**Board of Directors Meeting Agenda  
September 26, 2019, 9:00 am**

Poinsettia Room, Encinitas City Hall

505 S. Vulcan Avenue, Encinitas, CA 92024

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

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

1. Public Comment INFORMATION

1. July Board Meeting Minutes p- 2 ACTION
2. Leveraging FACT Report Release event, Follow-up p-6 INFORMATION
3. Triennial TDA Audit of FACT, FY 2016-18 Follow-up plan p- 7 ACTION
4. Review of FACT’s Business Plan 2020-2025 p- 10 ACTION
5. Meeting Planning: INFORMATION

* Annual Meeting Planning – Tuesday, December 17, 2019 at Braille Inst.

1. 2020 Board Meeting Calendar p-11 ACTION
2. Financial updates and summary: p-12 ACTION

* Review of Finance Committee Recommendation re. FACT’s Reserve Policy
* TDA and Internal (Sonnenberg) Audits under way
* Employee health coverage options and expense projections

1. FACT Services Updates p-18 INFORMATION

* Support for late evening service

10. Executive Director’s Report p- 21 INFORMATION

* Board Officers Nominations Committee
* App based reservations
* Legislative updates - AB5 and SB 1376

11. Board member updates / proposed agenda items INFORMATION

**12. CLOSED SESSION – updates on contract negotiations**

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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**FACT Board of Directors Meeting Minutes**

