hourly Rate: \$39.05, percentage of full-time equivalent: 75%
6. Julius Burgos, Accountant: 2-year commitment, Hourly Rate: \$45.40, percentage of part-time equivalent: 30%
7. Cynthia Pederson, Office Manager: 2-year commitment, Hourly Rate: \$36.49, percentage of full-time equivalent: 40%
8. Mobility Coordinators: 2-year commitment, percentage of full-time equivalent: 90%
 1. Kalin Alston - Hourly Rate: \$25.17
 2. Farah Rizvi - Hourly Rate: \$24.37
 3. Jessica Gutierrez – Hourly Rate: \$24.00
 4. Maria Alegria - Hourly Rate: \$23.00
 5. Lindsay Poorman - Hourly Rate: \$22.00

Cost Category 2: Fringe Benefits

Total Project Cost of Employee Fringe Benefits: \$24,859. FACT categorizes benefits a direct cost in accordance with the FACT's accounting procedures. Fringe benefits consist of 58% Payroll Taxes & Workers Compensation, 18% Retirement Benefit, 15% Employee Health Insurance, and 8% Employee Auto & Cell Phone Allowance.

Fringe benefits are essential to retaining experienced staff to perform the proposed project services.

Cost Category 3: Travel

Total Project Cost of Employee Travel: \$11,284. FACT employees drive or take transit for official business, such as attending regional meetings. Staff also attend trainings and conferences, which require travel.

- Total number of travelers: 11 staff members
- Travel destination: regional meetings (e.g., SSTAC and ARS meetings) and conferences (E.g., CalACT conferences), and trainings (E.g., transit paratransit management and customer service).
- Type of travel: Approximately \$5,000 will be for Mileage Reimbursement (IRS mileage reimbursement rate) and transit fare expenses for local travel related to regional coordination.
- The remaining \$6,284 is for travel out of San Diego County for conferences and trainings. This allows staff to stay current on industry trends and best practices and network with industry colleagues across the state who provides specialized transportation services.

Cost Category 4: Equipment

Not applicable - FACT will not bill Equipment Costs to this project.

Cost Category 5: Supplies

Total Project Cost of Supplies: \$16,012. Staff need general office supplies to perform the proposed mobility management activities.

This includes office and other consumable supplies such as:

- General office supplies (paper, pens, staples, paper clips, etc.): \$7,000
- Hardware (web cameras, printers, laptops, keyboards/mouses, phones, etc.): \$9,012

Cost Category 6: Contractual

Description: Total Project Cost of Contractual: \$223,714. FACT contracts with vendors to maintain FACT's Call Center and workplace infrastructure.

Third-party contractor (if known):

- Layer 7 (Telephone support): \$38,570
- Steven Sung (Website and database development): \$42,430
- Ecolane (Transportation Management Software): \$57,800
- CARS (Back-up Call Center support): \$28,900
- Other: Zoom, Constant Contact, QuickBooks, and general office vendors: \$55,980

The above anticipated services are necessary to perform the proposed project. FACT follows third-party contracting requirements for selecting vendors specified in the SANDAG Specialized Transportation Program Management Plan.

Cost Category 7: Other

Not applicable – There are no Other Costs associated with this project.

Cost Category 8: Indirect

Total amount of indirect costs: \$40,868. Indirect Costs are a part of operating services and should be billed proportionally across grant projects. Since Indirect Costs are only eligible through the Section 5310 program, the projects indirect costs will be billed to FACT's 5310 allocation match. FACT is using the de minimus rate as allowed by 2 CFR 200.



Applicant: Full Access and Coordinated Transportation, Inc. (FACT)

Project Title: RideFACT: Countywide Accessible Transportation

Project Type: Operating

Source: SMG

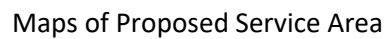
Project Title: CTSA Services: One Stop for Countywide Specialized Transportation

