**FACT Board of Directors Meeting**

**April 26, 2018, 9:00 am**

Poinsettia Room, Encinitas City Hall

505 S. Vulcan Avenue, Encinitas, CA 92024

Board member Dave Roberts will join the meeting via telephone.

**Meeting call to order 9:00 a.m.**

1. Introductions

1. Public Comment                                                                                                          INFORMATION

1. March 29 Board Meeting Minutes          INFORMATION
2. CTSA contract review committee report p-3 ACTION
3. FACT Services Updates                                                                                     p-7     INFO/ACTION

* 2018-19 RideFACT Trip capacity (follow up info)
* Update on CTSA Training Workshop

6. Monthly Financial Reports                                                                                    p-9 INFORMATION

7. Standing Item – Updates on outreach initiatives                                                            INFORMATION

8. Executive Director’s Report                                                                   INFORMATION

* CalACT conference update
* Proposed meetings with Paratransit Inc. (CTSA), Caltrans
* FACT’s Identity, trademark and brand awareness

9. Board member updates / proposed agenda items                                                INFORMATION

1. **CLOSED SESSION** ACTION

* Updates on contracts, new service proposal
* Personnel matters; ED Review Committee
* Status of negotiations on office lease

**UPDATE ON CLOSED SESSION**

**ADJOURNMENT**

# FACT’s Mission *Assist San Diego County residents with barriers to mobility to achieve independence through coordination of transportation services*

.

**ITEM #4**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director**

**RE: CTSA Contract Review Committee Report**

**ISSUE:**

Status update on CTSA scope of work development for updating contract with SANDAG.

**BACKGROUND:**

**Update on CTSA Contract Review Committee (Phil Monroe, Susan Hafner) meetings on 3/12 and 4/12:**

On March 12, Board Chair Bob Campbell, Committee members Phil Monroe and Susan Hafner and staff (Arun, Meagan, Budd) met with Muggs Stoll and Brian Lane. The group reviewed a DRAFT scope of work developed by FACT as well as one presented by SANDAG.

The SANDAG version included:

* a set of Core Functions,
* another set of administrative duties, and
* a table with proposed metrics

FACT’s version listed:

* Core CTSA services covered in part by TDA budget
* CTSA services funded by non-CTSA revenues

There was discussion about the disparity between the activities that FACT included in the scope and the TDA funding available. The Committee was concerned about the unintended consequences of listing activities for which funding may not be available in future. The Committee recommended keeping the scope succinct and limited to the extent it could be sustainably funded with FACT’s TDA apportionment. It was recommended that the other unfunded CTSA activities performed by FACT not be included in the scope of the contract with SANDAG in order to avoid misinterpretation of FACT’s obligations.

There was discussion about admissibility of transportation/brokerage related activities in the contract. Recently (during the FY 17-18 FACT annual Budget development) SANDAG staff had directed that FACT limit CTSA activity designation to those mentioned in FACT’s Work Plan. FACT requested Brokerage and RideFACT be recognized as CTSA activities. SANDAG staff will seek an opinion on whether the transportation/brokerage activities could be defined as CTSA services.

SANDAG staff plan to bring the DRAFT contract before the Transportation Committee during May 2018. FACT staff and Board will have until April 2018 to finalize FACT’s position.

The contract review Committee indicated its willingness to meet again during April in order to develop FACT’s recommendation for review during FACT’s April 2018 Board meeting.

The second meeting was held on April 12, in La Jolla and included Phil Monroe, Susan Hafner, Monique Tello, representing Hon. Lorie Zaph, and FACT staff. During this meeting the scope of work language was updated to reflect the discussion from FACT’s March Board meeting. There was a detailed review of metrics proposed to report on and measure the performance of the CTSA*.*

*A DRAFT of the scope is enclosed with the Agenda materials for the April 2018 FACT Board meeting. SANDAG is looking at 2 requests made during the Board retreat - for recognizing RideFACT as CTSA services and allowing use of TDA funds to match RideFACT grants. A status update may be available in the near future.*

**Prior Discussions:**

The SANDAG FY 13-15 TDA triennial audit reported the following Recommendation **(please see page - 10):**

*TDA Recommendation 1: As a carryover from the prior SANDAG performance audit for full implementation, SANDAG and FACT should continue working together to review and update the scope of FACT’s contractual responsibilities and to identify and pursue additional funding sources to support its activities as the CTSA.*

Following the Triennial Audit SANDAG conducted a detailed CTSA Review performed by Ms. Diane Eidam. The recommendations from that review were discussed by FACT’s Board; most of those recommendations were implemented.

