



Board of Directors Meeting Agenda
February 27, 9:00 am
 Poinsettia Room, Encinitas City Hall
 505 S. Vulcan Avenue, Encinitas, CA 92024

Board members Dave Roberts will join the meeting via teleconference.

Meeting call to order, Introductions

9:00 am

- | | | | |
|-----|---|------|-----------------|
| 1. | Public Comment | | INFORMATION |
| 2. | January 2020 Board Meeting Minutes | p-2 | ACTION |
| 3. | 2019 Annual Meeting review, 2020 Retreat Planning & 2020 Annual Meeting Planning. | p-6 | POSSIBLE ACTION |
| 4. | Triennial TDA Audit Follow up – Update on discussion w/ SANDAG | p-7 | INFORMATION |
| 5. | Review of FACT’s Code of Conduct, Enforcement Policy | p-10 | INFORMATION |
| 6. | County Community Enhancement Grant application | p-12 | ACTION |
| 7. | Financial Updates and Summary December 2019: | p-13 | INFORMATION |
| 8. | FACT Services Updates | p-15 | INFORMATION |
| 9. | Executive Director’s Report <ul style="list-style-type: none"> • SD Foundation meetings • New Service opportunity • Update on new vehicles | p-18 | INFORMATION |
| 10. | 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*

FACT Board of Directors Meeting Minutes

January 23, 2020

Poinsettia Room, Encinitas City Hall
505 S. Vulcan Ave., Encinitas, CA 92024

Board Members Attending	Hon. George Gastil, Hon. John Aguilera, Hon. Phil Monroe, Susan Hafner; LaVonna Connelly & Hon. Dave Roberts via phone conferencing.
Board Members Absent	Hon. Bob Campbell, Hon. Kellie Shay Hinze, Hon. Jewel Edson, Gideon Marcus
TAC Members Attending	Robert Gebo, NCTD
Staff Attending	Arun Prem, Meagan Schmidt, Budd Anderson, Julius Burgos, Cynthia Pedersen
Public/Guests	Jules Taggart, Wayward Kind
Public Comments	There were no public comments.
November, December 2019 Board Meeting Minutes	Vice Chair John Aguilera called the meeting to order at 9:00 am. He led the group in the Pledge of Allegiance. Due to time constraints, November and December, 2019 Board Meeting minutes will be approved at the February Board Meeting.
2019 Annual Meeting Review; 2020 Retreat Planning, and 2020 Annual Meeting Planning	<p>Arun began with comments regarding the 2019 Annual Board Meeting and thanked the Board members for their positive feedback of the event.</p> <p>Discussion with regards to the 2020 Annual Meeting ranged from increasing attendance size, possible tours of the Coronado Community Center, a later start time to allow for more participant networking, and selection of guest speakers. Phil Monroe suggested inviting the Mayor of Coronado, Hon. Richard Bailey, or Councilmember, Hon. Bill Sandke, as a guest speaker, and to welcome the participants.</p> <p>The 2020 Annual Board Retreat was discussed, with proposed topics to include the administration of grants, succession and long term viability, FACT's place in SANDAG's Five Big Moves, and a possible guest speaker/facilitator, with the decision to define agenda plans at a later date. Susan Hafner stressed that FACT's business model should be reevaluated during the retreat based on factors which can possibly determine FACT's operations, such as elections, SANDAG's administration of grants, and changes in the region.</p>
Office Space Extension	Arun updated the Board with regards to the proposed office space extension: It is located adjacent to the current office location, 700 sq. ft. and is available April 1, 2020. The landlord is amenable to the terms negotiated for the current location and FACT would have an option to terminate the lease early after the initial 2.5 years with no penalty. This option protects FACT against any unforeseen funding

