



CTSA Symposium
September 29, 2026
The Classic Club



Welcome & Opening Remarks

- Mona Babauta, SunLine GM / CEO
- Mayor Lynn Mallotto, Chair SunLine Board of Directors
- Distinguished Guests



SunLine & RCTC: A Partnership
David Knudsen
Riverside County
Transportation Commission



Consolidated Transportation Services Agency (CTSA)

California law, funding, the San Diego experience, and how coordination multiplies the value of specialized transportation investments

Arun Prem

Executive Director, FACT Inc.



CTSAs

01

Definition

What a CTSA is
under California
law

02

Scope

The services a CTSA
provides

03

Funding

Where CTSA dollars
come from

04

San Diego's CTSA

FACT's services and
results

05

Value

Hospitals,
community, cities,
County HHSA

1 · CTSA under California law



Social Service Transportation Improvement Act — AB 120 (Ch. 1120, Stats. 1979), Gov. Code §15950 et seq.

A **CTSA** is the agency a regional transportation planning agency (RTPA) or county transportation commission designates to improve transportation for social service recipients — seniors, people with disabilities and people with limited means — by coordinating and consolidating the many separate programs that serve them.

Designated

Preferably selected competitively.

One or several

More than one CTSA may be named if that improves coordination; some services may be consolidated, others coordinated.

Public or nonprofit

A public agency or a nonprofit public benefit corporation (e.g., FACT); in Ventura County the commission itself is the CTSA.

Unlocks TDA funds

Designation makes the CTSA eligible to claim Local Transportation Fund money under TDA Article 4.5.

Potential benefits:



**Combined
purchasing**



**Joint driver
training**



**Centralized
dispatching**



**Centralized
maintenance**



**Centralized
administration**



**Consolidated
funding**

Gov. Code §15952 adds: use existing agencies' staff and expertise, keep partner funding in place, and involve local elected officials.

Source: Gov. Code §§15951–15952.

2 · Scope of CTSA services in San Diego (1 of 2)



Core CTSA services

- One-call / one-click mobility center: phone and web trip referrals
- Regional database of public, private, nonprofit and volunteer providers
- Coordination council (the Council on Access and Mobility)
- Training, technical assistance and workshops for providers
- Grant support: coordination review, letters of support, partnering, local match
- Input to the regional Coordinated Public Transit–Human Services Plan

2 · Scope of CTSA services in San Diego (2 of 2)



Transportation

- Gap-filling dial-a-ride for people with no other option
- Trip brokerage: a competitively procured vendor pool on shared dispatch software
- On-demand wheelchair-accessible (WAV) service
- Fee-based contracted trips for cities, hospitals and agencies
- Vehicle sharing and joint vehicle procurement
- Backup ADA paratransit and emergency evacuation

Source: FACT Business Plan 2027–2032 (CTSA Service Agreement with SANDAG, updated 2019). TDA funds may pay for "other" services after core needs are met.

3 · Funding

Transportation Development Act — ¼-cent statewide sales tax deposited in each county's Local Transportation Fund (LTF)

Up to 5% CTSA / community transit (Art. 4.5)



Article 4.5 rules

- Claimants: a city, county, operator or the designated CTSA
- Funds "community transit services," incl. for people who cannot use conventional transit (PUC §99275)
- RTPA must find the service meets an unmet need and is integrated with transit
- Subject to annual fiscal and triennial performance audits

Beyond TDA: braiding many funding streams



TDA 4.5 is a small base that pays for coordination; other sources pay for rides and vehicles



\$196,949

FACT's FY 2027 TDA Article 4.5 claim

\$4.5 million

FACT's Budget



State Transit Assistance

CTSAs can be eligible STA claimants (region-specific)



FTA §5310 / §5339(b)

Mobility management, operations and accessible vehicles



Local sales tax

San Diego: TransNet Senior Mini-Grant via SANDAG STGP



CPUC Access for All

SB 1376 TNC fee revenue for on-demand WAV service



Contracts & fares

Fee-for-service trips for partners; rider fares



Other state, federal grants

e.g. FTA (ICAM, VTCLI)

4 · San Diego's CTSA: FACT



500,000+

one-way trips from 2010 through 2026 (approx.)

184

transportation services in FACT's regional referral database

All 18

cities served, plus rural and unincorporated communities

Medical

the leading purpose of trips



Awards:

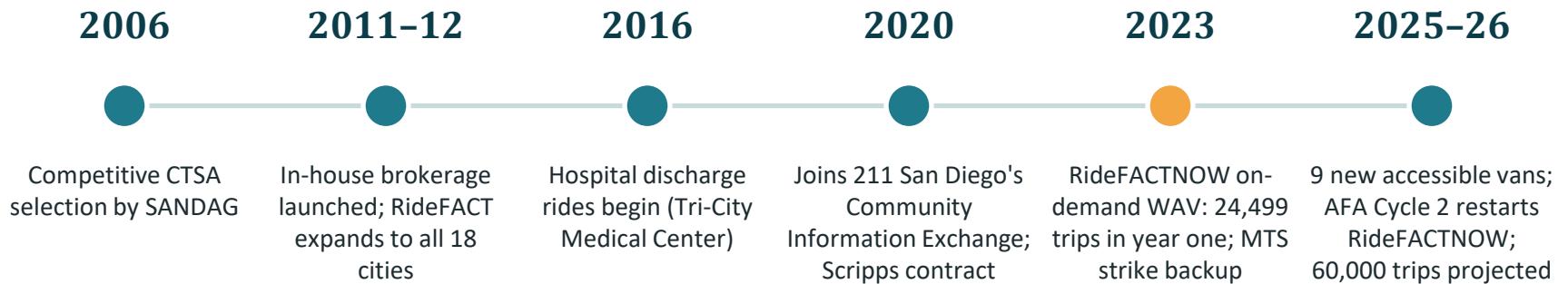
CalACT Outstanding Coordinated Transportation Program (2026)
Circulate San Diego Momentum Award for RideFACTNOW (2023)

Sources: County of San Diego Live Well SD (Jan 2024); FACT Business Plan 2027–2032; SANDAG news release (Nov 2025).

Milestones in San Diego's coordinated system



Two decades of building a regional network



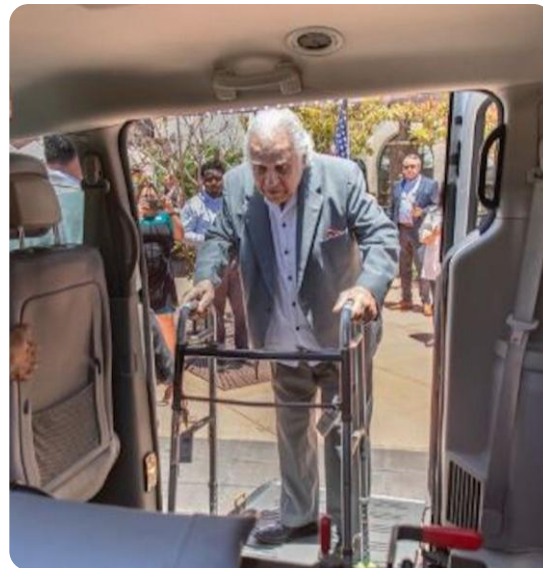
Coming next: an FTA-funded (ICAM) rider app that shares trip requests across programs and links to Ecolane dispatch and the CIE; a Ramona electric shuttle; bids for SANDAG's combined AFA 3–5 cycle.

