**FACT Board of Directors Meeting**

**September 27, 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 teleconference.

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

**Introductions**

1. Public Comment INFORMATION

1. July Board Meeting Minutes p-2 ACTION
2. CTSA Contract update p-7 INFORMATION

1. SANDAG Cycle 10 Specialized Transportation grant applications p-8 ACTION

* Rides to Wellness grant update and new grant opportunity

1. Monthly Financial Reports & Summary p-10 INFORMATION

* Updates on Audits

1. FACT Services Updates p-12 INFORMATION/ACTION

* New contracted services
* Managing demand for RideFACT service
* Referrals Committee Report

7. FACT’s identity and recognition POSSIBLE ACTION

8. Annual Meeting Prep POSSIBLE ACTION

* 1. Location
  2. Guest speaker(s)
  3. Board Officer Nominations/elections

9. Executive Director’s Report p-15 INFORMATION

* Meetings with SANDAG
* APTA Conference
* Office relocation update

**10. CLOSED SESSION – FACT office space lease negotiation INFORMATION/ACTION**

Report on closed session ACTIONS

1. 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**

July 26, 2018

Encinitas City Hall, Poinsettia Room

505 S. Vulcan Avenue, Encinitas, CA 92024

|  |  |
| --- | --- |
| Board Members Attending | Bob Campbell, Phil Monroe, and LaVonna Connelly, Dave Roberts & George Gastil via video/phone conferencing. |
| TAC Members Attending | Brian Lane- SANDAG |
| Board Members Absent | Hon. John Aguilera, 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 | None |
| Introductions | Bob Campbell led the group in the Pledge of Allegiance. |
| Public Comments | None |
| Approval of May Meetings Minutes | **Motion to approve the June 28, 2018 minutes made by Phil Monroe. Second by Dave Roberts. The motion passed unanimously.** |
| CTSA Scope of Work (Updated) | Arun Prem updated the Board of the CTSA scope since the June 21, 2018 meeting, which was attended by Bob Campbell, Phil Monroe, Susan Hafner, Muggs Stoll, Danielle Kochman, SANDAG’s attorney Shelby Tucker, Brian Lane, Arun, Meagan and Budd. At this meeting, CTSA regulated intent was discussed it was agreed that transportation would be included in the scope of work under other CTSA actions that represents the non-core portion of the CTSA functions. The language now says:  *“Facilitate combined purchasing to achieve cost savings among providers of social service transportation, develop a portfolio of transportation providers (brokerage) who have agreed to provide rides at reduced rates, and provide transportation using the brokerage.”*  There are no other significant changes in the scope. Arun added a paragraph as background to the scope of work.  The timeline of the contract- Contract will go before SANDAG’s Transportation Committee in September. If approved- the contract will go before SANDAG’s Board of Directors.  Arun requested the Board to approve this version of the scope, in order to move forward with the approval process with SANDAG.  Arun asked for comments or suggestions from the Committee and Brian Lane. Phil added that this was a good meeting with SANDAG. He commented that Arun was very well prepared with the legal language validating transportation as an eligible activity. Phil came out of the SANDAG meeting with a new dedication to understand the FACT referral process. He has been actively working with FACT staff to create a referral matrix.  Brian reiterated the importance of the database.  Phil asked for a ten-minute presentation at a Transportation Committee, for a PowerPoint presentation and the video introducing FACT, during the CTSA contract review.  Bob asked if FACT has SANDAG’s support for seeking grant funds. Brian said that finding contracts is encouraged.  **Phil Monroe moved for approval of the updated CTSA Scope of Work. Second by LaVonna Connelly. The motion passed unanimously.** |