	<p>constraints. The timing of the lease is ideal for FACT’s needs based on several recent developments in which FACT anticipates increases in service volume and and staffing in the coming months.</p> <ul style="list-style-type: none"> • The Scripps contract recently implemented on January 15 is expected to grow due to the potential to serve additional Scripps needs and four other locations. • The Escondido Service agreement requires approximately 50 additional trips a day, being handled by current staff. The mobility center is operating at capacity at this time, and does not have redundancy for planned or unscheduled absences. • FACT is in discussion with NCTD for same day services; this potential service agreement requires additional staffing to handle compliance purposes. <p>Arun said because of growth and the need for additional staff, this unit’s timely availability is ideal for FACT without having to look elsewhere for larger accommodations.</p> <p>Phil Monroe motioned to approve the recommendation to lease the additional 700 sq. ft. space at terms that are identical to the agreement currently in place for 516 Civic Center Dr. location. Susan Hafner seconded the motion. The motion passed unanimously.</p>
<p>Website Update</p>	<p>Jules Taggart, a marketing expert and founder of Wayward Kind, a website design company, spoke about revisions to the FACT website which allow users to obtain more useful up-to-date information. FACT’s website is 10 years old and needs updating to be more functional and more accessible to users looking for a ride, especially on mobile devices. Jules suggested the website be redesigned to enhance functionality.</p>
<p>SANDAG Triennial TDA Audit of FACT, FY 2016-18, Follow-up</p>	<p>Arun recapped recent meetings with SANDAG:</p> <ul style="list-style-type: none"> • On November 21, 2019 with SANDAG’s Executive Director Hasan Ikhtrata, Coleen Clementson, Brian Lane, Mayor Cathryn Blakespear, Hon. Kellie Hinze and Arun discussed optimization of the specialized transportation services in order to reduce expenses and provide more services. • During the meeting on December 20, 2019 with SANDAG staff members, Brian Lane, Lisa Madsen, Jack Christensen and Zach Rivera along with FACT staff Budd Anderson, Meagan Schmidt and Arun, discussed SANDAG’s funding options and recommendations developed by FACT’s Audit Response Committee. SANDAG will review the currently funded specialized services, assess valid comparisons and propose alternative mechanisms to achieve more efficient delivery of services. FACT’s sub-committee Board members Susan Hafner, John Aguilera and George Gastil, and FACT staff continue to reach out to local elected officials and create

	<p>awareness about FACT services in outreach efforts and identify other actions towards meeting the audit recommendations.</p> <ul style="list-style-type: none"> • The latest meeting with SANDAG’s Brian Lane, Lisa Madsen, Zach Rivera and Arun on January 14, 2020, pertained to possible approaches to consolidate specialized transportation grants competitively awarded by SANDAG. <p>Arun informed the Board that 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 now and/or in the near future in order to comply with the recommendation.</p>
Healthcare Plan Implementation	<p>Arun stated that the healthcare option for FACT employees was approved by the Board at the November 2019 meeting, but staff needed to look further at the feasibility for funding. Currently six of nine FACT staff are planning to enroll in the healthcare coverage. He gave the cost for the first full year (\$40,001.16 with Blue Shield HMO 0/30 Offex) and said there is funding available for the coverage for the current and next fiscal year based on current funding commitments. Staff has looked at the potential funding sources and determined that they can be expended and invoiced for reimbursement as per the normal invoicing process against the eligible grants. George thanked those responsible to putting the healthcare plan together.</p> <p>John Aguilera motioned to approve the FACT employee healthcare plan. George seconded the motion. It passed unanimously.</p>
Financial updates, Summary, DRAFT Reserve Policy	<p>Julius gave a summary of the October, 2019 financials. He stated that the balance sheet through October 2019 remains consistent and is stable between this and the previous year. Timely invoicing, receivables, and better cash flow management overall continues. He stated that FACT was able to apply a \$25,000 grant towards RideFACT’s 5310 grant match last September. The funds came from the Community Enhancement County Grant and reduced money being spent from the Reserve.</p>
FACT Services Update	<p>Meagan updated the Board regarding the Scripps pilot program which began January 15, 2020. The rides are on-demand and will total 500 trips for the duration of this pilot. Meagan said Scripps wants to discuss extending the program after June when the pilot ends. Arun mentioned that FACT has exceeded 200,000 RideFACT rides through January 2020.</p>

	<p>The <u>Rider Code of Conduct</u> policy was addressed due in view of a recent incident and staff proposed that it should be brought up to date and expanded upon for any future incidents. Susan brought up the use of vehicle cameras at some point in the future. George said it is better to thank people for waiting than apologize for being late when a ride arrives late.</p>
Executive Director's Report	<p>Arun informed the Board of a recent Caltrans award of a \$440,000 Bus & Bus Facilities grant for FACT for rural areas funding. Arun thanked Budd for submitting a good application.</p> <p>The San Diego Museum of Art and FACT are in a proposed partnership to provide free transportation to seniors in North County that are interested in visiting the Museum. These rides are provided partly by the same funding used for rides to/from the Scripps pilot program. Approximately 500 trips are in the proposed plan.</p>
Board Member Updates/proposed agenda items	
CLOSED SESSION	There was no closed session.
Adjournment	Meeting adjourned at approximately 11:00 am

ITEM # 3

TO: BOARD OF DIRECTORS

FROM: ARUN PREM, EXECUTIVE DIRECTOR

RE: 2019 ANNUAL MEETING REVIEW; PLANNING 2020 RETREAT & ANNUAL MEETING

ISSUE

Review feedback regarding the 2019 Annual Board Meeting and input/suggestions pertaining to 2020 Board of Directors Retreat and Annual Meeting.

