



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 Operating Project Application

1 Applicant and Project Names

Applicant Name	Facilitating Access to Coordinated Transportation (FACT)
Project Name	RideFACT - Wheelchair Accessible rides for seniors and people with disabilities across San Diego County

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	aprem@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
\$237,500	\$237,500	\$475,000	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 Allocation	\$237,500
2		\$
3		\$
4		\$
5		\$
Total		\$237,500

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 RideFACT projects tasks are derived from the Coordinated Plan strategies. RideFACT is an existing effective and efficient transportation services, which provides curb-to-curb, door-to-door (and door-through-door, when necessary) services for trips in circumstances where paratransit is insufficient, inappropriate, or unavailable. 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.

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
Older Adults (60 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?

"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 has served as the Consolidated Transportation Services Agency (CTSA) for San Diego County since 2006, coordinating transportation services under State law. With over 17 years of experience, FACT has successfully managed numerous grant-funded projects benefitting older adults, individuals with disabilities, and other disadvantaged groups.

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.** By offering transportation to those underserved by traditional transit and paratransit, FACT fills critical gaps in mobility. **FACT plans to provide 33,285 RideFACT trips** for the duration of this grant term, with half of those trips provided through this operating project.

Additionally, FACT has managed many projects funded by other sources, including FTA grants, the San Diego Foundation, the American Cancer Society, and the County of San Diego, all aimed at expanding transportation access for vulnerable populations and highlighting FACT's capacity to administer complex, multi-faceted grant-funded initiatives.

One notable achievement is the launch of the RideFACTNOW program, funded by Access For All (AFA) Cycle 1. This service, developed for seniors, veterans, individuals with disabilities, and low-income residents, scaled quickly to meet demand during critical periods. **FACT was the only competitor awarded AFA funds and used this funding to provide over 24,499 trips to the Target Population.**

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 successfully implement and operate the proposed STGP-funded service. As a continuation project, this builds on the success of FACT's Cycle 12 and prior RideFACT operating projects. FACT is currently operating countywide transportation services under Cycle 12 funding, with all infrastructure, staffing, and policies already in place, ensuring no startup costs are necessary for Cycle 13 and that all funding can be directed towards providing critical transportation services.

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, with ongoing interest from additional vendors to further expand service capacity. 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 during critical periods.

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.

FACT employs strong internal controls with layers of project management and financial oversight demonstrated by its history of clean audits with no findings. Staff report to a nine-member Board of Directors, with all service data and expenses reviewed at monthly Board meetings. Additionally, FACT undergoes an annual single audit conducted by an external firm, ensuring compliance with grant requirements, including the allowability of costs.

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 is fiscally stable and fully prepared to initiate the proposed grant-funded service on July 1, 2025, maintaining the proposed schedule and meeting all deliverables throughout the grant term. Incorporated as a non-profit public benefit corporation in 2006, FACT was designated as the CTSA for San Diego County through a competitive process by SANDAG. This designation, along with FACT's access to recurring Transportation Development Act (TDA) 4.5 funds and FTA 5310 funding for CTSA services, underscores FACT's strong and stable financial foundation.

FACT has consistently demonstrated fiscal responsibility and stability as a steward of public funds, with no audit findings to date. FACT's revenue sources are diversified, with competitive grants secured from federal, state, and local agencies, as well as active service contracts with cities, hospitals, the County of San Diego, and other entities. These contracts allow FACT to provide reliable transportation services for clients through its well-established brokerage system, billing agencies for the cost of rides plus administrative fees. This diversified funding base ensures ongoing financial health and resilience.

Additionally, FACT has all the necessary personnel, operational facilities, and vendor partnerships in place to begin delivering services promptly on July 1, 2025. FACT's proven capacity to scale operations quickly and its history of meeting contractual obligations make it well-positioned to execute the project within the grant's timeline, ensuring all proposed deliverables are met by the end of the grant term.

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 services in the proposed service area insufficient, inappropriate, unaffordable, or geographically unavailable?