July 25, 2019

Poinsettia Room, Encinitas City Hall

505 S. Vulcan Ave., Encinitas, CA 92024

|  |  |
| --- | --- |
| Board Members Attending | Hon. George Gastil, Hon. John Aguilera, Hon. Phil Monroe, Hon. Bob Campbell, Hon. Kellie Shay Hinze, Gideon Marcus and LaVonna Connelly & Dave Roberts via phone conferencing. |
| Board Members Absent | Jewel Edson, Susan Hafner |
| TAC Members Attending | Jack Christensen- SANDAG |
| Staff Attending | Arun Prem, Meagan Schmidt, Budd Anderson, Julius Burgos, Ali Poorman |
| Public/Guests | Danna Cotman, Esq. - ARC IP, Chuck Lowery- Oceanside, Bill Fowler- City of Carlsbad, Mobility Commissioner. |
| Public Comments | No public comment to report. |
| June Board Meeting/Retreat Minutes | Chair George Gastil called the meeting to order at 9:00 AM. Budd Anderson led the group in the Pledge of Allegiance. Introductions were made.  ***Motion to approve theJune 27, 2019 Board Meeting minutes made by Hon. Kellie Shay Hinze. Second by Hon. John Aguilera.*** ***The motion passed unanimously.*** |
| Workplace Equity and Civility Initiative Commitment | Danna Cotman, Esq. gave a summary of “The Workplace Equity and Civility Initiative Commitment.”  “The Workplace Equity & Civility Initiative was born out of two separate, yet similar, movements; one from the office of City of San Diego Council President Pro Tem Barbara Bry and later spearheaded by Danna Cotman and Lawyers Club of San Diego (Lawyers Club), and the other from the joint efforts of the National Conflict Resolution Center (NCRC) and The San Diego Union Tribune.”  The Lawyer’s Club has developed resources for employees and employers with regards to harassment laws in the workplace and empower individuals to seek help when necessary.  The National Conflict Resolution Center (NCRC) and San Diego Tribune developed an initiative to host a variety workshops that would ‘empower individuals to champion civility in the workplace.”   * **The ART of Inclusive Communication**: how to cultivate inclusive communication with a diverse workplace. * **The Exchange:** teaches managers and supervisors how to facilitate challenging conversations between employees who may be in conflict with one another. * **The Bystander Challenge:** empowers individuals to be effective bystanders by giving them tools to speak up.   Danna asked for FACT staff and Board to adopt and sign the commitment.  Kellie asked what would be the time commitment for the training. Danna replied that the workshop are three hours long. Periodic and online training will be available in the near future.  John asked is there risk/liability of adoption to this voluntary commitment. Danna commented the training will establish the culture, and accountability of the organization.  ***Motion to approve theWorkplace Equity & Civility Initiative Commitment made by Hon. John Aguilera. Second by Hon. Kellie Shay Hinze.*** ***The motion passed unanimously.*** |
| Review of Triennial TDA Audit of FACT, FY 2016-18 | The Triennial Audit was completed a month ago, reviewed at the Transportation Committee and adopted. There were no findings and two recommendations. Arun reviewed the recommendations from the 2017 Board Retreat:   * Revise and update the CTSA contract. * SANDAG work with FACT to secure additional funding.   Arun recommended that the full audit report be reviewed by the Board.  The audit was commissioned by SANDAG and conducted by Kimley Horne.  The findings from the audit:   * SANDAG compliant with TDA requirements * SANDAG partially compliant with prior recommendation 1 * FACT compliant with TDA requirements: * TDA claims are in compliance with SANDAG’s rules and regulations. * CTSA is represented on SSTAC ( Arun and Meagan are SSTAC members)   Jack Christensen (SANDAG) commented it is important to focus on the language of the recommendation to identify and pursue additional funding sources and continue to work with SANDAG.  Arun recommended formulating an action plan to develop support for the audit’s findings.  Bob Campbell asked Jack for a report showing a five year history of funding and ridership of MTS and NCTD.  SANDAG’s Coordinated Plan Outreach begins this Fall.  Arun suggested a SANDAG/FACT subcommittee for follow up. George said this should be on the next agenda.  No action taken at the time. |
| New Grant Proposals, Award | Budd Anderson reviewed new grant proposals and county award.  FACT was awarded the County Community Enhancement (CE) Grant Program. Funds will be used for “Non-Emergency Medical Transportation and Coordination; transportation to promote Tourism and Quality of Life.”  Applications for CalTrans FTA Section 5310 Program, Proposed 5310, NCMM Health Care Transportation Access ”Ready-To-Launch” 2019 Implementation Grants, and proposed NCMM 2019 health care Transportation.  Kellie Hinze suggested to stream line the Business Plan for easier understanding and readability, i.e. excluding strikethroughs.  ***Motion to approve an application for Mobility Management funds under Caltran’s FTA 5310 Program, and to submit a NCMM's 2019 Health Care Transportation application, and authorizations for Board Officers to sign the Resolutions made by Hon. Bob Campbell. Second by Hon. John Aguilera.* *The motion passed unanimously.*** |
| Review of Business Plan 2020-2025 | Deferred until the next Board Meeting.  Arun asked for Jack’s feedback before finalizing the Business Plan. |
| Meeting Planning | * Circulate SD “Leveraging FACT” Report Release: * Sept 12, 2019- Civitas Recreation Center, San Diego * Brian Lane will attend representing SANDAG * Congressman Scott Peters- tentative speaker * Media outreach- Circulate SD * Kellie will reach out to vendors for donations * FACT providers will be available for complimentary rides. * Annual Meeting: * December 17, 2019- Braille Institute * Keynote Speakers- Hasan Ikhrata, Hon. Colin Parent, Ray Tellis, (invited) Todd Gloria * Norine Sigafoose Award- City of Oceanside * George- send invitations to MTS Board members since there is not a conflict of date. |
| FACT Services Update | Meagan Schmidt updated FACT services.   * May RideFACT rides: 2,245 * May RideFACT and Contracted Trips: 3,049 * Agency Service Contract- * St. Paul’s Senior Services PACE Group trips * County HHSA * New Software Implementation |
| Financial updates, Summary, DRAFT Reserve Policy | Draft Reserve Policy will be reviewed with the Finance Committee and forwarded to the Board for adoption. |
| Executive Director’s Report | Arun reviewed discussions with NCTD.  George reported on the SANDAG staffing changes. |
| Board Member Updates/proposed agenda items | George and Arun attended the 2nd Annual Regional Issues Meeting in El Cajon..  George mentioned that he and Arun will be meeting with Mary Salas.  Gideon met with Hon. Amanda Young Rigby to discuss transportation service in Vista. Gideon recommended a proposal be sent to the Vista City Council. |
| CLOSED SESSION | Closed Session |
| Adjournment | Meeting adjourned at approximately 11:30 am |

**ITEM # 3**

**TO: BOARD OF DIRECTORS**

**FROM: ARUN PREM, EXECUTIVE DIRECTOR**

**RE: Leveraging FACT – Report Release event, follow-up**

**ISSUE**

Update for the Board on the recent event cohosted by Circulate San Diego and FACT for the release of the report – Leveraging FACT.

