



Meeting Agenda and Notice  
**FACT Board of Directors Meeting**  
**9:00 a.m., September 12, 2013**  
 Poinsettia Room, Encinitas City Hall  
 505 S. Vulcan Avenue, Encinitas, CA 92024

**Introductions**

- |   |      |             |
|---|------|-------------|
| 1. Approval of July 2013 Board meeting minutes    | p-2  | ACTION      |
| 2. Public comment                                 |      | INFORMATION |
| 3. Board Chair’s report                           |      | INFORMATION |
| 4. CAM update – presentation by Ben Macias, Chair | p-9  | INFORMATION |
| 5. RideFACT service update                        | p-12 |             |
| 6. New and potential new services                 | p-13 |             |

INFORMATION/ACTION

- SDCOE Update (Foster youth transportation)
  - City of Oceanside service update
  - Service Development Committee Report
- |  |      |  |
|--|------|--|
| 7. By laws updates (meeting dates, absence from Board) | p-16 |  |
| 8. Award of reassigned Caltrans 5310 vehicle           | p-17 |  |
9. Annual Meeting Prep (Dec 12, 2013)  
 POSSIBLE ACTION
- Keynote speakers – Invitations sent (Caltrans, FTA, SANDAG, others)
  - Norine Sigafoose Award - Nominee recommendations
  - Board Officer Nominating Committee appointment
  - New Board & Committee appointments (up to 5 CAM members)
  - Bylaws amendments

10. Review of financial statements, July and August 2013

INFORMATION

11. ED report (contracts, insurance, financial audit, live well SD)	P-18	
---	------	--

INFORMATION

12. Board member comments		INFORMATION
---------------------------	--	-------------

**ADJOURNMENT**

**FACT's Mission**

Assist San Diego County residents with barriers to mobility to achieve independence through coordination of transportation services

**ITEM #1**

**FACT Board of Directors' Meeting Minutes**

July 25, 2013

Encinitas City Hall

505 S. Vulcan Avenue, Encinitas, CA 92024

Board Members Attending	Hon. Dave Roberts, Bob Campbell, Hon. Teresa Arballo Barth, Norine Sigafoose, Milena Chakraverti-Wuerthwein - Ex officio, LaVonna Connelly (via phone)
TAC Members Attending	Danielle Kochman-SANDAG, Kim Thorp-NCTD, Lois Knowlton-Friends of Adult Day Health Care
Board Members Absent	Phil Monroe, Hon. John Aguilera, Alane Haynes, Susan Hafner
Staff Attending	Arun Prem, Meagan Schmidt, Budd Anderson, Oswaldo Perez, Leticia Corona, Noah Minner
Public/Guests	Brian Lane-SANDAG, Tom Bumgardner-ABC Senior Transportation
Introductions	LaVonna Connelly joined the discussion via phone to establish quorum. A special meeting notice was posted at Encinitas Hall. Chair Bob Campbell called the meeting to order at 9:04 AM. Introductions were made. Oswaldo Perez led the group in the Pledge of Allegiance.
Approval of June 2013 Board Meeting Minutes	<b>Motion to approve the June 2013 Board Meeting minutes made by Dave Roberts. Second by Teresa Arballo Barth. The motion passed unanimously.</b>
Public Comment	Kim Thorp said the new NCTD rider's guide would be out soon. She announced that NCTD's ADA review group meeting was scheduled on August 6, 2013 and was open to the public. The NCTD Board reviewed the FLEX service; a status report was available online. She noted it was the week of the 23 <sup>rd</sup> anniversary of the passing of the Americans with Disabilities Act (ADA).  Bob thanked NCTD for assisting FACT in developing a no show policy.