| Annual Meeting Prep | **Date & Location:** Arun asked the Board for recommendation to finalize the location for the 2018 Annual Meeting. The Braille Institute has offered their facility on December 17th or 18th. The Board approved December 13th as the date of the Annual Meeting. The location will be determined. The San Diego Foundation is available on the 13th.  **Guest Speakers:** Jim Madaffer (CTC Commissioner) or Laurie Berman (Caltrans Director) were suggested as guest speakers. Arun asked for recommendations from the Board. Arun will extend invitations to Mr. Madaffer and Ms. Berman.  **Award:** Arun recommended Ellen Schmeding from St Paul’s Senior Services for this year’s award recipient. Ellen has been an active CAM member and has been at each meeting since she has joined. She has been a great partner and advocate for FACT. Bob and Phil liked the recommendation.  **Based on the recommendation, Phil Monroe moved to award Ellen Schmeding the Norine Sigafoose Award. Second by Bob Campbell. The motion passed unanimously.**  **CAM Presentation:** The CAM group will be invited to speak briefly of their activities during the year.  **Planning Committee:** Bob commented the FACT staff is very good at planning the Annual Meeting and a committee is not needed. | |
| Referrals- Process, Data, Objectives | Meagan introduced Jonathan Albarran, Lead Mobility Coordinator, to describe the referral process.   * When a new rider calls into FACT- the coordinator will begin an intake, asking basic questions of what would be the best program for that rider. * Background and demographic questionnaire are then requested from a new rider prior to booking a ride. * The rider could be referred to another service.     Currently, 1% of inquiries calls are referred to another service per month.  Bob asked Jonathan if there are certain times of the day that the lines are tied up. Jonathan replied that 8am-9am and 1pm-3:30pm are the busiest times. During those times some phone calls are pushed to voice mail. When a rider leaves a message, a coordinator returns the call as soon as possible.  FACT is in the process of hiring an IT team for web design, hardware maintenance, security, troubleshooting, and a new telephone system.  Jonathan introduced the intake questionnaire. Meagan added that many of these questions are for grants and SANDAG recording purposes.  LaVonna explained that the zip code/city question is important to gather- to track emerging needs and potential partnerships with other agencies.  Phil asked for a reworded, customer friendly script for mobility coordinators. He would like the script to be discussed with the CAM group also.  Brian Lane (SANDAG) commented:  *“SANDAG wants to make sure that referrals continue with the TDA money, as we feel that is an important part of the CTSA business.  Each month new people are calling looking for a ride, some may get referred to other agencies, and some may be given rides by Ride FACT.   50,000 rides are quoted by FACT, but I want to make sure folks know that that is not 50,000 different people.  (Reference to Phil asking about the ratio of rides to referrals).  The 150 referrals a month are likely 150 people calling for the first time, and that number is important.”*  *“If some rides are done by RideFACT through grants or through contracted services that may generate funds to be used for matching in other programs, which is great as well.  The key, important thing is that San Diego County residents that need a ride for the first time, have a place to call.”*  Recommendation for a Referral subcommittee- the Board requests, Phil, LaVonna, and Brian Lane (SANDAG) to follow up with the referral review. | |
| Capital Grant Opportunity | Arun learned of an FTA Bus and Bus Facilities Infrastructure Investment Grant announced in late June 2018. Because FACT offers services to the general public, making FACT eligible for the grant. However, FACT is a sub-grantee of FTA, therefore FACT cannot directly apply for this grant.    Arun contacted Matt Tucker at NCTD and SANDAG for a potential joint proposal. SANDAG recommended FACT submit a project as a sub-grantee of NCTD. This opportunity would also benefit other social services in the region. St. Paul’s Social Services has asked FACT to help with vehicles. A maintenance facility collaboration could be eligible for funding also.  FACT will apply through CalTrans and NCTD for these funds.  The proposals will be to apply for one set of vehicles under the Urban application with NCTD and a second set of vehicles to share with St. Paul’s and FACT’s vendors through the CalTrans application.  