FACT on the road

The vehicles, riders and community behind the numbers



Accessible vehicles



Riders we serve



In the news

FACT's newest Partner Agencies

Flexible service options for new partners



NEW CONTRACT

San Diego Regional Center

Specialized transportation to and from work and day programs for people with developmental disabilities, supporting clients' independence and personal goals.



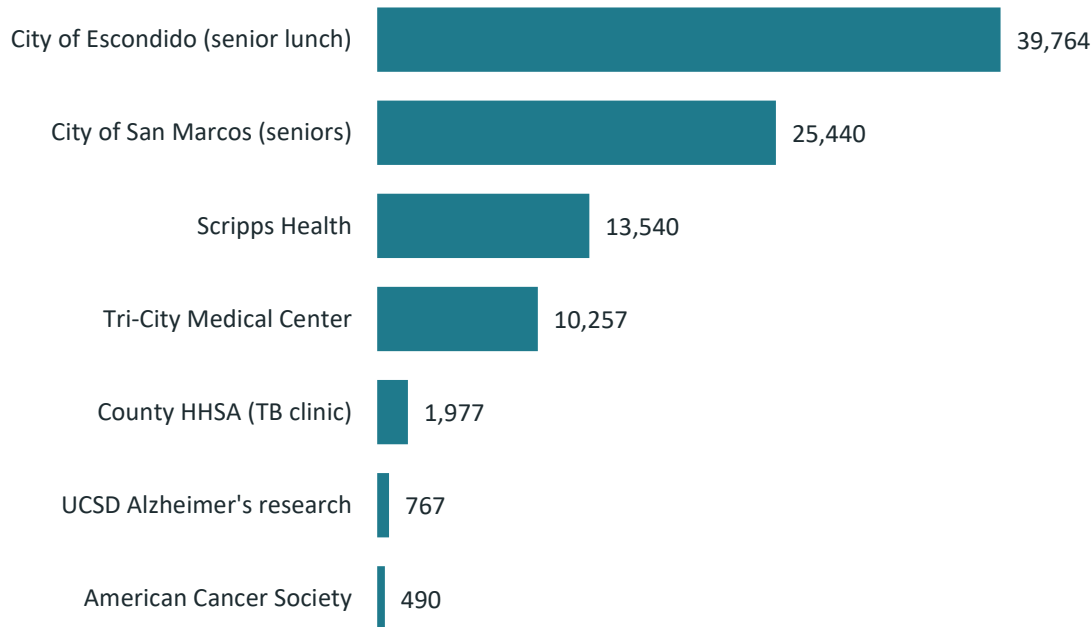
PILOT PROJECT • IHP

Integrated Health Partners

Pilot project for ride requests from Integrated Health Partners, extending FACT's brokerage to new health-care referrals.

Results: rides delivered for partners

Cumulative contracted trips by partner, through February 2026



\$39

Contracted cost per one way On-Demand wheelchair-accessible paratransit ride

92,000+

contracted partner trips — each one a ride a partner did not have to deliver with its own vehicles, drivers or dispatchers.

Source: FACT Business Plan 2027–2032 (§3.4, §1.3). Contract start dates vary from 2016 to 2022.

Results – Growing local business, infrastructure



Local infrastructure grew with ride volume



Increase in wheelchair accessible vehicles (WAV)



Additional transportation vendors in the brokerage



FACT leases grant-funded WAV vehicles to vendors*



Continuing reductions in cost per trip



Enhanced capacity for on-demand transportation

Source: FACT Business Plan 2027–2032.

How to coordinate in any jurisdiction (1 of 3)



Know the ecosystem, name a coordinator, and provide a single point of entry

1

Inventory & evaluate

Map every provider, vehicle, eligibility rule and funding stream. Use the Coordinated Plan to locate gaps by geography, time of day and rider need.

2

Designate & define

Have the RTPA designate a CTSA via a service agreement.

3

One call, one click

A single referral line and online trip planner fed by a shared provider database, linked to 211 or a community information exchange.

4

Convene a standing forum

A coordination council of transit, nonprofits, hospitals, faith-based and private providers, riders — and local elected officials (Gov. Code §15952).

How to coordinate in any jurisdiction (2 of 3)

Operate for value: buy trips, share assets, braid dollars, measure everything



Broker trips, don't build fleets

A competitively procured vendor pool (taxi, nonprofit, TNC) on shared dispatch software lets any agency buy a trip anywhere at a known price.



Braid & optimize funding*

Layer TDA 4.5, STA, FTA 5310, local sales tax, health-system and city contracts. Partners keep their own funding in place.



Measure & report

Cost per trip, trips, referrals and outcomes, reported to the RTPA and partners; audited under TDA.



Share capital*

Pool 5310/5339 vehicle grants; lease accessible vans to vendors in exchange for service; buy jointly; inspect to one standard.



Standardize*

Common eligibility screening, fares, driver training, code of conduct and data definitions across programs.



Plan for emergencies*

Plan with OES, utilities and others for emergency response and evacuations.

Value test: every dollar an agency spends on its own van, driver or dispatcher should be compared with the brokered per-trip price.

How to coordinate in any jurisdiction (3 of 3)

Lessons from FACT's experience



Recognize and befriend allies and partners



Be flexible with service options (IHP, San Diego Regional Center)



CTSA funding should not conflict with regional partners



Maintain communication with elected officials and leaders



Integrate CTSA in the regional planning process

- SANDAG appoints a representative on FACT's Board
- CTSA is not part of SANDAG Transportation Committee
- CTSA is not consulted in regional flex fleets, microtransit and paratransit planning decisions

5 · How regional partners benefit

Partners buy mobility as a service instead of running transportation themselves



Hospitals & health systems

Same-day discharge rides free beds sooner; rides to pharmacies, clinics and treatment support follow-up care.



Direct access for community

Affordable, convenient countywide access to accessible vehicles and trained



City-run senior services

Nutrition-site shuttles and senior rides at brokered rates, with FACT handling scheduling, vendors and reporting.



County HHSA

Reliable rides for public-health treatment, a single referral point for aging and disability clients, and emergency transport capacity.

