**FACT Board of Directors Meeting**

**January 25, 2018, 9:00 am**

Poinsettia Room, Encinitas City Hall

505 S. Vulcan Avenue, Encinitas, CA 92024

Board members LaVonna Connelly and Dave Roberts will join the meeting via telephone.

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

1. Introductions

1. Public Comment                                                                                                          INFORMATION

1. Approval of November and December 2017 Board Meeting Minutes     p-2      ACTION

1. Review of Veterans’ fare promotion p-6       ACTION
2. Proposed new vehicle sharing agreements p-7 ACTION
3. Board Meeting calendar for year 2018 p-9 ACTION
* Proposed FY 2018 Board Retreat date – February 22

7. FACT Services Updates                                                                                         p-11     INFORMATION

* Report on new service agreement with Braille Institute
* Update on City of San Marcos service implementation
1. Monthly Financial Reports                                                                                         INFORMATION

9. Standing Item – Updates on initiatives                                                                   INFORMATION

* Upcoming meeting with City of Escondido

10. Board member updates / proposed agenda items                                                INFORMATION

1. CLOSED SESSION POSSIBLE ACTION
* Update on claim against service provider
* Updates on contracted service terms/agreements
* Negotiations for office lease agreement
* Software contract compliance update
* New contracted service request

12.   Executive Director’s Report                                                                   p-14 INFORMATION

* SANDAG meeting and other updates

**ADJOURNMENT**

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

.