"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

RideFACT is the only specialized transportation program serving all regions of San Diego County. Without it, many areas, especially in North and East County, would face significant gaps in accessible transportation options due to limited public transit and paratransit coverage. In rural and suburban areas, public transit is often nonexistent or infrequent, leaving many individuals stranded without viable transportation alternatives.

Existing paratransit services, where available, are often limited by eligibility requirements, advance scheduling, and restricted service hours, which are insufficient for many riders needing spontaneous or immediate transportation. RideFACT eliminates these barriers by offering easy, same-day booking without pre-certification requirements.

Current mobility management services are fragmented across providers, each restricted to certain zip codes or jurisdictions. RideFACT addresses these gaps by providing affordable, countywide transportation through its Brokerage, ensuring seamless service across urban, suburban, and rural areas without the need for cross-jurisdiction transfers.

FACT also historically steps in where needed to ensure that riders remain unaffected by transit provider outages. In 2023, during an MTS ACCESS service suspension caused by a contractor strike, FACT stepped in to provide 1,841 emergency accessible rides for stranded MTS riders. This project will continue RideFACT's critical role in filling transportation gaps by centralizing and expanding mobility services, ensuring equitable access to reliable transportation for San Diego's most vulnerable populations.

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

"I tried every other service, but none of them could help me when I needed it most. RideFACT has filled the gap and allowed me to get to my dialysis treatments without worrying about how I'm going to get there." - Deborah, RideFACT Rider

RideFACT is the *only* wheelchair-accessible transportation service covering all 18 cities and rural areas of San Diego County, uniquely addressing the urgent needs of seniors and individuals with disabilities who lack other transportation options. The service is essential for those facing barriers using public transit or paratransit services, with many regional transportation providers referring clients to FACT when their own services fall short. RideFACT's cost-effective model ensures ongoing availability throughout the grant term.

FACT's Transportation Brokerage model leverages local taxicab and van services, maximizing funding to provide more trips at competitive rates, which helps address transportation gaps across the county. Additionally, FACT's Vehicle Sharing program, supported by newly awarded FTA 5339 funding for nine accessible vehicles, will help address the countywide shortage of wheelchair-accessible vehicles (delivery expected late 2024).

FACT's referral program connects riders with the most suitable transportation, while RideFACT remains available for those without alternatives. The service is user-friendly, requiring no internet or smartphone access, and accommodates personal care attendants, companions, and service animals, ensuring riders have the support they need for a safe and comfortable trip.

By enhancing accessible transportation options, RideFACT provides essential mobility, ensuring that seniors and individuals with disabilities can live independently and access critical services throughout the grant term.

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)?

RideFACT operates as accessible, on-demand transportation for individuals who have limited or no access to other transit options, ensuring that the most vulnerable populations receive the mobility support they need.

To ensure access for individuals with Limited English Proficiency (LEP), FACT provides telephonic interpreter services during ride booking. This ensures that riders can easily communicate their transportation needs in the language they are most comfortable with, allowing for seamless access to services. Additionally, all RideFACT promotional and informational materials are available in both English and Spanish, ensuring that key information about the service is widely accessible to diverse populations throughout San Diego County.

RideFACT's flexible service model is uniquely responsive to the needs of the Target Population, accommodating not only seniors and individuals with disabilities but also veterans and low-income individuals who may struggle with transportation affordability. By offering a user-friendly, affordable service without a formal eligibility process, RideFACT ensures equitable access for people who are often excluded from traditional transportation services.

FACT's commitment to inclusivity extends to providing personalized services, such as allowing personal care attendants (PCAs), companions, and service animals, ensuring that riders can travel safely and comfortably with the support they need. This comprehensive approach ensures that RideFACT effectively responds to the diverse needs of the Target Population, regardless of language, income, or background. FACT works with diverse stakeholders including Braille Inst., Access to Independence, North County Equity & Justice Coalition, 211 and many others (see letters of support) to ensure diverse populations have access to our services.

Operational/Implementation Plan

8. To what extent does the Applicant have a clear and feasible service plan to deliver effective, safe, and reliable service for passengers, which may include Innovative concepts and technology to be used in scheduling/dispatching trips?

