**FACT Board of Directors Meeting**

**May 31, 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. **CLOSED SESSION Introductions**

* Updates on contracts, new service proposals POSSIBLE ACTION
* ED Review; personnel updates ACTION
* FACT office space lease agreement ACTION

**UPDATE ON CLOSED SESSION**

1. Public Comment INFORMATION

1. March 29, April 26 Board Meeting Minutes p-2 ACTION
2. CTSA contract development, timeline p-7 POSSIBLE ACTION

1. Business Plan Update p-11 INFORMATION
2. FACT Services Updates p-13 INFO/ACTION

* San Marcos contract renewal

7. Monthly Financial Reports & Summary p-16 INFORMATION

8. Standing Item – Updates on outreach initiatives INFORMATION

9. Executive Director’s Report p-18 INFORMATION

* Update on WTS Conference
* Update on LYFT safety concerns

10. Board member updates / proposed agenda items INFORMATION

1. **Special Presentation – Paratransit Inc., CTSA Program**– **10:20am**

* Tiffani Fink, Exec Director, and Tom Roberts, Deputy Exec Director INFORMATION

**ADJOURNMENT**

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

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**ITEM #2**

**FACT Board of Directors Meeting Minutes**

March 29, 2018

Encinitas City Hall, Poinsettia Room

505 S. Vulcan Avenue, Encinitas, CA 92024

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| Board Members Attending | Bob Campbell, George Gastil, Phil Monroe and Susan Hafner; Hon. John Aguilera, Hon. Jewel Edson, Hon. Lori Zapf and Dave Roberts via phone |
| TAC Members Attending | Jack Christensen (SANDAG) |
| Board Members Absent | LaVonna Connelly |
| Staff Attending | Arun Prem, Meagan Schmidt, Budd Anderson, Julius Burgos |
| Public/Guests | Monique for Hon. Lorie Zapf’s office, Fortuna, VP of Safety First Transportation, Mohammed with Safety First Transportation. |
| Introductions | Chair Bob Campbell called the meeting to order at 9:00AM. Welcome and introductions were made. Bob introduced Jewel Edson. Jewel is the SANDAG TC representative to the Board. Dave Roberts also welcomed Jewel. |
| Public Comments | Jack Christensen (SANDAG) updated the Board with the hiring process for a new Executive Director. 28 applications were accepted for the position, which will be filled by early Summer. |
| Approval February 22 Board Retreat Minutes | **Motion to approve the February 22, 2018 Board Retreat minutes made by Bob Campbell. Second by George Gastil. The motion passed unanimously.** |
| Review of Veterans’ Fare Promotion | Arun presented the continuation of the Veterans’ Fare Promotion. Beginning in Sept. 1, 2017, it was thought the promotion would finish in December, however because of meeting timelines and the retreat, the promotion was extended. Through January, FACT completed 923 one-way trips, spending $22, 000, with an average cost of $24. FACT received great response through the media, community outreach, and veterans who used the service. The original intent of the promotion was to create awareness of FACT. A goal was not set to measure the amount of saturation or awareness wanted in the community. FACT wanted a stronger collaboration with the VA, however there was little response from the VA. Because of the response and exposure of FACT, we feel that the promotion was a success. Staff recommended to the Board, that the promotion conclude at the end of March 2018. Bob expressed concern with the sensitive media turning the end of the promotion into a negative story. He asked if a script was prepared to answer why the promotion has ended. Phil Monroe commented of the number of unique riders, and the success of the creating awareness. Phil asked why these rides cost more than the average ride. Meagan commented that it depended on whether the veteran was using a wheel-chair accessible vehicle and the mileage of the trip.  (Phil asked how the Flu Shot promotion was going. The promotion did not have the demand through the call center, as originally anticipated.)  **Motion to approve the conclusion of the Veterans’ promotion by Phil Monroe. Second by Susan Hafner. The motion passed unanimously.** |