<p>Board Chair’s report</p>	<p>Bob said he would like to visit the topic of record retention and recommended including this as a discussion item at later Board Meeting.</p> <p>He said RideFACT had successfully completed one year of countywide service. He was pleased to see the decreasing cost per trip. He thanked staff for their leadership.</p>
<p>CAM update - presentation by Ben Macias, Chair</p>	<p>Arun asked if the Board would like staff to present the Council on Access and Mobility (CAM) item since Chair Ben Macias was unable to attend. Ben was willing to present in September. Bob said he would like to hear the presentation from Ben and apologized for not getting to the item at the last meeting. The presentation was deferred.</p> <p>Arun mentioned increased interest in joining CAM. The CAM subcommittee proposed increasing seats by five to a total of 30; this would include increasing medical and transportation provider seats. The recommendations will be brought before the Board for action at the Annual Meeting.</p> <p>Due to the increased size of CAM it was difficult to find meeting locations to accommodate the group. Dave offered the use of the County Building’s Bayside meeting rooms as a potential option. Arun appreciated the offer and mentioned that CAM would be using the County’s Operations Center in October for the National Transit Institute (NTI) workshop.</p>
<p>Senior Shuttle Transportation - proposal for City of Oceanside</p>	<p>FACT recently met with Megan Crooks from the City of Oceanside to discuss coordination initiatives. The City of Oceanside issued an RFP in July to perform on demand senior transportation in Oceanside as well as medical destination in neighboring cities.</p> <p>Arun reviewed the Rationale and Feasibility of FACT performing the service as follows: service and infrastructure similarities to RideFACT, experienced FACT staff, qualified service providers, potential revenue source using 5310 vehicles, demand projections can be met, and access to cost effective resources available for expanded hours (2-1-1 or Superior Message Center). He said the average trip length was 10 miles, service hours were 6am- 6pm, the reservation process required 3-day advanced notice, client fare was \$5 each way, demand was up to 7 round trips per day (350 one-way trips are expected per month), and the program required call center support and language assistance. Compliance requirements were as follows: liability and workers compensation insurance, detailed monthly invoice, quarterly monthly service/complaints summary, term of service from September 9, 2013 - June 30, 2014, and incident reports and quarterly summary. RFP responses are due August 2 and require Board resolution designating signature authority and a letter of support. Challenges included screening eligible riders, sharing rides with RideFACT clients, and accommodating extended reservation hours. Arun said the service had shorter operating hours and a limited service</p>

area compared to RideFACT.

Staff requested the Board's approval to submit a service proposal for Senior Shuttle Transportation to the City of Oceanside Including a resolution designating the Executive Director as the approved signatory for FACT.

Bob asked for the dollar amount that would go to FACT based on projections. Arun said Oceanside staff indicated that their budget was approximately \$170,000. From his calculation at the rate FACT proposed the cost of projected trips would be \$70,000. Arun said the project should net a positive cash flow for FACT. Dave asked if this incorporated the cost of using an outside call center. Arun confirmed.

Teresa asked for clarification on the languages included for the multiple languages requirement. She asked if the call center had access to language assistance. He said FACT was subject to similar language requirements under FTA grants. To conform to the requirement FACT has an agreement with 2-1-1 in order to access their language line service free of cost. He said the language line was rarely used because limited English proficiency callers have managed to communicate their trip information to Mobility Coordinators. LaVonna said from Oceanside's 2010 data 86% of the population spoke either English or Spanish. Arun said that FACT staff included two Spanish speakers. Bob asked if a language issue or incident would require an incident report. Arun confirmed and said there was a strong push nationwide from the FTA for grantees to comply with language requirements. Brian Lane said SANDAG under Title 6 requirements had to establish a language assistance plan which analyzed all the languages spoken in different regions of the County. He said Paula Zamudio from SANDAG would be a resource for language data.

Dave requested clarification on the wording in the agenda because it said that FACT was not subcontracting, but contracting with Sol to use FACT owned 5310 vehicles. Arun said the subcontracting comparison to the 5310 vehicle use was confusing because technically FACT would be subcontracting with Sol. Arun explained that the brokerage providers who were consulted could not meet some of the service requirements or had overly expensive rates. The use of FACT owned 5310 vehicles was preferred because the revenues generated would result in a net gain for FACT. He said Sol would perform the trips free of cost up to 15 miles.

Bob asked if the proposal with Sol was exclusive. Arun confirmed. Bob asked when the new cycle of 5310 vehicles would be available if awarded. Arun said that FACT was not recommended for 5310 funding; he said this

