

# Memorandum

To: CHAIR AND COMMISSIONERS

CTC Meeting: August 14-15, 2025

From: TANISHA TAYLOR, Executive Director

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Subject: Innovations in Transportation: Providing Accessible and Affordable Special Needs Transportation Across San Diego County

## **Summary:**

Arun Prem, Executive Director with the San Diego County-based non-profit agency Facilitating Access to Coordinated Transportation (FACT), will present on the organization's work to improve special needs transportation and fill gaps in transportation services for seniors, veterans, people with disabilities, and low-income households.

## **Background:**

### Transportation Services

FACT provides affordable, accessible rides throughout San Diego County, spanning all 18 cities, as well as suburban and rural areas. The agency acts as a mobility manager by referring callers to the most suitable travel options in the county. FACT also operates RideFACTNow, a special needs transportation service, which provides curb-to-curb rides to facilitate access to healthcare and education opportunities, among other needs. RideFACTNow fills a crucial gap in the region's transportation options by ensuring that people with disabilities have on-demand reliable, accessible, and convenient transportation.

Feedback from riders and stakeholders emphasizes the immediate and tangible impact that RideFACTNow has on their lives. In recognition of its outstanding contribution to public transit connectivity, RideFACTNow was honored with the 2023 Momentum Award by Circulate San Diego. More information about its services is available at: <https://factsd.org/ridefact-now/>

### Organizational Structure

FACT is governed by an eight-member board of directors that includes several elected officials, including an official designated by the San Diego County Association of Governments (SANDAG) Transportation Committee. In 2006, SANDAG designated FACT as the

Consolidated Services Transportation Agency under State law and tasked FACT with coordinating specialized transportation services throughout the county. As a Consolidated Services Transportation Agency, FACT holds two voting seats on SANDAG's Social Services Transportation Advisory Committee, which is a subcommittee to SANDAG's Transportation Committee. FACT's budget is mainly comprised of a combination of federal and county resources.



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## What is FACT?

**FACT (Facilitating Access to Coordinated Transportation)** is a **non-profit** founded in **2005** that helps people in **San Diego County** that have no other means of transportation - including **seniors and people with disabilities**.

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## What does FACT do?

FACT provides **affordable and accessible transportation** across all 18 cities and rural areas in the county. It operates two primary ride services:

- **RideFACT** – provides scheduled rides for people with special transportation needs.
- **RideFACTNow** – offers **on-demand, wheelchair-accessible rides**, similar to ride-hailing services like Uber, but designed for people with disabilities.

FACT also helps people find the best travel options through its **phone referrals** and **Find A-Ride** trip planner online.

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## FACT's Role in the Region

- In **2006**, SANDAG named FACT the **Consolidated Transportation Services Agency (CTSA)** under **CA law**, for San Diego County.
- FACT plays a key role in regional transportation planning and coordination.
- It has voting power on **SANDAG's Social Services Transportation Advisory Committee (SSTAC)**.



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## Why Is FACT Important?

- FACT is the **only agency** offering affordable and accessible rides throughout **San Diego County**.
- In **FY 2025**, FACT provided **over 40,000 one-way rides**.
- Riders use FACT to get to **medical appointments, school, shopping, religious services**, and more.

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## Funding

FACT is funded through a mix of:

- **Federal and State grants** (e.g., Section 5310, TDA 4.5)
- **County Senior Mini Grants**
- **Revenue from contracts and services**

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## RideFACTNow – A Milestone

- **Launched in 2023**, RideFACTNow was the **first program in California** funded by the **Access for All (AFA)** initiative through CPUC.
- Provides **on-demand, accessible rides** for people with disabilities.
- Relaunched in **2025** after strong community support and positive feedback.
- Won the **2023 Momentum Award** from **Circulate San Diego**.
- Called a **“Star” project** by CPUC.