**FACT Board of Directors Meeting**

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

Poinsettia Room, Encinitas City Hall

505 S. Vulcan Avenue, Encinitas, CA 92024

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

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

**Introductions**

1. Public Comment INFORMATION

1. June 31 Board Meeting Minutes p-3 ACTION
2. CTSA Scope of Work p-8 ACTION

1. Referrals – process, data and objectives p-12 INFORMATION
2. Capital Grant Opportunity; collaboration with NCTD, CalTrans p-13 ACTION

* FTA Bus and Bus Facilities Infrastructure Program

1. Monthly Financial Reports & Summary p-14 INFORMATION
2. FACT Services Updates p-16 INFORMATION/ACTION

* Rides to wellness update
* New contracted services
* Managing demand for RideFACT service

8. FACT’s identity and recognition POSSIBLE ACTION

1. Annual Meeting Prep POSSIBLE ACTION

* Location
* Award
* Guest speaker(s)
* CAM
* Agenda Planning Committee

10. Executive Director’s Report p-19 INFORMATION

* Meetings with SANDAG, Circulate SD
* August meeting

11. Board member updates / proposed agenda items INFORMATION

12. CLOSED SESSION INFORMATION/ACTION

* Personnel Updates
* Contracted Service Negotiations

# ADJOURNMENT

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

.