**FACT Board of Directors Meeting Minutes**

November 16, 2017

Encinitas City Hall, Carnation Room

505 S. Vulcan Avenue, Encinitas, CA 92024

|  |  |
| --- | --- |
| Board Members Attending | Bob Campbell, Susan Hafner, Phil Monroe; LaVonna Connelly, Dave Roberts and George Gastil by phone |
| TAC Members Attending | Brian Lane |
| Board Members Absent | Hon. John Aguilera and Hon. Lorie Zapf  |
| Staff Attending | Arun Prem, Meagan Schmidt, and Budd Anderson |
| Public/Guests | See sign in sheet |
| Introductions | Chair Bob Campbell called the meeting to order at 9:00 AM. |
| Public Comment | Brian Lane mentioned it is a slow process to hire a new director at SANDAG. Arun announced Lois Knowlton is resigning from TAC due to other commitments, but would like to be appointed to CAM to maintain her involvement.There was a discussion of using SKYPE or phone conferencing at future CAM and/or Board Meetings. |
| Approval of October Meeting Minutes | **Motion to approve the October 26, 2017 Meeting minutes made by Phil Monroe. Second by Susan Hafner.** **The motion passed unanimously.** |
| Annual Meeting Planning Committee | The Annual Board of Directors Meeting is scheduled for December 14th at the San Diego Foundation. The meet and greet is at 9am with the call to order at 9:30. Currently the meeting is scheduled to end at 11. The planning committee consists of Bob Campbell, LaVonna Connelly, and George Gastil have been providing input. Three invitations have been sent out and 40+ have confirmed attendance.Arun asked for input on speakers and planning the Annual Meeting. Individual Board members will introduce specific speakers once they are confirmed. Suggested speakers include Dr. Joshua Schank from LA Metro, Leslie Rogers from the FTA, Mark Codey from Caltrans, SANDAG, Chuck Matthews from AIS, the FACT Award Recipient, Kathlyn Mead from the SD Foundation, and Eileen Turk from the City of Oceanside. Phil Monroe suggested changing the adjournment time to 11:30am. There was discussion on balancing the keynote speaker vs supporters of FACT. Susan Hafner suggested a theme to the meeting to have all of the speeches and the meeting tie together. Susan will follow up with Leslie Rogers.Arun made a new recommendation for the Partner of the Year Award. The Board agreed with his recommendation.Arun informed the Board that Muggs will represent SANDAG at the Retreat. |
| Board Officers Nominating Committee | Susan informed the Board that she is stepping down as Treasurer due to her schedule. LaVonna Connelly said the nominating committee is still diligently working to prepare a slate of Officers to review. Arun mentioned that the Board is still waiting for SANDAG to appoint a member from the TC. |
| FACT Service Updates | RouteMatch – FACT staff continues to work with RouteMatch Client Success team to fix billing issues and formatting reports. Bob suggested composing a letter from him to the President of RouteMatch to document the problems. There was a discussion regarding 2-1-1’s involvement with RouteMatch.Meagan Schmidt provided an update on FACT services and reviewed service statistics for RideFACT, CTSA, and contracted services. Meagan went over the continued discussions with the City of San Marcos and how FACT can assist their riders. John Aguilera is going to help assist with implementing the program.The City of Vista and City of Oceanside are interested in the RFP for vehicles. The City of Vista is trying to assist FACT in providing parking when the vehicles arrive. The City of Oceanside is helping look for subsidized office space.There is a meeting with the City of Escondido on Monday November 20, 2017.Arun and Meagan met with Jay Hatfield of the Braille Institute of San Diego on November 7, 2017. The Braille Institute is eliminating their fleet and will be looking for transportation through MTS or other options. FACT is hoping to propose a pilot program to them.CTSA Activities – The most common referrals were to MTS Access, ElderHelp of San Diego, and RideFACT during the month of June. The most common transportation methods used by new callers were driving self and family/friends. RideFACT – RideFACT numbers are in process and will be provided in January.Tri-City – FACT provided 95 trips for Tri-City patients in September 2017.Oceanside - FACT provided the City of Oceanside 473 trips in September 2017.Elderhelp – FACT provided 17 trips for Elderhelp in September 2017.NCTD LIFT/MV Update – Arun informed the board that FACT has resumed service for LIFT as of November 2. As of the 14th, 80 trips have been completed with 100% on-time performance. As of right now AGTS and Safety First are the approved vendors with seven drivers. FACT is able to take all of the trips sent over and is asking for more.There has not been an update from the meeting with the City of Carlsbad. |
| Monthly Financial Reports | Arun informed the Board that both audits have been completed. No issues were reported and positive feedback was received. The draft reports should be received soon and a Finance Committee Meeting is scheduled for early December.Arun reported the bank statements have shown increasing revenue and cash flow. Bob suggested this as a topic for the retreat.  |
| Standing Item – Updates on Initiatives | *Outreach to Cities:* Covered during Fact Service Updates. |
| Board Member Updates/Proposed Agenda Items | Meagan gave an update on the attendance of Live Well Advance with Bob. Brian Lane was the moderator of one table. During the second session Meagan went to a South County region session. This networking led to a meeting with Board of Supervisor Cox’s staff. |
| Executive Director’s Report | Arun asked for feedback on the schedule and if it would be better to meet on a different day or time. Dave Roberts mentioned he will be in town in February. LaVonna said she would be unable to meet for a retreat in March. |
| Closed Session | In closed session the following was discussed:* Potential claim against contractor
* Review proposed SANDAG RideFACT Grant Contract

**Motion to authorize staff to sign the RideFACT Cycle 9 grant agreement as proposed by SANDAG and to continue the discussion regarding the grant match issue and SANDAG funding at the FACT Board Retreat made by Susan Hafner. Second by George Gastil. The motion passed unanimously.**  |
| Adjournment | The meeting adjourned at approximately 10:40 AM. |