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

9. Please describe the protocols the Applicant has or would implement to keep passengers and drivers safe.

"The drivers are always so kind and helpful, and I feel safe knowing I'm in good hands. It's such a comfort knowing I have a reliable ride to get to important appointments."

FACT has a proven record of delivering safe services. The Mobility Manager oversees random fit-for-duty inspections, vehicle/driver record checks, drug and alcohol program monitoring, and incident investigations. FACT also contracts with a certified mechanic to conduct detailed inspections of each vehicle twice a year, in addition to annual grantee inspections. Vendors and vehicle lessees follow a Preventative Maintenance Inspection plan, which is monitored by the Mobility Manager.

FACT's Mobility Coordinators and Brokerage drivers are trained in wheelchair securement, sensitivity, harassment prevention, dementia-friendly practices, and customer service to ensure passenger safety. All drivers undergo background checks as required by FACT's Brokerage contract, and FACT performs background checks on all employees.

Safety concerns from riders are prioritized and addressed immediately. FACT's Code of Conduct emphasizes safety for passengers, contractors, and staff.

FACT has also implemented temporary safety protocols during emergencies, such as during COVID-19, when it provided meal deliveries to help vulnerable populations stay home. Extra safety measures included eliminating ridesharing, installing protective barriers, enhancing cleaning procedures, and distributing masks and sanitation supplies.

Additionally, FACT complies with transportation safety protocols under contracts like those with the Center for Medicare & Medicaid Services, which require background checks, drug and alcohol monitoring, and driver competency training. These extensive measures ensure that FACT provides a safe and reliable transportation service for all riders.

Stewardship of Public Funds

10. 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.

11. To what extent does the Budget Justification thoroughly explain how each proposed cost was determined and is justified, describe how any passenger fares or fees are affordable, and discuss how the proposed cost per one-way passenger trip is justified given the proposed service?

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

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

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 operating funds.

Coordination and Outreach

13. 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.

14. 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?

FACT is committed to involving members of the Target Population in the ongoing operation and enhancement of RideFACT. In 2023, FACT invited riders to participate in a focus group to test an app designed to request rides. The feedback received was invaluable in improving the app's usability and acceptance. FACT also sponsored a grant application on behalf of a coalition of riders, who provide a platform for ongoing input regarding FACT's services.

All riders have the opportunity to provide feedback through post-ride surveys, which are regularly reviewed to identify areas for service improvement. This process ensures that the transportation needs of seniors, individuals with disabilities, veterans, and low-income individuals are continuously met. Feedback from these surveys guides service adjustments, allowing FACT to remain responsive to evolving needs.

FACT also engages directly with riders through conversations and focus groups to better understand their experiences. These discussions provide critical insights into the challenges and preferences of the Target Population, giving riders a voice in shaping the service. Feedback from these interactions has led to service changes, demonstrating FACT's commitment to rider involvement.

By continuously engaging the Target Population in operational reviews, FACT ensures that RideFACT remains user-centered, accessible, and adaptable. This approach fosters a sense of ownership among users and helps maintain high levels of satisfaction with the service.

Environmental Responsibility

15. To what degree does the proposed service promote healthier air and reduce greenhouse gas emissions and vehicle miles traveled through zero-emission or low-emission vehicles, efficient routing and scheduling (e.g., grouping trips by similar origins and destinations), or other mechanisms?

FACT is committed to promoting environmentally responsible practices. Vehicles used for RideFACT comply with the Clean Air Act, and many of FACT's vendors operate alternative fuel vehicles. FACT actively stays updated on hybrid and electric vehicle technology by attending expos such as CalACT and APTA to plan the transition to low-emission vehicles that can serve the entire county.

In 2023, FACT purchased two hybrid electric, accessible vehicles that are now in service. In 2024-25, FACT plans to launch an electric shuttle service in Ramona with two electric vehicles and the necessary charging infrastructure. Currently, FACT's transportation brokerage vendors operate many hybrid, electric, and CNG-powered vehicles as a large percentage of their individual fleets.