| CTSA Contract Review Committee Report | Arun began with the Retreat, which kicked off the planning of the scope of work for the remainder of the CTSA contract. It was a very good and involved discussion. The conversation of what FACT would want in the CTSA contract was started. Suggestions from the audit: measurement of referrals, having a website, holding CAM meetings, and effectiveness of referrals. To continue the discussion, the committee chaired by Phil and Susan met on March 12 focusing on the scope and performance measurement.  The scope of the work for the CTSA contract is in two parts: a Core area and other activities. The Core activities would be: brokerage, referrals, maintaining the website, CAM meetings, and pursuing long-term funding. The other activities: combined purchasing, consolidated driver training, centralized dispatch and maintenance of vehicles, centralized administration of Social Service programs and identifying funding, all with the involvement of elected officials. The language is consistent with State law section 15951.  Bob, Phil and Jewel commented that the scope of activities are very broad and confusing.  Susan added that this is a great opportunity to project in a positive way, what FACT thinks is valuable and what FACT is doing for the community.  Jack Christensen commented that SANDAG appreciates and values the partnership with FACT. SANDAG wants FACT to collect quantitative and qualitative data that is pertinent to them. |
| FACT Services Updates | Arun- Vehicle Sharing: FACT has shared 4 ADA vehicles with T.E.R.I Inc., for approximately a year. At the time, it seemed like a good fit because T.E.R.I has a large, well-maintained fleet of vans for their cognitively impaired adults. T.E.R.I has agreed to extend the contract for another year, however they have not agreed to provide trips for FACT at all, nor other reciprocal services, i.e. maintenance of the vehicles, and parking for other FACT vehicles.  Recommendation to the Board: To leave 2 vans with T.E.R.I and release 2 vehicles to a brokerage vendor who will provide rides for FACT. Bob voted no because he feels that the vehicles should benefit FACT. Phil voted yes, on the recommendation that we change the commitment to a month-to-month, until FACT needs the vehicles with a 30-day notice.    **Motion to modify the agreement with T.E.R.I, Inc. by Susan Hafner - 2 vehicles will remain on a month-to-month basis. FACT will give a 30-day separation notice for the release of remaining vehicles. Second by Phil Monroe. The motion passed unanimously.**    Meagan updated the Board on FACT Services.  FACT completed 3,388 one-way trips through Jan., 2018 and 123, 108 total one-way trips to date.  Report on Braille Institute service- after the end of the pilot period with the Braille Institute- the Institute decided to go back to using MTS access due to FACT not being able to subsidize the cost. Although they loved the convenience of the service, the FACT market rate was considered outside the budget. No action taken on this matter.  Update on City of San Marcos service implementation- The pilot is continuing and update will be provided at next month’s meeting.  Vehicle sharing:  Subcontract with MV - We receive approximately 20-25 trips per day.  Oceanside contract- Goes through 2019. Tri- City trips are very successful, using Yellow Cab and Lyft. Elderhelp- monitored during office hours. |
| Quarterly Board Updates on Innovative Services | Bob asked the Board to send articles or news pertaining to transportation trends and updates to the office. |
| FACT’s identity, trademark, and brand awareness | Bob discussed FACT’s name and brand awareness. Because it is a complicated concept to explain, Bob asked the Board to consider a name change. If any ideas come up, to please contact Arun. A 30 second “elevator blurb” should be developed. Arun suggested that the agency name could be “RideFACT.” Dave had questions on trademarks. |
| Review Board Meeting schedule | Board Meeting schedule availabilities reviewed. |
| Financial Report | Julius will send an update to the Board. |
| Standing Item | Phil suggests the Staff look into video conferencing. |
| Closed Session | CLOSED SESSION POSSIBLE ACTION   * Updates on contract negotiations * RouteMatch contract * New Contracted Service Opportunity |
| Executive Director’s Report | Arun commented that there has been a high interest in brokerages and reported on discussions with ACTC, Mountain Transit, San Antonio Transit, and Jacksonville Transit Authority. Consulting opportunities arising from this interest may become a new income stream. |
| Adjournment | The meeting adjourned at approximately 11:30AM. |