**BACKGROUND**

The event was held at the Civitas Recreation Center in City of San Diego; there were approximately 50-60 attendees including 5 members of the FACT Board – LaVonna Connelly, Hon Bob Campbell, Hon Jewel Edson, Hon Kellie Hinze, and Susan Hafner, and guest speaker San Diego Council member Hon Scott Sherman. Other attendees included Brian Lane and Zack Rivera from SANDAG and representatives from Caltrans, AIS, St. Paul’s Senior Services, JFS, and other Circulate San Diego members. FACT staff managed a table with display of FACT materials and handed out copies of the report.

Circulate ED Colin Parent introduced the report and introduced the other speakers, Arun Prem and Hon Sherman.

Council member Sherman later indicated that he was willing to meet with FACT in the near future to review FACT’s services.

Circulate SD issued a media release on the eve of the event. Additional copies of the report were ordered for the December Annual Meeting. Colin will present the report during the 2019 Annual Board Meeting in December.

**ITEM # 4**

**TO: BOARD OF DIRECTORS**

**FROM: ARUN PREM, EXECUTIVE DIRECTOR**

**RE: FY 2016-18 Triennial Performance Audit – Follow-up**

**ISSUE**

Carry forward from July 2019 Board meeting. The State mandated Transportation Development Act 1971 (TDA) FY 2016-18 Triennial Performance Audit of SANDAG was recently completed by Kimley Horn. FACT receives TDA funds due to its CTSA designation.

The discussion and general direction for the follow up was to follow a two pronged approach;

a) work proactively with the Board and SANDAG in order to develop a plan for addressing the finding

b) generate awareness and support for FACT’s services

**BACKGROUND**

The CPUC section 99246 requires that regional transportation planning agencies (SANDAG) responsible for administering state TDA funds contract for an independent triennial performance audit.

The recipients of TDA funds in San Diego County include MTS, NCTD, SANDAG and FACT (due to CTSA designation).

* The scope of the audit included:
* TDA administration and management
* Claimant relationships and oversight
* Transportation planning and regional coordination
* Marketing and transportation alternatives
* Grant applications and management

The Audit found SANDAG compliant with TDA requirements. The report also recommended that SANDAG fully comply with the prior Triennial Audit finding:

EXECUTIVE SUMMARY - “Prior 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 scope of FACT’s contractual responsibilities and to identify and pursue additional funding sources to support its activities as the CTSA.”

* Compliance Finding – Partially complete
* Actions and results: SANDAG and FACT are completing an updated scope of FACT’s contractual responsibilities and are planning to have a new contract executed within one year of the beginning of FY19. The action to identify and pursue additional funding sources to support CTSA activities is on-going by both agencies and remains to be fully implemented.

Also in the Executive Summary, the report notes that “The current revenue claimed and received by FACT using SANDAG allocation formulas for TDA Article 4.5 is about $140,000 annually….One possibility could be increasing the percentage that the CTSA receives of the Article 4.5 funds which is currently 2% of the 5% apportionment for community transit services ($140,000 out of close to $7 million). Another could be working with FACT to spend down of its existing TDA balance shown in the FACT annual financial statements. This balance is $237,000 which could be used for core CTSA functions and/or additional responsibilities. The strategies and recommendations contained in the 2018 Coordinated Plan provide opportunities for CTSA expansion in its role to effectively coordinate and centralize social service transportation functions. Further coordination for social service transportation among SANDAG, FACT, MTS, and NCTD, and lead by SANDAG, could potentially open funding opportunities and less inter-agency competition for TDA and other fund programs.

Under discussion on Prior Audit Recommendations, the report said. Additionally, SANDAG will continue to work closely with FACT to help identify additional funding sources to support FACT’s CTSA-related activities. This has included review of TransNet funds. As funding identification and implementation are continuing, this aspect of the prior recommendation is carried forward for full implementation.”

