**FACT Board of Directors Meeting**

**June 28, 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.**

**Introductions**

1. Public Comment INFORMATION

1. May 31 Board Meeting Minutes p-2 ACTION
2. CTSA Review Committee Report p-6 INFORMATION

1. Business Plan p-7 ACTION
2. Finance Committee Report on Budget

* Monthly Financial Reports & Summary p-9 ACTION

1. FACT Services Updates p-12 INFO/ACTION

* Ride to wellness kick-off schedule
* New contracted service

7. FACT’s identity and recognition POSSIBLE ACTION

8. Executive Director’s Report p-15 INFORMATION

9. Board member updates / proposed agenda items INFORMATION

**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**

May 31, 2018

Encinitas City Hall, Poinsettia Room

505 S. Vulcan Avenue, Encinitas, CA 92024

|  |  |
| --- | --- |
| Board Members Attending | Bob Campbell, George Gastil, Phil Monroe, Hon. John Aguilera, Hon. Lorie Zapf, Hon. Jewel Edson, and LaVonna Connelly and Dave Roberts via phone. |
| TAC Members Attending | Jack Christensen (SANDAG), Brian Lane (SANDAG) |
| Board Members Absent | None |
| Staff Attending | Arun Prem, Meagan Schmidt, Budd Anderson, Julius Burgos, and Ali Poorman. |
| Public/Guests | Tom Roberts- Paratransit, Inc. |
| Closed Session | Chair Bob Campbell called the meeting to order at 9:00AM.  In closed session the following was discussed:   * Contracts updates * FACT office space lease agreement * ED Review/personnel updates |
| End of Closed Session- update on reportable actions. | Bob Campbell started by asking for a recommendation for compensation for the Executive Director for his performance for the past year from the Evaluation Committee.  **Susan Hafner made a motion to approve the Evaluation Committee’s recommendation for a salary adjustment and bonus for the Executive Director. Second by Phil Monroe.** **The motion passed unanimously.**  Arun Prem updated the status of the office space. The lease currently does not have an exit clause. Phil had recommended a clause that prorates the investment over time, in case FACT exits the lease early, there wouldn’t be a penalty. Arun asked for a clause to be written into the lease that states after two years, if FACT should leave the lease, there would be a prorated amount to be paid. Unfortunately, the email arrived too late to be ready for this meeting. Because the Board has given authorization to Arun to proceed, he will look at the language, take it to the Executive Committee, and decide whether to sign the lease. Updates on contracts- no action at this time. |
| Introductions | Phil led the group in the Pledge of Allegiance. Welcome and introductions were made.  Ali Poorman updated the Board on video conferencing. She is currently testing out Cisco’s WebEx and join.me. There will be a trial run at the next Board meeting. |
| Public Comments | Brian Lane (SANDAG) commented that the Executive Director position recruitment is ongoing. |
| Approval of March and April Meetings Minutes | Bob moved to approve the March and April minutes.  Jack Christensen (SANDAG) wanted to clarify that there were 25 applicants for Executive Director during the first round, rather than the 28 applicants previously stated at the March 29, 2018 meeting.  **Bob motioned to approve the March and April Minutes. Second by Lorie Zapf. The motion passed unanimously.** |
| CTSA Contract Development, timeline | Arun stated that the Committee has spent time on reviewing the language of the contract and at the last Board meeting, the contract was ready. After receiving Brian’s forwarded email from the legal office; there was confusion over the language of the contract- including questioning RideFACT and “transportation” as a CTSA service. Arun met with Muggs Stoll at their quarterly update meeting. Arun asked for a Board requested meeting with Muggs and the SANDAG’s legal dept. Muggs was open to a meeting. Arun asks for the Committee’s availability for a meeting to discuss both the contract and financial budget.  Phil commented that the SANDAG contract is very important and feels it’s important that Lorie be at the meeting. Lorie agreed to participate. Bob suggested that Lorie receive background with the contract prior to the meeting.  Lorie said that she is trying to push at SANDAG that “rideshare” be considered transit. If SANDAG does consider this, transit dollars and partnerships would open up to rideshare. She has been getting some traction with this idea. Lorie encourages everyone to support ridesharing. |
| Business Plan Update | Arun asked Budd to update the Board with the annual update of the Business Plan as per a requirement of FACT’s agreement with SANDAG. This is the beginning of the process. Budd went over areas that are changing in the plan.  Bob commented that everything on the timeline is measurable and that this report keeps everyone on the same page.  Phil commented that he has been involved with many organizations and FACT’s Business Plan is very up-to-date and a living document.  Bob complimented and thanked Budd on a well done report. |