Key takeaways



1

The law is enabling, not prescriptive

2

Small base, large leverage

3

Brokerage is the multiplier

4

Demand is rising

Thank you

Questions and conversation welcome

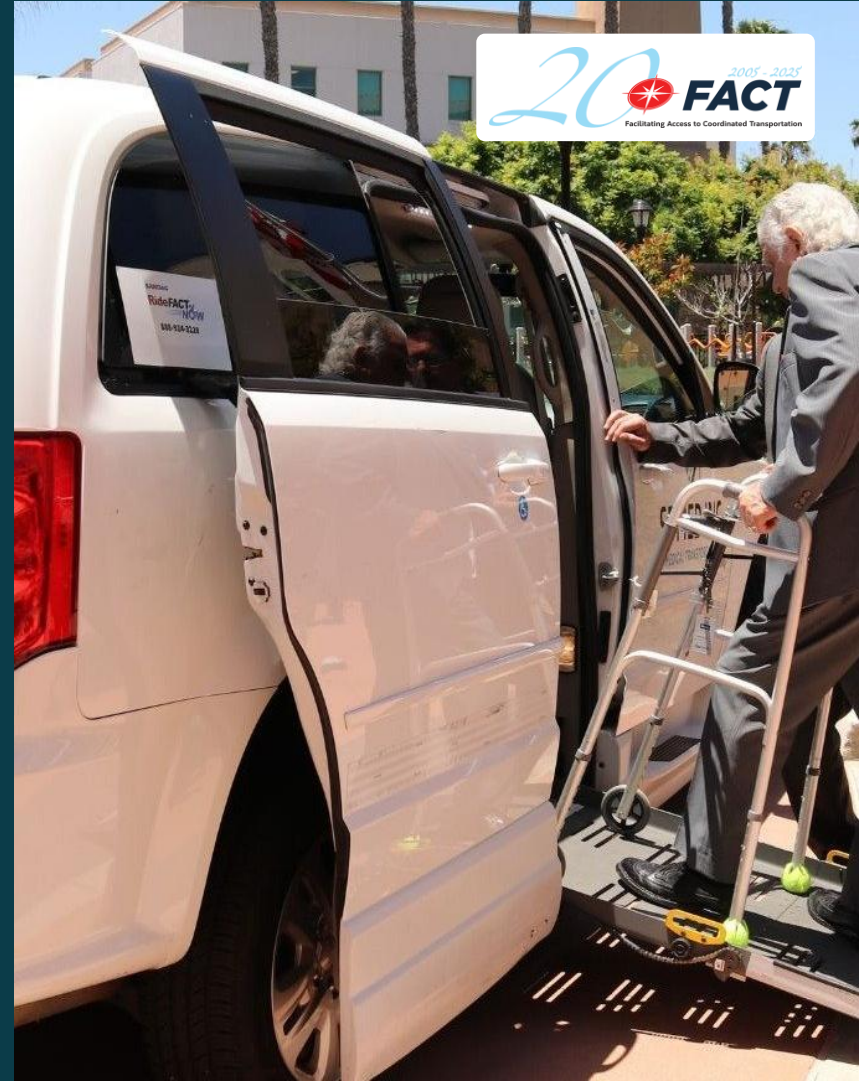


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BREAK



LISTENING SESSION & MAPPING EXERCISE



SPECIALIZED TRANSIT COORDINATION AND FUNDING RESOURCES

September 29, 2026

SunLine CTSA Symposium

Lorelle Moe-Luna, Multimodal Services Director

Eric DeHate, Transit Manager



Overview

- Background on RCTC
- Overview of public transit system
- Public Transit-Human Services Coordinated Transportation Plan (Coordinated Plan)
- Funding resources for specialized transit

Who are we?

- In 1976, the State of California created **Regional Transportation Planning Agencies (RTPAs)**
- RCTC is one of a total of 26 RTPAs throughout the state
- Commission structure includes a representative from each city (28), County Supervisors (5), and Governor's appointee from Caltrans (non-voting)





Roles and Responsibilities



Improve mobility for the people of Riverside County

Role in Public Transit

- Coordinate transit network with transit agencies
- Approve Short-Range Transit Plans to allocate federal, state, and local funding to transit operators for operations and capital
- Designate Consolidated Transportation Services Agency (CTSA)
- Provide technical assistance for grant programs





Public Transit System

7,200 square miles

2.5 million residents



METROLINK



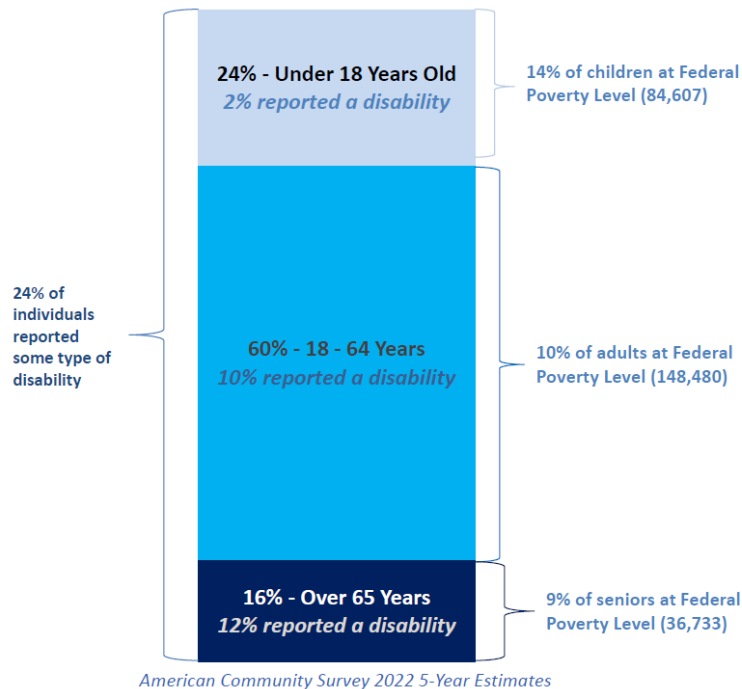
Coordinated Plan Update

- Purpose of the Coordinated Plan
 - Federally required for public transit operators and social service agencies to receive Federal Transit Administration Section 5310 funds
 - Western County Measure A Specialized Transit Funding
- Required Coordinated Plan Elements
 - 1) Existing Conditions Assessment
 - 2) Stakeholder Engagement
 - 3) Goals and Strategies Development
- Commission Approved November 2025



Existing Conditions Assessment

Riverside County Population – 2.49 Million
18% at 150% of Federal Poverty Level (450k)



16% - of the population is age 65+

24% - Persons report some type of disability

18% - Persons living below 150% of the federal poverty line

Stakeholder Engagement

- Extensive engagement process with 30+ agencies and completion of a Countywide Survey with nearly 800 responses