SECTION V: CONSOLIDATED TRANSPORTAITON SERVICES AGENCY

Challenges – The primary challenge facing FACT is long-term, sustainable funding solutions…Due to the short-term and sporadic nature of these grants, FACT is not in a position to plan for long-range programs or contracts beyond the next few years.

(FACT’s) COMPLIANCE WITH TDA

Two TDA compliance areas reviewed as part of the performance audit apply to FACT in its role as the CTSA. One is ensuring that the TDA claims submitted by FACT are in compliance with SANDAG’s rules and regulations (PUC Section 99275.5). The second is ensuring that the CTSA is represented on the SANDAG Social Service Transportation Advisory Council (PUC Section 99238). FACT, in coordination with SANDAG, is in compliance with both measures. Two staff members from FACT including the operations manager serve on the SSTAC in compliance with the TDA membership requirements. The FACT operations manager serves as the Chair of the SSTAC which has improved its focus on programs and SANDAG priorities in the agenda.

FOLLOW-UP

The audit has provided some recommendations regarding the actions SANDAG and FACT could pursue in order to fully comply with the prior audit recommendation. TransNet and TDA 4.5 funds were mentioned as potential sources of funds where the current formula allocations could be amended to create sustainable funding for FACT. FACT and SANDAG need to review these funding sources as well as any others that may be available today and/or in the near future, in order to comply with the recommendation.

[SANDAG Triennial Performance Audit FY2016-FY2018](https://www.sandag.org/uploads/publicationid/publicationid_4603_25957.pdf)

**RECOMMENDATION:**

**Staff requests the Board to appoint a Committee to develop a follow up plan to address the Audit finding in collaboration with SANDAG.**

**ITEM # 5**

**TO:              BOARD OF DIRECTORS**

**FROM:          ARUN PREM, EXECUTIVE DIRECTOR, and BUDD ANDERSON, GRANTS MANAGEMENT ANALYST**

**RE:             Review of FACT’s Business Plan 2020-2025**

**ISSUE:**

FACT’s CTSA contract with SANDAG requires an annual update of the Business Plan. The current Business Plan update (2019-2024) was approved in June 2018.

**BACKGROUND**

Staff distributed an updated 2020-25 DRAFT Plan to the Board on July 16, 2019 for review and feedback. An updated version including detailed responses to comments by Board members Hon Jewel Edson and

Hon Kellie Shay Hinze was sent to all Board members on September 20th, 2019.

**RECOMMENDATION:**

**Staff requests Board members to approve the 2020-2025 Business Plan.**

**ITEM # 7**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director**

**RE: Tentative 2020 FACT Board Meeting Dates**

**ISSUE:**

Proposed Board meeting calendar for year 2020.

**BACKGROUND:**

The proposed meetings are on 4th Thursdays, except during November and December.

* Thursday, January 23, 2020
* Thursday, February 27, 2020
* Thursday, March 26, 2020
* Thursday, April 23, 2020
* Thursday, May 28, 2020
* Thursday, June 25, 2020
* Thursday, July 23, 2020
* Thursday, August 27, 2020
* Thursday, September 24, 2020
* Thursday, October 22, 2020
* Thursday, November 12, 2020
* Thursday, December 10, 2020

**RECOMMENDATION**

**Staff requests Board approval for the year 2020 Board meeting calendar.**

**ITEM # 8**

**TO:              BOARD OF DIRECTORS**

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

**RE:             MONTHLY FINANCIAL SUMMARY; FINANCE COMMITTEE REPORT on RESERVE POLICY**

**ISSUE:**

**This item includes updates on the following:**

1. Monthly Financial Report for June 2019
2. DRAFT Reserve Policy
3. Updates on TDA and Annual Financial Audits for FY 2019

**BACKGROUND**

1. **June 2019 Financial Report**

Balance Sheet vs Prev Year Comparison

* Compared to last year $294,955.45 is in the bank, 40% less than the previous year.
* FACT Invoiced through June 2019 and has 30% more outstanding than previous year.
* Accounts Payables were 9% less than previous year.
* Total Assets were 13% less than the previous year.

The balance sheet through June 2019 remains consistent and is stable between both years. Timely invoicing, receivables, and better cash flow management overall continues.