	<p>may be a result of FACT not identifying a vendor/s on the application. He said the capacity on Sol operated 5310 vehicles is limited, so other options would need to be explored if the contract was extended. Bob asked if FACT would have the opportunity to extend the contract without going through a bid process. Arun said the RFP did not mention an extension clause; it may be included in the contract. Lois Knowlton said Friends of Adult Day Health Care Center and Poway Adult Day Health Care Center would provide support letters for the proposal.</p> <p><b>Motion to approve staff to submit a service proposal for Senior Shuttle Transportation to the City of Oceanside and approve a resolution designating the Executive Director as the signatory for FACT made by Dave Roberts. Second by Norine Sigafoose. The motion passed unanimously.</b></p>
<p>SDC Office of Education - update</p>	<p>Arun provided a brief summary of past discussions regarding the San Diego County Office of Education (SDCOE) Foster Youth Transportation service. He said the Executive Committee was provided an update on Sol Transportations rates and the SPAB certification requirements. SPAB certification is not required if the vehicles seat fewer than 10 individuals and accommodate no more than 1 wheelchair. The 5310 vehicles could not be used for the Foster youth transportation regardless of whether FACT was part of the contract or not. In light of the concerns expressed by the Executive Committee it was recommended that the SDCOE contract directly with Sol. Bob said this coordination effort coincided well with FACT’s name and mission.</p> <p>Dave said he was concerned with FACT’s role since Sol was taking over the call center function. He questioned how Sol as a for-profit was able to schedule and perform the trips at the same cost proposed to solely perform the trips through FACT. He asked for clarification on the proposed contract. Arun said Sol requested additional funding to cover administration expenses; the SDCOE may accommodate their proposal. Bob and Dave said FACT had requested additional administrative funding from the SDCOE, but was denied. Arun said he gave the SDCOE the option to either add an administrative payment for FACT or to contract with Sol directly. The SDCOE decided to go with SOL who counter proposed an administrative payment.</p> <p>Bob and Dave said they had an issue with SDCOE denying FACT’s request for administrative funding while considering Sol’s proposal. Dave felt that FACT was undercut and that Sol was performing the same services as FACT, but charging an administrative fee. Bob requested that a letter be drafted to Laurie Campbell (SDCOE) explaining FACT’s objection to the</p>

	<p>situation; he requested the letter be forwarded to the FACT Board. LaVonna said that Sol has been an excellent partner to FACT and felt they responded adequately to FACT withdrawing from the bid process. She said since FACT was no longer bidding on the contract Sol had the right to submit a bid and propose additional funding based on their expenses. Dave agreed with LaVonna but questioned the role of FACT if for-profits were able to handle phone call intake cost effectively; he said FACT's efforts could be directed to other areas. He said Sol accepted the contract parameters offered by FACT knowing the SDCOE budget, but increased their cost in a separate proposal in order to take over the function that FACT was going to perform free of cost. He said now the SDCOE was considering offering the additional administrative funding to Sol that was not offered to FACT. Bob mentioned that Sol was aware of FACT's concerns and request for additional administrative funding from the SDCOE; he said no concessions were made by Sol or the SDCOE to accommodate FACT's request.</p> <p>In light of the discussion Dave said he wanted to ensure staff that they were fully supported by the Board, but wanted to ensure FACT services were used adequately to meet demand not met by other agencies.</p> <p>Danielle said the phone call intake handled daily by FACT staff was more involved than the reservation process required by the SDCOE service. She said there was great value added from FACT's services outside the SDCOE contract.</p> <p>Arun said the real issue was with the SDCOE and not with Sol; he said Sol was merely acting in their best interest as a business. Sol originally committed to performing transportation only because FACT was handling the call intake process; since FACT was no longer handling the trip requests Sol required administrative funding to cover the extra expenses related to performing that function. The problem was that the SDCOE treated Sol's request for administrative funding differently than FACT's request; different standards were applied.</p>
<p>Services Update - first anniversary of RideFACT</p>	<p>Arun discussed RideFACT statistics for the past year. He said FACT provided the highest number of RideFACT trips in June at 1,132 one-way trips. The remaining statistics were not ready. Potentially the average cost per trip could be \$11.5 which would be the lowest cost compared to prior months. Trips performed on 5310 vehicles were not included in the average cost because FACT does not pay for those trips. Bob asked how the average price compared to national averages. Arun said he looked at NTD's database and the range appeared to be closer to \$40 for demand</p>