**ITEM #2**

**FACT Board of Directors Meeting Minutes**

June 28, 2018

Encinitas City Hall, Poinsettia Room

505 S. Vulcan Avenue, Encinitas, CA 92024

|  |  |
| --- | --- |
| Board Members Attending | George Gastil, Phil Monroe, Hon. Jewel Edson, LaVonna Connelly and Dave Roberts via video conferencing. |
| TAC Members Attending | None |
| Board Members Absent | Bob Campbell, Hon. Jon Aguilira, Susan Hafner, Hon. Lorie Zapf |
| Staff Attending | Arun Prem, Meagan Schmidt, Budd Anderson, Julius Burgos, and Ali Poorman. |
| Public/Guests | Ali Hashim- Telekom Transportation |
| Introductions | George Gastil led the group in the Pledge of Allegiance. Welcome and introductions were made. |
| Public Comments | George thanked Ali Hashim and his company, Telekom Transportation. Meagan introduced Ali and read comments from riders complimenting Telekom. George presented a thank you card to Ali. LaVonna Connelly thanked Ali, for being the face of FACT and hearing about the great customer service is appreciated.  Arun Prem was asked by SANDAG to update the Board on their behalf. SANDAG is continuing the Executive Director’s search and have several new candidates who are qualified and are hoping that by the next Board meeting they will have a short list or possibly a selection. |
| Approval of May Meetings Minutes | **Motion to approve the May 31, 2018 minutes made by George Gastil. Second by Jewel Edson. The motion passed unanimously.** |
| CTSA Review Committee Report | Arun briefed the Board of the meeting with SANDAG attended with Phil Monroe and Bob Campbell. This committee meeting was in response to: 1) the draft scope of the contract and 2) a memo sent by Shelby Tucker (SANDAG attorney) regarding the scope of CTSA activities. Muggs Stoll, Brian Lane, Coleen Clementson, Danielle Kochman, Arun Prem, Bob Campbell, Phil Monroe Budd Anderson, and Meagan Schmidt attended the meeting. SANDAG will update the scope of the work/contract language as per the discussion.  SANDAG would accept transportation as being one of the potential activities under the CTSA agreement. FACT felt that this was a good resolution. FACT Board will review the draft at the July meeting. SANDAG would like to take this to their Board for approval in September.  Phil complimented Arun for reviewing legislative materials that indicate transportation is part of CTSA.  Phil also commented that the contract FACT has with SANDAG does not have an end date. Arun mentioned his discussions with Brian and Muggs; they have stated that they do not intend to include an end date.  Jewel Edson added that she is on the SANDAG Board and asked SANDAG about sunset clauses.  No action at this time. |
| Business Plan Update | Arun commented that the proposed changes in the Business Plan update were reviewed last month. A draft of the document was sent to the Board members for their review. Arun asked the Board members if there were any suggestions, proposed edits, changes or comments.  Arun requested the Board for adoption of the proposed plan.  Jewel had a few questions. She commented that this was her opportunity to ask general questions since coming onto the Board.  J: Why have web hits decreased over the past 3 years while total rides have increased over the same period?  Arun replied that there has been to some extent, a decrease in telephone referrals also. There may be a correlation between a decrease in referrals and an increase in rides, because of the new riders becoming regular or repeat riders. As people get to know of FACT, the needs of referral requests goes down. In addition, it may because the number of agencies in the referrals pool has not grown in the same time period.  The website is being re-designed currently and after the site has launched, the developer will help with the web optimization, which may increase web traffic.  Phil wanted to learn more about referrals, how it works and the process of getting a referral. He would like a detailed discussion at a Board meeting.  LaVonna added that the referrals need to be defined or tiered as to what they offer, i.e. availability, reliability… etc. Referrals are not easy for seniors to figure out.  J: Would like to know more about Pilot Programs like San Marcos and how can Solana Beach get involved? Is this something that needs to be brought up the City Manager?  Meagan commented that there has not been a high demand in Solana Beach for rides. A start would be to have a presentation at the Senior Center. There is a possibility that the residents don’t know of FACT or that their needs are being met through taxi vouchers, private companies, etc.  FACT had a similar discussion with the City of San Marcos. A pilot program with subsidized rates was implemented for four months. Based on the findings of how riders used FACT, San Marcos extended the program for a year.  J: With regard to the transportation brokerage- does FACT have an auction online process to procure the lowest rate for each trip?  Meagan described the process of brokerage reservations:   1. Negotiate a rate with the vendor. Rate is competitive with other vendors. 2. The rate is put through an algorithm which shows the lowest rate and the trip is sent to that vendor.   J: Fact subsidized approximately $259,952 for trips last year, is that correct?  SANDAG funds of $400,000 which are comprised of SMG and federal 5310 grants. Last year our total spending was $450,000 on the Ride FACT program. This year, FY ’19, our spending will be approximately $400,000 of which $200,000 is from the grant, however this year FACT did not get the match funded and is meeting the rest of the expenses through FACT’s reserve; part of that is covered through the fare and the subsidized difference is billed to SANDAG.  J: Poway Health Care Center Transportation- why was that contract not extended?  It was a choice that Poway made. That was one of FACT’s first contracts. It started when one adult center shut down and the attendees needed rides to Poway. Poway Adult Day Health Care looked to FACT to meet their needs. FACT gave them a subsidized rate for four years, raising rates only slightly. When FACT went to Poway to raise rates, they decided to not continue service.  J: Will FACT continue to utilize RouteMatch and Salesforce?  RouteMatch was procured through a grant from US DOT through SANDAG. 2-1-1 bought Salesforce. FACT will have limited access to SalesForce for coordination purposes.  J: Average cost of each trip- kudos to a three-year trend of lower costs!  The leased vehicles arrangements with certain vendors, lower the average cost of RideFACT rides further.  **Motion to approve the Business plan made by Phil Monroe. Second by LaVonna Connelly. The motion passed unanimously.** |