**FACT Board of Directors Meeting Minutes**

April 26, 2018

Encinitas City Hall, Poinsettia Room

505 S. Vulcan Avenue, Encinitas, CA 92024

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| Board Members Attending | Bob Campbell, George Gastil, Phil Monroe and Susan Hafner; LaVonna Connelly, Hon. John Aguilera, Hon. Jewel Edson, and Dave Roberts via phone. |
| TAC Members Attending | Brian Lane (SANDAG) |
| Board Members Absent | Hon. Lorie Zapf |
| Staff Attending | Arun Prem, Meagan Schmidt, Budd Anderson, Julius Burgos, and Ali Poorman. |
| Public/Guests | See sign in sheet |
| Introductions | Chair Bob Campbell called the meeting to order at 9:00AM. Phil Monroe led the group in the Pledge of Allegiance. Welcome and introductions were made. |
| Public Comments | Brian Lane (SANDAG) shared that TDA funds should be used for Core CTSA functions. |
| Approval of March Meeting Minutes | Arun explained that the March meeting minutes were unavailable because of time constraints. When the minutes are available, Bob asked for them to be sent out.  No action was taken at this time. |
| CTSA Contract Review Committee Report | Arun started by reviewing the scope of work drafted by the committee chaired by Phil and Susan. The Scope that has been developed, requests that transportation and the brokerage be highlighted and recognized as CTSA activities of the contract.  Arun received an email from Brian (dated April 24, 2018.) Arun asked for further explanation regarding Brian’s comment- “Facilitating rides through FACT’s brokerage agreement is not a CTSA activity per se…”  Brian commented that the development of portfolio of providers is a coordination function, not providing rides. It’s distinguishing the brokerage from RideFACT. Arun recommended discussion of this distinction with all parties.  The Board members had concerns of the wording “provision of rides” not included in the scope of the contract.  Brian reiterated the importance of referrals and the database. SANDAG uses the database for regional planning and coordinating planning with social service. He is not averse to a meeting with legal again, regarding adding “rides” into the contract.  The Board concludes:   * Transportation is under the non-core services FACT provides. * Phil’s recommendation the contact should wait until the new SANDAG director is established. * Bob would like to see the contract finalized as soon as possible.   Brian plans to go to the transportation committee in June. His recommendation is to avoid delaying this any further. There is a new TDA audit in the Fall. |
| FACT Services Updates | Arun followed up from a Board request from last month with monthly trip capacity. The question of whether FACT can sustain the growth with the current Ride FACT funding.  Total RideFACT funding (2 years) = **$800,000**  Average FY 2016-17 RideFACT trip cost = **$15.20**  $800,000/$15.20 trips (2 years) = **52,632**  Monthly trips **= 2,193**  Monthly (avg) RideFACT trips last 12 months = **1,926**  Arun commented that we are close to capacity due to mitigating factors that are driving up ridership: the Veterans’ Promotion, and companions ride free and trip costs have risen to approximately $17 per ride. Also, since December with the Lyft program, less seniors have been turned away.  Meagan updated the 4-month San Marcos pilot. The City of San Marcos would like to work with FACT to extend the agreement.  Lyft rides have been successful with Tri-City Hospital. Customers have been requesting more Lyft rides over Yellow Cab. Lyft complements the brokerage for short and last minute rides.  Bob recommends that if FACT is coming up against capacity, the Board would like to see some recommendations of options in May or June. |
| Monthly Financial Reports | The monthly financial reports were available for Board review. Julius Burgos gave a summary on February, 2018 financials and answered questions. |
| Executive Director’s Report | CalACT Conference- attended by Arun, Meagan, Budd and Kalin. Arun and Meagan conducted 2 workshops.  CalACT conference in San Diego in 2019- Arun would like to get the Board’s authorization to be a sponsor of next year’s CalACT 35th Anniversary Conference (April 23-26 2019) in Coronado. Bob commented that the Board will support the conference  APTA National Mobility Summit in July 2018- FACT will like to be involved with this Summit.  Paratransit Inc. visit – May 31st Board meeting. Phil invited Brian Lane and Danielle to this meeting.  Rides to Wellness grant – Tri-City Hospital has agreed to be commit to this project again.  Agency Name, Identity, Brand Awareness- John is concerned that FACT currently does not come up in internet searches. He would like better search engine optimization. Phil would like someone to go forward with both search engine and website optimization.  Training workshop – Verbal Judo; 4/18, 26 attendees. Budd presented that the workshop was a great success. The workshop was presented by a consultant and was open to any San Diego nonprofits. Phil liked the idea of hosting workshops like these throughout the year. |
| Board Member Updates/Proposed Agenda Items | No updates or proposed agenda items. |
| Adjournment | The meeting adjourned at approximately 12:15 PM. |

**ITEM #4**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director**

**RE: CTSA Contract development, timeline**

**ISSUE:**

Discussion regarding follow up on CTSA Contract development.

**BACKGROUND:**

**Discussion with Muggs Stoll, SANDAG:**

During the most recent quarterly update meeting on May 17, Muggs indicated that FACT’s request to delay the

CTSA contract until the after SANDAG’s ED selection – may not be feasible due to unexpected delays in the ED

selection process.

He offered to meet with the CTSA committee in order to help with the remaining issues with the contract development.

He also offered to include SANDAG’s attorney in the discussion. Based on preliminary feedback from the CTSA

contract review committee the meeting with Muggs will possibly take place in June 2018.

