**FACT Board of Directors Meeting Minutes**

April 18, 2019

Braille Institute, San Diego

4555 Executive Dr., San Diego, CA 92121

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| Board Members Attending | Hon. George Gastil, Hon. John Aguilera, LaVonna Connelly, Hon. Phil Monroe, Hon. Bob Campbell, Susan Hafner, Hon. Kellie Shay Hinze, Hon. Jewel Edson, Gideon Marcus, and & Hon. Dave Roberts via phone conferencing. |
| TAC Members Attending | Muggs Stoll- SANDAG, Brian Lane- SANDAG |
| Staff Attending | Arun Prem, Meagan Schmidt, Budd Anderson, Julius Burgos, Ali Poorman, Kalin Alston |
| Public/Guests | Jay Hatfield- Braille Institute, Danna Cotman, Esq.- ARC IP Law, Hon. Colin Parent- Circulate San Diego, Maya Rosas- Circulate San Diego, Catherine Manis- City of San Marcos Senior Center |
| Public Comments | No public comment to report. |
| Welcoming Remarks | Hon. George Gastil began the Retreat introducing the meeting’s host, Jay Hatfield- Executive Director of the Braille Institute. Jay welcomed everyone and spoke of Braille Institute’s 100th year anniversary, who and how the Institute helps partially to completely blind people, and acknowledged their 200 + volunteers.  |
| **Part A-** INTRODUCTIONS, REGULAR BUSINESS | George thanked Hon. John Aguilera for running the monthly Board Meetings in his absence. John introduced Hon. Kellie Shay Hinze as FACT’s newest Board member. George introduced Danna Cotman, Esq. founder and president of ARC IP Law and Counsel for FACT.***Motion to approve the February 28th Board Meeting minutes made by Hon. George Gastil. Second by Hon. Jewel Edson. George* *abstained due to his absence at the Feb. meeting.*** ***The motion passed unanimously.*****Office relocation:** Arun recapped the office relocation to 516 Civic Center Dr. **Meeting with Mr. Hasan Ikhrata, SANDAG:** Bob Campbell, John Aguilera, George, Arun Prem, and Brian Lane were in attendance. George summarized the meeting with Mr. Ikhrata talked of his vision of transportation in San Diego County. John added that Mr. Ikhrata expressed his support and willingness to help FACT. Arun said that this meeting was extremely promising and he looks forward to working with the team at SANDAG. Bob Campbell felt that SANDAG is very supportive of FACT. Hon. Phil Monroe questioned the MTS ballot measure. Muggs Stoll commented that SANDAG is working closely with MTS as well as NCTD. MTS projects will be integrated into the SANDAG vision.**FACT Co-hosting CalACT Spring 2019 Conference**: The CalACT Spring Conference will be at Coronado- Loew’s Resort. Arun represents So. Calif on the CalACT Board. At this meeting Arun, Brian Lane and Meagan Schmidt will lead a panel discussion on “Coordinated Mobility in So. Calif” and “CTSA.” Arun welcomed the Board to attend the conference. **SANDAG Cycle 10 Grants Update:** Budd Anderson provided an overview of the Cycle 10 Grants update. All FACT grant requests were fully funded. Arun added that FACT’s contracted services for partners who are not funded will affect FACT’s business also. Bob thanked and congratulated Budd on a job well done. Bob asked for a future agenda item to discuss agencies that are underfunded to create opportunities and improve relationships. Jewel suggested that FACT look into corporate funding with i.e. Qualcomm or SDG&E. Meagan recently attended a corporate funding information meeting. Meagan said that she is looking into beginning conversations with corporations for future donations.**MTS Subcontracting Opportunity:** Arun recommended FACT submit a bid for becoming the broker for the MTS Access Subcontract administered by First Transit- a single vendor contract, the broker will be responsible for providing 7000 trips per month with a potential increase to 10, 000 trips. FACT can respond to the increase in trip volume by working with brokerage vendors. FACT has been in discussion with vendors. Kellie Hinze asked if FACT can react to the increased volume of trips successfully. Arun commented that it is an opportunity, and the scalability of the brokerage and that he is confident that FACT can handle more trips.Gideon Marcus and Jewel Edson asked which vendor will be completing the contracted trips. John asked that there be a Business Plan highlighting hiring and space needs. Susan Hafner commented for FACT’s mission it is very important to participate in these types of bids because it is the solution for FACT’s sustainability. It also will save money for the region. ***Motion for approval of Staff recommendation to move forward with the MTS Subcontracting Bid with the recommendation to include an exception to the proposal for a gradual increase of trips over a certain period of time to reach the maximum trips made by Susan Hafner. Second by Hon. George Gastil. The motion passed unanimously.***  |
| **Part B:** FACT SERVICES & FINANCE UPDATES | **Service Overview:** Meagan presented the CTSA Core Services. Meagan played two Call Center recordings of Coordinators Kalin Alston and Leticia Corona speaking with riders.For FY 2018-* Referrals- 1,414
* CAM- 6 meetings, approx. 20 attendees
* Training workshops: Verbal Judo, 30 participants
* Website hits- 16,706