	<p>response; he said Access (L.A) pays approximately \$30.</p> <p>Arun announced that a third non-profit, City Link joined the brokerage. He said non-profit rates have contributed to the reduction in trip costs. City Link has a large vehicle fleet, large service area, and has experience providing specialized transportation. He announced that in June RideFACT completed 1 year of countywide services; it had performed 8,100 trips to date and was on track to provide 12,500 trips for the fiscal year. The longest trip performed was 56.4 miles. He was proud to celebrate RideFACT’s first anniversary.</p> <p>Arun said the largest trip generators were dialysis centers. Patterns were beginning to emerge from the monthly statistics. Imposing trip limitations and prioritizing trips has not occurred, but may be necessary to ensure the eligible population is fairly served. One rider had scheduled 272 trips between January and June 2013. Bob said that maybe the dialysis centers could contribute or coordinate with FACT. He suggested the Service Development Committee discuss these issues at the next meeting. He felt FACT resources should be spread over a larger population instead of focusing on the demand of a few individuals. He understood the need for reoccurring dialysis transportation, but felt these trips should be balanced with other trip demands.</p> <p>Bob asked if staff knew the cause for the high cancelation rate. Arun said most of the cancelations were a result of appointments being changed by medical facilities. Meagan Schmidt explained that recurring trips, such as dialysis are scheduled at the beginning of the month; and a cancelation results in multiple trips being canceled.</p>
<p>Application process for FTA Section 5310 capital grants</p>	<p>Arun reviewed past discussion regarding the application process for FTA section 5310 capital grants. The item was reviewed at the May and June 2013 meetings; action was deferred pending clarification of the outreach process. Arun said the revised outreach plan was forwarded to the Board for comments and the feedback was incorporated in the plan.</p> <p>Arun reviewed the method of solicitation/outreach for FTA Section 5310 capital grant opportunities as follows: Announce opportunity at CAM, SSTAC, and ARS meetings if feasible; post notice on FACT and CalACT websites with a minimum 30 days to respond; and email all contacts on FACT email list (includes Board, CAM, TAC, Brokerage vendors).</p> <p>Staff recommended the Board approve the FTA Section 5310 grant application process as outlined.</p> <p><b>Motion to approve the FTA Section 5310 grant application process</b></p>

	<p><b>made by Dave Roberts. Second by Norine Sigafoose. The motion passed unanimously.</b></p> <p>Danielle said that even though FACT was not recommended for cycle 7 5310 funding there may be excess funding later for approved projects. She said the FTA approved 110% of available funding in order to ensure that approved projects are adequately funded; since 110% of the funding is approved instead of 100% there would most likely be excess money to fund additional projects. Some vehicles may be re-awarded if original recipients do not meet the requirements.</p> <p>Bob asked if there was anything FACT could have done to have been placed in the 100% bracket. Danielle said identifying a vendor/s who would operate the vehicles in the application could have increase FACT's point value. She said the other area FACT lost points in was the number of passengers served per hour. Bob asked if there was an appeal process and explained that FACT may have lost points as a result of the inability to group trips efficiently based on San Diego geography. Danielle said an appeal can only be made if the established criterion was applied incorrectly to a project; an appeal cannot be made based on a low score. She mentioned that cycle 7 was highly competitive.</p> <p>Bob asked staff to provide a summary report of the discussion.</p>
August Board Meeting	<p>Bob said traditionally some cities and government agencies will often forgo a Board Meeting during the year. There are no critical items up for discussion in August. Bob asked if Board members were opposed to canceling the August Board Meeting.</p> <p><b>Motion to cancel the August Board Meeting made by Teresa Arballo Barth. Second by Dave Roberts. The motion passed unanimously</b></p> <p>Bob indicated that he would not be able to attend the September 26<sup>th</sup> Board meeting and suggested rescheduling for September 12<sup>th</sup>. Bob said Dave was prepared to run the meeting if the Board decided to keep the meeting on September 26<sup>th</sup>. Arun said he would send a notice to the Board requesting their preference for the Board Meeting date.</p>
Review of financial statements, June 2013	<p>Dennis Randall provided a financial operations summary for fiscal year ended June 30, 2013. He said he was in the process of preparing for the internal audit and TDA audit. FY 2013 expenses were 15.13% under budget. There was a 234% growth in RideFACT spending (\$117,053 over budget), an 88% increase in insurance expenses (\$1,778 over budget), and a 6.25% increase in the cost of salaries and benefits (\$22,531</p>

	<p>increase).</p> <p>Bob requested cash flow be represented in a chart going forward in order to clearly depict FACT's cash flow situation.</p> <p>Arun said he has been discussing the cash flow issue with SANDAG. FACT had no access to grant funding to date and was relying solely on FACT's reserves. He said SANDAG has assisted with prepayments and was proactive in informing FACT how to bill in order to expedite reimbursement. He mentioned that Danielle has been helpful in allowing FACT to bill grants before they are signed.</p> <p>Danielle said all the grants were on her desk but were not signed yet. She was working on memos to be included in the grant files. She said they were executing the grants and processing the invoices at the same time. She understood FACT's concern with not having the sign agreements, but felt confident in the process. All invoices are needed by August 1<sup>st</sup> and would be processed the following week. She felt that FACT's cash flow situation would improve in the near future. Arun and Bob said they appreciated SANDAG's assistance and support.</p> <p>Bob discussed FACT possibly securing a line of credit for emergency situations. Arun said Dennis has been working with Bank of America on credit options which would be brought to the Board for approval.</p>
<p>ED Report (County grant, Annual Meeting, CalACT conference</p>	<p>Arun spoke with Linh Campero, Account Manager at Alliant insurance to discuss increasing FACT's general liability and auto liability in relation to the increase in FACT's services; potentially doubling coverage.</p> <p>He recommended holding a discussion on record retention practices as well as the requirements for individual grants; the discussion should include email retention.</p> <p>He highlighted a meeting with Yellow Cab regarding collaborating on the Oceanside Senior Transportation service. He was not sure if the proposal would pan out, but felt it was good outreach on the part of Yellow Cab.</p> <p>FACT was awarded \$2,000 from the County Community Enhancement Grant; the contract was signed.</p> <p>Arun was asked to report for jury duty on July 30, 2013 and would keep the Board posted regarding the outcome.</p> <p>Bob asked if staff attended the Cap and Trade event. Arun said he was unable to attend, but planned to follow up to see if there was another one</p>