| Monthly Financial Reports & Summary | The budget was sent late to the Finance Committee, later than usual. The Board committee sent their feedback. Phil complimented Julius on a well-done budget with no comments or changes needed.  FACT is using reserve funds of $200,000 to pay for RideFACT. FACT has had to do this in prior years, however it has been limited to 20% or a small fraction of the total cost. This time it is 50%.  FACT is estimating lower revenues this year, due to fewer contracted services trips.  Overview: ’17-’18 Budget Highlights-   * YTD income is 22.3% lower than Budget * YTD expenses are 15.6% lower than anticipated * Lower demand in MV rides * FACT match responsibility * Lower demand in other contract services * An overall positive net income is expected at YE   FY 2018-19 Process-   * Presented to Finance Committee on June 20, 2018: Phil Monroe, Susan Hafner and John Aguilera * Basis formulated through May, 2018 expenses and one month average added to each item.   FY 2018-19 Highlights-   * Income is approximately $1.6 m, 1% over prior year budget of $1.599, 280. * $200,000 of income from FACT reserves to match SMG grant * Reserve income of $63, 000 generated form Contract services projected   Overview of Income:   * Mobility management SMG & 5310 and Caltrans income total $780,000. * RideFACT income totals $400,000 * $200,000 SMG grant * $200,000 Reserve (50% match) * Contract Services $260,500 * $137,000 TDA funds for admin   Overview of Expenses:   * $611, 888- Salary & wages and Benefits based on 10 employees * $197, 500- Contracted services * $400,000- RideFACT expenses * $101,600- Office space, insurance, legal & audit fees and travel. * $63,000- Net revenue from Contract services   Phil commented that he would like to see income and expenses side-by-side on a slide.  **Motion to approve the Proposed FY 2018-19 Budget made by Phil Monroe. Second by LaVonna Connelly. The motion passed unanimously.**  LaVonna asked if safety inspections expenses are funded or does it come from FACT’s expenses? Arun commented that those expenses come from the Mobility Management funds and FACT is adequately funded for the next two years. |
| FACT Services Update | The Rides-to –Wellness, FACT’s partnership with Tri-City Medical Center, is nearly ready to be implemented. Under the grant, FACT will provide some rides at no cost to Tri-City. Currently, Tri-City purchases approximately 125 rides per month. It is anticipated that overall rides will increase. Under this grant, the administrative expenses are covered.  The contract with SANDAG is being drafted and it is projected to be ready to sign soon. The MOU with FACT and Tri-City is in place. The start date is projected for July 1, 2018. To celebrate this partnership, a press release, and possibility of a community event will be planned.  FACT was contacted by Parkinson’s Association San Diego. FACT’s relationship with PASD began when FACT provided free rides to participants of the 5k walk at Liberty Station. FACT has started a three-month pilot. The demand, distance, and frequency is unknown at this point. There is a flat rate per trip of the pilot term. At the end of the pilot, FACT will go forward with a new rate based on the data. This pilot is not heavily subsidized.  The City of San Marcos is planning a media push in August in collaboration with FACT. The “Catch-A-Ride” pilot program started in February 2018. The service area is the city limits and medical appointments outside of San Marcos. There are currently over 70 registered riders. The contract was extended through June 2019.  No action at this time. |
| FACT’s Identity and Recognition | Arun asked Bob and George at the Board Agenda meeting, for feedback regarding FACT’s identity and recognition, or renaming. Bob had set a tentative six-month timeline for feedback. Bob’s recommendation to jumpstart this discussion was to look at other names and identities used by similar agencies across the nation. Ali researched identities and logos similar to FACT.  Jewel commented that words like “seniors” and “disabilities”, limits the focus of what FACT does.  George likes the clarity of “Paratransit Services” logo and wording.  LaVonna thinks looking at a company that is a successful CTSA and adding “San Diego” would be a good start. She feels that “access” is overused and does not differentiate.  Phil likes “mobility” and “rides.”  Arun added that “access” in the transportation industry is correlated to “special needs and disability.” He likes “San Diego” because it gives an understanding of a broader coverage.  Dave said that this has been an on-going conversation since the beginning of FACT. He feels that “FACT” needs to evolve. In time, people are going to think of the services FACT provides vs. what the name means.  Arun recommended that this discussion should be a standing item.  Jewel asked for Ali for broader research of logos and companies that are not necessarily focused on “seniors” or “paratransit.” |
| Executive Director’s Report | Arun updated the Board regarding:   * **Office Lease**: FACT has agreed to the monthly rates, annual increases and the opt-out clause. The details of lease have not been agreed upon and have been passed on to Danna for a detailed review. She feels that the lease is “landlord-centric.” * **Aging Summit**: Arun and Meagan attended the AIS conference at the Town & Country Conference Center. Arun represented FACT on a panel with SANDAG and MTS. They discussed the future of Senior Transportation in San Diego. |
| Board Member updates/proposed agenda items | Phil would like an agenda item on the referral process.  LaVonna said getting the referral provider on the phone at the same time with the rider has proven to be a very effective method of referrals. Arun agreed, however this process is more of a coordination issue than a funding issue. FACT has presented this idea to CAM.  Jewel commented that there was a consent item at a recent NCTD meeting about moving to Medicaid as being the evaluator. Arun is aware of this issue. Medicaid has informed Manage Care Providers (MCP) that Medicaid transportation has to happen through them. NCTD and MTS used to determine whether the rider was eligible for Medicaid then submit for reimbursement to DHHS. Effectively, that is no longer allowed, which in turn will affect their revenue streams. Arun recently sent a note to the Hospital Association to find out how FACT can become a part of this discussion and change.  Dave Roberts likes the WebEx video conferencing. |
| Adjournment | The meeting adjourned at approximately 11:00 AM. |

