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

**Teleconference # 712 775 7031; Password/ID 880 488 916**

As part of our COVID-19 response the Board will meet via teleconference until further notice

**Meeting call to order, Introductions** **9:00 am**

1. Public Comment INFORMATION
2. February 2020 Board Meeting Minutes p-2  **ACTION**
3. COVID-19 Response and discussions

* Staff, attendance, safety
* Demand
* Vendors
* Community outreach and assistance
* Special Weekly CAM Meeting

1. 2020 Retreat Planning & p-6 POSSIBLE ACTION

2020 Annual Meeting Planning

1. Triennial TDA Audit Follow up – Update on discussion w/ SANDAG INFORMATION
2. Review of FACT’s Code of Conduct, Enforcement Policy p-7  **ACTION**
3. Financial Updates and Summary January 2019 INFORMATION

(The January FinancialSummary will be provoded during the meeting)

1. FACT Services Updates p-9 INFORMATION
2. Executive Director’s Report p-12 INFORMATION

* NCTD meeting March 31
* Mobility Coordinator Position
* ED Review
* Media event in Escondido

1. Board Member Updates/Proposed Agenda Items INFORMATION

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

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**ADJOURNMENT**

**FACT Board of Directors Meeting Minutes**

February 27, 2020

Poinsettia Room, Encinitas City Hall

505 S. Vulcan Ave., Encinitas, CA 92024

|  |  |
| --- | --- |
| Board Members Attending | Hon. George Gastil, Susan Hafner, Hon. Phil Monroe, Hon. Kellie Shay Hinze, Gideon Marcus, Hon. Bob Campbell, Hon. Jewel Edson; & Hon. John Aguilera via phone conferencing. |
| Board Members Absent | Hon. Dave Roberts, LaVonna Connelly |
| TAC Members Attending | Robert Gebo, NCTD |
| Staff Attending | Arun Prem, Meagan Schmidt, Budd Anderson, Julius Burgos, Cynthia Pedersen |
| Public/Guests |  |
| Public Comments | There were no public comments. |
| January Board Meeting Minutes | Chair Hon. George Gastil called the meeting to order at 9:00 am. Budd Anderson led the group in the Pledge of Allegiance. **Motion to approve the January 23, 2020 Board Meeting Minutes was made by Hon. Kellie Shay Hinze. Second by Hon. Phil Monroe. The motion passed with Hon. Bob Campbell abstaining.** |
| 2019 Annual Meeting Review; 2020 Retreat Planning, and 2020 Annual Meeting Planning | Arun proposed Agenda topics to be addressed at the FACT Annual Board Retreat to include: preparedness at all levels of the organization, including the Board; employee retention strategies; planning for expansion and growth of services; operational challenges, and FACT’s place in SANDAG’s Five Big Moves. Susan Hafner added that FACT should be looking at a possible P3 partnership to incorporate into SANDAG’s Five Big Moves. George said this was a definite topic to discuss further at the retreat, and that Brian Lane from SANDAG would be instrumental in fleshing out SANDAG’s Five Big Moves and FACT’s involvement.  Arun Prem stated that Hon. Jewel Edson suggested she would like to see better attendance at the next Annual Meeting; Arun said he would welcome any feedback on how to market this event as the plan develops. The decision to invite Encinitas Mayor Catherine Blakespear and Supervisor Nathan Fletcher as keynote speakers was addressed as well as extending invitations to Mayor Richard Bailey and Hon. Bill Sandke as welcomers to the event. Some agenda ideas included Hon. Kellie Hinze’s suggestion of “San Diego Transportation Trivia” as a fun activity to encourage participant interaction, and Hon. Bob Campbell said an attendee/panel discussion segment would generate good information and participant involvement.  Arun suggested increasing the networking time since the time allotted at previous meetings was insufficient for mingling. Jewel proposed an activity in which participants share their connection to FACT as a means to increase awareness and interest in others at their table. |
| SANDAG Triennial TDA Audit of FACT, FY 2016-18, Follow-up | There were no updates in February. |