In order to fully comply with the Audit recommendations, SANDAG proposed some language which was reviewed during the recent committee meeting. Some other language developed by FACT were also reviewed. This items reports on the discussion, status and next steps.

Board Retreat Feb 22:

FACT Board, staff and SANDAG staff (Muggs Stoll, Brian Lane) reviewed the TDA audit findings during the Board of Directors Retreat on Feb 22, 2018. There was discussion on the CTSA regulations’ scope, the current contract, some ideas about the new project scope and a look at some metrics based on the revised contract proposed by the Auditors, SANDAG and FACT.

Due to the time constraints with respect to the Retreat agenda, it was recommended that a subcommittee of the Board continue the discussion with staff and SANDAG and bring back a report to FACT’s Board. Board members Phil Monroe and Susan Hafner were appointed to the committee. The committee and FACT staff met with SANDAG staff on March 12.

**Detailed TDA Triennial Audit Issue and response:**

**TDA Recommendation 1: As a carryover from the prior SANDAG performance audit for full implementation, SANDAG and FACT should continue working together to review and update the scope of FACT’s contractual responsibilities and to identify and pursue additional funding sources to support its activities as the CTSA.**

Issues and Opportunities – It is recognized that the existing agreement dating from 2006 between FACT, serving as the CTSA, and SANDAG is broad and largely outdated. In audit discussions about FACT’s role as the CTSA for San Diego County, it has become apparent that FACT’s original scope of work under its contract with SANDAG is broad and that as a result of the growth in services provided by FACT, there may be some ambiguity about FACT’s specific responsibilities to SANDAG. It is recognized that the contract was written at a time when FACT was a new organization and interested in expanding its role in coordinating transportation services and mobility management in the region, an interest which continues today. However, although FACT’s broad range of services, including trip referrals, could fall under the umbrella terms of a CTSA that fulfills the intent of Government Code Section 15951 (Social Service Transportation Improvement Act), the current contract makes it challenging to distinguish between FACT’s CTSA responsibilities under the SANDAG contract and the broader mobility management and operational services FACT provides. SANDAG recently commissioned a study to determine how well FACT was complying with the terms of the agreement.

SANDAG is in the process of designing an updated agreement that is focused on specific CTSA activities and that will be consistent with current strategies including those in the Coordinated Plan update. Some contract provisions being considered by SANDAG include a specific scope of work for CTSA consistent with SANDAG goals and objectives including strategies in the Coordinated Plan update and specific performance measures to evaluate the progress of the CTSA function. Performance measures for a CTSA are being explored by SANDAG. Potential measures for trip referrals suggested in this audit include (1) number of customer calls for referrals fielded per month; (2) number of customer call backs for a referral that was not met; (3) ratio (or percentage) of successful referrals relative to number of customer calls; and (4) ratio (or percentage) of customer calls for referrals relative to total rides (combining referrals and brokerage rides). Collection of reliable data to develop such measures will need to be discussed given FACT’s staffing constraints, limited outreach budget, and the reliance on external agencies that are not obligated to report to FACT.

FACT claims TDA Article 4.5 funds to cover expenditures incurred in meeting its contractual CTSA responsibilities. The SANDAG contract also encourages FACT to leverage its TDA dollars to obtain additional funding sources to support its CTSA-related goals and activities. FACT has accomplished this through being awarded Federal New Freedom grants and *TransNet* Senior Mini-Grants. As the RTPA, one of SANDAG’s responsibilities is to provide assistance with grants. Given these responsibilities and the scarcity of transportation funding in the region, SANDAG and FACT should also work together to identify and pursue longer-term funding sources to support FACT’s CTSA-related activities.