BACKGROUND

2019 Annual Meeting

There were 81 attendees, 3 guest speakers. Several Board members provided feedback which was positive. There was a recommendation to discuss attendance at the meeting.

2020 Board Retreat

FACT's annual **Board Retreat is tentatively planned for April 2010. The new proposed date is April 30.** The duration is 4 hours, approx. 8:30am – 12:30pm; the venue is Braille Institute.

Chair George Gastil recommended a consultant led discussion/workshop on succession planning, which would cover:

- Preparedness at all levels of the organization, including Board; cross training for staff
- Retention strategies, why employees stay at FACT, plan for continued low employee turnover
- Planning for expansion and growth of services
- Discussion of FACT's involvement in the 5 Big Moves
- FACT Operations challenges

Other recommendations re. agenda items:

- Brokerage status
- Board member attendance, recruitment

Some Board member schedule conflicts have arisen recently; staff received feedback regarding alternative agenda items for the Retreat. Staff requests additional input in order to finalize the date and agenda and if needed, develop a scope of work for the consultant. Staff contacted Ina von Ber, PhD, who was recommended by a local contact and received tentative interest. Other recommendations regarding consultants would also be helpful.

2020 Annual Meeting

Tuesday, December 15, 2020

Invitations for the speakers need to be sent in the next few weeks. Staff requests recommendations and feedback from the Board regarding the options.

RECOMMENDATION

Staff requests Board members for additional input regarding scheduling the Board Retreat & Retreat Agenda.

ITEM # 4

TO: BOARD OF DIRECTORS

FROM: ARUN PREM, EXECUTIVE DIRECTOR

RE: TRIENNIAL TDA AUDIT FOLLOW-UP

ISSUE

THERE WAS NO RECENT UPDATE. Carried forward since July 2019 Board meeting. The State mandated Transportation Development Act 1971 (TDA) FY 2016-18 Triennial Performance Audit of SANDAG was completed in June 2019 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

UPDATES

November 21, 2019 – Meeting with SANDAG Execs. Mayor Catherine Blakespear, Board Chair George Gastil and Arun met with Mr. Hasan Ikhata, Ms. Coleen Clementson and Mr. Brian Lane to review the funding options and recommendations developed by FACT's Audit Response Committee. The meeting covered all the recommendations and concurred with the idea optimization of the specialized transportation services where possible in order to reduce expenses and provide more services.

December 20, 2019 Meeting with SANDAG staff - SANDAG staff Brian Lane, Lisa Madsen, Jack Christiansen and Zach Rivera met with Budd, Meagan and Arun at FACT's Office; reviewed all the funding options the audit recommended as well as those we discussed with Mr. Ikhata and Ms. Clementson. SANDAG will follow up with a review of the currently funded specialized services and whether it was possible to assess relative efficiency by making valid comparisons and propose alternative mechanisms for achieving more efficiency in the delivery of services.

January 14, 2020, Meeting with SANDAG Staff – On January 14 Brian Lane, Lisa Madsen and Zach Rivera met with Arun

The meeting was focused on follow up, we went through the ideas and possible approaches to consolidate specialized transportation grants competitively awarded by SANDAG.

BACKGROUND

During September 2019 the Board appointed a sub-committee in order to follow up on the audit recommendations – Board members Susan Hafner, John Aguilera and George Gastil. Brian Lane volunteered to work with the Committee and recommended we invite Coleen Clementson to participate. Staff and several Board members continued to reach out to local elected officials and create awareness about FACT services, as discussed

during the September Board meeting. Staff will work with the committee to continue outreach efforts and identify other actions towards meeting this audit recommendation.

During October Phil Monroe and Arun met with Hon Bill Sandke (Coronado City Council) in order to review FACT's services and the response to the Audit.