**FACT Board of Directors Annual Meeting Minutes**

December 14, 2017

San Diego Foundation

2508 Historic Decatur Road, San Diego CA 92106

|  |  |
| --- | --- |
| Board Members Attending | Bob Campbell, LaVonna Connelly, Susan Hafner, George Gastil, Hon. John Aguilera, Phil Monroe, and Dave Roberts  |
| TAC Members Attending | See sign in sheet |
| Board Members Absent | Hon. Lorie Zapf |
| Staff Attending | Arun Prem, Meagan Schmidt, Budd Anderson, Brooke Connell, Julius Burgos, Leticia Corona, Jonathan Albarran, Christian Hernandez, and Kalin Alston |
| Public/Guests | See sign in sheet |
| Introductions | A meet and greet over refreshments took place at 9:00AM. Chair Bob Campbell called the meeting to order at 9:45AM; welcome and introductions were made. Bob thanked guests for attending FACT’s Annual Meeting and celebrating another year of accomplishments. He recognized the brokerage partners for providing the refreshments for today’s meeting.Bob thanked Kathlyn Mead and the San Diego Foundation for allowing FACT to use the facilities to host the Annual Meeting. After a warm introduction Kathlyn spoke for a few moments about the Foundation and its mission, model, and donors. She explained the difference of partnership and advocacy that the Foundation does and not solicitation. |
| Public Comments | None |
| Board Officer Elections | Bob Campbell introduced LaVonna Conelly as the head of the Nomination Committee which also included Hon. John Aguilera and George Gastil. She then announced the Board of Directors for 2018 are:Board Chair Bob CampbellVice Chair George GastilTreasurer Phil MonroeSecretary LaVonna ConnellyChair Bob Campbell thanked outgoing Treasurer Susan Hafner for all of her hard work and dedication to FACT. |
| Review of FY 2016-2017 Audits | Susan Hafner presented the FY 2016-2017 Audit Reports and the Finance Committee (consisting of Susan Hafner, Hon. John Aguilera, and Phil Monroe) recommendations. The TDA Audit was conducted by Davis Farr Associates on behalf of SANDAG and the internal audit was conducted by Sonnenberg & Co. CPA’s. Susan introduced Julius Burgos as FACT’s part time accountant and mentioned that Miller & Associates is consulted for regulatory issues as needed. The Finance Committee met on December 6, 2017 to review both Draft Audit Reports. Both reports were completed in a timely manner and the reports had no recommendations or findings. The Finance Committee recommends approval of the Financial Audits.**Motion to approve the Draft FY 2016-17 Financial Audit Reports made by Phil Monroe. Second by Hon. John Aguilera. The motion passed unanimously.** |
| Presentation of Annual Report | Arun Prem reviewed FACT’s FY 2016-2017 Annual Report in an interactive format which included speeches by special guests. He emphasized what FACT accomplishes: mobility, freedom, and the ability to enjoy life in San Diego County. Arun and Meagan Schmidt went through the facts and figures in the Annual Report including:* 100,000th ride provided in June to Jack and Rose
* 131,689 referrals provided (2012-2017)
* 13,485 RideFACT trips
* 15,200 contracted services trips
* 2,854 unique riders
* Highest ridership is in Oceanside and the City of San Diego
* Funds from SANDAG, Caltrans, County Grants
* Free rides for Veterans (through Dec 31, 2017)
* Free rides for companions
* New Board Member – Hon. Lorie Zapf
* New brokerage providers

Riders Rose Adamo, Mary Zachary, and Gloria Cortez spoke briefly about FACT and being thankful for the service. Eileen Turk from the City of Oceanside spoke about the importance of senior transportation and the collaboration with FACT to help reach more seniors. Meagan acknowledged all brokerage partners and thanked them for coming and all they do. Meagan recognized AAA Transport for being in the brokerage for the past five years and everything they do for FACT and provided Daphne Drapeau with a certificate of recognition. Daphne spoke about her experience with FACT’s staff and the brokerage. Meagan discussed the Council on Access and Mobility (CAM), an advisory committee to the FACT Board of Directors. CAM’s mission is to “Promote coordination of transportation resources and services in San Diego County”. She recognized CAM Members in attendance and invited the Chair, Meredith Morgenroth, Jewish Family Services, to speak.  |
| Guest Speakers  | Phil Monroe introduced Guest Speaker Marla Westervelt, Principal Transportation Planner, Research and Policy, LA Metro.George Gastil introduced Guest Speaker Mark Codey, Office Chief, Federal Transit Programs, Caltrans.Hon. John Aguilera introduced Dr. Chuck Matthews, Interim Director, Aging and Independence Services. |
| Norine Sigafoose Partner of the Year Award | Bob gave background information on Norine Sigafoose. He spoke about Stephen Chavez Matzel’s background and Tri-City Medical Center. LaVonna Connelly spoke about the Norine Sigafoose partner of the year award and how it is awarded. She explained the partnership FACT has with Tri-City Medical Center before presenting Stephen with the FACT Norine Sigafoose 2017 Partner of the Year Award. Stephen discussed the journey to get where they are and explained Tri-City’s concierge service in detail. |
| Closing Remarks | Bob thanked everyone for coming. |
| Adjournment | The meeting adjourned at approximately 11:30 AM. |