| FACT Services Update | * Ridership- FACT had record ridership again for the month, due to RideFACT and Lift/NCTD ridership increases. Arun is aware of the increase and need for managing RideFACT demand over the next year and a half in order to fit the available grants. Discussion will continue in the next couple of months, depending on how the trend goes.      * City of San Marcos- The contract was renewed to provide transportation to the senior community. It is a small contract, however it is a critical one to develop a relationship to provide services on the City’s behalf to the seniors. The successful pilot ran for 4 months and San Marcos came back with an MOU to extend services at normal rates for one year for approximately 100 rides each month. FACT has had a contract with Oceanside for the past 4 years, which averages 500 rides per month. The rider satisfaction rate for Oceanside is 90-97% on quality, reliability, etc. Lorie thought it would be interesting to see a chart of the number of rides since inception. She also had questions on the unique riders. Since the new software rollout, measuring uniqueness, first time riders, etc. is easier. Meagan added that there had been approximately 2000 unique RideFACT riders combined with 2000 with contracted rides. This was measured during the past year and a half. Bob commented that FACT has decided to concentrate on the importance of quality vs. quantity. * New vendor, Telekom was added to the brokerage making a total of 14 active providers. |
| Monthly Financial Reports & Summary | The monthly financials were available for the Board to review. |
| Standing Item- Updates on outreach initiatives | No standing items at this time. |
| Executive Director’s Report | The meetings and events calendar was available to the Board for review. |
| Board Member updates/proposed agenda items | Dave Roberts asked Arun to mention the lawsuit against Lyft. The suit was filed in New York State, against Uber and Lyft. Allegedly, when Lyft riders signed their ridership agreement that riders could not sue the company; the rider was forced into an arbitration agreement. This was a safety concern. Lyft quickly followed Uber to change their policies to give the rider the right to sue the company in court. |
| **Special Presentation- Paratransit, Inc, CTSA Program** | Arun introduced Tom Roberts, from Paratransit, Inc. Tiffany Fink, Executive Director of Paratransit, Inc., had to cancel at the last minute. Arun and Tom have worked with each other at CalACT and have known each other for 20 years.  Tom Roberts started his career at 25 years old as the Executive Director of the CTSA in Santa Barbara, knowing nothing about transportation. He rebuilt the Santa Barbara CTSA, which became a national CTSA model. He is a former member of the Santa Barbara City Council. He’s worked in Napa Valley and now in Sacramento.  **The Birth of CTSA’s- Transportation Crossroads** 1979  Communities were providing transportation through public transit, private transit and agency transportation, however they found that there was duplication of effort.  They found that there was not enough money to meet the demand. And there was a waste due to so many vehicles providing a few rides and being stagnant for the rest of the day.  To reduce duplication, leverage assets and enhance services- AB120, was passed and the first CTSA was created in Sacramento.  **SO what happened?**   * Some counties/RTPA’s designated themselves CTSA’s did nothing. * Some MPO’s created then abolished CTSA’s * Some areas created CTSA’s that did little- they took the 5% TDA to do what they were already doing, i.e. street repairs, etc. * Some CTSA’s thrived- innovative, flexible and exceeded expectations.   **Successful CTSA’s: Mobility Management and Building a Menu of Services:**  Transportation Provider: paratransit service, agency trips, shuttles, contract service, brokerages  Support Services: ADA eligibility, travel training, driver training, vehicle maintenance, dispatch services  Community Services: Volunteer driver, mileage reimbursement, info and referral, loaner vehicles, consulting, vehicle rentals.  **Building Your CSTA**  There is no “one size fits all” when it comes to creating the right combination of services for a community. Not everything needs to be done at once and often it’s best to take one step at a time  Decide- Who do we want to be? Business plan is important!  Listen- What does the community want/need? Talk to MPOs, talk to the community, social service agencies.  Identify- Where are the resources? Think outside the box. The most successful CTSA’s are those that are enterprising. It can’t all be tax dollars.  Plan- What comes first?  Build- Programs: If you can dream it up, do it!  **Diversify your Revenue:**  TDA/STA, Local sales tax, Public grants (federal/state), contract transportation, regional centers, State Dept. of Rehab, Medi-Cal, cities and counties, private grant, private donations.  **Becoming a Public Agency: Considerations**  • Tort Protection • May limit access to private funds • Direct Recipient FTA • May limit fees you charge  • More funding pots? • May limit flexibility  • Seat at the Table • May impact composition of Board  • Brown Act / Transparency • May impact accounting  • Legitimacy with Public • May result in community demands  **What’s Our Strategy?**  Who do we want to be?  Are we ready to lead?  Listen, Plan, Execute… Everyone benefits from a successful CTSA!  **Questions/Discussions:**  Phil asked how many vehicles Sacramento has in their fleet. Tom replied Sacramento has 200 vehicles, purchased with 5310 funds, financing the vehicles themselves, from the operators contracted under the ADA paratransit.  Lorie asked if Sacramento is having declining ridership in mass transit, like San Diego. Tom recommended that she have a talk with Regional Transit in Sacramento. |
| Adjournment | The meeting adjourned at approximately 11:25 AM. |