**ITEM #3**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director**

**RE: CTSA SCOPE of WORK – Updated since June 21 Meeting**

**ISSUE:**

Report/update on the follow up since the (June 21) meeting of the CTSA Contract Review Committee with SANDAG staff.

**BACKGROUND:**

**Updated CTSA Scope language:**

CTSA Scope of Work (Exhibit A of Agreement)

The organization shall provide CTSA activities throughout San Diego County in accordance with the purpose and intent outlined in State of California laws and regulations. It is understood by SANDAG that all of the responsibilities of and functions as permitted and envisioned in the legislation cannot be provided by the CTSA. It is the purpose of this scope of work to lay out the core functions and essential tasks to be undertaken by the CTSA and work through a coordinated effort with SANDAG to complete the work. If the organization is unable to provide the CTSA services itself, it may contract out some or all of the CTSA responsibilities in accordance with statutory and regulatory requirements and in consultation with SANDAG.

A review of the scope of work will be undertaken every two years, or more frequently as needed. The review will look to see if the core functions are still relevant, if the project evaluation measures are the best fit for those core functions, and amend the scope as needed through a coordinated effort with SANDAG and the organization.

1. **Project Description**

The following is a brief summary of the services that SANDAG is anticipating the organization will implement throughout San Diego County. The first group of services provided below are considered to be the CTSA’s core functions and are the priority to be completed with the current TDA allocation. The additional services are those that the CTSA may conduct but must be completed with additional funding that the organization pursues.

Core Functions:

1. Provide comprehensive information and referral assistance on transportation for seniors, persons with disabilities, and other transportation disadvantaged populations including, but not limited to, seniors and persons with disabilities.
2. Maintain an active (minimum four meetings per year) advisory council for the CTSA that can serve as a forum for local health and social service transportation agencies to coordinate and disseminate specialized transportation information of inclusive of, but not limited to:
   * Legislative updates
   * Alternate transportation options
   * Funding opportunities
   * Service gaps
   * CTSA policies and procedures
3. Maintain a public webpage that hosts a comprehensive and up to date database of specialized transportation providers, including options for seniors and persons with disabilities. Database is to be used for information and referral assistance as well as to be provided to SANDAG for use in specialized transportation planning.
4. Identify and pursue longer-term funding sources to leverage and support FACT’s CTSA-related activities.

The organization is required to complete the following administrative tasks:

* CTSA is required to submit an annual certified fiscal audit to SANDAG and the State Controller within 180 days after the end of the fiscal year of the state, pursuant to the Public Utilities Code 99245 and the SANDAG TDA Claim Procedures.
* CTSA is required to submit an annual report of its operations, consistent with the Uniform System of Accounts, to SANDAG and the State Controller within 90 days after the end of the fiscal year as required by State Code and the SANDAG TDA Claim procedures.
* CTSA is required to submit electronic quarterly operating statistics consistent with the regional reporting system if CTSA provides service directly.
* CTSA shall develop and annually update a strategic business plan and provide three hard copies and one electronic copy of the plan to SANDAG prior to the beginning of each fiscal year.
* CTSA shall ensure that elected officials from municipal or county positions in San Diego County hold at least two seats on the FACT Board of Directors. This will be in addition to one director who is a sitting member of the SANDAG Transportation Committee and is appointed to this position by SANDAG. Additionally, the CTSA shall ensure that local elected officials are involved to the maximum extent possible in the development of the CTSA action plans and other local plans necessary to fulfill the coordination provisions of the State Social Service Transportation Improvement Act, and to provide for the successful implementation of consolidated transportation services. The CTSA shall ensure that the makeup of the FACT Board demonstrates countywide geographic and stakeholder representation.