	scheduled.
Board member comments	None
Adjournment	Bob thanked Board members and guests for attending. Meeting adjourned at 11:03 AM.

**ITEM #4**

**TO: BOARD OF DIRECTORS**  
**FROM: Arun Prem, Executive Director**  
**RE: CAM - Presentation by Ben Macias, Chair**

**ISSUE:**

In April 2013 the Board requested a presentation on CAM at a future Board meeting. Ben Macias, CAM Chair, is planning to present the item before the Board (this item was on the June and July meeting agendas but was tabled due to scheduling issues or lack of time).

**BACKGROUND:**

Council on Access and Mobility (CAM) and Technical Advisory Committee (TAC) are FACT Board appointed advisory committees.

CAM meets on second Tuesdays on alternate months. CAM has gone through transition in membership, mission, process and meeting schedules during the last three years.

Three years ago CAM initiated specific measures in order to align CAM activities with the Board and FACT activities, and make it a more effective advisory body as well as forum for regional coordination.

The first part of the process was appointment of a subcommittee to review CAM mission, membership issues and meeting schedule. CAM did not have a formal membership structure, governance process or a clear mission. Meetings were held quarterly, which affected continuity of discussions and created a disconnect between Board and CAM actions.

A committee comprising Catherine Hollarn, Danielle Kochman, Brian Smith and Ben Macias was appointed by CAM to study the issues and propose resolutions.

The committee's recommendations lead to establishment of a 25-member structure with defined member categories. The meeting frequency was increased from 4 to 6 per year and a mission statement consistent with Agency mission was established.

Following the structural overhaul, CAM elected a Chair (Ben Macias) and vice Chair (Todd Lordson) to facilitate effective governance.

#### Current Status:

22 of 25 member seats on CAM are currently occupied. Several new membership requests have been received that are in process. CAM has continued to attract good attendance during meetings. The discussion items include updates on regional and local services as well as grants and coordination opportunities. Recently CAM forwarded a recommendation to FACT's Board for designating a CAM member to represent CAM at training workshops and recommending that FACT assist in locating funds/grants for the purpose; the Board unanimously approved the recommendation. CAM members regularly assist FACT staff during review of procurement information and provide input regarding FACT programs and services.

In the next few months we anticipate working with CAM to implement changes to RideFACT in order to reduce no shows and cancellations and improve the rider interface.

CAM will serve as a key stakeholder group during the allocation of 5310 funded vehicles and the implementation of the Veterans Transportation and Community Living (VTCLI) grant awarded to FACT, 211 and SANDAG.

#### CAM - Membership Categories and Members (25 seats + 5 additional proposed seats)

	<b>Regional Agencies/Public Transportation Providers</b>	<b>Member</b>
1	San Diego Association of Governments (SANDAG)	Danielle Kochman
2	Metropolitan Transit System (MTS)	Janelle Carey
3	North County Transit District (NCTD)	Erich Hoch
4	Aging and Independence Services (AIS)	Floyd Willis
5	California Department of Transportation (Caltrans)	Connery Cepeda
	<b>Specialized Transportation Providers</b>	<b>Member</b>
1	San Diego Regional Center (SDRC)	Todd Lordson <b>CAM Vice Chair</b>
2	City of La Mesa	Catherine Hollarn
3	Jewish Family Service	Brenda Bothel
4	City Link Foundation	Ben Macias <b>CAM Chair</b>
5	St. Madeleine Sophie Center	Vivian Carlson
6	Renewing Life	Tony San Nicolas
7	City of Oceanside	Janet Grate
8	City of Vista	Amy Eustace