**ITEM #3**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director**

**RE: CTSA REVIEW COMMITTEE REPORT, CONTRACT UPDATE**

**ISSUE:**

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

**BACKGROUND:**

**Discussion with Muggs Stoll and SANDAG attorney:**

The most recent meeting of the CTSA Contract Review Committee and SANDAG staff was held on June 21 at SANDAG. Phil Monroe and Bob Campbell and FACT Staff (Arun Prem, Budd Anderson, Meagan Schmidt) met with Muggs Stoll, Shelby Tucker (attorney), Brian Lane, Coleen Clementson and Danielle Kochman.

Muggs and Shelby discussed the rationale for the CTSA contract revision. The revision was suggested by the TDA triennial audit; SANDAG would like to see the revisions completed prior to the next TDA audit. Shelby explained that as an attorney she found it unusual that a contract was bid without a term and was not revised since 2006. Muggs and FACT Board members discussed the value of FACT’s transportation services. According to Muggs the TDA audit also recommended that TDA funds be closely tied to CTSA activities recognized by SANDAG and therefore transportation was important but in view of the limited TDA funds, it should not be included in the Core functions in the CTSA contract or in the TDA funding. There was disagreement over whether CTSA regulations recognized transportation as an eligible activity, however given that transportation was an established need in San Diego County, and it was being met by FACT, it was felt that if transportation was mentioned as a potential activity (but not included in the 4 core functions), such a scope would be acceptable to SANDAG. FACT Committee members indicated they were comfortable with including transportation in the CTSA agreement with the understanding that it was not a core activity and was not included in the funding plan for TDA.

During a brief discussion on the timeline, Brian asked FACT’s Board to conclude their action on the draft Contract during July in order to allow SANDAG to proceed with Board action possibly during September 2018.

SANDAG staff plan to update the most recent CTSA Scope based on the discussion during the recent meeting.

**RECOMMEDATION:**

**None**

**ITEM #4**

**TO:              Board of Directors**

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

**RE:             Proposed Business Plan Updates 2019-2024**

**ISSUE:**

FACT’s CTSA contract with SANDAG requires an annual update of the Business Plan.  The current Business Plan update (2018-2023) was approved in June 2017.

This item provides an opportunity for the Board to review the areas where staff plans to make updates to existing Plan elements or introduced new ones.

The updated Business Plan will be presented to the Board for approval in June 2018. A DRAFT will be circulated early June to allow sufficient time for detailed review.

**BACKGROUND**

FACT 2019-2024 Business Plan Update includes the following revisions to projects/status:

|  |  |  |
| --- | --- | --- |
| Sections were restructured, updated, and renumbered accordingly | | |
| **CHAPTER** | **Section** | **DESCRIPTION OF CHANGE/S** |
|  | Background | Added language on CTSA contract update |
| **Chapter 1** | Highlights | Updated Year-by-Year Overview Chart |
| Governance | Updated Organization Chart |
| Board of Directors | Added new Board member and updated officer positions |
| CAM | Updated CAM member seats occupied |
| Staff | Updated number of staff and positions |
| **Chapter 2** | Regional Transportation Needs | Added language on the 2018 Coordinated plan update. |
| **Chapter 3** | Role as CTSA | Added language on updating the CTSA contract including the scope and definition of CTSA services |
| FACT Transportation Services | Updated number of one-way trips to-date. |
| Transportation Brokerage | Updated number of Brokerage vendors and added TNC's to type of vendors. Moved Software section from RideFACT section |
| RideFACT | Added reservation window. Updated trip total, average trip length, and average trip cost for FY17 |
| Contracted Transportation | Added Braille institute, Butterfly, and The City of San Marcos contracts |
| VTCLI Grant Project | Update on RouteMatch and SalesForce |
| Rides to Wellness Grant Project | Update on project and new kick-off date |
| Sharing FACT Vehicles with Service Providers | Added funding agencies and updated amount of vehicles and agency MOU's as of April 2018 |
| New Vehicles | Removed Cycle 8 vehicle info and added language regarding applying for replacement vehicles |
| Vehicle Safety Program | Update on FACT vehicle inspections and funding agency inspections |
| Coordinated Outreach | Updated association memberships, meetings, councils, and other community groups FACT staff participates in. |
| Compliance Program & Title VI Plan | Added SANDAG plan approval and updated plan due dates to SANDAG and Caltrans. |
|  | Service statistics | Updated all charts and graphs with FY 17 data |
| **Chapter 4** | New intro paragraph | Regarding FACT's pursuit of partnerships and contracted service opportunities |
| Medical transportation coordination. | Added new section on potential contracted service with Valley Radiology |
| Coordinated Maintenance Program | Added FACT's outreach efforts regarding stakeholder interest |
| Projects Deferred for Future Consideration | Updated Guaranteed Ride Home Program with current information |
| Emergency Transportation Coordination with OES | New section on collaborating with OES on emergency transportation and vehicle inventory |
| **Chapter 5** | Grants | Updated with FY18 TDA allocation and updated sources and status of FACT Funding table |
| Contracted services | Change title to: Contracted Services Income |
| Small Grant Program Awards | Added more detail on County NRP and CE grants |
| **Chapter 6** | Demand Management | Added Ridership for FY 17 |
| Service Projections | Updated RideFACT service projections |
| **Appendix 1** | CTSA Work Plan | Updated with FY 18-19 CTSA Work Plan |
|
| **Appendix 2** | Service providers | Updated with current list of database providers |
| **Appendix 3** | FACT service area | Updated with FY 2017 service/trips map |
| **Appendix 4** | FACT Title VI Plan & Non-Discrimination Program | Update links to updated documents on FACT website |

**RECOMMENDATION:**

**Staff requests Board members for feedback on the proposed Business Plan Updates.**

**ITEM # 5**

**TO:              BOARD OF DIRECTORS**

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

**BUDD ANDERSON, GRANTS ANALYST**

**RE:             A. FINANCE COMMITTEE REPORT – REVIEW OF DRAFT 2018-19 BUDGET**

**B. SUMMARY OF APRIL 2018 FINANCIAL STATEMENTS**

**ISSUE:**

**Review of DRAFT FY 2018-19 Budget**

**BACKGROUND**

The new fiscal year FY 18-19 begins on July 1. The DRAFT FY 2018-19 budget was prepared later in June than anticipated due to other project commitments. The Finance Committee – Susan Hafner (Chair), Phil Monroe and Hon John Aguilera received the DRAFT version of the Budget during the week of June 18. This item requests feedback from Committee and Board members as well as approval of the enclosed DRAFT Budget.

**Summary of DRAFT FY 2018-19 Budget Proposal:**

 The proposed Budget is balanced - income and expenses are $1,611,428.00 a 0.76% increase over the prior year budget of $1,599,280.0.  Current year expenses are projected at 15.55% under budget (-$248,681). Most of this underspending was due to less than anticipated expenses in Contracted Services and some savings in Salaries and Wages.

This year a considerable amount of FACT’s current reserves ($200,000) are shown as part of the “Income” for the purpose of matching RideFACT SMG grant; the reserve generated from contracted services during the FY 18-19 ($63,000) is identified as such on the expense side of the budget and was not factored into Income, since it’s a projected number.

Notes on Explanations of Variances to explain variance between the Year to Date Total FY 17-18 Expenses and the DRAFT FY 18-19 Budget amounts are at the bottom of the budget spreadsheet.