Themes from the Outreach Process

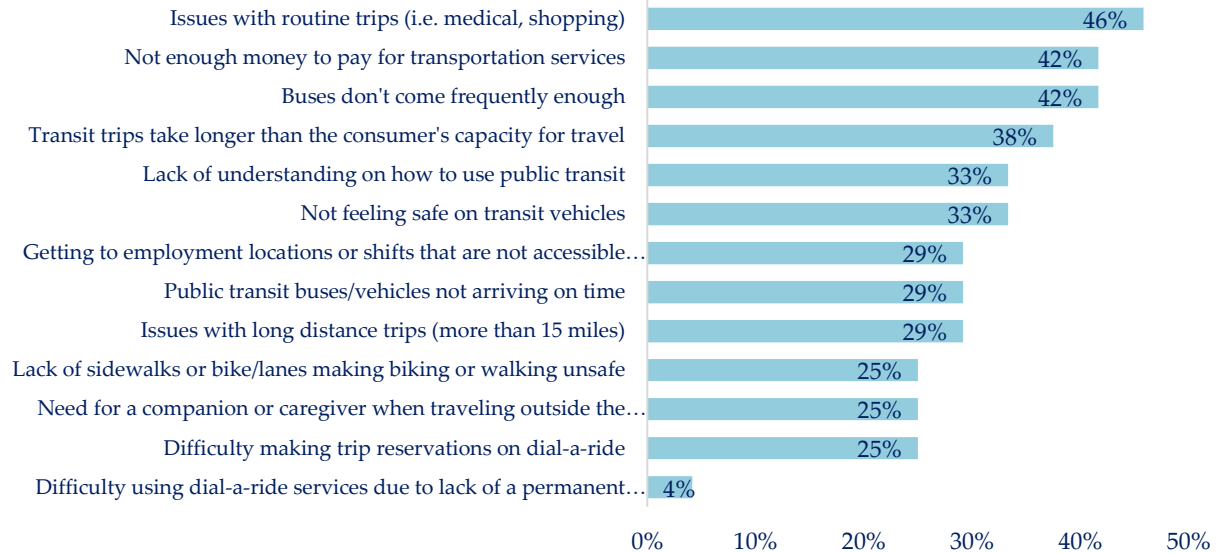
1. Lack of transportation information
2. Need for expanded coverage
3. Safety and Security
4. Rider Experience
5. Service Frequency
6. Transit Amenities and Access



Survey Results: Challenges and Difficulties

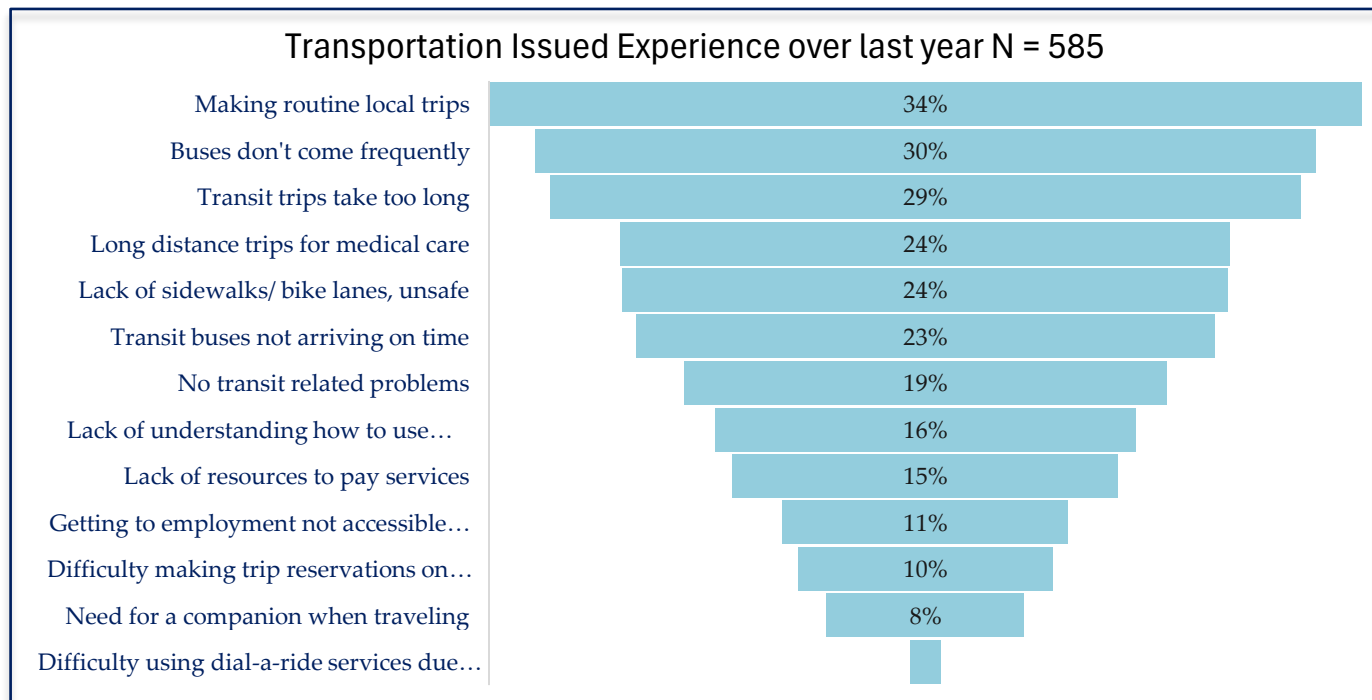
What human
service
agencies
heard from
clients

Challenges Heard from Clients Responded "Often" N = 24 Agencies



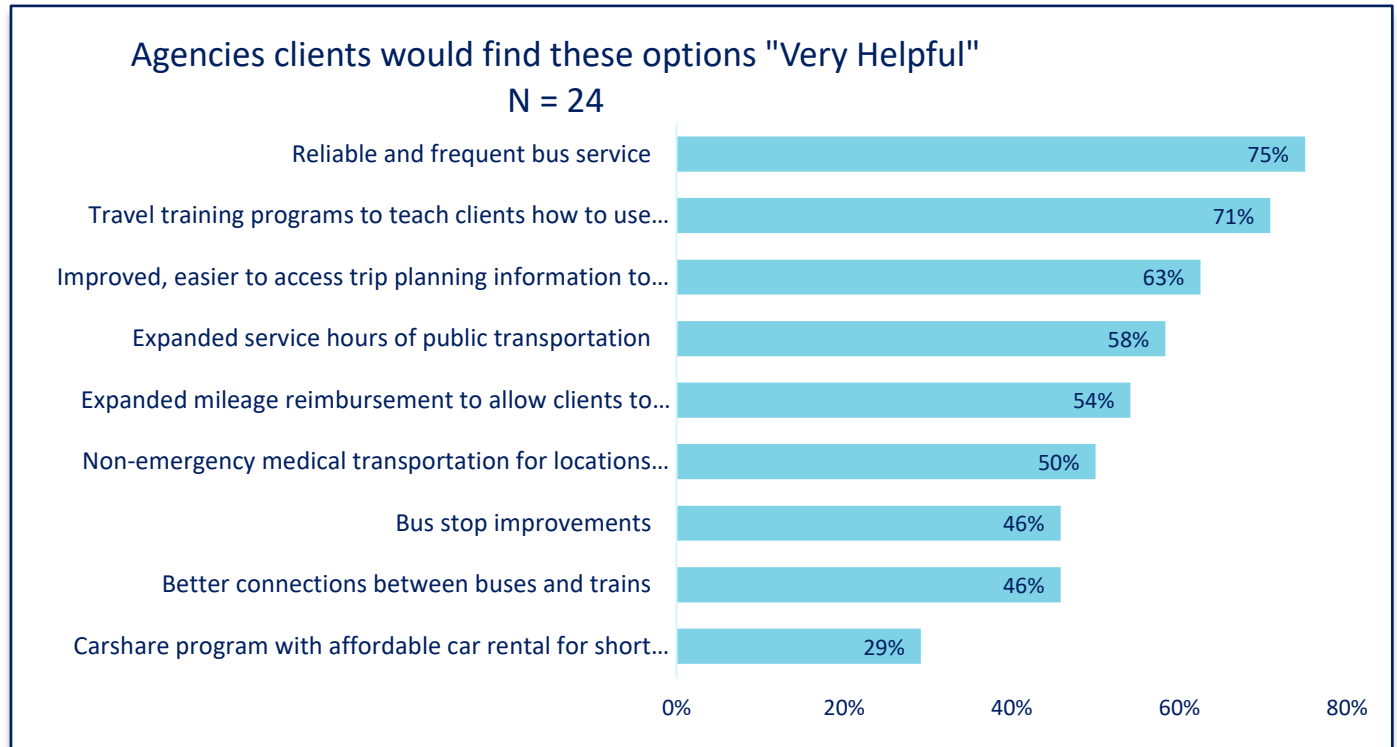
Survey Results: Challenges and Difficulties