Accounts Receivable Status

* $333,906.31 is outstanding by (9) customers.
* Of the o/s amount, $193,751.08 is 60 days or less, 90,394.23 is less than 90, and 49,761.00 is over 90 days. A slight delay in SANDAG’s payment process caused the increase over 60 and 90 days but it has since been resolved.

Profit & Loss Budget vs. Actual Report – July thru June 2019

* Income thru June 2019 was 10.05% under budget due to a couple of factors:

1. Contracted Service Rides had lower demand than expected. The Ride to Wellness Grant was cancelled.
2. The overall expenses were 15.54% under budget due to a lower demand from Contracted Services and other expenses being deferred.

* New Brokerage Systems Software
* Moving expenses were not anticipated with budget
* Additional Marketing expenses not anticipated
* New office IT setup and computer support with move
* APTA, SDCVDC, CALACT, Calspace, CTP, and WTS meetings during first half of FY
* Legal fees for CTSA agreement, public agency, and RouteMatch
* Telephone equipment purchase not anticipated with Budget
* Payroll Expenses paid on Calendar Year, CA Unemployment fee higher at beginning.

Net Income through June 2019 has a negative balance of $(91,350.09). This is mainly 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.

FACT was able to apply a $25,000.00 grant towards RideFACT’s 5310 grant match in September. The funds came from the Community Enhancement County Grant and reduced money being taken from the Reserves. A small PayPal contribution to FACT was received and applied for $97.47.

Condensed Grant Balances Remaining

* Total funding available for all grants through June 2019 is $610,928.65.
* CTSA Funds have been allocated through June 2019 totaling $139,826.00.
* CTSA’s temporarily restricted net assets through June 2019 is $236,577.00.
* Unrestricted Net assets through June 2019 totaled $373,227.22.
* Total Equity as of June 30, 2019 is $518,454.13

# FACT Reserve Fund Policy

## Purpose

The purpose of the Reserve Fund for Facilitating Access to Coordinated Transportation (FACT) is to help ensure the long-term ability of the organization to meet its mission. FACT will maintain the reserve to achieve the following objectives:

* + To create an internal line of credit to manage cash flow and maintain financial flexibility
  + To enable the organization to sustain operations through delays in payments of committed funding/contracts
  + To pay for one-time, nonrecurring expenses that will build capacity, such as staff development, research or special projects

The Reserve Fund is not intended to replace a permanent loss of funds or eliminate an ongoing budget gap. It is the intention of FACT for reserves to be used and replenished within one year.

## Definitions and Goals

The Reserve Fund is defined as funds set aside by action of the Board of Directors. Its ongoing operation and oversight is delegated to the Finance Committee.

A. Target Minimum Amount

The minimum amount to be designated for the Reserve will be established as an amount sufficient to maintain ongoing operations and programs for one fiscal year. The Reserve serves a dynamic role and will be reviewed and adjusted in response to internal and external changes.

The target minimum Reserve Fund is equal to $ 750,000, representing one year of operating expenses on average.

The calculation of average monthly operating expenses includes all recurring, predictable expenses such as salaries and benefits, occupancy, office, travel, program, and ongoing professional services. Depreciation, in-kind, and other non-cash expenses are not included in the calculation.

B. Funding Reserves

To establish the Reserve Fund, the FACT Board of Directors has designated $ 236,577, of existing accumulated liquid unrestricted net assets as the beginning balance of the fund. The remaining $ 513,423 is to be funded over the next years through funding strategies incorporated into annual fundraising and budget planning.

The amount of the Reserve Fund target minimum will be calculated each year as part of the annual budgeting process. This amount will be reported to the Board of Directors and included in the regular financial reports. The Reserve Fund will be funded annually 1) with surplus unrestricted operating funds or 2) as an expense included in the organization’s annual budget. The Board of Directors may from time to time direct that a specific source of revenue be set aside for its reserves. Examples may include one- time gifts or bequests, special grants, or special appeals. Organization staff will ensure that any donations designated for the Reserve Fund will not carry restrictions that conflict with the Board’s oversight of the fund as outlined in the policy.

III. Investing Reserves

The Reserve Fund will be funded and available in cash or cash equivalent funds, in accordance with the risk preferences, liquidity needs and investment objectives of the organization.