Project Type: Mobility Management

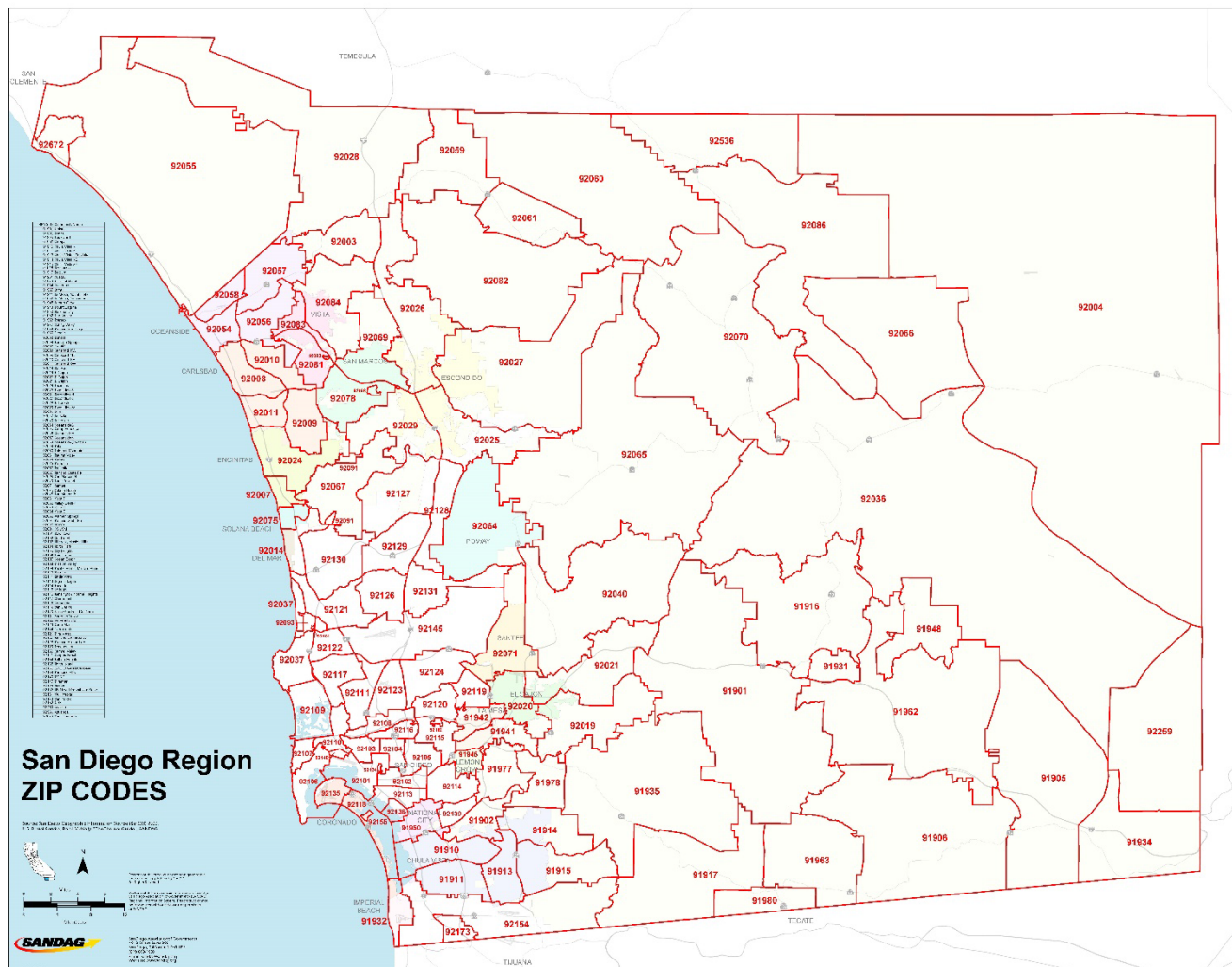
Source: SMG

Service Area Maps

Full Access and Coordinated Transportation (FACT) is proposing a countywide service area for the RideFACT, Operating projects and CTSA Services, Mobility Management projects (**Map 1**). Map 2 shows trips performed by FACT for communities with inadequate specialized transportation in FY2023. This demonstrates FACT's capacity to provide broad regional coverage. SMG will provide funding to accommodate trip requests countywide. FACT's one-call or one-click services are available to anyone with internet access or a phone. FACT provides regional coordination activities throughout San Diego County. FACT's Transportation Brokerage and Vehicle Sharing Program helps FACT provide transportation in all 18 cities and unincorporated areas of San Diego County.