Transportation Difficulties Experienced Over Last Year by Riders



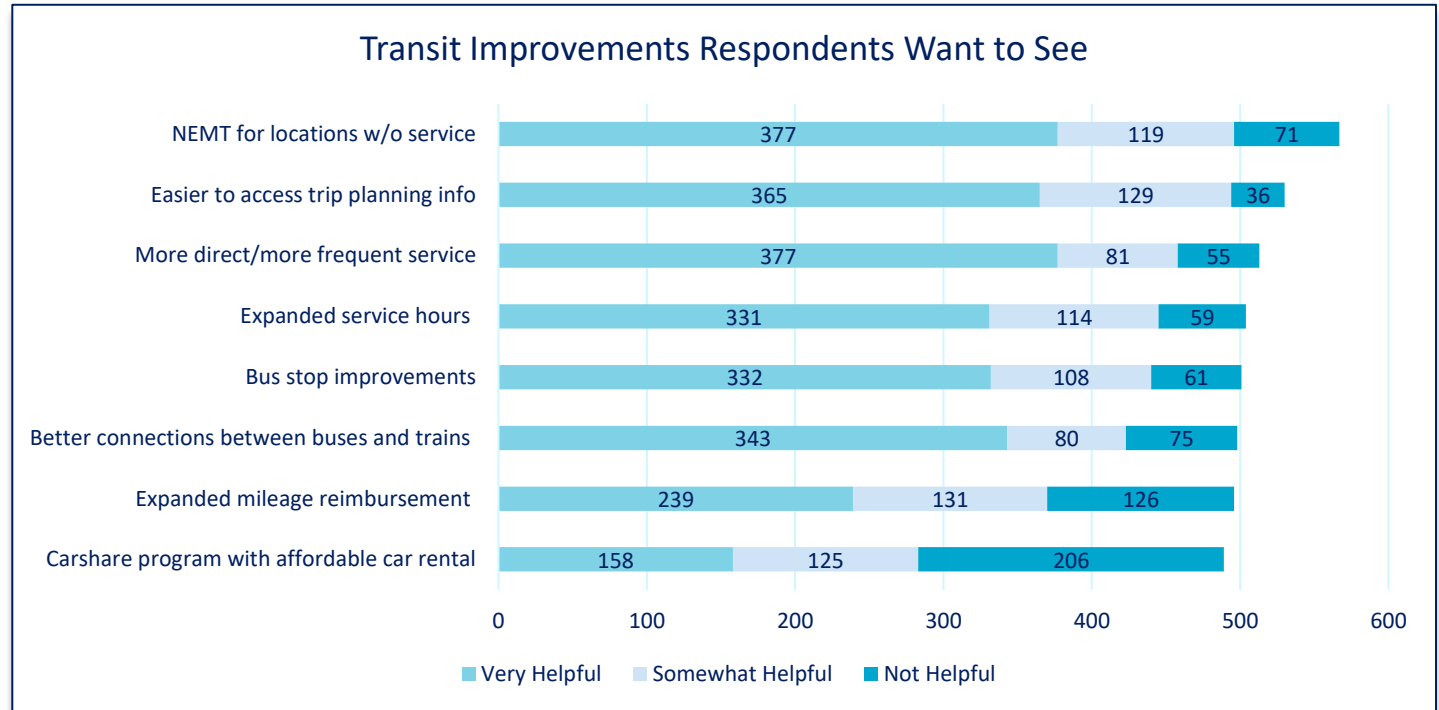
Survey Results: Helpful Improvements

Agencies' Clients Would Find These "Very Helpful"



Survey Results: Helpful Improvements

Transit
Improvements
Respondents
Want to See



Goals and Strategies



Goal 1: Build Capacity of Specialized and Alternative Transportation



Goal 2: Improve the Promotion of Available Transit Resources

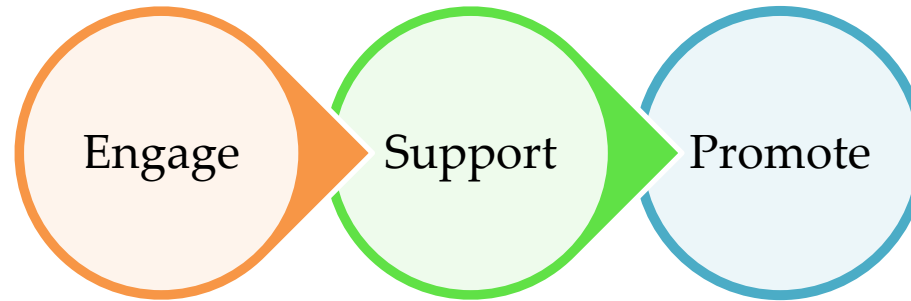


Goal 3: Enhance Transit Growth, Coverage and Connections



Goal 4: Improve Transit Infrastructure and Travel Access

Implementation



Funding Resources for Specialized Transit

- Federal Transit Administration (FTA) Section 5310
- Measure A Western County Specialized Transit Program
- California Access for All Program **(New!)**



Federal Transit
Administration



Specialized Transit Providers



Care-A-Van Transit Systems, Inc.

Transportation with a heart





FTA 5310 Program

- Administered by Caltrans
- Program Goal: Improve mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding the transportation mobility options.
- Project Types: ADA accessible vehicles, equipment, operating assistance and mobility management projects
 - 55% of funds for Capital
 - 45% of funds for Operating
- Eligible Applicants: Private non-profit agencies and qualifying public agencies





FTA 5310 Program (cont.)

- Program Funding (FY 2024 and FY 2025 cycle):
 - \$22.4 million in Small Urban and Rural funds (Statewide)
 - \$4.6 million for Riverside-San Bernardino
 - \$1.3 million for Indio-Palm Desert-Palm Springs
 - \$1.2 million for Murrieta-Temecula-Menifee
- Approximately \$5.4 million awarded to Riverside County
- RCTC works with Caltrans to certify that the projects are in the regional Coordinated Plan, assists in scoring applications, provides outreach and technical assistance to applicants.





Measure A Specialized Transit

- Administered by RCTC
 - Approved by Riverside County voters in 1989 and reauthorized in 2009
 - Developed a Western County competitive Call for Projects that is held every three years
- Program Goals:
 - Preserve and improve essential transportation services, while supporting cost-effective expansions that address unmet community needs, particularly for disadvantaged populations, veterans, and access to medical and nutrition services.