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

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

The SANDAG version included:

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

FACT’s version listed:

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

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

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

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

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

The second meeting was held on April 12, in La Jolla and included Phil Monroe, Susan Hafner, Monique Tello,

representing Hon. Lorie Zaph, and FACT staff. During this meeting the scope of work language was updated to reflect

the discussion from FACT’s March Board meeting. There was a detailed review of metrics proposed to report on and

measure the performance of the CTSA*.*

*A DRAFT of the scope is enclosed with the Agenda materials for the April 2018 FACT Board meeting. SANDAG is*

*looking at 2 requests made during the Board retreat - for recognizing RideFACT as CTSA services and allowing*

*use of TDA funds to match RideFACT grants. A status update may be available in the near future.*

**Prior Discussions:**

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

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

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

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

**Board Retreat Feb 22:**

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

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

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

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

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

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

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

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

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

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

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

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

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

**RECOMMEDATION:**

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

**ITEM #5**

**TO:              Board of Directors**

**FROM:          Arun Prem, Executive Director & 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:

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| 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, Butterfli, 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 #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:**

|  |  |
| --- | --- |
| **SERVICE** | **MARCH - 18** |
| **SAN MARCOS** | **31** |
| **BRAILLE INSTITUTE** | **310** |
| **OCEANSIDE** | **394** |
| **ELDERHELP** | **12** |
| **TRI-CITY** | **104** |
| **MV** | **425** |
| **RIDEFACT** | **2,844** |
| **TOTAL** | **4,120** |

**New Brokerage Provider**

Telekom Transportation joined FACT as the newest brokerage member on April 24, 2018. Their service area covers from the 52 S. freeway and East County San Diego. This provider operates 7 days a week and has experience with providing medical insurance transportation.

**City of San Marcos**

Since the start of the pilot project FACT provided 57 trips in the first two 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 658 trips since November 2017 – March 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 1,518 trips for Tri-City patients between December 2016 – March 2018.

**City of Oceanside Senior Van Service:**

Contracted service for Oceanside began in September 2013. FACT has invoiced City of Oceanside for 23,021 trips from September 2013 – March 2018.

Oceanside staff recently updated their enrolled members; approximately 2,000 clients are pre-registered to use this service.

On June 21st, the Oceanside City Council voted to extend the contract from July 1, 2017 – June 30, 2019. Revisions to the rate structure were approved in the contract extension.

**Elderhelp Program**

Contracted service for Elderhelp began on March 12th, 2015. The Board approved the extension of the Elderhelp contract on March 26th. 1,607 total trips were provided between March 2015 and March 2018. Trips are provided by FACT brokerage providers as well as Lyft while monitored during business hours. Any trips that Elderhelp cannot accommodate due to their limited monthly budget are referred to RideFACT.