Other Functions: Should the organization meet its obligations under the core functions listed above, additional services may be provided and reimbursed with TDA funds upon prior approval from the SANDAG project manager. The organization and the SANDAG project manager shall work together to determine what additional functions shall be completed that will meet the needs of both SANDAG and the organization within available funding limitations. Other Functions within the scope of CTSA services that the CTSA could perform with prior approval from SANDAG include but are not limited to the following:

* Fulfill the intent of Section 15951 of the Government Code (Social Service Transportation Act) through the following actions permitted or required by the code or SANDAG:
  + Facilitate combined purchasing to achieve cost savings among providers of social service transportation, develop a portfolio of transportation providers (brokerage) who have agreed to provide rides at reduced rates, and provide transportation using the brokerage
  + Provide consolidated driver training for social service transportation providers.
  + Provide centralized dispatch of vehicles for social service transportation providers so that the most efficient use of vehicles can be achieved.
  + Provide centralized maintenance of vehicles so that adequate and routine vehicle maintenance can be achieved at lowest cost to social service transportation providers.
  + Provide centralized administration of various social service transportation programs so that elimination of numerous duplicative and costly administrative organizations can occur.
  + Identify and consolidate all existing sources of funding for social service transportation service to provide a more effective and cost efficient use of scarce resource dollars.
  + Ensure that local elected officials from San Diego County or San Diego area municipalities are involved in development of local actions necessary for the success of CTSA.
* Participate on any Technical Advisory Committee established by SANDAG to oversee the development of a Coordinated Public Transit-Human Services Transportation Plan required by the Federal Transit Administration (FTA) in order to access specialized transportation grants.

**Project Evaluation**

The CTSA will be evaluated on the performance of the following core functions. Organization shall submit quarterly progress reports summarizing progress made on implementation of the core functions.

1. Provide information and referral services.

|  |  |
| --- | --- |
| **Data** | **Performance Measures** |
| Number of referrals | 100% referrals number reported (by agency) |

1. Facilitate at least 4 Council on Access and Mobility (CAM) Meetings annually.

|  |  |
| --- | --- |
| **Data** | **Performance Measures** |
| Manage CAM meetings and agendas | At least 4 CAM meetings held annually |
| CAM meeting agendas | Report agenda and attendance from each CAM meeting |
| 1 technical training workshop per year | Report all training items |
| 6 training/education items on CAM agenda |  |

1. Maintain a public webpage that hosts a comprehensive and up to date database of specialized transportation providers, including options for seniors and persons with disabilities.

|  |  |
| --- | --- |
| **Data** | **Performance Measures** |
| Number of web hits to FACT website | 100% documentation of web hits |
| Number of web hits for “Find a Ride” page | 100% documentation of web hits |
| Number of providers in the database | Maintain contact with 100% of the agencies in the database each year |

1. Increase/leverage available funding for senior/disabled transportation in the San Diego Region.

|  |  |
| --- | --- |
| **Data** | **Performance Measures** |
| List of identified sources of funding | Update funding inventory at least annually |
| Number of applications to SANDAG/DOT and other funding sources | Provide list of annual applications submitted |

**RECOMMEDATION:**

**Staff requests the Board for approval of the updated version of the CTSA Scope of work.**

**ITEM #4**

**TO:              Board of Directors**

**FROM:          Meagan Schmidt, Operations Manager**

**RE:             Referrals – process, data and objectives**

**ISSUE:**

This items responds to a request made by Board members during the June meeting, to review detailed information about the referrals provided by FACT.

The report covers the data, process and outcomes of the referrals.