**ITEM #4**

**TO: BOARD OF DIRECTORS**

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

**RE: Review of Veterans’ fare promotion**

**ISSUE:**

This item provides the date and information in response to FACT’s Veterans’ pilot fare promotion from September 1, 2017 – December 31, 2017

**BACKGROUND:**

On June 8th the Service Development Committee (FACT Board Members LaVonna Connelly and George Gastil, SANDAG representatives Brian Lane and Danielle Kochman and JFS Director of Social & Wellness Services Meredith Morgenroth) met to discuss service promotion and outreach for FACT’s services.

Several ideas were discussed, including bringing attention to the implementation of the VTCLI (Veterans Community Living Initiative) project. The committee discussed a pilot for free trips for veterans, a timeline, trip purposes and number of free trips per day.

FACT and the Service Development Committee brought the item to the FACT Board of Directors on July 27, 2017. The recommendation to provide free trips for veterans as a four month pilot promotion was approved. The implementation process included outreach to CAM (Council on Access & Mobility), a media release, FACT’s call center outreach, outreach to stakeholders including the VA (Veterans Affairs), DAV (Disabled American Veterans), San Diego Veterans’ Coalition and 2-1-1, and announcements during Veterans and other community meetings. The promotion included a limit of one free roundtrip per week per veteran. The results of the pilot would be reviewed in January 2018.

**OUTCOMES:**

Between September 1 – December, 31, 2017, 748 free trips were provided for veterans throughout San Diego county. A total of 159 unique veterans participated in the pilot. Overall feedback from veterans was very positive, with an appreciation for the free trips and perception of the promotion as acknowledgement of their service to the Country.

FACT received media coverage of the promotion from NBC San Diego, the San Diego Union Tribune, San Diego County News, and Village News.

**EXTENSION:**

While the promotion was successfully covered by media and had positive outcomes, we need to discuss if the pilot should end or lead to an extension. At the outset the objective was to promote RideFACT to veterans, no other objectives, or metrics for assessing the outcomes were discussed. It was expected that VA and other veterans organization would assist with the assessment of the need and status of transportation resources.

**RECOMMENDATION:**

**Staff seeks feedback from the Board on this information as well as direction on extending the promotion.**

**ITEM #5**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director and Budd Anderson, Grants Management Analyst**

**RE: Proposed new vehicle sharing agreements**

**ISSUE**

FACT received 7 new 5310 minivans on January 4, 2018. Board authorization is needed to place the vehicles with recommended operators.

**BACKGROUND**

FACT was awarded 7 new low floor minivans through SANDAG’s cycle 8 5310 program. The vehicles were delivered on January 4, 2018 and are currently being stored at a City of Vista facility until operators are selected.

Not including the 7 new vehicles, FACT currently has a total of 15 minivans and 3 buses. These vehicles are being operated on behalf of FACT by 6 vendors: Safety First, NCTD, AGTS, Venture Medical, Renewing Life, and Teri Inc.

FACT issued a Request for Proposals (RFP #10-2017) on October 17, 2017. Proposals were due November 17, 2017. A total of 5 applications were received. The proposals were reviewed and prioritized based on FACT’s Vehicle Sharing Policy, which calls for competitive awards, or prioritization of awards based on FACT’s organizational priorities. There was a less than anticipated level of interest in the 7 new vehicles. The applicants were assessed for responsiveness; all responsive applications were recommended for award. Applicants were interviewed in order to assess their ability to maintain and manage the vehicles.

Applicants:

The City of Vista

The City of Vista requested one (1) vehicle to be used for its “Out & About” Program. The Out & About program provides affordable transportation to seniors in the City of Vista, some surrounding areas, Tri-City Medical Center, and Oceanside. Vista has a dedicated, city staffed, Vehicle Maintenance Division that provides regular preventative maintenance and repairs. Vista has a detailed driver training program which includes but is not limited to: CHP safety training, sensitivity training, CPR & First Aid certification, pre-trip inspections, accident and emergency procedures, program policies, customer service, and random drug testing. FACT has been coordinating with Vista staff to improve transportation services in Vista. FACT has established an agreement with Vista for free vehicle storage for all the new grant funded vehicles.