The Reserve Fund will be maintained in a segregated bank account or investment fund, in accordance with the organization’s Investment Policy. Policies and procedures for handling deposits, reconciling statements, safeguarding access, etc. will be the same as for any of the organization’s other bank accounts.

## IV. Shortfalls

If the Reserve is and has been less than 40% of the target reserve minimum for two consecutive years, the Board of Directors will adopt an operational budget with a projected surplus sufficient to rebuild the Reserve Fund to its targeted reserve level over a prescribed number of years.

## V. Accounting for Reserves

The Reserve Fund will be listed separately in the unrestricted net assets section of the organization’s statement of financial position as “Board-Designated Reserve” and the status of borrowings from the reserve will be reported in financial reports to the board.

## VI. Using Reserves

## A. Management identifies appropriate use

The Executive Director and staff will identify reasons for accessing the reserve funds and confirm that the use is consistent with the purpose of the reserves as described in this Policy. As a part of this process, the Executive Director will do the following:

* Analyze the reason for the needed funds
* Assess the availability of any other sources of funds before using reserves (e.g. line of credit); and
* Evaluate the time period that the funds will be required, and then replenished.
* Board authorizes use of and monitors the reserves

The Executive Director may access the reserves for purposes as outlined above, as long as sufficient funds are available to repay such usage within twelve months’ time.

The Executive Director will submit a request to the Executive Committee in writing, which will include the analysis and determination of the use funds and plans for replenishment (as outlined above). The Executive Committee will approve in writing or modify the request and authorize transfer from the fund. Email is an acceptable form of notification and acknowledgment. A separate notification will be sent to the FACT Board of Directors.

Borrowing from Reserves

Any funds borrowed from the Reserve Fund for longer than twelve months will be paid back through a prescribed repayment schedule. The Executive Director shall request approval of any such usage and the proposed repayment schedule from the Executive Committee. If approved, such disbursement shall be reported at the next full board meeting. At any time that a borrowing from the Reserve is outstanding, the status of the borrowing and payments made will be reviewed at Board meetings.

A draw-down from the fund that cannot be replaced in the timeframe established above must be approved by a majority of the Board, either by a majority of the votes of quorum present at a regular Board meeting, or by a unanimous vote of the Board if such vote is conducted by other means. A record of such action will be maintained and be made a part of the Board meeting minutes.

1. Report and monitor use of funds

The Executive Director is responsible for ensuring that the Reserve Fund is maintained and used only as described in this Policy. Upon approval for the use of Reserve, the Executive Director and finance staff will maintain records of the use of funds and plan for replenishment. CALACT will provide regular reports to the Board of Directors of progress to restore the fund to the target minimum amount.

VII. Review of Policy

This policy will be reviewed every year with approval of the budget, by the Finance Committee with final approval by the Board of Directors, or sooner if warranted by internal or external events or changes. Changes to the Policy will be recommended by the Executive Committee/Finance Committee to the Board of Directors.

•  Draft of Reserve Study for FACT prepared on 07/17/19.

•  July 31st draft of FACT Reserve Policy was sent to the Finance Committee to schedule a time to

discuss the facts and format.

•  Thursday August 8th. Phil Monroe was unable to attend but sent his comments, questions, and

suggestions were received via email on 8/6/19.

•  The Finance committee met, made the appropriate changes, including Phil’s suggestions and a

revised Reserve Study was prepared and distributed back to the Finance committee on 08/27/19.

•  On August 29th Phil had a few more questions he would like the Finance Committee to discuss

before FACT’s Reserve Fund Policy is finalized.

•  On 09/19/19 a copy of Phil’s additional questions along with the draft of the Reserve Study was sent back to the Finance Committee for discussion or another meeting to be scheduled.

**RECOMMENDATION:**

**Staff requests Finance Committee and Board to finalize and adopt the Reserve Fund Policy**

**None**

**ITEM # 9**

**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 agency services update.

**BACKGROUND:**

|  |  |
| --- | --- |
|  | **June** |
| **SERVICE** | **ONE-WAY TRIPS** |
| **County HHSA** | **19** |
| **St. Paul’s Group** | **83** |
| **San Marcos** | **167** |
| **Oceanside** | **275** |
| **Parkinson’s Assoc.** | **8** |
| **Elderhelp** | **50** |
| **Tri-City** | **102** |
| **MV** | **0** |
| **RideFACT** | **2,263** |
| **TOTAL** | **2,967** |

**County HHSA**

This service provides trips for the County to non-contagious Tuberculosis patients from their residences to clinics for treatment. FACT was awarded the contract in November 2018. Trips may be scheduled in advance (the previous month) or requested up to 2 hours before the time of trip service. This contract has a term of 1 year with an option to extend up to (4) 1 year terms. 118 trips have been performed under this contract between late November through June.