Recommended Actions – SANDAG and FACT should work together to review and clarify the scope of the revised CTSA contract, as discussed above. The budget FACT submits with its TDA claim should be consistent with its current CTSA responsibilities delegated by SANDAG. The budget claim should reflect the full revenues and expenditures applied to meet FACT’s responsibilities under the CTSA contract, not just the TDA-funded portions, to provide a comprehensive view of the CTSA program and TDA’s contribution. As a component of SANDAG’s review and approval of the annual FACT claim for TDA funds, SANDAG and FACT should consider inclusion of the adopted full FACT budget in the claim approval process because this document clarifies the overall scope of FACT’s activities and funding sources that are supported by or leveraged through TDA. Since FACT already submits its adopted budget to SANDAG Planning, compliance with this suggestion would require no additional commitment by either agency, but ensures increased transparency and improved oversight prior to the allocation of TDA funds. In addition, as part of its responsibilities as the RTPA, SANDAG should work with FACT to identify and pursue funding sources or other solutions to fund FACT programs and services.

Expected Results – SANDAG’s contract will more accurately depict FACT’s growing responsibilities as the CTSA for San Diego County and further distinguish FACT’s CTSA activities. SANDAG, under its obligation in state law as the custodian of TDA funds for the county, will also have increased transparency and improved oversight prior to the allocation of TDA revenue. In addition, SANDAG and FACT will increase capacity through partnership to further pursue alternative transportation funding for CTSA activities. Performance measures in the revised contract will provide further evidence of progress in meeting CTSA objectives.

SANDAG Response – SANDAG agrees with this recommendation, and is working with FACT to update the CTSA contract and to explore longer-term funding sources available for CTSA related activities. Updates to the CTSA contract will refine the specific tasks that are expected to be completed at a minimum with the TDA funds that FACT receives at the CTSA. The updated CTSA contract will also include performance measures. SANDAG and FACT will work together to develop these performance measures, prior to incorporating them in the contract, recognizing that some desirable data may be difficult to collect. SANDAG also agrees with the changes recommended for the annual TDA claim. SANDAG requested revisions to the most recent claim submitted by FACT to omit any non-CTSA activities planned for the coming year. FACT should spend the next year developing a method to allocate costs so they can separate fully allocated costs between CTSA activities and non-CTSA activities, allowing a more complete CTSA budget to be submitted as part of the claim process next spring.

**SANDAG CTSA Review – Recommendations from the Report:**

Based on the review of FACT, the recommendations are as follows (underlined items are pending implementation):

* That SANDAG’s agreement with FACT be modified to conform with the practice of having the SANDAG Board Chair appoint SANDAG’s representative to FACT.
* That SANDAG’s agreement with FACT be modified to reflect the activities that FACT actually performs in its role as the region’s CTSA as differentiated from other FACT activities.
* That SANDAG’s agreement with FACT be modified to include performance criteria and measures to implement the activities relative to FACT’s role as the region’s CTSA – distinct from its role as a recipient of federal and *TransNet* funds allocated by SANDAG.
* That the work plan and budget submitted in support of FACT’s TDA Article 4.5 claim clearly delineate agreed-upon CTSA activities, reconcile with the SANDAG agreement, and be accompanied by a summary of accomplishments funded by the previous year’s claim.
* The Transportation Committee and/or SANDAG Board of Directors receive periodic updates on FACT’s performance as the region’s CTSA.

**RECOMMEDATION**

**Staff requests Board members to approve the contract language and metrics proposed by the CTSA Contract Review Committee.**

**ITEM #5**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director and Meagan Schmidt, Operations Manager**

**RE: FACT Services update**

**ISSUE:**

This item presents a monthly RideFACT and contracted services update.

**BACKGROUND:**

|  |  |
| --- | --- |
|  | **Feb-18** |
| **SERVICE** | **ONE-WAY TRIPS** |
| **San Marcos** | **26** |
| **Braille Institute** | **310** |
| **Oceanside** | **389** |
| **Elderhelp** | **7** |
| **Tri-City** | **93** |
| **MV** | **64** |
| **RideFACT** | **2,410** |
| **TOTAL** | **3,299** |

**Vehicle Sharing**

Furaat Inc was awarded 2 vehicles at the March Board Meeting. The 2 vehicles will be picked up in the next week.

**City of San Marcos – Catch a Ride!**

On January 9th FACT and City staff discussed finalizing the parameters of rider applications and trips for the new program, which has been named *Catch a Ride!* Eligible seniors 60+ will be able to take up to 4 rides per month for any purpose within San Marcos city limits as well as trips for medical purposes outside of city limits.