Map 1:



Map 2:



FACT TRIPS BY CITY FY 2023

List of Zip code RideFACT project can serve

- | | | | | |
|---------|---------|---------|---------|---------|
| • 91911 | • 92101 | • 92007 | • 91944 | • 92150 |
| • 92154 | • 91942 | • 91935 | • 91947 | • 92149 |
| • 92592 | • 92054 | • 92121 | • 91946 | • 92153 |
| • 91910 | • 92037 | • 92067 | • 91948 | • 92159 |
| • 92126 | • 92083 | • 92136 | • 91951 | • 92161 |
| • 92105 | • 92065 | • 92003 | • 91976 | • 92160 |
| • 92021 | • 92672 | • 91906 | • 91980 | • 92163 |
| • 92114 | • 92139 | • 92004 | • 91979 | • 92162 |
| • 92115 | • 92131 | • 92036 | • 91990 | • 92165 |
| • 91977 | • 92103 | • 91962 | • 91987 | • 92164 |
| • 92020 | • 91915 | • 92140 | • 92013 | • 92167 |
| • 91950 | • 92058 | • 91917 | • 92018 | • 92166 |
| • 92071 | • 92124 | • 92061 | • 92022 | • 92169 |
| • 92130 | • 91941 | • 91916 | • 92023 | • 92168 |
| • 92057 | • 92123 | • 92059 | • 92030 | • 92171 |
| • 92027 | • 92116 | • 92086 | • 92033 | • 92170 |
| • 92117 | • 92081 | • 92152 | • 92038 | • 92172 |
| • 92111 | • 92120 | • 92091 | • 92039 | • 92175 |
| • 92024 | • 92107 | • 91905 | • 92049 | • 92174 |
| • 92129 | • 92110 | • 92182 | • 92046 | • 92177 |
| • 92084 | • 92173 | • 91963 | • 92052 | • 92176 |
| • 92028 | • 92008 | • 92070 | • 92051 | • 92179 |
| • 92056 | • 91932 | • 92145 | • 92068 | • 92178 |
| • 92025 | • 91945 | • 92066 | • 92074 | • 92184 |
| • 91913 | • 92108 | • 92155 | • 92072 | • 92187 |
| • 92026 | • 92029 | • 91934 | • 92079 | • 92186 |
| • 92113 | • 92119 | • 92147 | • 92085 | • 92191 |
| • 92064 | • 92011 | • 92158 | • 92088 | • 92190 |
| • 92127 | • 91902 | • 92132 | • 92090 | • 92193 |
| • 92069 | • 92082 | • 92060 | • 92093 | • 92192 |
| • 92128 | • 92118 | • 91931 | • 92092 | • 92195 |
| • 92109 | • 92106 | • 92134 | • 92096 | • 92194 |
| • 92104 | • 92055 | • 91903 | • 92112 | • 92197 |
| • 92122 | • 91901 | • 91908 | • 92133 | • 92196 |
| • 92040 | • 92010 | • 91909 | • 92135 | • 92199 |
| • 92102 | • 92014 | • 91912 | • 92138 | • 92198 |
| • 92078 | • 91978 | • 91921 | • 92137 | |
| • 92009 | • 92075 | • 91933 | • 92143 | |
| • 92019 | • 91914 | • 91943 | • 92142 | |



Subject: Support for FACT's Sustainable Funding

To the Members of the SANDAG Transportation Committee,

I write to you today as a former senior transportation program manager and current senior center employee serving seniors overseeing a congregate meal with transportation county contract. My adult career has been committed to preserving the welfare and mobility of all residents, with an emphasis on the wellbeing of senior citizens. It has come to my attention that the future of a critically unique program, RideFACT, has become endangered through lack of sustainable funding. I stand together with organizations in requesting the committee's assistance in **identifying both new and existing funding avenues** to ensure the program's continued success.

FACT plays a pivotal role in our community, offering an essential service that no other agency in San Diego provides. I have seen firsthand, their ability to serve and meet transportation needs in North County San Diego and their commitment to facilitating accessible, affordable, and coordinated transportation solutions for elderly, disabled, and low-income residents **county-wide. There is no doubt, without their services, a critical gap in our region's transportation network will exist.** This service not only enhances the quality of life for many, but also supports the broader goals of equity, sustainability, and connectivity in our transportation system.