Measure A (cont.)

- Project Types: Operating assistance, ADA accessible vehicles, equipment and mobility management projects and other services supporting seniors, persons with disabilities, and other transportation-disadvantaged populations.
- Eligible Applicants: local government agencies, human and social services agencies, tribal governments, and private non-profit organizations
- Program Funding (FY 2025 - FY 2027 cycle):
 - \$4.3 million (FY 2025)
 - \$4.4 million (FY 2026)
 - \$4.5 million (FY 2027)



Access for All Program

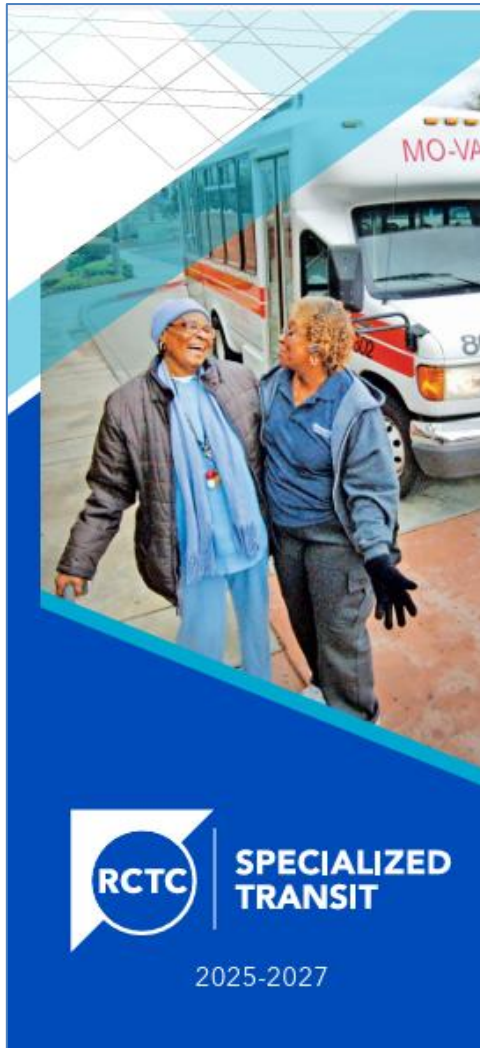
- Administered by the California Public Utilities Commission (CPUC)
- Senate Bill 1376 (SB 1376) signed into law in 2018
 - Known as the TNC Access for All Act
 - Directed California Public Utilities Commission to establish a wheelchair-accessible vehicle (WAV) Program
- Project Types: WAV vehicles purchase/lease and operating costs, provider partnerships, driver recruitment/training and incentives, technology and outreach, fare subsidies, and other costs supporting on-demand WAV service for persons with disabilities



Access for All Program (cont.)

- Eligible Applicants: Transportation providers meeting CPUC eligibility and safety requirements, including certain permitted and non-permitted carriers and eligible TNCs.
- Program funding
 - \$0.10 per trip charge that is collected by the TNC's
 - TNCs are allowed to request offsets quarterly against fees collected
 - Approximately \$225,000 to \$800,000 allocated annually for Riverside County
 - Currently, \$1,637,930 available from 2023-2025 for Riverside County





QUESTIONS?

Stay connected



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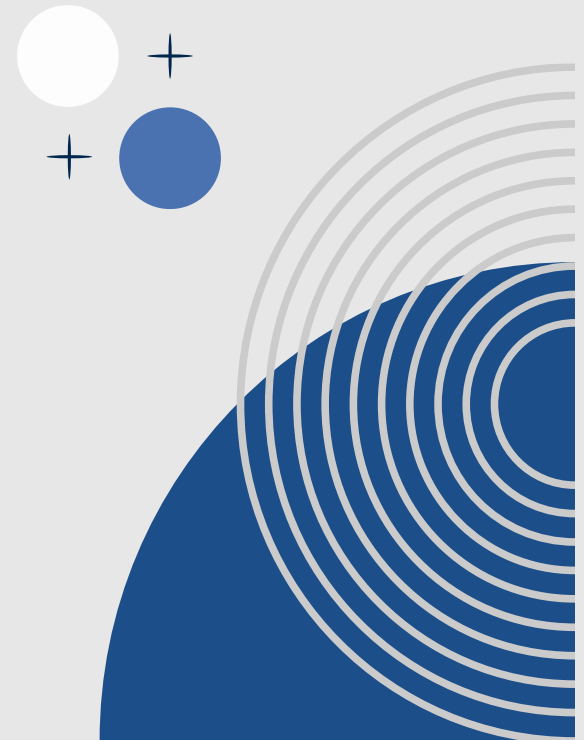
@theRCTC



LUNCH
&
RIDES REIMAGINED
OVERVIEW



Presented by
Kate Pecora
September 29, 2026



Introduction

- **THE WHY:** Riders who rely on specialized transportation in San Diego County experience a patchwork of providers, programs, and payment systems. Decisions about accessible transit were being made **about** riders, not **with** them.
- In 2025, Kate Pecora and Mark Fletcher founded the San Diego Accessible Rider Coalition (**SDARC**), with grant support from AFTA and FACT San Diego.
- It's the county's first **rider-led coalition** built to connect accessibility options across the region.



Today's Accessibility in san Diego County



- **On-demand, ride-share access is discriminatory.** For riders who need a WAV, there are simply no vehicles available and riders with service dogs are frequently passed by.
- **Paratransit requires extensive planning ahead.** Reservation windows make it hard to do anything spontaneous, like a last-minute appointment, a job shift or a night out.
- **Distance is part of the problem.** San Diego is a huge county with coastal, urban, suburban, rural and border communities. Service quality often depends on your zip code.
- **Systems don't talk to each other.** Different providers use different booking tools and payment platforms, and they don't work together. Riders end up doing the coordinating themselves.
- **Programs are only available on a qualifying basis** of age, geographic, income, disability type, and other factors.



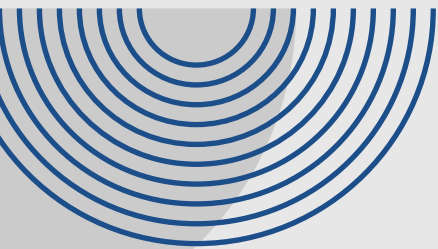
Our Mission & Vision



To **advocate** for equitable transportation policies, **educate** community partners on opportunities to enhance accessible transportation, and **collaborate** with local governments to provide reliable transportation options for seniors and individuals with disabilities.



Together, we will establish a sustainable network of accessible transportation partners that provide **reliable, affordable, and dignified** transportation for all San Diegans.