In November, Kellie Shay Hinze and Arun met with Mayor Blakespear (Encinitas) and reviewed FACT's operations and the brokerage as well as the Triennial Audit. Mayor Blakespear recommended a follow up meeting with SANDAG to review the finding and offered to assist with the scheduling. In early November Arun met with committee members and reviewed the following information as basis for follow up with SANDAG:

- FACT is proactively engaged in several efforts to generate additional revenues, including grant requests and contracted agency services.
- FACT has a history of successful SANDAG Call for Project (TransNet and 5310) applications, which merits a review of the funding process to make it sustainable for FACT.
- A regional coordination agreement where FACT supports transit agencies as a subcontracted ADA paratransit services provider will enhance FACT's revenues without requiring any change to current regional funding apportionments. FACT's services are cost effective and recognized for quality, and would enhance overall paratransit services delivered in the County.

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 TRANSPORTATION 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](#)

RECOMMENDATION

None

ITEM #5

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director and Meagan Schmidt, Director of Operations

RE: Review of FACT's Code of Conduct and Enforcement Policy

ISSUE:

In view of some safety issues staff recommends a review of the policy related to enforcement of FACT's Code of Conduct.

Background:

FACT's current suspension policy applies when a rider displays inappropriate behavior which violates RideFACT's Code of Conduct. There have been a few incidents that have resulted in temporary and permanent suspension for a few RideFACT riders in the past several years. Due to the serious nature of some violations, FACT staff requests review and approval of an immediate permanent suspension option in the policy (The issues were discussed during the Feb 2020 CAM Meeting).

Violations eligible for immediate suspension include but are not limited to the following:

- Inappropriate language:
 - Offensive language including but not limited to racial slurs and sexist remarks
- Safety violations, including but not limited to:
 - Causes or threaten to cause physical harm towards FACT staff, other riders or vendors

Immediate permanent suspension may occur if the above behavior(s) are verified to have taken place while utilizing any of FACT's services. Rider notification will occur as per current policy.

FACT's Code of Conduct:

All [RideFACT](#) staff and riders shall act with respect towards others, observing their privacy and safety. Physical or verbal harassment or abuse of any kind towards staff, contractors or riders will not be tolerated and will result in the participant being asked to leave the program

Approved by FACT's Board of Directors on May 28, 2015

A violation of the Code of Conduct by FACT staff or Brokerage service providers or other stakeholders will be documented by the Executive Director as early as possible and presented to the Board of Directors for review and appropriate action.

Current Code of Conduct enforcement policy:

When a violation of FACT's Code of Conduct is reported by a Brokerage service provider, a RideFACT rider or another party, FACT staff will investigate the issue and document the report as early as possible. If a rider is found in violation of the code of conduct, FACT will suspend the rider from all FACT services for a consecutive 30-day period starting the day after the FACT investigation is complete and a violation has been determined. If a second violation is reported within a consecutive 12-month period, the rider will be permanently disqualified from using FACT.

A written notification will be provided to the rider at the time of suspension of service. A rider who has been suspended from service may request a review of the suspension by writing to FACT. The appeal will be reviewed by a Board appointed

committee comprising FACT staff, CAM members and members of the FACT Board of Directors. The committee's recommendations will be forwarded to the Board for review.

RECOMMENDATION: Staff requests the Board of Directors review and approve revisions to the Code of Conduct enforcement policy.

ITEM # 6

TO: BOARD OF DIRECTORS

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

RE: Board Resolution in Support of County CE FY 2020-21 Grant Application

ISSUE:

Staff seeks Board approval to submit a grant application for FY 2020-21 Community Enhancement Program (CE) funds in the amount of \$50,000.

CE program change: Organizations now need to apply to individual County Board of Supervisors instead of submitting one application to the Board as a whole. FACT plans to send its application to all 5 Supervisors.

BACKGROUND

The Community Enhancement Program is funded by a set percent of Transient Occupancy Tax (TOT) revenues. The goal of the Community Enhancement Program is to stimulate tourism, promote the economy, create jobs, and/or a better quality of life.

If awarded, this grant will:

- Provide rides for individual with mobility challenges in San Diego County in order to promote tourism, accessibility, the economy, and better quality of life. Promote San Diego as an attractive destination for tourists and residents who have limited mobility.
- Coordinate with medical providers, municipal agencies, rural area communities, and transportation providers to implement solutions to providing effective and reliable transportation for San Diego County residents and visitor with mobility challenges.