**RouteMatch Software Implementation & Impacts**

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

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

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

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

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CTSA,**  **RideFACT & Contr. Service Data** | **Web hits** | **Referrals** | **Agencies in Database** | **New Agencies in Database** | **Total Requests for RideFACT Trips** | **RideFACT Trips Provided** | **RideFACT Trips Unable to Provide** | **Contracted Trips Provided** | **Total Trips** | **RideFACT Avg Mileage** | **RideFACT Avg Trip Cost** |
| **Jul-16** | **1,658** | **90** | **145** | **0** | **1,167** | **1,029** | **138** | **1,164** | **2,822** | **11.7** | **$17.35** |
| **Aug** | **1,733** | **99** | **145** | **0** | **1,497** | **1,365** | **132** | **1,412** | **3,145** | **11.2** | **$16.92** |
| **Sep** | **1,593** | **121** | **145** | **0** | **1,415** | **1,273** | **142** | **1,194** | **2,787** | **11.7** | **$15.66** |
| **Oct** | **1,712** | **78** | **145** | **0** | **1,382** | **1,186** | **196** | **1,412** | **3,124** | **11.7** | **$15.14** |
| **Nov** | **1,493** | **102** | **145** | **0** | **1,209** | **1,044** | **165** | **1,230** | **2,723** | **11.9** | **$15.66** |
| **Dec** | **1,378** | **94** | **145** | **0** | **1,089** | **973** | **116** | **1,261** | **2,639** | **12.5** | **$16.57** |
| **Jan-17** | **1,534** | **83** | **145** | **0** | **1,098** | **1,026** | **72** | **1,224** | **2,758** | **11.5** | **$12.29** |
| **Feb** | **1,459** | **74** | **146** | **1** | **1,139** | **999** | **140** | **918** | **2,377** | **10.5** | **$13.06** |
| **Mar** | **1,489** | **72** | **147** | **1** | **1,405** | **1,223** | **182** | **1,339** | **2,828** | **10.9** | **$11.56** |
| **April** | **1,480** | **52** | **147** | **0** | **1,161** | **996** | **165** | **1353** | **2349** | **11.5** | **$16.74** |
| **May** | **1,589** | **64** | **148** | **1** | **1,428** | **1,356** | **72** | **1334** | **2690** | **11.3** | **$14.88** |
| **June** | **1,228** | **81** | **148** | **0** | **1,457** | **1375** | **82** | **1359** | **2734** | **11.7** | **$16.55** |
| **Sub** | **18,346** | **1010** | **148** | **2** | **15,447** | **13,845** | **1602** | **15,200** | **29,045** |  |  |
| **July** | **1,425** | **90** | **151** | **3** | **1,561** | **1,487** | **74** | **587** | **2,074** | **10.8** | **$13.69** |
| **Aug** | **1,464** | **134** | **151** | **0** | **1,942** | **1,871** | **71** | **635** | **2,506** | **10.6** | **$14.43** |
| **Sep** | **1,586** | **147** | **152** | **1** | **1,914** | **1,861** | **53** | **585** | **2,446** | **10.6** | **$15.79** |
| **Oct** | **1,520** | **155** | **154** | **2** | **2,537** | **2,432** | **105** | **635** | **3,067** | **10.8** | **$16.50** |
| **Nov** | **1,408** | **93** | **154** | **0** | **2,429** | **2,302** | **127** | **655** | **2,957** | **11.7** | **$18.47** |
| **Dec** | **1,108** | **84** | **154** | **0** | **2,210** | **2,154** | **56** | **524** | **2,678** | **12.1** | **$19.79** |
| **Jan** | **1,452** | **103** | **154** | **0** | **2,579** | **2,509** | **70** | **879** | **3,388** | **11.5** | **$17.72** |
| **Feb** | **1,276** | **121** | **N/A** | **N/A** | **2,496** | **2,410** | **86** | **889** | **3,299** | **11.6** | **$18.01** |
| **Mar** | **1,047** | **127** | **N/A** | **N/A** | **2,925** | **2,844** | **81** | **1,276** | **4,120** | **10.3** | **$17.23** |
| **Sub.** | **12,286** | **1054** | **154** | **6** | **20,593** | **19,870** | **723** | **6,665** | **26,535** |  |  |
| **TOTAL** | **147,268** |  | **154** |  |  | **71,512** |  | **59,015** | **130,527** |  |  |

**\*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:   none.**

**ITEM #7**

**TO: BOARD OF DIRECTORS**

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

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

**ISSUE:**

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

**BACKGROUND:**

**March 2018 Financial Report**

**Balance Sheet vs Prev Year Comparison**

* Compared to last year $416,667.95 is in the bank, 9% more than the previous year
* FACT is Invoiced through March 2018 and has 17% less outstanding than PY
* Accounts Payables were 10% less. The balance sheet through March reflects stability between both years. Timely invoicing, receivables, and better cash flow management overall continues.

**Accounts Receivable Status**

* $353,028.81 is outstanding by (9) customers.
* Of the o/s amount, $293,608.90 is 60 days or less, 51,197.69 is less than 90, and $8,357.22 is over 90 days.

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

* Income from July thru March 2018 was 16.89% under budget by a couple factors:

1. MV contract services just started in February and the Ride to Wellness Grant is still pending implementation.
2. The overall expenses were 18.15% under budget due to reduced demand from MV and other expenses being deferred for later.

* 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 March 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 March 2018 was $2,017,936.10.
* CTSA Funds have been allocated through March 2018 totaling $102,600.00
* 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 March 2018 is $15,172.66.

**RECOMMENDATION:**

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

**ITEM # 9**

**TO:              Board of Directors**

**FROM:          Arun Prem, Executive Director**

**RE:             Executive Director Report – Meeting & Events 4/25/18-5/30/18**

~~04/27 MV/FACT- Arun and Ron~~

04/30 Ride to Wellness- Arun, Meagan and Budd

05/02 Team Salesforce Training- Staff

05/08 One call, one click- Meagan

05/15 Teleconference- Arun and Arlene Yang

05/16 WTS Blue Ribbon Committee Reception- Arun

05/17 FACT/SANDAG Quarterly Update- Arun and Muggs Stoll

05/17-18 WTS Conference - Meagan

05/18 Meeting with Ellen Schmeding, St Paul’s- Arun

05/21 SSTAC Public Hearing- Meagan

05/24 CUTR Webcast: “Road Rage Countering Vehicular Weaponization Through Urban

Transportation Design Strategies.”

05/28 Office closed- Memorial Day

**Upcoming Meetings and Events**

06/11 AIS Housing and Transportation Committee Presentation- Meagan

06/11 Community Enhancement Hearing- Budd

06/12 CAM meeting

06/28 Board Meeting