The grants are due August 6 (NCTD) and August 1 (CalTrans.)  Staff seeks authorization for submitting FTA Bus and Bus Facilities grant application for capital equipment via:   * A joint application with NCTD for (8) vehicles * A joint application with CalTrans for (12) vehicles   Bob asked if there is any impact on FACT with the grants. Arun said the benefits outweigh the impact, which includes reporting and compliance.  Bob and Phil thanked Budd for his hard work and dedication to the grant process.  **Based on the recommendations, Phil Monroe moved to approve the submission of the FTA Bus and Bus Facilities grant application for capital equipment. Second by George Gastil. The motion passed unanimously.** | |
| Monthly Financial Reports & Summary | Bob asked about the exceptions in terms of this year vs. last year’s comparisons. Arun replied that the result of the reduced level of business from MV/LIFT trips greatly impacted revenue.  No action required. |
| FACT Services Update | Meagan updated the Board on completed trips through May and the current status of contracted trips.  Arun commended Meagan’s hard work for gaining two new contracts this month: The League of Amazing Programmers and Parkinson’s Association.  New contracted service- The League of Amazing Programmers   * Transporting four students from City Heights to ViaSat in Carlsbad. * A six-week program, Mon, Wed, and Fri * Funding provided from SD Foundation, per day fee. * FACT provider- Telekom Transportation   Phil would like to see a picture of the students, driver, and car.  New contracted service- Parkinson’s Association of San Diego   * Trips for medical and Parkinson’s related activities * Pilot: July- September 2018 * 1st trip 7/23/18   City of San Marcos-   * Media push in late August with City of San Marcos * 70+ registered riders * Revised rate accepted, contract awarded through June 28, 2019.   Rides to Wellness- Tri-City Medical Center   * Contract was received from SANDAG * A kickoff event will be planned in near future   **RideFACT Demand Management-** FY 18-19 demand vs. available funding  Arun updated the Board on demand management. Due to the increase in demand, and stagnant funding, services must be limited. FACT must manage the number of trips in order not to go over budget. With the start of a new budget year, early planning, and limiting the number of rides per day, are essential for staying within the budget.   * Current average- 2,653 RideFACT trips per month or 85 trips per day * Proposed- 1,900-2,000 RideFACT trips per month or 64 trips a day. * SANDAG funded RideFACT rides are affected. * Contracted services are not impacted.   Bob asked about restricting reoccurring rider’s number of trips taken each month. Meagan replied that RouteMatch does not track numbers of trips per rider.  Arun suggested convening a Service Development Committee meeting. The Service Development Committee participants are a diverse group, including some Board members.  Bob is asking for a recap of this topic for discussion and a summarization to circulate to all Board members.  Phil stated that a balanced mechanism is needed rather than a daily cutoff of rides. |
| FACT’s Identity and Recognition | No discussion on standing item. Bob would like a resolution on this item by year end. |
| Executive Director’s Report | **Bob Campbell moved for the Board not to meet in August and reconvene in September, unless there is the need for an emergency meeting, which will be called by Arun Prem. Second by George Gastil. The motion passed unanimously.**  George Gastil commented on the recent meeting he and Arun had with Colin Parent of Circulate San Diego.  Colin Parent has three roles as a La Mesa City Councilmember, Director of Circulate San Diego and an alternate on SANDAG.  Colin is a supporter of FACT and was invited to attend a future Board meeting. |
| Board Member updates/proposed agenda items | Phil asked for continued discussion on referrals. |
| Closed Session | * Personnel Updates * Contracted Service Negotiations   No reportable action on closed session discussion. |
| Adjournment | Meeting was adjourned at 11:30AM. |