FACT's Brokerage model is designed for efficiency. Vendors are chosen based on proximity to the requested ride, minimizing "deadhead" miles. Contracts incentivize vendors to perform shared rides, and companions or Personal Care Attendants (PCAs) are not required to pay a fare. FACT also owns larger vehicles that accommodate group trips, further reducing vehicle miles traveled. Efficient routing and scheduling by Brokerage vendors help eliminate unnecessary driving.

Additionally, retired vehicles and equipment are donated to local non-profits for community use. FACT partners with agencies like MTS to donate retired vehicles. To further reduce its environmental impact, FACT staff works remotely when possible, carpools to events, uses public transit, limits printing, recycles, and avoids single-use plastics in the workplace. These efforts contribute to a sustainable operation, supporting healthier air and reduced emissions across the county.

Proposed Performance Measures

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

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

17. What is the proposed Cost per One-Way Passenger Trip (OWPT)?

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

Performance Monitoring and Outcomes

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

FACT continuously monitors service performance and utilizes data to identify trends in key areas such as cost per trip, on-time performance, trip length, and trip denials. FACT's Mobility Coordinators and Brokerage vendors use Ecolane Trip Management software to track client and trip data, which generates reports for analysis.

FACT staff regularly review cost and quality indicators and take corrective action when data reveals issues. For example, when trip denials increased, FACT added capacity by securing more vehicles. Cost per trip data also guided adjustments to the service model, lowering operational expenses. By analyzing demand patterns, FACT was able to eliminate excess capacity during low-demand hours, increasing efficiency.

Daily trip levels and costs are monitored by FACT's Mobility Manager; Executive Team reviews performance data monthly and provides updates to the Board of Directors. The Grants Manager, acting as the project manager, tracks performance measures, deliverables, and deadlines, and submits monthly progress reports and reimbursement requests to SANDAG.

FACT is well-versed in SANDAG's reporting requirements for STGP-funded projects, submitting monthly reports that include performance measures like cost per trip, passenger seat utilization, and complaints. This oversight fosters continuous service improvement.

To assess RideFACT's success, FACT measures the number of accessible and non-accessible trips provided, as well as demographic data. FACT's Referral Program also contributes data on service gaps, ensuring RideFACT is only offered when no other services are available. FACT strives to align with STGP goals by improving mobility, enhancing efficiency, and expanding ridership through coordinated, cost-effective solutions. Survey responses and customer testimonials further highlight RideFACT's impact.

19. 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 with minimal trip cancellations caused by the Applicant?

With over 17 years of experience, FACT has developed a flexible and resilient operational model to handle unforeseen challenges, including shifts in demand, vendor capacity issues, or external factors like weather, infrastructure disruptions, or public health emergencies.

FACT's Transportation Brokerage model provides built-in redundancy by working with multiple third-party vendors. If one vendor experiences a disruption, others can step in to cover demand, minimizing the impact on users. This approach allows FACT to quickly adjust service levels in response to changing demand, with vendors bearing the cost of additional vehicles and infrastructure when needed. During the COVID-19 pandemic, FACT pivoted to provide essential services, such as food deliveries and free rides for medical workers, while maintaining regular operations for essential trips across San Diego County. FACT also worked closely with CAM members during that time to stay informed and provide community support.

FACT partners with SDG&E and 211 to enhance emergency preparedness, particularly for fire emergencies, ensuring it is ready to respond to sudden disruptions. Using Ecolane Trip Management software, FACT's Mobility Manager and Director of Operations monitor service levels and rider needs in real time, allowing for quick detection of service disruptions and immediate adjustments, such as rerouting rides or reassigning trips.

FACT maintains strong communication protocols with vendors, staff, and clients to ensure timely information during emergencies. Regular meetings with vendors and riders help identify potential risks, and contingency plans are in place to manage disruptions. FACT's Executive Team reviews performance data regularly, allowing for proactive adjustments, ensuring the agency is prepared for and adaptable to sudden challenges while maintaining reliable service.

20. Describe the Applicant's system to receive input from passengers on the quality of the service and reasons for any repeated no-shows through surveys or other methods. How does or will the Applicant use this input to inform enhancements to service delivery?

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 to give to riders after each trip. The card is available in each vehicle along with other service-related information, such as RideFACT's Code of Conduct and Riders Guide.