Income

Major revenue sources for purchased transportation/RideFACT are 5310, SMG and Reserves – in the past, CTSA funds were allowable as match for any other grant – as of the last fiscal year FY16-17, SANDAG has taken a position that since transportation is not recognized as a CTSA activity, the CTSA allocation cannot be used as match towards grants that pay for rides.  Therefore $400,000 is budgeted for RideFACT ($200,000 from SMG grant; $200,000 from Reserves, as 50% match).

Major sources of Mobility Management income include SANDAG grants ($300,000 in SMG, $300,000 in 5310 grants) as well as $180,000 from Caltrans 5310.

Contracted services demand continues to be volatile due to the variance in demand from MV – contracted service gross revenue is estimated at $260,500 (last year it was projected at 386,280; the actual gross revenue from contracts – projected through June 2018 is $214,854).

CTSA contract revenue is $137,000.

Rides to wellness contract execution is expected in late June 2018. It is expected to contribute $10,000 towards Mobility Management funds.  VTCLI income is $8,848; this will be the last of the revenues available under this grant, which is expected to be closed out during the new fiscal year.

Expenses

The largest expense line item is Salary and Wages - $611,888 compared to the current year budget $575,780.  The proposed expenses include wages and some benefits for 10 employees at this time, one more position than last year - due to contingencies related to status of current staff.

Proposed Contracted service expenses are $197,500 down from $299,500 (budgeted) in the prior year, a decrease of 34%; Actual expenses at end of June are expected to be $126,899. RideFACT expenses are projected at $400,000 due to continuing strong demand.

Office space lease expenses will increase after March 2019 as per the lease agreement currently under review. – the total outlay is $42,000 which includes funds for facility maintenance and repairs.  Insurance costs are expected to be $16,500 this year, due to rate increases anticipated by the insurance broker.  In view of higher utilization of legal services recently (office space lease review and assistance with other ongoing matters and new services), the legal fees are projected at $12,000. Audit fees are $17,500 to cover the additional expense of the Single audit.

The travel budget is the same as last year - $14,000.

The projected net revenue from contracted services in FY18-19, $63,000 has been presented as an expense on the last line item under Expenses.

Discussion

FACT has identified revenues to meet all projected expenses during the FY18-19. Several factors are expected to affect FACT revenues and reserves this year – uncertainty in contracted service volumes and lack of matching funds for RideFACT being major contributors. Reserve spending will increase due to the need to match SMG grants; there is also a growing trend in the demand for RideFACT transportation; RideFACT recorded the highest number of monthly rides during April 2018; this situation raised some concerns about the sustainability of FACT’s grant funded transportation and need for limits on RideFACT spending; Staff will monitor ridership growth and proactively takes steps toward managing demand in order to minimize the impact on FACT’s riders. Some of the reserve spending could be offset by growth in current and new contracted services, several of which are currently in early stages of discussion or implementation.

**Summary of April 2018 Financial Report**

Balance Sheet vs Prev Year Comparison

* Compared to last year $461,332.78 is in the bank, 8% less than the previous year
* FACT is Invoiced through April 2018 and has 8% less outstanding than PY
* Accounts Payables were 30% less. The balance sheet through April reflects stability between both years. Timely invoicing, receivables, and better cash flow management overall continues.

Accounts Receivable Status

* $300,216.96 is outstanding by (9) customers.
* Of the o/s amount, $196,914.57 is 60 days or less, 94,207.53 is less than 90, and $9,094.86 is over 90 days by one customer.

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

* Income from July thru April 2018 was 16.83% under budget by a couple factors:

1. MV contract 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 17.2% under budget due to reduced demand from MV and other expenses being deferred for later.

* The Licensing fee is pending for the Brokerage Systems Software.
* 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 April 2018.
* The Travel – Airfare & Lodging and FACT Meeting Expenses 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.

Condensed Grant Balances Remaining

* Total funding available for all grants through April 2018 was $1,923,372.70.
* CTSA Funds have been allocated through April 2018 totaling $114,000.00.
* CTSA’s temporarily restricted net assets through March 2018 is still at $236,577.00.
* Unrestricted Net assets through March 2018 totaled $411,323.53.
* Net Income for April 2018 is $5,048.20.