	<b>Private Sector Service Providers/Consultants</b>	<b>Member</b>
1	Sol Transportation	Arturo Ayala
2	Yellow Cab	Dan Brand
3	Ride Scheduler	Steve Ewart
4	Consultant	Brian Smith
5	Care 4 U Mobility	Willie Wahba
6	VACANT	
	<b>Faith Based Transportation Providers</b>	<b>Member</b>
1	VACANT	
2	VACANT	
	<b>Hospitals/Medical Transportation Providers</b>	<b>Member</b>
1	Sharp Hospital	Debbie Mejia
2	Palomar Pomerado Health	Pamela Montanile
3	VACANT	
4	VACANT	
	<b>Tribal Agency</b>	<b>Member</b>
1	VACANT	
	<b>Rural Transportation Representative</b>	<b>Member</b>
1	Valley Center Recreation Center	Tom Bumgardner
	<b>Open Seats</b>	<b>Member</b>
1	Transportation Advocate	Andrea Monk
2	VACANT	
3	VACANT	

**RECOMMENDATION:****None**

**ITEM #5****TO: BOARD OF DIRECTORS****FROM: Arun Prem, Executive Director, and Meagan Schmidt,  
Manager, Service Planning****RE: RideFACT service update****ISSUE:**

Provide the Board with updates on RideFACT service through August 2013.

**BACKGROUND:****1. RideFACT update:**

In June 2013 RideFACT completed 1 year of countywide services.

**RideFACT Service statistics - July 2013**

<b>RideFACT</b>	<b>One way trip requests</b>	<b>Referrals-external</b>	<b>Referrals to RideFACT</b>	<b>RideFACT Trips One way</b>	<b>Cancelled rides</b>	<b>No shows</b>	<b>Pending rides</b>	<b>Av. trip cost</b>	<b>Av trip Length (miles)</b>
<b>FISCAL YEAR 2012-13</b>									
<b>Jul 2012</b>	<b>416</b>	<b>203</b>	<b>213</b>	<b>142</b>	<b>17</b>	<b>2</b>	<b>0</b>	<b>\$24.86</b>	<b>13.8</b>
<b>Aug</b>	<b>642</b>	<b>226</b>	<b>416</b>	<b>368</b>	<b>47</b>	<b>3</b>	<b>0</b>	<b>\$21.53</b>	<b>12.43</b>
<b>Sep</b>	<b>653</b>	<b>169</b>	<b>484</b>	<b>403</b>	<b>45</b>	<b>6</b>	<b>30</b>	<b>\$18.94</b>	<b>10.89</b>
<b>Oct</b>	<b>1,073</b>	<b>203</b>	<b>870</b>	<b>684</b>	<b>87</b>	<b>16</b>	<b>83</b>	<b>\$21.93</b>	<b>10.92</b>
<b>Nov</b>	<b>1,184</b>	<b>179</b>	<b>1,005</b>	<b>535</b>	<b>133</b>	<b>8</b>	<b>329</b>	<b>\$21.30</b>	<b>10.6</b>
<b>Dec</b>	<b>1,004</b>	<b>138</b>	<b>856</b>	<b>467</b>	<b>98</b>	<b>12</b>	<b>274</b>	<b>\$26.35</b>	<b>11.6</b>
<b>Jan 2013</b>	<b>1,444</b>	<b>226</b>	<b>1,218</b>	<b>831</b>	<b>134</b>	<b>22</b>	<b>212</b>	<b>\$19.77</b>	<b>12.6</b>
<b>Feb</b>	<b>1,289</b>	<b>176</b>	<b>1,113</b>	<b>671</b>	<b>108</b>	<b>35</b>	<b>272</b>	<b>\$18.77</b>	<b>13.2</b>
<b>Mar</b>	<b>1,426</b>	<b>196</b>	<b>1,230</b>	<b>885</b>	<b>124</b>	<b>27</b>	<b>163</b>	<b>\$16.70</b>	<b>12.6</b>
<b>Apr</b>	<b>1,753</b>	<b>162</b>	<b>1,591</b>	<b>955</b>	<b>178</b>	<b>23</b>	<b>392</b>	<b>\$18.25</b>	<b>12.6</b>

<b>May</b>	<b>1,758</b>	<b>224</b>	<b>1,534</b>	<b>1,055</b>	<b>108</b>	<b>15</b>	<b>346</b>	<b>\$14.89</b>	<b>12.2</b>
<b>June</b>	<b>1,899</b>	<b>140</b>	<b>1,759</b>	<b>1,132</b>	<b>169</b>	<b>13</b>	<b>428</b>	<b>\$11.25</b>	<b>11.9</b>
<b>TOTAL</b>	<b>14,541</b>	<b>2,242</b>	<b>12,289</b>	<b>8,128</b>	<b>1,248</b>	<b>182</b>			