Representatives of consumer facing services like Access to Independence (?), Regional Center, Traveler's Aid Society, JFS and many others are members of FACT's Council on access and mobility (CAM). These representatives are able provide feedback to FACT directly when needed.

FACT uses the input from surveys, call center and agencies to reach out directly to the riders where possible. FACT staff also work with vendors by contacting them directly to review service quality issues or repeated no-shows and other complaints. The Operations Manager reviews the incidents through detailed incident reports and discussions with vendors, including management and dispatchers or drivers, as appropriate. This process ensures clear communications, reliable information and leads to effective resolution of issues. FACT's vendor agreements include penalties for vendors who are excessively late or miss trips – these incidents are considered no-shows and may lead to financial penalties for vendors.

Project Scope of Work	
Organization Name:	FACT
Project Name:	RideFACT
Project Service Area:	San Diego County (Countywide)
Funding Source and Project Type:	Senior Mini-Grant - Operating

Section A: Project Description	
Project Description:	RideFACT is a specialized dial-a-ride service designed to provide wheelchair accessible transportation to seniors and persons with disabilities who lack other available transit options. This service operates through FACT's Transportation Brokerage, which includes six transportation vendors, allowing FACT to leverage reduced rates and increase trip capacity. To maximize efficiency and ensure that existing resources are utilized first, the One-call/One-Click Mobility Center serves as a gateway for users to access other available transportation services before being offered a RideFACT trip. This approach ensures that RideFACT is reserved for cases where no other transportation solutions can meet the caller's needs, thus filling critical service gaps. Since its inception in 2012, RideFACT has played a vital role in addressing transportation challenges for underserved populations across San Diego County, offering subsidized, countywide rides for general-purpose trips. This project seeks funding to continue delivering these essential services, with all requested funds allocated solely for purchasing approximately 67,245 trips through the established Transportation Brokerage.

Section B: Summary of Project Tasks
The following is a summary of the services that will be implemented through this 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	Deliver service with a range of cost-effectiveness consistent with that proposed in the grant application.	Provide 17,925 OWPT
1.2		
1.3		
Task 2: Monitoring Program		
Subtask	Subtask Description	Deliverable(s)
2.1	Monthly Reports	Every month or as required by SANDAG, FACT will submit monthly invoices and required service data to SANDAG.
2.2	Compliance Monitoring of Vehicles and Drivers	FACT will deploy strategies to ensure its vendors comply with the necessary safety requirements, including maintaining records for insurance requirements, vehicle inspections, controlled substance and alcohol testing, driver training, and ongoing Fit for Duty observations.
2.3	Project Budget and Schedule Monitoring	FACT will monitor its monthly spending to ensure alignment with budgeted expenses. The project schedule will be monitored to ensure tasks are being completed on time and the project is completed by the grant termination date.

Section C: Performance Measures and Targets
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Project Type:	Operating
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Section C1: Quantitative Performance Measures and Targets
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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	60
Number of Traditional One-Way Passenger Trips	17,925
Number of Alternative One-Way Passenger Trips	0
Total Number of One-Way Passenger Trips	17,925
Cost per One-Way Passenger Trip	\$26.50
Performance Threshold	\$34.45

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

Other Project Performance Measures	Target

Project Budget

Organization Name:	FACT
Project Name:	RideFACT
Project Service Area:	San Diego County (Countywide)
Funding Source and Project Type:	Senior Mini-Grant - Operating

Section A: Budget Summary

Tasks	Grant	Match	Revenue	Total
Task 1	\$237,500	\$237,500	\$0	\$475,000
Task 2	\$0	\$0	\$0	\$0
Task 3	\$0	\$0	\$0	\$0
Task 4	\$0	\$0	\$0	\$0
Task 5	\$0	\$0	\$0	\$0
Task 6	\$0	\$0	\$0	\$0
Task 7	\$0	\$0	\$0	\$0
Total	\$237,500	\$237,500	\$0	\$475,000

Total Grant Amount:	\$ 237,500
Total Matching Funds:	\$ 237,500
Net Project Cost:	\$ 475,000
Total Revenue:	\$ -
Total Project Cost:	\$ 475,000