The City of Oceanside

The City of Oceanside applied for one (1) vehicle to be used for its “Solution for Seniors on the Go” Program. Solutions for Seniors on the Go serves Oceanside seniors with transportation in the City of Oceanside. Oceanside has a dedicated Fleet Maintenance Department and vehicle maintenance program. Oceanside has a driver training certification program which includes on-line driver training courses, fleet management simulated training course, and behind the wheel training. The City’s driver training program is in accordance with the City’s Risk Management Department. FACT has partnered with The City of Oceanside to provide transportation for its Van service since September 2013.

Venture Medical Transportation

Venture Medical Transportation applied for one (1) vehicle to be used to provide additional rides for FACT’s services and Venture’s services/contracts, including transportation for nursing facilities and disabled school children who are diagnosed with autism and cerebral palsy. Venture currently operates 2 vehicles on behalf of FACT and has been a brokerage vendor since November 2015. Venture predominantly services trips in North County San Diego, but plans to expand to the south bay area. Venture has a designated facility where they have vehicles serviced (outsourced). Venture drivers are required to complete a vehicle inspection form daily. Venture drivers receive training on transporting individuals with disabilities, wheelchair securement, and sensitivity. Venture has been a reliable brokerage vendor and vehicle operator. Venture will provide up to 3 free trips on the vehicle per day for FACT services if requested.

Eleet Transportation

Eleet Transportation applied for four (4) vehicles to be used to provide additional trips for FACT’s services and Eleet’s services/contracts. Eleet joined FACT’s brokerage in September 2016. Eleet has a lot attendant that inspects all vehicles when they depart and return each day and maintains maintenance and mileage logs. Eleet has a designated facility where they have vehicles serviced (outsourced). All drivers are CPR/First Aid certified, attend quarterly training on defensive driving, safe driving, and transporting wheelchair bound clients. Eleet will provide up to 3 free trips per vehicle per day (12 trips) for FACT services if requested.

San Diego Futures Foundation

San Diego Futures Foundation (SDFF) applied for one (1) vehicle to be used to transport seniors and disabled students and employees to and from classes or work at the foundation. SDFF would serve the City of San Diego and surrounding communities. The foundation does not currently have a transportation program, but employs one driver and operates 1 truck. SDFF did not respond to critical information about driver training and vehicle maintenance, therefore the application was not considered for an award.

Staff recommends awarding the vehicles as follows:

|  |  |
| --- | --- |
| Applicant/Agency | StaffRecommendation |
| The City of Oceanside | 1 |
| The City of Vista  | 1 |
| Venture Medical  | 1 |
| Eleet Transportation | 4 |
| San Diego Futures Foundation | 0 |

**RECOMMENDATION:**

**Staff requests the Board’s feedback and approval of staff’s recommendation to share 7 vehicles and enter into MOU agreements with the recipient agencies.**

**ITEM # 6**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director, Brooke Connell, Office Manager**

**RE: Board Meeting Calendar for year 2018**

**ISSUE**

The proposed Year 2018 FACT Board meeting calendar is enclosed for review and action by Board members. Staff invites feedback from Board members regarding the 2018 Board retreat – proposed on Thursday, February 22, 2018.

**Background:**

Board Meeting Schedule:

According to FACT Bylaws, regular Board of Directors’ meetings are held on the 4th Thursday of each month. Meeting dates are determined by the bylaws and approved by a majority vote of Board members. Alternate dates have been proposed to accommodate vacation and holiday schedules during the months of March, November and December.