FACT’s new website was discussed- showing screenshots of the “Find a Ride Tool”, a cleaner format, easier access to data, and rider stories. The goal of the website was to be Senior friendly and easy to navigate. The estimated live date was April 22.New transportation software, Ecolane went live April 8. An Ecolane trainer was present for ten days for training support. There was no downtime in call center. The transition went smoothly. Danna Cotman, Esq., FACT’s counsel, commented on the discussion regarding RouteMatch. Meagan continued with highlights from FY 2018.* Safety Inspections were completed in September
* New Brokerage Vendors: Furaat and Telekom
* Trips completed since inception: 163,327

**FY 2018-19 Financial Updates:** Julius Burgos presented the Finance Updates.  |
| **Part C:**REPORT: FACT’S REGIONAL IMPACT | George introduced Hon. Colin Parent and Maya Rosas from Circulate San Diego. Colin introduced the background of Circulate San Diego, a nonprofit that operates region-wide focusing on street safety, public transit, and sustainable growth. Much of the work Circulate does is research and advocacy. Maya Rosas presented the Circulate draft report of FACT’S regional impact. The report was to do a deeper analysis of what FACT is providing to the region and how to leverage FACT’s unique brokerage model. The report reflects one year of FACT transportation data.Phil asked for further discussion on a “no denial” policy. Kellie suggested a report to track the reason why the trip was denied due to logistics of the rider or vendor perspective. Susan commented that administration/overhead costs should be included a more perfect comparison of cost per ride. Phil added that the Board should find a way to bring ADA denials to zero per month and to include that in a monthly report. Susan replied that FACT should look into providing referral or assistance for ADA certification for vendors. Colin concluded that the finalized report will show that FACT is cost effective and competitive in the region. It will be a tool to support grants, RFPs, etc. The document will be on the Circulate website. Colin will have a press release for Circulate’s pool of media outlets.Maya suggested that if there is TV media coverage- have RideFACT riders join in the interview. Phil and Bob commented on increasing ridership with marketing. LaVonna commented that the “elevator blurb” or meaningful talking points for ridership outreach is needed.George suggested forming a list of policy makers/agencies to receive the Circulate report.Colin will take the Board’s feedback and incorporate it into the draft for final review. There will be a downloadable PDF and mobile version. The document will be shared on social media and released to the media. John suggested drip emails to potential partners, current partners newly elected and elected officials. Monthly emails with updates, announcements etc.Gideon suggested a PR person on staff or outsourcing the project to a PR firm.  |
| Collaboration with San Marcos | Catherine Manis, Recreation Program Coordinator from City of San Marcos Senior Center. Catherine described the City of San Marcos’ Catch-a-Ride program. Transportation to the Senior Center has been available since 1982. San Marcos has contracted rides with FACT for a year and a half. The partnership with FACT has been very impactful. The program has grown to approximately 100 San Marcos rides per month. San Marcos is able to track where their seniors are traveling to and how they are using transportation. The program has made San Marcos a better steward of taxpayer dollars.  |
| **Part D:**CTSA DISCUSSION | Danna Cotman presented information on the public agency status for CTSA’s. Danna met via phone conference with Muggs, Brian and Samantha Foulke to review the performance measures and a termination clause in the Draft CTSA agreement. Danna thanked the SANDAG team for a successful collaborative meeting.She also thanked George, Bob, Phil, and Susan for starting the negotiations with SANDAG.Danna started the discussion of Public Agency status. *Rationale*: Limit potential liability protection, legitimacy with the public*Potential Impacts*: transparency, negative impact on private funds, limitation and flexibility with government requirements, additional Board composition requirements, additional accounting practices, increased expectations- i.e. difficulty denying service, possible mandatory pension, and benefits.*Can FACT qualify from a private to a public agency?*  Further discussion is needed.Lavonna asked what started this discussion. Arun commented that one of the main reasons is many larger no bid contract awards require public agency status. Bob asked what will be the impacts with FACT’s relationship with SANDAG. Muggs replied that SANDAG’s position is neutral until more information is discussed.George summarized the public agency status discussion become an agenda item and no formal action is needed.Arun added that this discussion is not time sensitive. Susan asked for a staff report on legislation changes that are in the process of the TDA revision.  |
| **Part E:**OUTREACH PLAN | Arun recommended that the outreach plan be an agenda item for the next meeting.  |
| Adjournment | Meeting adjourned at 12:45pm |