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?	No
What type of Indirect Cost Rate will be used?	Not Applicable
The Indirect Cost Rate applied to this project (%):	

Section D: Project Budget Categories

Task 1	Personnel	Fringe Benefits	Travel	Equipment	Supplies	Contractual	Other	Indirect	Total
Grant						\$237,500			\$237,500
Match						\$237,500			\$237,500
Revenue									\$0
Total	\$0	\$0	\$0	\$0	\$0	\$475,000	\$0	\$0	\$475,000

Task 2	Personnel	Fringe Benefits	Travel	Equipment	Supplies	Contractual	Other	Indirect	Total
Grant									\$0
Match									\$0
Revenue									\$0
Total	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Task 3	Personnel	Fringe Benefits	Travel	Equipment	Supplies	Contractual	Other	Indirect	Total
Grant									\$0
Match									\$0
Revenue									\$0
Total	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Task 4	Personnel	Fringe Benefits	Travel	Equipment	Supplies	Contractual	Other	Indirect	Total
Grant									\$0
Match									\$0
Revenue									\$0
Total	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Task 5	Personnel	Fringe Benefits	Travel	Equipment	Supplies	Contractual	Other	Indirect	Total
Grant									\$0
Match									\$0
Revenue									\$0
Total	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Task 6	Personnel	Fringe Benefits	Travel	Equipment	Supplies	Contractual	Other	Indirect	Total
Grant									\$0
Match									\$0
Revenue									\$0
Total	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Task 7	Personnel	Fringe Benefits	Travel	Equipment	Supplies	Contractual	Other	Indirect	Total
Grant									\$0
Match									\$0
Revenue									\$0
Total	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

All Tasks	Personnel	Fringe Benefits	Travel	Equipment	Supplies	Contractual	Other	Indirect	Total
Grant	\$0	\$0	\$0	\$0	\$0	\$237,500	\$0	\$0	\$237,500
Match	\$0	\$0	\$0	\$0	\$0	\$237,500	\$0	\$0	\$237,500
Revenue	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total	\$0	\$0	\$0	\$0	\$0	\$475,000	\$0	\$0	\$475,000

Project Schedule

Organization Name:	FACT
Project Name:	RideFACT
Project Service Area:	San Diego County (Countywide)
Funding Source and Project Type:	Senior Mini-Grant - Operating

	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								
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								
Subtask 5.3								
Task 6								
Subtask 6.1								
Subtask 6.2								
Subtask 6.3								
Task 7								
Subtask 7.1								
Subtask 7.2								
Subtask 7.3								

Full Access and Coordinated Transportation, Inc.
Project Title: RideFACT: Affordable Countywide Rides
Funding Source: SMG
Project Type: Operating

A. Budget Justification

The requested funding will solely be used to purchase cost effective transportation through FACT's Transportation Brokerage (pool of third-party vendors). Contractual Costs will be the only Cost Category for the proposed project.

Cost Category 1: Personnel

*Sofia Hughes, Grants Manager, will be the project manager for RideFACT. Sofia will manage the grant project throughout the 2-year timeframe. She is anticipated to commit approximately 30% of her full-time capacity on managing RideFACT.

*No personnel costs will be charged to this project. Contractual Costs will be the only project expense.

Cost Category 2: Fringe Benefits

Not applicable – FACT will not charge Fringe Benefits to this project.

Cost Category 3: Travel

Not applicable – FACT will not charge Travel Costs to this project.

Cost Category 4: Equipment

Not applicable – FACT will not charge Equipment Costs to this project.

Cost Category 5: Supplies

Not applicable – FACT will not charge Supply Costs to this project.

Cost Category 6: Contractual

Total Project Cost of Contractual: \$475,000. The proposed cost is based FACT's experience providing RideFACT. FACT has successfully operated RideFACT each 2-year cycle since 2012 and understands the expenses, invoicing, third-party contracting requirements associated with managing and operating 5310 and SMG funded projects through SANDAG's STGP program. This is a continuation project/service with past data to support the proposed request and cost per trip.

