**FACT Board of Directors Meeting**

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

Poinsettia Room, Encinitas City Hall

505 S. Vulcan Avenue, Encinitas, CA 92024

Board member LaVonna Connelly will join the meeting via teleconference.

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

**Introductions**

1. Public Comment INFORMATION

1. September Board Meeting Minutes p-2 ACTION
2. Annual Financial Audit Report FY17-18 p-6 INFORMATION

* Update on TDA Audit
* Monthly financial summary

1. FACT Services Updates p-8 INFORMATION/ACTION

* New contracted services
* Rides to Wellness update
* Website Updates

5. Annual Meeting Prep POSSIBLE ACTION

* 1. Location – Mission Bay – Marina Village
  2. Guest speaker(s)
  3. Board Officer Nominating Committee

6. Executive Director’s Report p-11 INFORMATION

* Meeting with NCTD
* SANDAG Grants Cycle 10
* South Coast News Article

7. Board member updates / proposed agenda items INFORMATION

8. **CLOSED SESSION**

* Software Contract compliance issues
* Update on Office Space Lease Negotiations

**ADJOURNMENT**

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

.

**FACT Board of Directors Meeting Minutes**

September 27, 2018

Encinitas City Hall, Poinsettia Room

505 S. Vulcan Avenue, Encinitas, CA 92024

|  |  |
| --- | --- |
| Board Members Attending | Hon. Bob Campbell, Hon. Phil Monroe, Hon. John Aguilera, and LaVonna Connelly, and Hon. Dave Roberts via video/phone conferencing. |
| TAC Members Attending | Brian Lane- SANDAG |
| Board Members Absent | Hon. George Gastil, Susan Hafner, Hon. Lorie Zapf, and Hon. Jewel Edson |
| Staff Attending | Arun Prem, Meagan Schmidt, Budd Anderson, Julius Burgos, Jonathan Albarran, and Ali Poorman. |
| Public/Guests | Bo Rodriguez- Ready Fleet Line, Gideon Marcus |
| Introductions | Chair Bob Campbell led the group in the Pledge of Allegiance. |
| Public Comments | Brian Lane (SANDAG) updated the Board with the hiring of Executive Director of SANDAG -Mr. Hassan Ikhrata.  On September 7, 2018- Brian and Arun Prem presented at the Transportation Committee chaired by Supervisor Ron Roberts. An amendment to the CTSA contract was approved by the Transportation Committee.  Phil shared that Ron Roberts received a distinguished award at the APTA Conference at Nashville. |
| Approval of July Meetings Minutes | **Motion to approve the July 26, 2018 minutes made by Hon. Phil Monroe. Second by Hon. Dave Roberts. The motion passed unanimously.** |
| CTSA Scope of Work (Updated) | Arun announced that FACT was awarded the CalTrans “Bus and Bus Facilities Grant.” The award is for one cutaway and five wheelchair accessible minivans. Budd worked with a staff member from CalTrans during the application process.  FACT’s partner, St. Paul’s Senior Center, expressed interest in obtaining one to two vehicles for their fleet. The remaining vehicles will help to replace aging vehicles in FACT’s fleet. Bob asked that the allocation and status of the vehicles be a Board item for discussion.  Phil asked if the older vehicles will be offered to other agencies. Arun replied that the providers are offered an opportunity to purchase the vehicles at market rate. If they are not interested, FACT will offer them to other agencies or groups.  Arun recapped the CTSA committee work. The CTSA Committee- Bob Campbell, Phil Monroe, and Susan Hafner met frequently with Muggs Stoll (SANDAG) and Brian Lane (SANDAG.) Discussions focused on metrics and whether transportation was a CTSA activity.  On September 7, 2018, the Transportation Committee unanimously approved SANDAG staff recommendation to approve the contract amendment to the CTSA scope of work unanimously. |
| Cycle 10 STGP Call for Projects | Budd provided an overview to the Board of the SANDAG Specialized Transportation Grant Program (STGP) call for projects issued on July 27, 2018.  • A majority of FACT’s operating and mobility management funding has been awarded through this program.  • Funding sources include TransNet Senior Mini-Grant and FTA Section 5310.  • Eligible projects: Operating, Mobility Management, and Capital.  • Applications must be received electronically by SANDAG on Oct. 25, 2018.  Staff requested Board feedback and approval to submit project applications through SANDAG’s Cycle 10 Specialized Transportation Grant Program (STGP) for Operating funds for Ride FACT and Mobility Management funds for Brokerage Management and CTSA Services.  **Hon.** **Phil Monroe moved to approve the staff recommendation. Second from Hon. John Aguilera. The motion passed unanimously.**  LaVonna Connelly asked if “Rides to Wellness” will need an extension on funding in the future. Arun replied that the Tri-City contract was an FTA grant. Tri-City has had many changes and has declined to participate in the project.  Brian Lane, Arun, and an FTA colleague have had discussions to bring another partner into the project. | |
| Monthly Financial Reports & Summary | The monthly financial reports were available for Board review.  Dave had questions regarding the Audit questionnaire sent to the Board. There was miscommunication to where the audit questionnaires where to be sent. The conclusion was for Ali to send the auditor’s correct email address to Board members who would forward the questionnaire to the auditor.  Arun added that the Internal Financial audit was performed on Sept. 26, 2018. The Annual TDA audit will be concluded prior to the Annual Meeting. | |