2018 Board Meeting Dates (4th Thursdays, except during March, November and December)

Feb 22\* Board Retreat 8:30am -1pm, at JFS, 8804 Balboa Avenue, San Diego 92123

Mar 29\* 5th Thursday

Apr 26

May 31\* 5th Thursday

Jun 28

Jul 26

Aug 23

Sep 27

Oct 25

Nov 15 \*holiday schedule

Dec 13 \*holiday schedule

Board Retreat - Scheduling and Agenda Planning:

The annual Board Retreat is typically held during February or March. For year 2018 the proposed date is in February due to preliminary feedback from Board members regarding availability. The proposed location is the JFS campus at 8804 Balboa Avenue, San Diego 92123.

The Agenda would include high level review of services, CTSA contract and Board Development. During the 2017 Annual meeting planning process, there was discussion on inviting SANDAG’s current or former executives, or consultant – Diane Eidam in order to review the CTSA report in depth. Muggs Stoll tentatively committed to attending the Retreat to review the report. SANDAG staff are currently in the process of developing a revised scope of work/contract for CTSA services – the retreat would also offer an opportunity for timely review of that early/preliminary proposal or ideas. The announcement and preliminary information were placed on the January 19 Transportation Committee meeting agenda.

Mr. Dorn Barnes, recently APTA Chair and currently CEO of Foothill Transit and LA Access Board member is available to participate in the Retreat. As the past Chair, and a longtime member of the Board of Access Services, the CTSA for LA county, Mr. Barnes is knowledgeable about CTSA services, funding and objectives from the LA County perspective. Access Services Executive Director Mr. Andre Colaiace may be available to attend the retreat as well.

Board Chair Bob Campbell recommended another possible issue for the retreat agenda – Board development which would include discussion on recruitment, development, succession etc.

**RECOMMENDATION:**

**Staff requests Board approval for:**

* **the proposed FACT Board meeting calendar for year 2018,**
* **the Board Retreat schedule and location for 2018, and proposed Agenda**

**ITEM #7**

**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:**

|  |  |  |
| --- | --- | --- |
|  | **Oct-17** | **Nov-17** |
| **SERVICE** | **ONE-WAY TRIPS** | **ONE-WAY TRIPS** |
| **Oceanside** | **491** | **369** |
| **Elderhelp** | **20** | **25** |
| **Tri-City** | **124** | **92** |
| **MV** | **0** | **169** |
| **RideFACT** | **2,432** | **2,302** |
| **TOTAL** | **3,067** | **2,957** |

**Braille Institute Pilot Implementation**

FACT began meeting with Jay Hatfield, Braille Institute’s Executive Director in summer 2016 to discuss roundtrip transportation options for students attending classes at the center. At that time the center was providing transportation with their own vehicles or paying for MTS Access vouchers for students.

In October 2017, Jay reached out to FACT for a meeting to discuss the status of the need for contracted transportation services. The Braille Institute decided to stop providing student transportation with their own vehicles and sought options to replace the service. Arun and Meagan met with Jay on November 7in order to review the demand and logistics of the service. Currently 260 students attend classes at the center Monday-Thursday and community workshops are held on Fridays. Jay expressed a need for round trip transportation for students two days a week – on Wednesdays and Thursdays.

A pilot rate (a low flat rate per one-way student trip) was discussed for the first semester of 2018, January-March 2018, for roundtrips with pick-up and drop-off destinations at various already established locations throughout San Diego County.

During late December a tentative agreement was reached with Braille; FACT had discussions with multiple brokerage members, including Home of Guiding Hands, Safety First Transportation, Coordinated Fleet Services and Eleet Transportation regarding interest and capacity for servicing these trips. Eleet Transportation responded with a quote and was selected to provide the service. The ED forwarded the proposal and information to the Board Exec Committee with an urgent request to approve the proposal in order to proceed with implementation in early January.

Trips began on Wednesday January 3rd. During the first two weeks of service 169 one-way trips have been provided to students from locations in Chula Vista, El Cajon, National City, San Diego, Santee and Spring Valley to/from the Braille Institute in La Jolla. Approximately 53 students have been transported and new students are being added to the roster weekly.

**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 for LIFT during November. Since then no trips have been requested.