The pilot began February 1st, 2018. Registered seniors from San Marcos were directed to call FACT to arrange their transportation. Due to the lower fare amount and convenience, some riders who were already using RideFACT were unwilling to use the new service. Since the start of the pilot, City staff has decided to have seniors call the center directly to arrange their 4 rides and they will be directed to call FACT if further transportation is needed in a given month. FACT provided 26 trips in the 1st month of service.

**MV NCTD LIFT Service:**

FACT has provided transportation for NCTD’s LIFT program through First Transit since March 2014.  A total of 11,346 trips were provided from March 2014 – June 2017.

LIFT transitioned to a new contractor, MV Transportation, on July 1, 2017.  FACT began providing trips for MV on 11/2/17. FACT provided 169 trips in November 2017 and 64 trips in February 2018 for LIFT under MV. Demand was higher during March and April; those numbers will be reported in future reports.

**Tri-City Contract**

FACT began transportation services for Tri-City Medical Center in December 2016.

Currently trips are provided through Yellow Cab and Lyft Concierge. Tri-City staff fill out taxi vouchers and schedule Lyft trips via the Concierge portal. FACT bills Tri-City after adding a small mark up. FACT has provided 1,414 trips for Tri-City patients between December 2016 – February 2018.

**City of Oceanside Senior Van Service:**

Contracted service for Oceanside began in September 2013. FACT has invoiced City of Oceanside for 22,627 trips from September 2013 – February 2018. Oceanside staff recently updated their enrolled members, approximately 2,000 clients are pre-registered to use this service. On June 21st, the Oceanside City Council voted to extend the contract from July 1, 2017 – June 30, 2019. Revisions to the rate structure were approved in the contract extension.

**Elderhelp Program** Contracted service for Elderhelp began on March 12th, 2015. The Board approved the extension of the Elderhelp contract on March 26th. 1,595 total trips were provided between March 2015 and February 2018. Trips are provided by FACT brokerage providers as well as Lyft while monitored during business hours. Any trips that Elderhelp cannot accommodate due to their limited monthly budget are referred to RideFACT.

**RouteMatch Software Implementation & Impacts**

RouteMatch software went live on 4/7/17. Trip scheduling and dispatching for RideFACT and contracted services (Oceanside, Elderhelp), as well as referrals are handled through RideFACT modules. Trips scheduled for Tri-City are handled through different mechanisms based on the contracted service preference.

Reporting based on the software began for April’s service data. More detailed data is available for referral and trip information through the RouteMatch reporting module.

FACT staff is working with RouteMatch’s Client Success team on verification of accurate billing rules for brokerage provider and contracted service invoicing.