| Referrals- Process, Data, Objectives | On September 6, 2018, the Referrals Subcommittee- Phil Monroe, LaVonna, Brian Lane, Meagan Schmidt and Jonathan Albarran met to discuss the first time caller intake process, and wording of questions. The committee asked Brian what are SANDAG’s required information for intake.  Brian added that LaVonna had a great perspective on how to ask a senior about income level. LaVonna said that the majority of seniors are usually not reluctant to answer intake questions. A follow up from Brian: what is SANDAG’s required income threshold?  Bob suggested a scripted process to avoid any discrepancies or miscommunication and is consistent with each senior.  Phil asked if information from RouteMatch can be extracted for specific reports.  Meagan updated the Board on monthly RideFACT and total one-way trips.  • June 2018- 115 referrals. Top Referrals- MTS Access, City of Oceanside: Solutions for Seniors on the GO, NCTD LIFT  • July 2018- 100 referrals. Top Referrals- MTS Access, City of Oceanside: Solutions for Seniors on the GO, NCTD LIFT  Bob asked if FACT knows how many of these referrals were accepted. Meagan and Brian agreed that there is no reporting on referral completion. Arun added that there should be a collaborative exchange of information amongst grantees.  Meagan provided an update on contracted and Ride FACT services for June and July.  LaVonna asked about the Parkinson’s Association’s partnership. Meagan replied that The Parkinson’s Association of San Diego (PASD) has a pilot project with FACT to provide transportation for medical appointments and visits to support groups for their clients. The pilot trips are billed at a flat rate and will run from July 12th – October 11, 2018, to gain an understanding of the demand and trip data in order to establish the rate for future rides.  The total number of rides provided to date is 144,859.  Arun commented that the graph showed unusually high ridership last year due to the “Free Rides for Veterans” and “Companions Ride for Free” promotions.  Meagan discussed the implementation of limiting daily trips in order to stay within FACT’s budget. Riders have had few concerns, with minimal complaints. Within a month of implementing the daily trip limits, riders have become proactive with planning their trips.  Bob asked if there is a reserve capacity to accommodate a rider with an urgent request or emergency. Arun replied that the mobility coordinators have been empowered to handle such situations when they arise and generally accommodate rider’s urgent needs.  LaVonna asked how FACT was going to communicate the ride limitations. She suggested of putting it on the website or social media.  Meagan introduced Bo Rodriguez from Ready Fleet Line. Bo and Jonathan completed FACT’s 61 vehicle inspections. Each inspection took approximately 45 minutes. Inspections are completed every two years.  Bo and his service team used the FACT Inspection checklist. The inspection included: seat and safety belt condition, tires, lights, brakes, fluids, proper documents, windshields, ramps. No major findings were documented. The providers were cooperative. |
| FACT’s Identity and Recognition | Bob commented that FACT’s identity name, brand and image has been a long-standing item. Arun asked for direction and timing of the process from the Board.  Phil replied that it is not a good time to consider a new name because of the new SANDAG contract.  John added that a separate DBA could be considered for another identity that clarifies what FACT does.  LaVonna suggested “RideFACT and Referrals.” She was reluctant to support a name change. Dave agreed with LaVonna. Bob asked the Board to keep FACT’s identity and recognition in mind for discussion in the future. |
| Annual Meeting Prep Update | Arun updated the Board with the Annual Meeting Prep.  Keynote speakers: Jim Madaffer will be out of town. Bob agreed to call Laurie Berman from CalTrans. Arun sent a letter to Ray Tellis, FTA Director. Arun asked the Board for other recommendations.  Locations: SD Foundation was booked for the Annual Meeting. City of Vista was unavailable. Recommendation from Phil (Coronado Community Center,) John (Escondido,) Dave (County Offices in Kearney Mesa,) LaVonna (SDG&E.)  Arun also reminded the Board regarding officer elections to be held in December and asked for the discussion to be on the October agenda. Bob appointed John to follow up with Board members for input and recommendations. |
| Board Member updates/proposed agenda items | Bob asked for an emergency add-on issue for discussion in Closed Session regarding Board participation and absenteeism.  **Hon. John Aguilera moved for a motion to add an emergency issue in Closed Session. Second from Hon. Dave Roberts.** **The motion passed unanimously.** |
| Executive Director’s Update | Arun presented the Board with a handout of the biography on the new SANDAG Executive Director, Hassan Ikhrata.  Arun and Budd attended the APTA conference in Nashville.  Office lease update: On August 7, 2018, a transformer blew at the FACT office. The office was without power for a week, requiring staff to work from cafes, homes and 211 to field calls from riders. Since the outage, the property owner set up a generator-, which ran out of gas at least 12-15 times in a three-week period. During this time, the landlord handled the situation with poor communication. The City of Oceanside has required that the landlord bring the building electrical system to code. The permits are pending. After the permits are obtained, the building of the transformer may take approximately 6-8 weeks to build. |
| Closed Session | Discussions in closed session:   * No reportable action. |
| Adjournment | Meeting was adjourned at 11:30AM |