**ITEM #3**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director**

**RE: CTSA Contract Update – TC Review of Proposed Contract Amendment**

**ISSUE:**

Report and update on the follow up since the July 2018 Board meeting.

**BACKGROUND:**

Brian Lane (SANDAG) and Arun Prem presented information about the CTSA regulations, services and contract revisions to the SANDAG Transportation Committee on September 7. FACT Board members Hon. John Aguilera and Hon. Jewel Edson attended as Transportation Committee members.

The SANDAG agenda item included the proposed CTSA contract scope of work which was developed in collaboration with SANDAG staff and approved by FACT’s Board.

The presentation lasted approx. 15minutes; the Committee was Chaired by Supervisor Ron Roberts because Chair Desmond and Vice Chair Sandke were not able to attend that day. Chair Roberts commended FACT and asked follow up questions about the lack of awareness of FACT’s services and FACT’s marketing. FACT staff requested a follow up meeting with the Chair and Vice Chair in order to brief them on the CTSA contract revisions.

SANDAG staff recommendation to the Transportation Committee to approve the revised contract scope was approved unanimously.

It was clarified by SANDAG staff that SANDAG Board approval would not be needed to complete the revised agreement. The signed version of the agreement should be available in the near future.

**ITEM #4**

**TO:              Board of Directors**

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

**RE:             SANDAG Cycle 10 Specialized Transportation grant applications**

**ISSUE:**

FACT staff recommends applying for the following project funding for a **2-year period** through SANDAG’s Specialized Transportation Grant Program (STPG); funding sources SMG and 5310:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Project | SMG | 5310 | Funding Total | Tasks |
| **RideFACT:** Subsidized Countywide Rides for Seniors & Persons with Disabilities | $ 400,000 | $ 400,000 | $ 800,000 | Subsidized senior trips (funds to purchase trips for RideFACT through the brokerage) |
| **Brokerage Management:** Optimizing San Diego County Transportation Services | $ 400,000 | $ 400,000 | $ 800,000 | Manage Transportation Brokerage, Schedule & Dispatch Trips, Coordinate Accessible Vehicle Sharing, Coordinate with partners to implement contracted services for senior & disabled trips, Coordinate with medical service providers and/or healthcare systems, and Training & Maintenance/Inspections |
| **CTSA Services:**  Access to Health & Wellbeing Through Coordinated Mobility | $ 200,000 | $ 200,000 | $ 400,000 | One-Call/one-click Mobility Center, Regional Coordination, Administration, and Program Monitoring |
|  | Total Request | | $ 2,000,000 |  |

\*Staff proposes using SMG and 5310 funds to match one another 50/50 in order to fully fund each project through the STGP

**BACKGROUND**

SANDAG issued a Call for Projects on July 27, 2018 for the Cycle 10 Specialized Transportation Grant Program (STGP). 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.

A grant request per project needs to fall between $30,000 and $200,000 per year and the total grant amount requested by the applying agency needs to be equal to or less than $500,000 per year, per funding source. Organizations are eligible to apply for a maximum of $2 million for a 2-year period (1 million in SMG and 1 million in 5310). Staff proposes applying for a total of 2 million between SMG and 5310 to fund 3 projects. All projects meet the eligibility requirements.

5310 operating funds require a 50% match and SMG operating funds require a 20% match. 5310 and SMG Mobility Management (MM) funds both require 20% match. SANDAG allows applicants to match SMG and 5310 funds. In order to fully fund the project, staff is proposing to match SMG and 5310 funds 50/50 for each project.

Applications must be received electronically by SANDAG no later than 4p.m. on October 25, 2018.

**RECOMMENDATION**

**Staff requests Board feedback and approval to submit project applications through SANDAG’s Cycle 10 Specialized Transportation Grant Program (STGP) for Operating funds for RideFACT and Mobility Management funds for Brokerage Management and CTSA Services.** Approval includes signing a Board Resolution authorizing staff to submit project applications, committing the necessary local match for the projects, and stating the assurance of FACT to execute the grant agreement and complete the project.

**ITEM # 5**

**TO:              BOARD OF DIRECTORS**

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

**RE:             SUMMARY OF JULY 2018 FINANCIAL STATEMENTS; UPDATES on AUDITS**

**ISSUE:**

July 2018 Financial Reports Summary

Balance Sheet vs Previous Year Comparison

* Compared to last year $439,916.76 is in the bank, $9,212.35 Less than the previous year
* FACT is Invoiced through July 2018 and has 25% less outstanding than PY
* Accounts Payables were 44% less. The balance sheet through July reflects consistency and stability between both years. Timely invoicing, receivables, and better cash flow management overall continues.

Accounts Receivable Status

* $231,179.59 is outstanding by (7) customers.
* Of the o/s amount, $168,668.14 is 60 days or less, 62,093.13 is less than 90, and $2,418.32 is over 90 days by one customer.

Profit & Loss Budget vs. Actual Report - July 2018

* Income for July 2018 was 34.8% 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 48.76% 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 July.
* Updates were made to computers and FACT’s website.
* APTA and SDCVDY conferences were held at beginning of year
* Mileage reimbursement was for additional meetings at beginning of year
* APTA dues and subscription are due at the beginning of the year

Net Income thru July 2018 had a negative balance of ($16,694.41). This was largely due to the new RideFACT grant. FACT is responsible for ½ of this grant as a cash match and will have to be compensated through contract services and reserves.