Operating Model

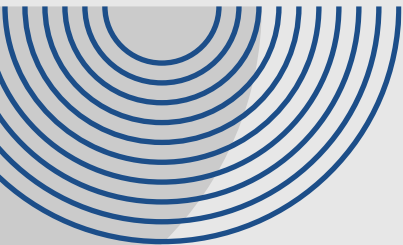


- Started as a FACT-sponsored startup and has become a self-governing coalition with elected leadership
- Co-chair leadership model
- Three standing committees:
 - **Policy & Advocacy**
 - **Community Engagement & Outreach**
 - **Funding & Development**
- Formal nonprofit incorporation is underway

2026 Priorities



- 1.On-demand accessible transportation:** expand same-day WAV options
- 2.Paratransit funding strategy:** push for funding structures that reflect what WAV service actually costs (for example, AFA Cycle 3)
- 3.Fare equity:** integrate PRONTO and make fares fair across programs
- 4.Payment interoperability:** close the gaps between booking and payment platforms
- 5.Autonomous vehicle accessibility:** make sure new mobility, like Waymo, is built with wheelchair users from day one



Learnings from our Experience

SDARC's plans in 2027:

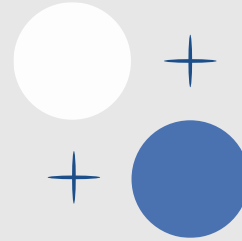
- Complete non-profit incorporation and build sustainable funding model
- Take a closer look at geographic service gaps
- Stay present at SANDAG, MTS and state planning tables

Key learnings for the Coachella Valley:

- 1.Include riders at the table from the start**, not just in public comment.
- 2.Plan for geography.** Long distances and dispersed communities need their own service design, not a scaled-down urban model.
- 3.Fund equity, not parity.** Budget for the real cost of WAV service, and **adequately compensate the drivers** providing this important, dignified service.
- 4.Build for interoperability early.** Booking and payment systems that work together from the beginning are far easier than retrofitting them later.
- 5.Get ahead of new technology.** Write accessibility requirements before autonomous vehicles and new mobility services launch, not after.



Thank You



Questions?



www.sdaccessibleridercoalition.org



The Many Shapes of a CTSA

How California agencies structure Consolidated Transportation Services Agencies to carry out coordination functions

Multimodal Solutions | Drawn from the CalACT CTSA eBook

Where CTSAs Come From

Social Service Transportation Improvement Act — AB 120 (1979)

1979

AB 120 enacted; Gov. Code
§15950 et seq.

1981

Deadline for regional Action
Plans naming a CTSA

5%

Share of local TDA funds a CTSA
may claim

Intent: improve service to low-mobility groups while cutting cost, insurance premiums and duplication. The Legislature took a middle course — neither mandating nor merely encouraging coordination — so each region could fit the CTSA to local conditions.

Source: CalACT CTSA eBook, Ch. 1; eBook reference, Mobility Management Centers position paper

Who Designates — and Who Can Serve

Statute allows four kinds of entities to hold the designation

Designating body

- County transportation commissions (CTCs)
- Local transportation commissions (LTCs)
- Regional transportation planning agencies (RTPAs)
- Metropolitan planning organizations (MPOs)

1

Public agency

City, county, transit operator, state agency, public district, or joint powers authority

2

Common carrier

A carrier of persons as defined in the Public Utilities Code

3

Franchised private

A private entity operating under a franchise or license

4

Nonprofit

A nonprofit corporation under the Corporations Code

Source: CalACT CTSA eBook, Ch. 1–2, as restated in SRTA Coordination of CTSA Services Review (2015)

Six Coordination Functions in Statute

Government Code §15951 — the benefits a CTSA is meant to deliver

1 Combined purchasing

Bulk buying of vehicles and equipment for unit-cost savings

2 Driver training

Safer operation and, in turn, lower insurance costs

3 Centralized dispatching

More efficient use of the vehicles already on the road

4 Centralized maintenance

Routine, scheduled upkeep across fleets

5 Centralized administration

Fewer duplicative administrative organizations

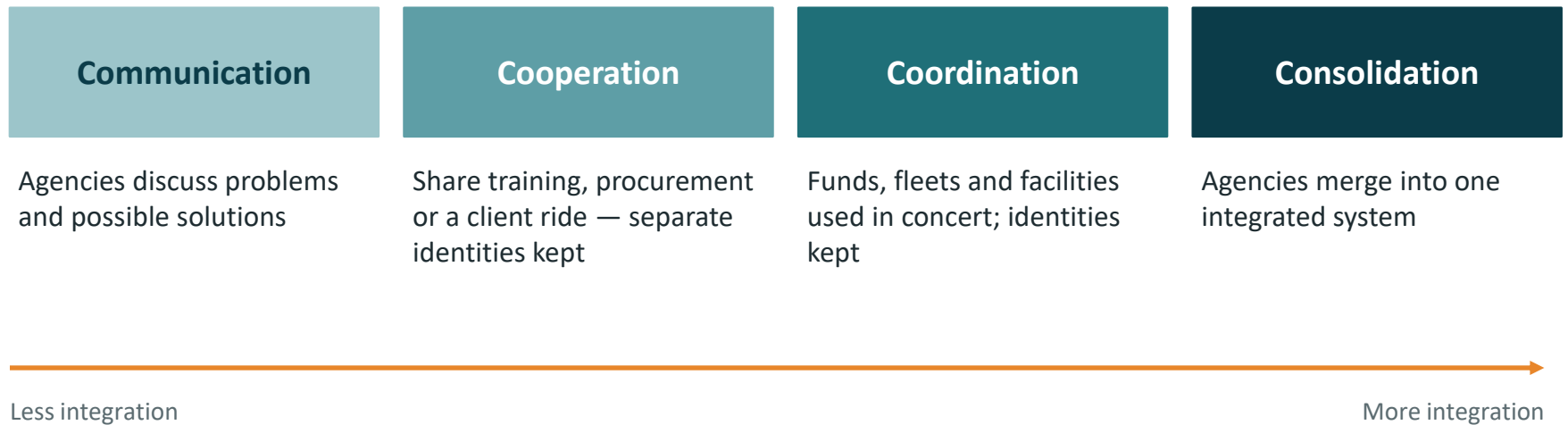
6 Funding consolidation

Pooling categorical funds and easing program constraints

Source: Gov. Code §15951, as quoted in the CalACT CTSA eBook reference set

A Spectrum, Not a Single Model

Coordination can range from sharing information to full consolidation



Despite the word “consolidated,” few CTSAs reach full consolidation.

Source: Four-level framework as used in SRTA Coordination of CTSAs Services Review (2015) and Shasta Coordinated Plan (2007)

The Range of Structures in Practice

Illustrative California examples — confirm current designations locally

Structure	How it works	Examples
Transit operator as CTSA	Operator adds coordination to its fixed-route and paratransit role	OCTA; SunLine (Coachella Valley); Riverside Transit Agency
Dedicated public agency / JPA	Purpose-built public entity, often tied to ADA paratransit	Access Services (Los Angeles); Placer County CTSA JPA
Nonprofit CTSA	Community nonprofit designated to coordinate and/or operate	FACT (San Diego); MOVE Stanislaus; SMOOTH (Santa Barbara); VTrans (San Bernardino)
Planning agency–led, no formal CTSA	RTPA or CTC performs coordination directly or by contract	Solano (STA); Shasta (SRTA, per 2015 review)

Three Ways to Assign CTSA Functions

The designating agency decides how centralized the role will be

1

Single entity

One organization holds the designation and carries all assigned functions.

2

Divided functions

Functions split among several organizations — e.g., one operates service, another runs the information line.