<b>FISCAL YEAR 2013-14</b>									
<b>Jul</b>	<b>2,067</b>	<b>194</b>	<b>1,873</b>	<b>1,203</b>	<b>157</b>	<b>26</b>	<b>473</b>	<b>\$10.84</b>	<b>12.2</b>

**RECOMMENDATION:**

**None.**

**ITEM #6**

**TO: BOARD OF DIRECTORS**  
**FROM: Arun Prem, Executive Director**  
**RE: UPDATE - New and potential new services**

**ISSUE:**

Provide the Board with status updates on:

- Oceanside Van Service contract award, implementation
- Foster youth transportation, update on discussions
- Service Development Committee report on Sep 10 meeting

**BACKGROUND:**

**City of Oceanside Senior Van Service:**

In early July the City of Oceanside issued an RFP to procure shuttle transportation service known as Van Service, for seniors. FACT submitted a bid after Board’s approval of the proposal in early August. The service will be delivered using FACT owned Section 5310 vehicles operated by Sol Transportation.

In early August staff from the City of Oceanside (City) informed FACT of the City’s decision to award the contract to FACT. The draft agreement is awaited. Service will commence on September 16 (approx.). FACT staff is preparing to accept reservations for the Van Service as of September 9, 2013.

Seniors who are eligible to ride the Van service are preapproved by City through a registration process. FACT has access to the database to be able to verify eligible riders. There are approx. 1,000 seniors approved to ride the service at this time. Approx. 6-8 round trips are expected to be delivered daily.

#### Service details:

- **Area:** The service area includes Oceanside as well as medical centers in several neighboring cities including Encinitas, Carlsbad, San Marcos and Vista.
- **Trips:** Approx. 2,100 round-trips per year or 8 round-trips each weekday are planned. The service is for seniors for general-purpose trips but used primarily for medical trips.
- **Trip length:** 10 miles (average)
- **Hours:** 6am to 6pm, 7 days, reservation hours not specified. 3-7 days advance reservation needed.
- **Reservations and scheduling:** to be provided by contractor; need multiple phone lines for quick customer response
- **Language assistance:** multiple language assistance required
- **Fare:** \$5 one way
- **Contract term:** September 2013 - June 2014.

#### Compliance requirements:

- Detailed monthly invoice
- Quarterly complaints summary
- Minimum insurance levels - liability of \$1m with a \$2m aggregate

#### **SDCOE Foster Youth transportation contract**

During March-June 2013 FACT staff negotiated with SDCOE for a possible short term contracted service arrangement to transport foster youth between their home and the “home” school. The contract was not concluded due to disagreement over the administrative expenses that FACT proposed to add to the cost of each trip.

On August 29 Arun and Meagan met with department staff to review the scope of the proposed longer term extension of the project to provide transportation for students in foster care to and from school. Laurie Campbell, Grant Specialist, and Michelle Lustig, Manager, Foster Youth and Homeless Education Services, informed us that SDCOE is interested in FACT’s bid for a 1-year contract September 2013-14. She asked us for a new price quote in order to get the process initiated. I informed her that we would submit a quote shortly, which would be similar to the one before but an administrative expense would be added to the cost per trip. Due to the special training and certification requirements of this potential contract, and the short implementation timeline (September 2013) FACT will need to work with a provider who has drivers who currently meet the requirements.

Laurie expressed some concerns about the timely approval of the proposal by FACT's Board. I informed her that in order to expedite the process the Board had delegated authority to the Exec Committee to authorize the contract in this instance.

The SDCOE believed it was in their interest to work with a nonprofit if possible and also expressed the possibility of extending the contract further if more funds were available.

As of the date of this report Sol transportation appears to be the only provider who has drivers who will be ready to provide services at short notice. However, given the large service area and an unspecified level of demand, it may be difficult for Sol or another provider to provide a commitment to serve all trips that are requested.

#### Transportation Provider Requirements:

##### Insurance

Under the terms of the contract, FACT and the subcontracted transportation provider will be required to maintain General Liability and Auto Liability insurance at a level of \$1,000,000.00 (FACT's brokerage contract with vendors requires \$2,000,000.00 for General Liability and \$1,500,000.00 for Auto Liability).

##### Background Checks

Drivers will need to be trained by SDCOE staff and get certified as volunteers and issued ID's by the County and HHS, Child Welfare Services.

##### TB Certification

Drivers will be required to provide a clearance for Tuberculosis screening.

#### **Service Development Committee Report:**

The service Development Committee meeting is scheduled for September 10. An update will be provided during the Board meeting on September 12.