Condensed Grant Balances Remaining

* Total funding available for all grants through July 2018 is $1,640,122.22.
* CTSA Funds have been allocated through July 2018 totaling $12,800.00.
* CTSA’s temporarily restricted net assets through July 2018 is $236,577.00.
* Unrestricted Net assets through July 2018 totaled $380,331.22.
* Total Equity as of July 31, 2018 is $600,213.81.

**RECOMMENDATION:**

**None**

**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:**

|  |  |  |
| --- | --- | --- |
|  | **June -18** | **July -18** |
| **SERVICE** | **ONE-WAY TRIPS** |  |
| **San Marcos** | **54** | **56** |
| **Oceanside** | **460** | **427** |
| **LEAGUE** | **-** | **70** |
| **Parkinson’s Assoc.** | **-** | **2** |
| **Elderhelp** | **12** | **5** |
| **Tri-City** | **111** | **107** |
| **MV** | **0** | **0** |
| **RideFACT** | **2,885** | **2,866** |
| **TOTAL** | **3,522** | **3,533** |

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

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

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

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

**New Contracted Service – The Parkinson’s Association of San Diego**

The Parkinson’s Association of San Diego (PASD) has 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.

**New Brokerage Provider – Oasis Medical Transportation**

Oasis joined FACT’s brokerage in August 2018, having experience as a transportation vendor for Call the Car, a Healthcare transportation company. They cover S. and E. San Diego County and provide ambulatory trips for RideFACT and FACT contracted trips.

**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 227 trips between February – July, 2018. There are approximately 80 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 1,957 trips for Tri-City patients between December 2016 – July 2018.

**City of Oceanside Senior Van Service:**

Contracted service for Oceanside began in September 2013. FACT has invoiced City of Oceanside for 24,708 trips from September 2013 – July 2018.

Approximately 2,200 clients are registered to use this service.

**Elderhelp Program** Contracted service for Elderhelp began on March 12th, 2015. The Board approved the extension of the Elderhelp contract on March 26th. 1,649 total trips were provided between March 2015 and July 2018.

**RouteMatch Software Implementation & Impacts**

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

Reporting based on the software began for April 2017 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 – July 2018**



**RECOMMENDATION:**

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

**ITEM # 9**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director**

**RE: Executive Director Report**

**Meetings and Events 7/27/18- 9/28/18**

7/27 SANDAG Board of Directors Meeting- Arun

7/30 IT Proposal Meeting- Arun and Ali

7/30 Meeting with IT team- Meagan and Ali

8/01 FLASH Meeting re: RideFACT trips limits- FACT staff

8/03 Transportation Committee Meeting- SANDAG- Meagan, Arun

8/03 Meeting- CalACT-conference route planning call- Meagan, Arun

8/07 Meeting New Providers Oasis- Jonathan and Meagan

8/07 Staff Meeting (Power outage)

8/14 CAM Meeting- Arun, Budd and Meagan

8/15 Staff Meeting- Power outage review

8/16 Phone Meeting- Meredith- JFS - Arun and Meagan

8/17 Specialized Transportation Grant Program- Budd

8/17 Meeting with Phil Monroe- Arun

8/20 Phone Meeting- Shawn Prince, Insurance broker, Arun

8/20 Meeting with Paul Skoutelas, ED, APTA, and Arun

8/20 Phone meeting with Ellen Schmeding- Rides to Wellness-Arun

8/22 Conference call - Next CalACT Conference Committee Planning- Meagan, Arun

9/04 Meeting with Colin Parent, Circulate SD, Arun & Meagan

9/04 Phone Meeting- CalACT Presentation on Brokerages- Whistlestop- Arun and Meagan

9/06 Referral Subcommittee Meeting- Phil, Meagan, Brian, LaVonna

9/06 CalACT Audit Committee Meeting- Arun

9/07 Transportation Committee Meeting/Presentation- SANDAG- Arun, Bob and Meagan

9/13 Quarterly Update Meeting SANDAG - Muggs and Arun

9/18 Meeting with Claudia Troisi, real estate agent – Arun, Meagan and Ali

9/20 WTS Awards Dinner- Arun and Meagan

9/22-25 APTA Annual Conference, Nashville - Arun and Budd

**Upcoming Meeting and Events:**

CAM 10/9/2018

Next Board Meeting 10/25/2018

FACT Annual Meeting 12/13/2-18