**RideFACT & Contracted Service statistics ytd for fiscal year July 2012 – February 2018**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Web hits** | **Referrals** | **Agencies in Database** | **New Agencies in Database** | **Total Requests for RideFACT Trips** | **RideFACT Trips Provided** | **RideFACT Trips Unable to Provide** | **Contracted Trips Provided** | **Total Trips** | **RideFACT Avg Mileage** | **RideFACT Avg Trip Cost** |
| **Jul-16** | **1,658** | **90** | **145** | **0** | **1,167** | **1,029** | **138** | **1,164** | **2,822** | **11.7** | **$17.35** |
| **August** | **1,733** | **99** | **145** | **0** | **1,497** | **1,365** | **132** | **1,412** | **3,145** | **11.2** | **$16.92** |
| **September** | **1,593** | **121** | **145** | **0** | **1,415** | **1,273** | **142** | **1,194** | **2,787** | **11.7** | **$15.66** |
| **October** | **1,712** | **78** | **145** | **0** | **1,382** | **1,186** | **196** | **1,412** | **3,124** | **11.7** | **$15.14** |
| **November** | **1,493** | **102** | **145** | **0** | **1,209** | **1,044** | **165** | **1,230** | **2,723** | **11.9** | **$15.66** |
| **December** | **1,378** | **94** | **145** | **0** | **1,089** | **973** | **116** | **1,261** | **2,639** | **12.5** | **$16.57** |
| **Jan-17** | **1,534** | **83** | **145** | **0** | **1,098** | **1,026** | **72** | **1,224** | **2,758** | **11.5** | **$12.29** |
| **February** | **1,459** | **74** | **146** | **1** | **1,139** | **999** | **140** | **918** | **2,377** | **10.5** | **$13.06** |
| **March** | **1,489** | **72** | **147** | **1** | **1,405** | **1,223** | **182** | **1,339** | **2,828** | **10.9** | **$11.56** |
| **April** | **1,480** | **52** | **147** | **0** | **1,161** | **996** | **165** | **1353** | **2349** | **11.5** | **$16.74** |
| **May** | **1,589** | **64** | **148** | **1** | **1,428** | **1,356** | **72** | **1334** | **2690** | **11.3** | **$14.88** |
| **June** | **1,228** | **81** | **148** | **0** | **1,457** | **1375** | **82** | **1359** | **2734** | **11.7** | **$16.55** |
| **Subtotal** | **18,346** | **1010** | **148** | **2** | **15,447** | **13,845** | **1602** | **15,200** | **29,045** |  |  |
| **July** | **1,425** | **90** | **151** | **3** | **1,561** | **1,487** | **74** | **587** | **2,074** | **10.8** | **$13.69** |
| **August** | **1,464** | **134** | **151** | **0** | **1,942** | **1,871** | **71** | **635** | **2,506** | **10.6** | **$14.43** |
| **September** | **1,586** | **147** | **152** | **1** | **1,914** | **1,861** | **53** | **585** | **2,446** | **10.6** | **$15.79** |
| **October** | **1,520** | **155** | **154** | **2** | **2,537** | **2,432** | **105** | **635** | **3,067** | **10.8** | **$16.50** |
| **November** | **1,408** | **93** | **154** | **0** | **2,429** | **2,302** | **127** | **655** | **2,957** | **11.7** | **$18.47** |
| **December** | **1,108** | **84** | **154** | **0** | **2,210** | **2,154** | **56** | **524** | **2,678** | **12.1** | **$19.79** |
| **January** | **1,452** | **103** | **154** | **0** | **2,579** | **2,509** | **70** | **879** | **3,388** | **11.5** | **$17.72** |
| **February** | **1,276** | **121** | **N/A** | **N/A** | **2,496** | **2,410** | **86** | **889** | **3,299** | **11.6** | **$18.01** |
| **Subtotal** | **11,239** | **927** | **154** | **6** | **17,668** | **17,026** | **642** | **5,389** | **22,415** |  |  |
| **TOTAL** | **146,221** |  | **154** |  |  | **68,668** |  | **57,739** | **126,407** |  |  |

**RECOMMENDATION:**

**Staff seeks the Board’s feedback regarding information presented in this item.**

**ITEM #6**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director and Julius Burgos, Accountant**

**RE: Summary - February 2018 Financial Reports**

**ISSUE:**

Update for the Board regarding the most recent financial statements – Feb 2018.

**BACKGROUND:**

February 2018 Financial Report

Balance Sheet vs Prev Year Comparison

* Compared to last year $539,034.44 is in the bank, 68% more than the previous year
* FACT is Invoiced through February 2018 and has 60% less outstanding than PY
* Accounts Payables were 14% more. All of this reflects timely invoicing, receivables, and better cash flow management overall.

Accounts Receivable Status

* $256,573.23 is outstanding by (9) customers.
* Of the o/s amount, $248,051.23 is 60 days or less, 2,507.33 is less than 90, and $5890.19 is over 90 days.

Profit & Loss Budget vs. Actual Report - July thru February 2018

* Income from July thru February 2018 was 17.46% under budget due to a couple factors:

1. MV contract services just started and Ride to Wellness Grant is still pending implementation
2. The overall expenses were 19.99% under budget due to reduced demand from MV and other expenses being deferred for later.

* The RideFact grant was fully expended in February and the new grant will start in March. Tri-City again had higher demand for rides in February 2018.
* The Marketing expenses had a high variance because of our Annual meeting and beginning year expenses but it should still stay within the annual budget amount throughout the year.
* The high variance in Health Insurance is due to an increase in July after the budget was approved.
* A correction in double time pay vs time and a half pay caused the Quickbooks Payroll Expenses to have a high variance.

Condensed Grant Balances Remaining

* Total funding available for all grants through February 2018 was $1,730,570.94.
* CTSA Funds have been allocated through February 2018 totaling $91,200.00
* CTSA’s temporarily restricted net assets through February 2018 is still at $236,577.00.

**RECOMMENDATION:**

**Staff seeks feedback from the Board regarding this information.**