RECOMMENDATION:

Staff requests the Board for:

- Authorization to submit a grant proposal for FY 2020-21 Community Enhancement Funding, and
- Approval of board resolution to accompany grant application

ITEM # 7

TO: BOARD OF DIRECTORS

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

RE: MONTHLY FINANCIAL SUMMARIES – DECEMBER 2019

ISSUE:

December 2019 financial updates are included with this agenda.

BACKGROUND

December 2019 Financial Report:

- - Compared to last year \$274,680.75 is in the bank, 65% less than the previous year.
- - FACT is Invoiced through December 2019 and has 2% more outstanding than previous year.
- - Accounts Payables were 7% less than previous year.
- - Total Assets were 21% less than the previous year.

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

Accounts Receivable Status:

- \$264,811.15 is outstanding by (11) customers. Of the o/s amount, \$177,090.97 is 60 days or less, 75,781.17 is less than 90, and \$11,939.01 is over 90 days by 3 customers.

Profit & Loss Budget vs. Actual Report – December 2019:

- - Income thru December 2019 was 27.02% under budget due to a few factors:
 1. RideFACT's 5310 un-awarded match is extended to finish the SMG Grant
 2. SANDAG's SMG Grant finished in September
 3. Other SANDAG SMG & 5310 Grants finished in November
 4. Overall Expenses were 7.89% under budget due to other expenses being deferred.
- - Marketing & Research with Wayward Kind and the Annual Meeting at beginning of the year
- - The Escondido Contracted service rides started in November
- - Additional Computer Support was needed
- - Legal Expenses increased in November for AB5, Scripps, and CARS activity
- - Telecommunications increased for after hour transportation
- - Training & Staff Development was high for the final Call Center Analysis by Judi Bonilla

Net Income through December 2019 has a negative balance of \$88,121.54, due to RideFACT's 5310 grant match being compensated until February 2020 through contracted services and reserves. The two SMG grants and one 5310 grant match also finished in September and November.

FACT was able to apply a \$25,000.00 grant towards RideFACT's 5310 grant match last September. The funds came from the Community Enhancement County Grant and reduced money being taken from the Reserves. One half of a new County grant in the amount of \$15,000.00 will be used towards the new contract with Scripps. The other half will be determined in the upcoming months.

Condensed Grant Balances Remaining:

- - Total funding available for all grants through December 2019 is \$88,514.66.
- - CTSA Funds have been allocated through December 2019 totaling \$75,600.00
- - CTSA's temporarily restricted net assets through December 2019 is \$236,577.00.
- - Unrestricted Net assets through December 2019 totaled \$284,054.20.
- - Total Equity as of December 31, 2019 is \$432,509.66

RECOMMENDATION - NONE

ITEM #8

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director and Meagan Schmidt, Director of Operations

RE: FACT Services Updates

ISSUE:

This item presents a monthly RideFACT and agency services update.

BACKGROUND:

	December
SERVICE	ONE-WAY TRIPS
Escondido	963
County HHSA	38
St. Paul's Group	28
San Marcos	129
Oceanside	334
Parkinson's Assoc.	7
Elderhelp	6
Tri-City	67
MV	0
RideFACT	2,508
TOTAL	4,080

New Contract – City of Escondido

FACT was selected to provide transportation to/from the City of Escondido’s senior lunch nutrition program Monday-Friday. Service began November 1, 2019. Initial contract term is November – June 2020. FACT provided 1,862 trips between November and December 2019.

County HHSA

This service provides trips for the County to non-contagious Tuberculosis patients from their residences to clinics for treatment. Trips may be scheduled in advance or requested up to 2 hours before the time of trip service. This contract is in year 2 with an option to extend up to 2 more 1 year terms. 295 trips have been performed under this contract between late November 2018 through December 2019.

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, 848 passenger trips were completed through December.

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 has a term through April 12, 2020. Between June 2018 – December 2019, 140 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 2,172 trips between February 2018 – December 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 3,533 trips for Tri-City patients between December 2016 – December 2019.

City of Oceanside Senior Van Service

Contracted service for Oceanside began in September 2013. FACT has invoiced City of Oceanside for 30,851 trips from September 2013 – December 2019.

Approximately 2,700 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 2,036 trips were provided between March 2015 and December 2019.