**ITEM # 3**

**TO:              BOARD OF DIRECTORS**

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

**RE:             ANNUAL FINANCIAL AUDIT REPORT FY 17-18; MONTHLY FINANCIALS AUG ’18.**

**ISSUE:**

**Update on Financial (internal) Audit and TDA Audit for FY 2017-18**

The Internal Financial Audit conducted by Inna Stens from Sonnenberg and Co., was concluded in September and the Final report was issued on October 3, 2018. There were no findings or recommendations. The DRAFT audit report was shared with the Finance Committee (Board members Phil Monroe, Susan Hafner and John Aguilera).

The TDA Audit is in process; the information review is expected to be concluded during October. The Final report is expected during early December.

August 2018 Financial Reports Summary

Balance Sheet vs Previous Year Comparison

* Compared to last year $448,285.58 is in the bank, 18% less than the previous year.
* FACT is Invoiced through August 2018 and has 8% more outstanding than PY
* Accounts Payables were 4% less. The balance sheet through August reflects consistency and stability between both years. Timely invoicing, receivables, and better cash flow management overall continues.

Accounts Receivable Status

* $222,611.71 is outstanding by (7) customers.
* Of the o/s amount, $152,327.92 is 60 days or less, 64,559.81 is less than 90, and $5,723.98 is over 90 days by one customer.

Profit & Loss Budget vs. Actual Report – July thru August 2018

* Income thru August 2018 was 26.65% under budget by a couple factors:

1. MV contract has lower demand than expected since its start in February along with San Marcos and Elderhelp. The Ride to Wellness Grant is still pending implementation.
2. The overall expenses were 36.3% 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.
* RideFACT had a higher demand in August.
* Updates were made to computers and FACT’s website.
* APTA and SDCVDY conferences were held at beginning of year
* Additional legal fees were for HR Issue
* Mileage reimbursement was for additional meetings at beginning of year

Net Income thru August 2018 had a negative balance of $(28,235.22). This is largely due to RideFACT’s 5310 grant not being awarded. FACT is responsible for ½ of the SMG grant as a cash match and it will have to be compensated through contract services and reserves.