**BACKGROUND**

FACT has been providing referrals to other transportation options in San Diego County since it’s inception. The referrals are provided over the phone by Mobility Coordinators; they are also available on FACT’s website, where individuals can browse through the provider database or search for options using filters.

The grown of RideFACT transportation and changes in the transportation services in San Diego County over time have impacted the volume and nature of referrals provided by FACT.

There have been several discussions at FACT meetings regarding the need to assess the outcomes of the referrals provided by FACT staff. While the overall outcome is not known unless reported to FACT by the caller or the agency receiving the referrals from FACT, there is an ongoing desire to learn about the impact of the referrals. FACT’s use of RouteMatch made the data on referrals more readily available and it provided detailed information about the agencies that referrals were directed towards.

This item provides the Board with a detailed explanation of the process and impacts.

**RECOMMENDATION:**

**None**

**ITEM #5**

**TO:              Board of Directors**

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

**RE:             Capital Grants - FTA Bus and Bus Facilities Infrastructure Program**

**ISSUE:**

Update for the Board regarding a new grant opportunity and the potential for:

* A joint application with NCTD
* A separate application through Caltrans

**BACKGROUND**

The **FTA Bus and Bus Facilities Infrastructure Investment** program grant opportunity was announced in late June, 2018. [**https://www.transit.dot.gov/funding/applying/notices-funding/buses-and-bus-facilities-infrastructure-investment-program-fy-2018**](https://www.transit.dot.gov/funding/applying/notices-funding/buses-and-bus-facilities-infrastructure-investment-program-fy-2018)

At that time, it was not clear if FACT was eligible to apply. In response to FACT’s query, FTA clarified that FACT was eligible to apply for vehicles, maintenance equipment or facilities. Since FACT is not an FTA grantee, a “sponsor” is needed to submit the application for the grant. FACT discussed the opportunity with SANDAG and NCTD. SANDAG recommended we submit a project as a sub grantee of NCTD.

Arun Prem met with NCTD (Mr. Matt Tucker, ED and Mr. Damon Blythe, COO), on July 18th in order to review the potential for a joint proposal and to seek NCTD’s assistance with submitting the application.

Approx. $2b was available nationwide, the applications would be reviewed competitively for award.

The applications are due on Aug 6.

**RECOMMENDATION:**

**Staff seeks Board authorization for submitting FTA Bus and Bus Facilities grant applications for capital equipment via:**

* **a joint application with NCTD, and/or**
* **an application with CalTrans**

**ITEM # 6**

**TO:              BOARD OF DIRECTORS**

**FROM:          ARUN PREM, EXECUTIVE DIRECTOR, JULIOS BURGOS, ACCOUNTANT**

**RE:             SUMMARY OF MAY 2018 FINANCIAL STATEMENTS**

**ISSUE:**

The May Financial Statements are enclosed with the Agenda packet. A summary of the May end financial statements follows.

**BACKGROUND**

May 2018 Financial Summary

Balance Sheet vs Previous Year Comparison

* Compared to last year $495,237.25 is in the bank, 13% more than the previous year
* FACT is Invoiced through May 2018 and has 12% less outstanding than PY
* Accounts Payables were 18% less. The balance sheet through May reflects stability between both years. Timely invoicing, receivables, and better cash flow management overall continues.

Accounts Receivable Status

* $211,571.76 is outstanding by (8) customers.
* Of the outstanding amount, $150,886.02 is 60 days or less, 56,078.70 is less than 90, and $4,607.04 is over 90 days by one customer.

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

* Income from July thru May 2018 was 18.06% under budget due to a couple factors:

1. LIFT has lower demand than expected since its start in February and the Ride to Wellness Grant is still pending implementation.
2. The overall expenses were 17.19% under budget due to reduced demand LIFT and other expenses being deferred for later.

* The Licensing fee is pending for the Brokerage Systems Software.
* The Motor Vehicle Expense is for FACT’s match on the sale of an accessible vehicle.
* The new RideFACT grant started in March. FACT is responsible for ½ of this grant as a cash match and this will have to be compensated with contract services and reserves.
* Tri-City continues to have a higher demand for rides in May 2018.
* The Office Computer Support had a high variance but is being paid through the NRP grant.
* FACT Meeting Expenses also had a high variance due to an increase in conferences and meetings this 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.