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

CTSA, RideFACT & Contracted Service Data	Web hits	Referrals	Programs 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
August	1,733	99	145	0	1,497	1,365	132	1,412	3,145	11.2	\$16.92
September	1,593	121	145	0	1,415	1,273	142	1,194	2,787	11.7	\$15.66
October	1,712	78	145	0	1,382	1,186	196	1,412	3,124	11.7	\$15.14
November	1,493	102	145	0	1,209	1,044	165	1,230	2,723	11.9	\$15.66
December	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
February	1,459	74	146	1	1,139	999	140	918	2,377	10.5	\$13.06
March	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
Subtotal	18,346	1010	148		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
August	1,464	134	151	0	1,942	1,871	71	635	2,506	10.6	\$14.43
September	1,586	147	152	1	1,914	1,861	53	585	2,446	10.6	\$15.79
October	1,520	155	154	2	2,537	2,432	105	635	3,067	10.8	\$16.50
November	1,408	93	154	0	2,429	2,302	127	655	2,957	11.7	\$18.47
December	1,108	84	154	0	2,210	2,154	56	524	2,678	12.1	\$19.79
Jan-18	1,452	103	154	0	2,579	2,509	70	879	3,388	11.5	\$17.72
February	1,276	121	155	1	2,496	2,410	86	889	3,299	11.6	\$18.01
March	1,047	127	156	1	2,925	2,844	81	1,276	4,120	10.3	\$17.23
April	1,015	114	157	1	2,842	2,714	128	866	3,580	11.1	\$15.82
May	1,444	131	158	1	2,963	2,831	132	866	3,697	11.3	\$15.51
June	1,304	115	158	0	3,036	2,885	151	637	3,522	10.5	\$13.99
Subtotal	16,049	1414	158		29,434	28,300	1134	9,034	37,334		
July	1,522	100	158	0	3,000	2,866	134	667	3,533	10.8	\$13.92
August	1,247	109	155	-3	3,024	2,833	191	708	3,541	10.3	\$13.33
September	*698	96	156	1	2,319	2,156	163	677	2,833	11	\$14.55
October	936	80	156	0	2,669	2,502	167	752	3,254	11	\$13.37
November	798	86	156	0	2,379	2,131	248	685	2,816	10.7	\$13.06
December	829	83	156	0	2,254	2,170	84	631	2,801	11.2	\$12.92
January	742	119	160	4	2,546	2,505	41	710	3,215	10	\$12.19
February	643	123	160	0	2,226	2,195	31	689	2,884	10	\$11.95
March	725	70	160	0	2,408	2,358	50	937	3,295	9.6	\$11.78
April	168	49	174	14	2,447	2,404	43	800	3,204	9.2	\$12.32
May	888	71	174	0	2,268	2,245	23	804	3,049	9.2	\$12.71
June	727	89	174	0	2,301	2,263	38	704	2,967	9.6	\$11.70
Subtotal	9,225	1075	174		29,841	28,628	1213	8,764	37,392		
July	823	108	176	2	2,515	2,455	60	771	3,226	9.6	\$13.29
August	948	90	177	1	2,424	2,365	59	844	3,209	9.1	\$11.47
September	1,157	129	179	2	2,757	2,621	136	674	3,295	9.3	\$11.88
October	1,263	139	180	1	2,952	2,735	217	781	3,516	9.5	\$12.63
November	1,089	122	180	0	2,652	2,388	264	1,452	3,840	9.8	\$14.38
December	1,052	82	180	0	2,636	2,508	128	1,572	4,080	9.4	\$14.86
Subtotal	7,704	802	180		15,936	15,072	864	6,094	21,166		
TOTAL	167,960	4,301	180			123,642	4,813	76,242	199,884		

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's Report

Meetings and Events - January

1/23 Meeting – SANDAG Workshop – Arun, Meagan

Meeting and Events - February

2/11 Meeting - CAM – Budd, Meagan, Cynthia
2/14 CARS Training @ FACT office – Meagan and Dispatch Team
2/19 Meeting - San Diego Foundation – Peggy Pico, Arun, Meagan
2/19 Mobility Management Steering Committee - Arun
2/20 Meeting – LA Jolla Age Friendly Communities – Arun
2/20 Meeting – PACE program San Marcos, Arun and Meagan

Upcoming Meetings and Events

3/6 Meeting – Fallbrook District 5 Revitalization Transportation – Arun, Meagan
3/26 FACT Board meeting