Condensed Grant Balances Remaining

* Total funding available for all grants through August 2018 is $1,551,213.52.
* CTSA Funds have been allocated through August 2018 totaling $24,400.00.
* CTSA’s temporarily restricted net assets through August 2018 is $236,577.00.
* Unrestricted Net assets through August 2018 totaled $373,227.22.

Total Equity as of August 31, 2018 is $582,769.73.

**RECOMMENDATION:**

**None**

**ITEM #4**

**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:**

|  |  |
| --- | --- |
|  | **Aug -18** |
| **SERVICE** | **ONE-WAY TRIPS** |
| **St. Paul’s** | **23** |
| **San Marcos** | **27** |
| **Oceanside** | **463** |
| **LEAGUE** | **62** |
| **Parkinson’s Assoc.** | **0** |
| **Elderhelp** | **13** |
| **Tri-City** | **120** |
| **MV** | **0** |
| **RideFACT** | **2,833** |
| **TOTAL** | **3,541** |

**New Contracted Service - St. Paul’s PACE**

FACT began a transportation service pilot with St. Paul’s PACE (Program of All-inclusive Care for the Elderly) on September 11, 2018. Prospective senior program participants are provided roundtrip service to a PACE center. Two PACE locations are currently served (Downtown San Diego & Chula Vista). On October 18th St. Paul’s PACE executed a contracted with FACT to extend the service for 1 year for transportation to 3 PACE centers (El Cajon will begin on October 29th) throughout San Diego County at a per mile rate. The current brokerage vendor for this service is Furaat Transportation.

**The Parkinson’s Association of San Diego**

The Parkinson’s Association of San Diego (PASD) began a pilot project with FACT to provide transportation for medical appointments and support groups for their clients. The pilot trips are billed at a flat rate and will run from July 12th – October 11, 2018 to gain an understanding of the demand and trip data for a rate going forward. PASD staff have created marketing material for their clients regarding the transportation service. On October 15th a contract was executed for continuation of the service through April 11, 2019. At that time a review of the trip data will be performed for continuation or revision of the service terms.

**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. A total of 132 trips were performed by brokerage vendor Telekom, between July and August 2018. The LEAGUE plans to contract with FACT for next year’s summer program.

**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 254 trips between February – August, 2018. There are approximately 90 registered riders. San Marcos City staff is planning to market the program more heavily to increase ridership.

**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 2,077 trips for Tri-City patients between December 2016 – August 2018.

**City of Oceanside Senior Van Service:**

Contracted service for Oceanside began in September 2013. FACT has invoiced City of Oceanside for 25,171 trips from September 2013 – August 2018.

Approximately 2,280 clients are registered to use this service.

**Elderhelp Program** Contracted service for Elderhelp began on March 12th, 2015. When Elderhelp cannot utilize their volunteers to service trips, FACT provides service. A total of 1,662 trips were provided between March 2015 and August 2018.

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



**RECOMMENDATION:**

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

**ITEM #6**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director**

**RE: Executive Director Report**

**Meetings and Events 10/1-10/24/2018**

10/01 Lease Discussions with Claudia Troisi- Arun

10/02 Annual Meeting Location visit- Arun, Meagan and Ali

10/03 Meeting with Sarah Benson - The Foundation for Senior Wellbeing- Arun and Meagan

10/04 Annual Report Meeting- Arun, Meagan and Ali

10/05 Transportation Committee SANDAG - Arun

10/09 CAM Meeting

10/16 Access and Mobility Partnership Grants Informational Webinar, Arun

10/16 Board Meeting Agenda Review- Bob, George, Arun

10/17 Meeting/Interview with Lexy Brodt, Coast News., Jewel, Arun

10/22 Meeting with Rex Clark- Arun and Meagan

10/24 Meeting with Matthew Tucker, NCTD - Arun

10/25 FACT Board of Director’s Meeting

**Upcoming Meeting and Events:**

11/06 Telephone Installation- FACT

11/10-13 CalACT Fall Conference- Napa, CA

11/12 Veteran’s Day (observed) - HOLIDAY

11/15 Board Meeting

11/22-23 Thanksgiving Day and Black Friday- HOLIDAYS