| Review of FACT’s Code of Conduct, Enforcement Policy | Arun briefed the Board of an incident involving a rider and a provider which has prompted Code of Conduct Policy revisions. The proposed issues that are not detailed in the current policy are:   * Immediate threats to safety and verbal harassment * In specific circumstances, immediate and permanent suspension may be warranted   Meagan Schmidt said that no specific recommendations were received during the February 2020 CAM meeting. George suggested the rider be informed of another transportation service to use. Bob said it is important that FACT staff be protected from verbal abuse under the Code of Conduct policy when helping customers on the phone. Arun added that the Board should be covered in the policy. Kellie offered to share the Encinitas Code of Conduct Policy that has been adopted for use in all situations, events and anyone who could encompass a Code of Conduct enforcement. Revisions to FACT’s Code of Conduct policy were deferred until the next Board meeting. |
| 2020-21 Community Enhancement Program (CE) Grant Application | Arun reviewed the Community Enhancement Program (CE) stating that it is a program 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.  Budd reviewed the Grant Application:   * Funding Request: $50,000 * Apply to all five Supervisors   + District 1 (Supervisor Greg Cox)   + District 2 (Supervisor Dianne Jacob)   + District 3 (Supervisor Kristin Gaspar)   + District 4 (Supervisor Nathan Fletcher)   + District 5 (Supervisor Jim Desmond)   Budd stated that the usual grant is on average $15,000 to $20,000 annually. |
|  | Purpose:   1. Provide rides for individual with mobility challenges in San Diego County in order to promote tourism, accessibility, the economy, and better quality of life 2. Coordinate with medical providers, municipal agencies, rural area communities, and transportation providers to implement solutions   Kellie and Jewel offered to follow up with Supervisor Kristin Gaspar’s representative to discuss this grant. George offered to pursue contact with Supervisor Diane Jacobs. Staff requested 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. **Motion to approve submitting application was made by Hon. George Gastil. Second made by Hon. \_\_\_\_\_\_\_\_\_\_\_\_\_. It was passed unanimously.** |
| Financial updates, Summary, DRAFT Reserve Policy | Julius gave a summary of the December 2019 financials. He said that the implementation of the after hours service, CARS was within budget and stated that the profit and loss statements are in order. He noted that the Escondido contract will help the reserves, contract services went up, and overall the month had been a  good one. |
| FACT Services Update | Meagan gave a summary of services noting that January was CARS’ first full month of providing early morning, after hours, and weekend calls service. CARS calls total for January was 865. The total monthly calls for FACT and CARS were:   * December 4,137 * January 4,962   Meagan noted that weekday overflow began on February 27, 2020 to assist FACT staff during peak hours, and that ridership continues to expand with December’s RideFACT and total one way trips at 4,080. |
| Executive Director’s Report | Arun shared that Peggy Pico, Manager of the The San Diego Foundation Age-Friendly Communities (AFC) program reached out to FACT and stated that they would like FACT become part of a package of solutions they’re developing with the cities of S.D. county to encourage them to become age-friendly. There are currently 424 programs in the U.S. He shared their 8 Domains of Livability with transportation being the first element in this program. Arun added that AARP is a big supporter of this program. Arun attended a workshop in La Jolla sponsored by the City of San Diego to gather feedback on development of a partnership with other cities.  Arun gave an update regarding a new service opportunity with the Gary and Mary West PACE Senior Center, an independent non-profit program based in San Marcos. They have their own vehicles but are interested in having back up transportation for their facility.  Arun mentioned that FACT will start marketing availability of new vehicles. |
| Board Member Updates/proposed agenda items | George shared that the City of Lemon Grove had proposed a sales tax increase. |
| CLOSED SESSION | There was no closed session. |
| Adjournment | Meeting adjourned at approximately 10:30am |

**ITEM # 4**

**TO: BOARD OF DIRECTORS**

**FROM: ARUN PREM, EXECUTIVE DIRECTOR**

**RE: 2020 RETREAT & ANNUAL MEETING**

**ISSUE**

Staff requests input/suggestions pertaining to 2020 Board of Directors Retreat and Annual Meeting.