3

Hybrid / in-house

Planning agency keeps some functions and contracts others, such as a call center or third-party trip broker.

Whatever the model, statute calls for using existing public and private administrative capacity to the maximum extent possible.

Source: CalACT CTSA eBook, Ch. 1 (Gov. Code §§15952, 15976); SRTA Coordination of CTSA Services Review (2015)

The Menu of CTSA Activities

Agencies pick from operating roles and facilitating roles

Operating roles

- Direct demand-response or specialized service
- Centralized scheduling and dispatch
- Trip brokerage across multiple providers
- Volunteer driver and mileage-reimbursement programs
- Shared maintenance for partner fleets

Facilitating roles

- One-stop information / referral (e.g., 2-1-1 partnership)
- Travel training to shift riders to fixed route
- Joint procurement: vehicles, insurance, software
- Grant research, writing and FTA 5310 support
- Provider forums and SSTAC participation

Source: CalACT CTSA eBook; SRTA Coordination of CTSA Services Review (2015)

Case in Point: Stanislaus County

MOVE Stanislaus — a nonprofit CTSA with a local sales-tax base

Structure

- Nonprofit designated by StanCOG (MPO/RTPA)
- Funded by LTF plus Measure L, the ½-cent sales tax passed in 2016 (runs to 2042)
- Audited annually under StanCOG's Measure L policies

Care Cruisers, last fiscal year

944	1,407	30,703
riders	trips	miles

Care Cruisers

Free door-through-door rides for residents 50+ and people with disabilities

Eligibility Center

One countywide ADA paratransit eligibility process

BRIDGES

Riders pick a volunteer driver; MOVE reimburses mileage

PASS

Free bus passes for low-income older adults

Mobility training

One-on-one instruction in riding fixed-route transit

Partner support

Measure L grants to nonprofits and a training scholarship fund

Sources: StanCOG; MOVE Stanislaus; Stanislaus County Aging & Veterans Services; Turlock Journal (Aug. 2026)

How CTSAs Are Funded

A dedicated source — with limits



5%

of the Local Transportation Fund a
CTSA may claim under TDA Article 4.5
for community transit service to
seniors and people with disabilities

Allocation test

The planning agency may withhold Article 4.5 funds if it finds unmet transit needs in its jurisdiction.

Private CTSA limits

No gift of public funds — TDA cannot buy vehicles for a private agency, and claims may not exceed costs.

Braided sources

CTSAs layer FTA 5310, local sales-tax measures (e.g., Stanislaus Measure L) and service contracts on top of TDA.

Persistent gap

The eBook's position paper found funding to be an issue for most CTSAs.

Source: CalACT CTSA eBook, Ch. 4 and position paper; Caltrans MAP Phase I legal analysis. "Braided sources" reflects current practice.

What the eBook Found: Mixed Results

The eBook's assessment of implementation since 1979

1

Not universal

Not every county or region appointed a CTSA

2

Partial scope

Many achieved coordination in only some of the six statutory areas

3

Few full-range models

Sacramento, Los Angeles and Santa Barbara cited as exceptions offering a broad range of services

The Task Team's response: build CSA out into Mobility Management Centers.

Source: CalACT CSA eBook reference — Mobility Management Centers in California, State Transportation Task Team position paper

Holding a CTSA Accountable

Measures should match the functions actually assigned

- Trips successfully coordinated
- Operating cost per coordinated trip
- Administrative cost per coordinated trip
- Share of trip requests accommodated
- Riders travel-trained to fixed route
- Information calls and web lookups handled
- Coordination meetings hosted

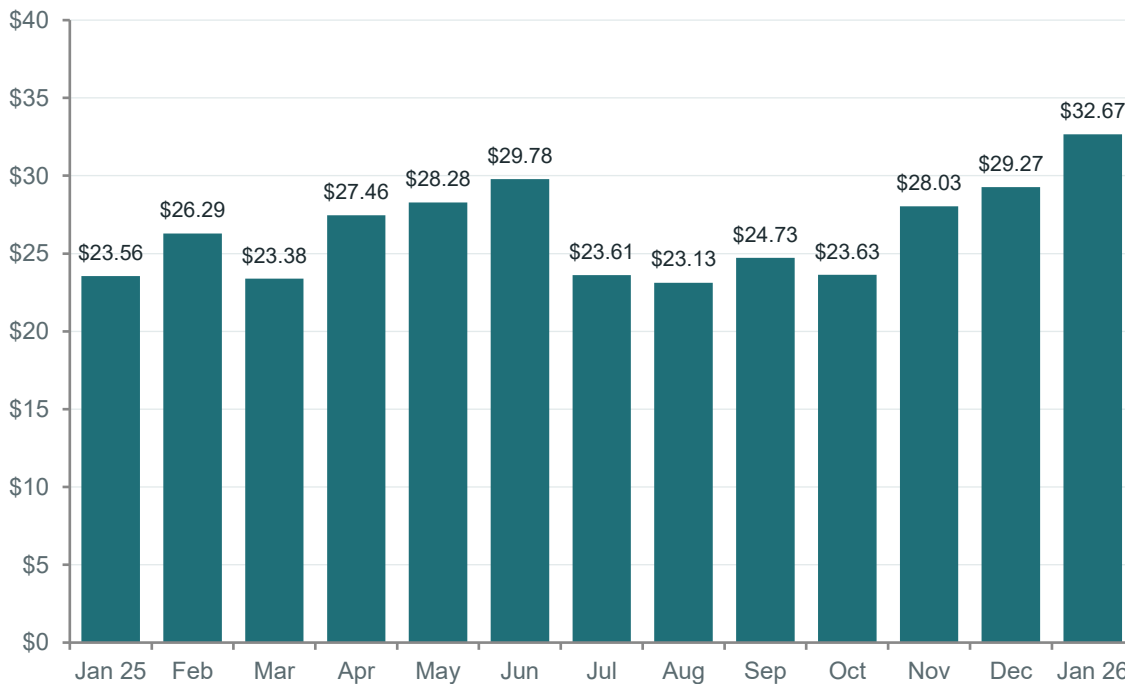
Key benchmark

Cost per one-way passenger trip

It lets a CTSA or mobility manager assign each trip to the lowest-cost mode that still meets the rider's needs — a bus, a taxi, or a volunteer driver.

Cost per Trip in Practice: FACT

RideFACT average cost per trip, as published monthly by FACT



\$23–\$33

Monthly range, Jan 2025 – Jan 2026
(\$23.13 low, \$32.67 high)

≈ \$26

13-month average of
monthly figures

\$5–\$20

Rider fare, set by trip
distance

8–10 mi

Average RideFACT trip
length

Source: FACT Monthly Usage Reports (factsd.org); fares from factsd.org/ridefact. Trips purchased through FACT's brokerage.

Questions for Collaborating as a Regional CTSA

- 1 What level of coordination is best for the region?
- 2 To what degree should functions be centralized or shared?
- 3 How will TDA 4.5 be braided with other funds?
- 4 How will success be measured and reported?



Recap: Putting the Pieces Together

Susan Hafner



Closing Remarks

Mona Babauta