**St. Paul’s Group Trips**

St. Paul’s staff reached out to FACT for servicing group trips from a PACE site 2 days a week for senior participants with a brokerage vendor who has larger vehicles. Trips for this service began in February 2019, 435 passenger trips were completed through June.

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

The Parkinson’s Association of San Diego (PASD) contracts with FACT to provide transportation for neurological medical appointments, support groups and Parkinson’s Association related events for their clients. This contract had a 6 month timeframe through April 11, 2019. An extension through April 12, 2020 was executed in early April. Between June 2018 – June 2019, 77 trips have been provided.

**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 1,317 trips between February 2018 – June 2019. There are approximately 150 registered riders.

**MV NCTD LIFT Service**

No trips were performed.

**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 2,995 trips for Tri-City patients between December 2016 – June 2019.

**City of Oceanside Senior Van Service**

Contracted service for Oceanside began in September 2013. FACT has invoiced City of Oceanside for 28,849 trips from September 2013 – June 2019.

Approximately 2,500 clients are registered to use this service.

FACT recently signed a contract amendment to extend through June 2020.

**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 1,852 trips were provided between March 2015 and June 2019.

**Ecolane Software Implementation & Impacts**

Ecolane went live on April 11, 2019. An Ecolane Lead Technical Trainer was onsite during this week. There was no downtime in between utilizing the previous software and implementation of the new software. FACT staff review of trips showed accurate billing for brokerage provider and funding sources between implementation – June 2019. Discrepancies in brokerage provider billing rates were noticed in reviewing July billing, these issues have been brought up to Ecolane’s support staff attention and are currently being resolved.

**RideFACT & Contracted Service statistics ytd for fiscal year July 2012 – June 2019**



\*Web hits were impacted by website and google issues the months of September-April.

**RECOMMENDATION:**

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

**ITEM # 10**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director**

**RE: Executive Director’s Report**

Meetings and Events 8/1-8/31/19

8/1 Norwalk Transit 45th Anniversary Celebration- Arun

8/6 Meeting- CalACT Keynote Discussion- Arun

8/7 Meeting- CalACT Conference Committee- Arun

8/8 Meeting- Reserve Study Discussion- Arun

8/8 Performance Reviews- Arun, Meagan, Budd, Julius, Ali

8/9 Meeting- Albondigas Speaker Series- Hasan Ikhrata & Cory Binns- Arun, George, John

8/20 Meeting- Age Well Transportation- Meagan

Meetings and Events 9/1-9/30/19

9/5 Meeting- Marketing Strategy- Wayward Kind- Arun, Meagan

9/9 Meeting- Report release Planning- Arun, Meagan, Budd, Ali, Jonathan, Cynthia

9/9 Meeting- Employee Health Insurance Discussion- Arun and John Young

9/10 Meeting- Sept Board Agenda Review- Arun, George

9/12 Meeting- Circulate SD Report release party- Staff & Board

9/16 Meeting- SSTAC- Arun, Meagan

9/17 Meeting- Update Employee Health Insurance Discussion- Budd, Arun, John Young

9/18 Meeting- APP review with Ecolane - Arun, Meagan, Rex

~~9/18 Meeting- Quarterly Review w/SANDAG-~~

9/19 Meeting- Steering Committee APTA- Arun

9/19 Meeting- WTS Scholarship Dinner- Arun, Meagan

9/23 Meeting- FACT/CARS/JFS- Arun, Meagan, Meredith, Harold

9/25 Meeting- CalACT Committee- Arun

**UPCOMING EVENTS:**

**10/10 Workshop- SB1376**

**10/11 Meeting- Albondigas Speaker Series- Vivian Moreno**

**10/13-10/16 APTA Fall Conference**