**RECOMMENDATION:   None.**

**ITEM #7**

**TO: BOARD OF DIRECTORS**  
**FROM: Arun Prem, Executive Director**  
**RE: FACT bylaws updates**

**ISSUE:**

FACT's bylaws do not have provisions for Board members to interrupt the Board term due to other commitments and scheduling conflicts. Since FACT's Board serves on a volunteer basis, it is important to have flexible attendance policies and requirements to promote continued engagement.

The following ideas were proposed for discussion:

- change the current Board meeting schedule to fourth Mondays or another date, to avoid some scheduling conflicts
- consider a provision for up to a 1-year absence from the Board

Either change would require an amendment to the bylaws.

**BACKGROUND:**

FACT's bylaws do not specify meeting attendance requirements for the Board. This item was included due to some recent discussions with board members regarding potential scheduling conflicts. Board members who want to stay involved but have other schedule commitments preventing regular attendance at Board meetings do not have recourse to options in the current bylaws.

In the preliminary discussions it was proposed that the meeting schedule be changed if it would help mitigate attendance issues. The change in meeting times may mitigate some conflicts but may not address other conflicts where a one-month or longer absence is warranted. Due to a variety of scheduling issues this option may or may not result in a schedule that is feasible for a majority of Board members. Another option is considering a leave of absence policy for Board members, which would allow for long absences from the Board without compromising board member status. There was a suggestion from one Board member that this option be proposed along with some guidelines regarding how many (set number or %) of the Board members could avail of this option at one time.

Other options may be discussed during the meeting.

**RECOMMENDATION:**

**Staff requests Board members for feedback regarding:**

- **Alternative Board meeting dates, and a leave of absence policy for Board members**
- **Authorization to amend bylaws accordingly**



**ITEM #8**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director and Oswaldo Perez, Grants Analyst**

**RE: Award process for reassigned Caltrans 5310 vehicle**

**ISSUE:**

Caltrans recently offered to transfer a van, previously awarded to another recipient in San Diego County, to FACT. The vehicle was underutilized and therefore in violation of the grant agreement. FACT has agreed to accept the vehicle that will be leased to a brokerage vendor as per the policy approved by the Board in July 2013.

**BACKGROUND:**

The 5310 Program was established by the Federal Transit Administration (FTA) for meeting the transportation needs of elderly persons and persons with disabilities in areas where public mass transportation services are otherwise unavailable, insufficient, or inappropriate. It allows for the purchase of accessible vans and buses, communication equipment, and computer hardware and software for eligible applicants.

In July 2013 FACT adopted a policy to promote the availability of vehicles to transportation stakeholders and a process for selection of vendors who would lease grant funded vehicles from FACT.

The vehicle in question is a used grant funded vehicle. It will be awarded to one of the brokerage vendors as per the policy.

A short application was developed to get information from applicants about their background, service and information about proposed services using the grant funded vehicle.

As per the approved policy, a committee including one member from the Board will approve the staff recommendation to select a vendor.

**RECOMMENDATION**

**Staff requests the Board to appoint one Board member to the review committee.**

**ITEM # 11**

**TO: BOARD OF DIRECTORS**  
**FROM: Arun Prem, Executive Director**  
**RE: Executive Director Report**

**Meetings and Events 7/26 - 9/11:**

7/29 Mtg. w/Sarah Adams and James Wright- University of SD Research Group  
8/5 Oswaldo attended CAN: Transportation Project Evaluation Criteria Workshop  
8/6 NCTD ADA Review Group Meeting  
8/8 Oswaldo attended ARS General Membership Mtg.  
8/12 Mtg. w/ San Diego Medical Transport (SDMT)  
8/12 Mtg. w/ Arturo, Sol  
8/15 Leticia attended the San Diego volunteer drivers coalition  
8/16 Arun attended CalACT Board Meeting  
8/21 Arun and Meagan - Live Well San Diego - (Kevin Casillo & Phillip Castillo)  
8/22 Internal Audit by Sonnenberg  
8/29 CalACT - conference committee meeting (conference call)  
8/29 Arun and Meagan - Transportation discussion w/ Laurie Campbell, SDOCE  
8/29 CalACT Conference Committee Mtg.  
9/2 Office closed for Labor Day  
9/9 FACT began accepting reservations for the City of Oceanside's Van Service  
9/10 CAM Meeting at SDRC - 5931 Priestly Drive Carlsbad, CA 92008  
9/10 Service Development Mtg.

**Upcoming meetings:**

FACT Board - October 24, 2013  
CAM - Nov 13, 2013\* (tentative)

**Other updates:**

Insurance coverage  
Internal Audit - documents retention and whistle blower policy