**City of San Marcos**

FACT staff held detailed discussions with Catherine Manis, Recreation Program Coordinator, City of San Marcos regarding collaborative transportation services for seniors.  San Marcos currently provides seniors with free scrip that can be used to purchase taxicab rides.  FACT presented the options of either providing transportation based on a fixed per mile cost or a flat rate that would be economical for on-demand curb to curb rides.  A pilot project was discussed as a means to test the services as well as generate data indicating the demand for transportation.

A signed pilot contract was provided to the City of San Marcos on October 16th. City of San Marcos staff met with FACT staff on October 24th to review the details of the scope of the pilot which will run for 4 months. On January 9th FACT and City staff discussed finalizing the parameters of rider applications and trip 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.

FACT is awaiting further details from City staff which estimates to begin the pilot in January 2018.

**Tri-City Contract**

FACT began transportation services for Tri-City Medical Center in December 2016. Discharged patients are provided with rides from all hospital departments to their residence. In the future trips will be provided in-kind towards the match portion of the Rides to Wellness Grant which will be executed in the upcoming months.

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 1,1 02 trips for Tri-City patients between December 2016 – November 2017.

**City of Oceanside Senior Van Service:**

Contracted service for Oceanside began in September 2013. FACT has invoiced City of Oceanside for 21,481 trips from September 2013 – November 2017.

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. 1,565 total trips were provided between March 2015 and November 2017. Trips are provided by FACT brokerage providers as well as Lyft (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 the best formats for reports as well as verification of accurate billing rules for brokerage provider and contracted service invoicing.

**RECOMMENDATION:**

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

**ITEM # 12**

**FROM: Arun Prem, Executive Director**

**RE: Executive Director Report**

**Meetings and Events 11/15/2017 – 1/24/2018**

 11/16 AGTS Discussion – Arun and Meagan

 11/17 APTA Board of Directors Virtual Meeting - Arun

 11/19 Meeting with Butterfli - Arun

 ~~11/20 City of Escondido Meeting – Danielle Lopez, Jilaine Hernandez and Arun Prem~~

 11/21 Braille Institute Discussion – Meagan Schmidt and Arun Prem

 11/22 Renewing Life Vehicle Inspection – Jonathan

 11/23 Office CLOSED – Thanksgiving

 11/24 Office CLOSED – Black Friday

 11/28 Lease Discussion – Weston Doyle, Arun and Brooke

 11/29 Meeting with Amy Eustace - Meagan

 11/29 View Office Space – Brooke

 11/30 Vehicle Lease Meeting with Eleet – Abdi, Arun, Meagan, and Jonathan

 12/1 APTA Board of Directors Meeting - Arun

 12/5 Meeting with Supervisor Cox staff (Khea Pollard) – Meagan

 **12/6 Finance Committee Meeting – Susan Hafner, John Aguilera, Phil Monroe, Arun, Julius**

 12/7 RouteMatch Meeting – Todd Allan and Meagan

 12/7 Annual Meeting Discussion – Arun and Meagan

 12/7 Annual Meeting Discussion – Arun and Marla Westervelt

 12/14 FACT Annual Meeting

 12/14 MTS ADA Meeting - Jonathan

 12/18 Phone Meeting with Mark Fuglevand – Arun

 **12/18 Phone Meeting with RouteMatch – Tom Coogan, Arun, and Meagan**

 12/19 NCTD ADA Review Group Meeting – Jonathan

 12/20 San Diego Drivers Coalition Luncheon – Leticia

 12/20 Call with Braille Institute – Arun and Meagan

 12/21 NCTD Board Meeting – Arun

 **12/22 Meeting with Ron Barnes, MV – Arun**

 **1/4 Lease Vehicle Delivery – Budd and Jonathan**

 1/9 One Click One Call Meeting – Meagan

 1/16 Meeting with Rex Clark, EcoLane – Arun and Meagan

  **1/19 TC Meeting SANDAG; Meeting with Maritza Maksimow, San Diego Foundation – Arun**

 **1/19 Meeting with Ellen Schmeding, St. Paul Seniors – Arun**

  **1/24 FACT/SANDAG Quarterly Update – Muggs and Arun**

**Upcoming Meetings and Events**

 2/8 CAM

 2/19 Office CLOSED President’s Day

 2/22 Board Meeting/Retreat\*

 3/22 Board Meeting