**RECOMMENDATION: None**

**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:**

|  |  |
| --- | --- |
|  | **May -18** |
| **SERVICE** | **ONE-WAY TRIPS** |
| **San Marcos** | **30** |
| **Oceanside** | **456** |
| **Elderhelp** | **15** |
| **Tri-City** | **113** |
| **MV** | **252** |
| **RideFACT** | **2,670** |
| **TOTAL** | **3,536** |

**New Contracted Service – The League of Amazing Programmers**

The League of Amazing Programmers is a non-profit school teaching programming to kids in 5th – 12th grade. After-school/weekend classes meet year round to prepare kids for the science and technology careers of the 21st century. Becky Deller, Director of Community Engagement, contacted FACT seeking roundtrip transportation for 4 students from City Heights to Viasat in Carlsbad for a 6 week internship program. The first trips were performed on July 11, 2018.

The cost of the transportation is covered through a grant from SD Foundation. The LEAGUE is looking to expand their reach into North County along the 78 freeway. They are hoping to be able to work with FACT in the future and detail the transportation for this program next year in their future grant application.

FACT brokerage member, Telekom Transportation, is providing the rides Mondays, Wednesdays and Fridays. A single driver has been assigned the roundtrip transportation. Detailed information and discussions regarding the driver’s background check and safety/security measures were provided for the transportation of these minors.

**City of San Marcos**

*Catch a Ride!* Provides transportation for eligible seniors 60+ within San Marcos city limits as well as for medical purposes outside of the city within a 20-mile radius.

FACT has provided 117 trips between February – May, 2018. San Marcos City staff is planning to market the program more heavily beginning in August.

**MV NCTD LIFT Service:** No update

**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.

FACT has provided 1,739 trips for Tri-City patients between December 2016 – May 2018.

**City of Oceanside Senior Van Service:**

Contracted service for Oceanside began in September 2013. FACT has invoiced City of Oceanside for 23,821 trips from September 2013 – May 2018.

Oceanside staff recently updated their enrolled members; approximately 2,200 clients are pre-registered to use this service.

**Elderhelp Program** Contracted service for Elderhelp began on March 12th, 2015. The Board approved the extension of the Elderhelp contract on March 26th. 1,632 total trips were provided between March 2015 and May 2018.

**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 2017’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. Once a complete month of accurate billing rules is verified by FACT staff RouteMatch will apply the rules to the next month for FACT verification.

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



**RECOMMENDATION:**

**Staff seeks input from Board members regarding information presented in this item.**

**ITEM # 10**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director**

**RE: Executive Director Report**

**Meeting and Events 6/29/18-7/27/18**

6/29 Phone meeting with Laura Wilson- Lyft Concierge

7/02 Phone Meeting with Candice Briggie, Consilience Group: FACT Mobility Mgmt. Experience

7/04 Office closed

7/06 **Meeting- Transportation Committee- SANDAG**

**7/06 Arun, Meagan - meeting with Hon. Jewel Edson**

7/06 Phone Meeting with Marie Acosta

**7/10 Meeting with Muggs Stoll**

7/10-7/13 **APTA Mobility Conference - Washington DC- Arun**

7/10 One click, one call Meeting

7/16  **Board Agenda Review- Bob Campbell and Arun**

7/17 Meeting with Tracy Robinson- Arun, Meagan & Budd

7/18 Arun - meeting with Matt Tucker and Damon Blythe (NCTD)

7/19 Arun and Meagan- meeting with St Paul’s Senior Services

7/19 **Meeting with Muggs- FACT/SANDAG Quarterly Update**

**7/19 Meeting- Circulate SD- Colin Parent, George Gastil, Arun**

**7/20 Meeting- Transportation Committee- SANDAG- Arun & Budd**

Upcoming Meeting and Events:

8/3 Meeting- Transportation Committee- SANDAG

8/6 Meeting with Rashidi Barnes, First Transit

8/14 CAM Meeting