**RECOMMENDATION:**

**Staff requests Board members for feedback and approval of the DRAFT FY 2018-19 Budget.**

**ITEM #6**

**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:**

|  |  |
| --- | --- |
|  | **April -18** |
| **SERVICE** | **ONE-WAY TRIPS** |
| **San Marcos** | **30** |
| **Oceanside** | **344** |
| **Elderhelp** | **10** |
| **Tri-City** | **108** |
| **MV** | **374** |
| **RideFACT** | **2,714** |
| **TOTAL** | **3,580** |

**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 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 fare amount and convenience some riders who were already enrolled in RideFACT have expressed the desire to not utilize the new service. Since the start of the pilot, City staff has removed the 4 rides a month stipulation and lowered the fare for trips within the City limits. There are approximately 70 residents signed up for the service. FACT provided 87 trips in the first three months of service. FACT provided a rate for continuation of the service past the pilot period and received a contract amendment from the City which extends the service through June 28, 2019.

**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 has provided 1,032 trips since November 2017 – April 2018 for LIFT under MV.

**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 1,626 trips for Tri-City patients between December 2016 – April 2018.

**City of Oceanside Senior Van Service:**

Contracted service for Oceanside began in September 2013. FACT has invoiced City of Oceanside for 23,365 trips from September 2013 – April 2018.

Oceanside staff recently updated their enrolled members; approximately 2,200 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. 1,617 total trips were provided between March 2015 and April 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. 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 – April 2018**



**\*NOTE** Edits to the database referral listings is ongoing. There have been program deletions, additions and edits to information and contacts. Outreach is being done by FACT’s Office Manager, Brooke, to add more programs to the database and edit information when necessary.

**RECOMMENDATION:**

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

**ITEM #7**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director, Ali Poorman, Mobility Coordinator**

**RE: FACT’s IDENTITY, NAME RECOGNITION**

**ISSUE:**

Renaming FACT

**BACKGROUND:**

**Why rename the company?**

* **The historical name no longer represents your core offerings.**
* ***Your name is hard to say, hard to spell and/or hard to remember.***
* **You aren’t differentiated.**

**Renaming Concept Process:**

* **Revisiting the mission statement**
* **Analyzing other companies names/logos- why they are attention grabbing?**
* **What story are you telling?**

**Transit/Mobility logos-**

* **Eye-catching with colors and there is “movement.”**
* **Logos say what the company is offering- Mobility, paratransit, rides.**

**RECOMMENDATION:**

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

**ITEM # 8**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director**

**RE: Executive Director Report**

**Meeting and Events 6/1/18- 6/29/18**

6/05 Operations Meeting- Mobility Coordinators

6/06 Meeting with Secure Transportation- Robert

6/07 Meeting with Ready Line Fleet services- Bo

6/07 Meeting- CalACT Conference Committee

6/07 Meeting with Leasing Agent- Claudia

6/08 Meeting- phone conference with Brian Lane- SANDAG

6/11 AIS Housing & Transportation Committee Presentation-Meagan

6/11 Community Enhancement Hearing- Budd

6/12 CAM Meeting- San Marcos Senior Center

6/12 One Call- One Click Project Meeting

6/13 Meeting with Ray Tellis- FTA- LA Metro

6/13 WTS Team Dynamics Webinar Luncheon

6/14 Meeting VTCLI 2-1-1

6/14 Meeting with Provider- Trip Capacity

6/15 Meeting- Transportation Committee- SANDAG

6/18 Monitoring Visit- SANDAG

6/19 Meeting- Board Agenda Review- Bob, George, Arun

6/21 Meeting- Golden State, Omar, Arun, Meagan, Jonathan

6/21 Meeting- CTSA Contract Review Committee- SANDAG

6/22 Meeting- SANDAG Board of Directors - Meagan

6/25-6/26 Meeting- Performance Appraisals

6/27-6/29 CalACT Board Meeting

6/28 Aging Summit- Panel Speaker: Arun

Upcoming Meeting and Events:

7/04 Office closed

7/06 Meeting- Transportation Committee- SANDAG

7/10 Meeting with Muggs Stoll

7/18 FLEX/Paratransit Contracting Opportunities- NCTD

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

7/26 FACT Board Meeting

7/27 SANDAG Board of Directors Meeting