Transportation will be purchased through FACT's Brokerage. FACT has an evolving membership of Brokerage Contractors. FACT continues to network and solicit interest from other transportation companies to join FACT's Brokerage to reduce rates and expand capacity. FACT has active agreements with SDMed, Bond Transportation, Bitarz, Care7, Eleet, and LOOPS.

The Brokerage Model allows FACT to select the lowest cost contractor available to perform each RideFACT trip.

As a result, it is not feasible to accurately breakdown the percentage of the total funding each provider will receive. The payment will be based on how many trips each agency accepts and their rates throughout the project timeline.

Cost Category 7: Other

Not applicable – FACT will not charge Other Costs to this project.

Cost Category 8: Indirect

Not applicable – FACT will not charge Indirect Costs to this project.



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

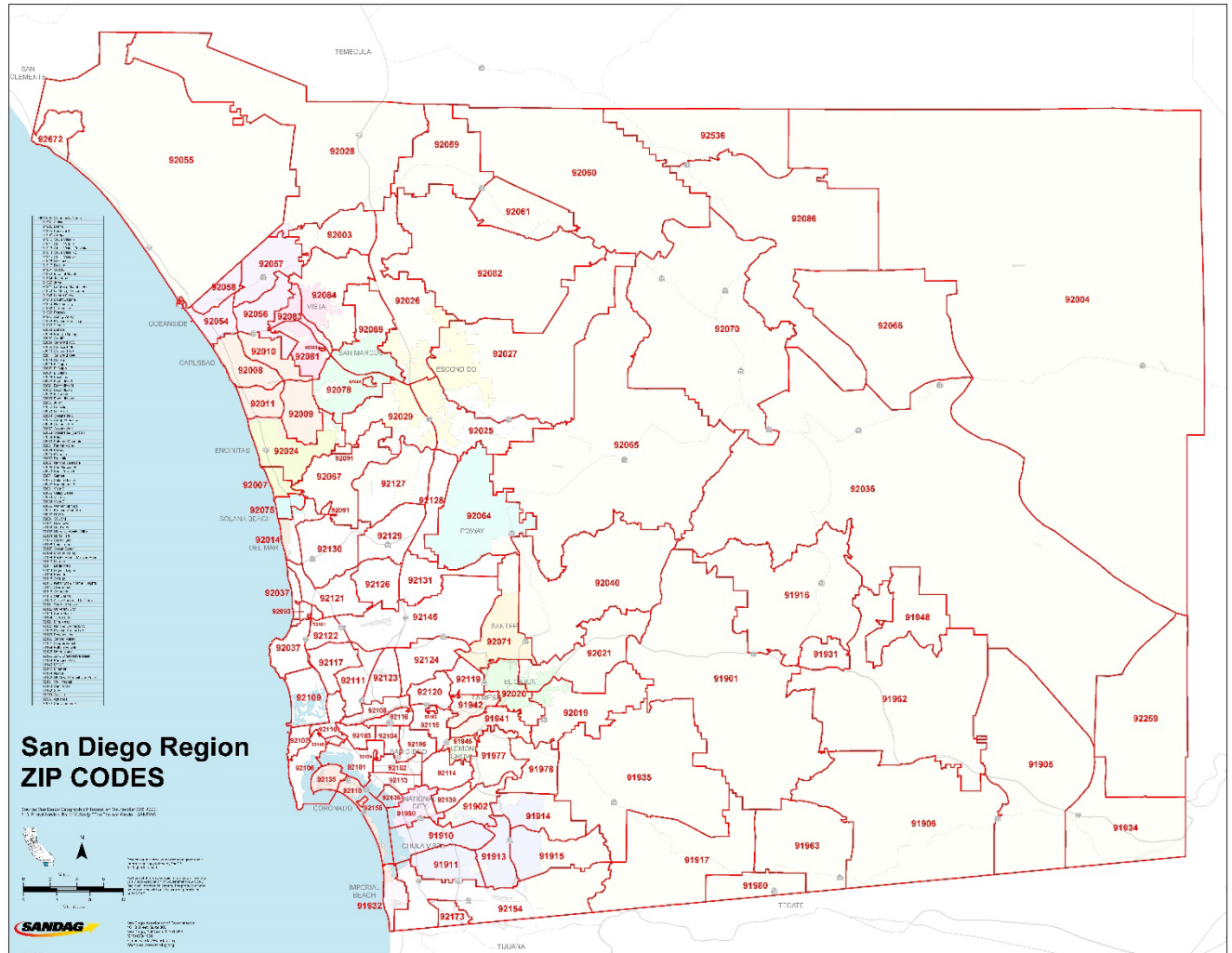
Project Type: Mobility Management

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 | |



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March 28, 2024

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,

William York

William York (Mar 29, 2024 12:08 PDT)

William York, President & CEO
211/CIE San Diego



14 March 2024

San Diego Association of Governments
401 B Street, Suite 800
San Diego, CA 92101

Subject: Support for FACT's Sustainable Funding

To the Members of the SANDAG Transportation Committee,

I write to you today representing Interfaith Community Services, an agency 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. I stand together with others 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, I 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. 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. We stand together in backing FACT, thereby endorsing a more connected and equitable future for all of our region's residents.

Thank you for considering this request. I am hopeful for your positive response and am available for any questions.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Greg Anglea', with a long horizontal flourish extending to the right.

Greg Anglea

CEO



April 30, 2024

Dear SANDAG Transportation Committee,

I write to you today as a member of the San Diego community that is deeply committed to the welfare and mobility of all San Diego Residents. 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 with FACT 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, I urge the SANDAG Transportation Committee to acknowledge the unique value FACT brings to our community and **to locate sustainable funding for its operations.**

For many individuals and organizations in this community, FACT provides lifesaving services every day that would have no replacement if RideFACT were no longer available. 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 San Diego community in backing FACT.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Wanda R. Myers', written over a circular stamp.

Wanda R. Myers

Educational Programs Manager

(858) 404-5017

wrmyers@brailleinstitute.org