Considering the indispensable services FACT provides, I implore the SANDAG Transportation Committee to acknowledge the unique value FACT brings to our community and **to locate sustainable funding for its operations.** It is crucial that our most vulnerable populations have the transportation resources they need to lead independent and fulfilling lives.

I urge the transportation committee to research the vital role that FACT plays in this community and consider the impact of funding decisions on San Diego's most vulnerable residents.

I believe that supporting FACT is not just an investment in a single organization, but a commitment to the inclusivity, accessibility, and sustainability of San Diego's transportation ecosystem. I stand with the others in backing FACT, thereby endorsing a more connected and equitable future for all San Diego residents.

Thank you for considering our request. I am hoping for your positive response and are available for any further discussion or clarification needed on this matter.

Sincerely,

Catherine

Catherine S. Manis



SHILEY-MARCOS ALZHEIMER'S DISEASE RESEARCH CENTER
(UCSD ADRC) East Campus Office Building
9444 Medical Center Drive, Suite#1-100
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UNIVERSITY OF CALIFORNIA, SAN DIEGO
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LA JOLLA, CALIFORNIA 92093-0948

Subject: Support for FACT's Sustainable Funding

To the Members of the SANDAG Transportation Committee,

We write to you today as a collective of agencies and individuals deeply committed to the welfare and mobility of all San Diego residents. It has come to our attention that the future of a critically unique program, RideFACT, has become endangered through lack of sustainable funding. We stand together in requesting the committee's assistance in **identifying both new and existing funding avenues** to ensure the program's continued success.

FACT plays a pivotal role in our community, offering an essential service that no other agency in San Diego provides. Their commitment to facilitating accessible, affordable, and coordinated transportation solutions for elderly, disabled, and low-income residents **county-wide** fills a critical gap in our region's transportation network. This service not only enhances the quality of life for many, but also supports the broader goals of equity, sustainability, and connectivity in our transportation system.

Considering the indispensable services FACT provides, we urge the SANDAG Transportation Committee to acknowledge the unique value FACT brings to our community and **to locate sustainable funding for its operations**. It is crucial that we come together to ensure that our most vulnerable populations have the transportation resources they need to lead independent and fulfilling lives. **For many of the agencies and individuals who have signed this letter, FACT provides lifesaving services every day that would have no replacement if RideFACT were no longer available.** We urge the transportation committee to research the vital role that FACT plays in this community and consider the impact of funding decisions on San Diego's most vulnerable residents.

We believe that supporting FACT is not just an investment in a single organization, but a commitment to the inclusivity, accessibility, and sustainability of San Diego's transportation ecosystem. We stand together in backing FACT, thereby endorsing a more connected and equitable future for all San Diego residents.

Thank you for considering our request. We are hopeful for your positive response and are available for any further discussion or clarification needed on this matter.

Sincerely,

Christina Gigliotti

Christina Gigliotti, Ph.D.
UC San Diego, Shiley-Marcos Alzheimer's Disease Research Center
Department of Neurosciences



Subject: Support for FACT's Sustainable Funding

To the Members of the SANDAG Transportation Committee,

We are deeply committed to the welfare and mobility of all San Diego residents. It has come to our attention that the future of RideFACT is endangered because of funding concerns. We request the committee's assistance in identifying new and existing funding avenues to ensure the program's continued success.

FACT plays a pivotal role in our community, offering an essential service that no other agency in San Diego provides. Their commitment to facilitating accessible, affordable, and coordinated transportation solutions for elderly, disabled, and low-income residents county-wide fills a critical gap in our region's transportation network. This service not only enhances the quality of life for many, but also supports the broader goals of equity, sustainability, and connectivity in our transportation system.

We urge the SANDAG Transportation Committee to locate sustainable funding for its operations. Our most vulnerable populations should have the transportation resources they need to lead independent and fulfilling lives.

Thank you for considering our letter of support.

Sincerely,

A handwritten signature in black ink, appearing to read "Danielle De Clercq", written over a horizontal line.

Danielle De Clercq
Access and Functional Needs Customer Strategy Manager
San Diego Gas & Electric