9635 Granite Ridge Dr Suite #130
San Diego, CA 92123

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Ahni Rocha-Redmond

YMCA Youth and Family Services

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Cal State University San Marcos

Nannette Stamm

Vista Community Clinic

Sylvia Solis Daniels

City of San Marcos



**Alliance for
Regional Solutions**

Connecting North County

March 11, 2024

San Diego Association of Governments
401 B Street, Suite 800
San Diego, CA 92101

Subject: Support for FACT's Sustainable Funding

To the Members of the SANDAG Transportation Committee,

I write to you today as the manager of a collaboration of North County agencies 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 with others 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, I 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. 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.

The Alliance MISSION:

The Mission for the Alliance for Regional Solutions is to bring stakeholders to coordinate and advocate for innovative, real solutions to existing and emerging community needs.

The Alliance VISION:

The Alliance for Regional Solutions is a recognized leader in building community commitment and investment to create a safe, thriving and resilient North County for all.

The Alliance VALUES:

Trust
Commitment
Responsive
Integrity
Collaboration
Results-driven
Inclusive
Compassionate
Resourceful

The Alliance ROLES:

Convener
Advocate
Facilitator
Connector
Trusted Resource
Educator

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. We stand together in backing FACT, thereby endorsing a more connected and equitable future for all of our region's residents.

Thank you for considering this request. I am hopeful for your positive response and am available for any questions.

Sincerely,

Marylynn McCorkle
Alliance for Regional Solutions Manager



ADVOCATES FOR AGING

Now is the time for Age Awareness

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 a 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. At this time it is crucial 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 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.

We are hopeful for your positive response and are available for any further discussion or clarification needed on this matter.

Sincerely,

Advocates For Aging



advocates4aging.com



619.742.3368



To the Members of the SANDAG Transportation Committee,

I write to you today as a member of the San Diego community that is deeply committed to the welfare and mobility of all San Diego Residents. 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 with FACT 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, I 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 individuals and organizations in this community, FACT provides lifesaving services every day that would have no replacement if RideFACT were no longer available. 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 San Diego community in backing FACT, thereby endorsing a more connected and equitable future for all San Diego residents.

Sincerely,

Vivian Z. Radam, LTSS
Access to Independence
(619) 704-2435