**BACKGROUND**

*2020 Board Retreat*

FACT’s annual **scheduled for May 28 April 2020.** The duration is 4 hours, approx. 8:30am – 12:30pm; staff is looking for a suitable venue.

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
* Recovery from the COVID-19 crisis

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 were sent in February. Mayor Blakespear has accepted the invitation to speak during the event. Other invited speakers have not responded at this time. Staff requests recommendations and feedback from the Board regarding the options.

Some recommendations discussed in February include a longer meet and greet section and interactive presentations.

**RECOMMENDATION**

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

**ITEM #6**

**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 very few incidents that have resulted in temporary or permanent suspensions for riders. Due to the serious nature of some violations, FACT staff requests review and approval of an immediate and permanent suspension option in the policy.

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 self, FACT Board members or staff, other riders or vendors

Immediate and permanent suspension (disqualilfication) may occur if the above behavior(s) are verified to have taken place while utilizing any of FACT’s services.

**FACT’s Code of Conduct – REVISED March 26, 2020:**

**This Code of Conduct applies to all FACT staff, Board, stakeholders, partners, contractors and clients, including those who contact FACT for information or use any of FACT’s services.  All the parties mentioned above shall act at all times (whether in person, by phone or via any other means of communication) with respect towards others, respecting their dignity, privacy and safety. Physical, written, or verbal harassment, threats or abuse of any kind towards any other party will not be tolerated. A violation of the Code of Conduct by a Client will result in immediate suspension of all FACT services either temporarily or permanently depending on the severity of the violation and at the discretion of FACT management.   A violation of the Code of Conduct by FACT staff, Board, contractors 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. Additionally, FACT reserves the right to pursue formal legal remedies through the courts and/or local, state or federal agencies.**

Code of Conduct enforcement policy:

A violation of the Code of Conduct by FACT staff, Board, 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.

When a violation of FACT’s Code of Conduct by a rider or companion or any party affiliated with the rider is reported, FACT staff will investigate the matter and document the findings as early as possible. If a rider or someone associated with the rider is found in violation of the code of conduct, FACT will suspend the rider from all FACT services permanently or for a consecutive 30-day period starting the day after the FACT investigation is complete and a violation has been confirmed. If a second violation occurs within a consecutive 12-month period of the 30-day suspension, 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 or disqualification. A rider who has been suspended or disqualified from service may request a review of the decision 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 and enforcement policy.**

**ITEM #8**

**TO: BOARD OF DIRECTORS**

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

**RE: FACT Services update for January 2020**

**ISSUE:**

This item presents a monthly RideFACT and agency services update.

**BACKGROUND:**

|  |  |
| --- | --- |
|  | **January** |
| **SERVICE** | **ONE-WAY TRIPS** |
| **Scripps** | **32** |
| **Escondido** | **962** |
| **County HHSA** | **44** |
| **St. Paul’s Group** | **39** |
| **San Marcos** | **152** |
| **Oceanside** | **350** |
| **Parkinson’s Assoc.** | **17** |
| **Elderhelp** | **0** |
| **Tri-City** | **84** |
| **MV** | **0** |
| **RideFACT** | **2,849** |
| **TOTAL** | **4,529** |

**New Contract – Scripps Health**

FACT’s service agreement with Scripps Health began January 15, 2020; 32 trips were provided through the end of the month. FACT brokerage vendors are transporting discharged patients to pharmacies, their residences and/or to hospitals outside of San Diego County. Trips are delivered on demand and include curb-to-curb, door-to-door, and door-through-door services.

**City of Escondido**

FACT provides transportation to/from the City of Escondido’s senior lunch nutrition program Monday-Friday. Service began November 1, 2019. FACT provided 2,824 trips between November and January 2020.

**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. 339 trips have been performed under this contract between late November 2018 through January 2020.

**St. Paul’s Group Trips**

FACT provides 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, 887 passenger trips were completed through January 2020.

**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. Between June 2018 – January 2020, 157 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 2,324 trips between February 2018 – January 2020. 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 3,617 trips for Tri-City patients between December 2016 – January 2020.

**City of Oceanside Senior Van Service**

Contracted service for Oceanside began in September 2013. FACT has invoiced City of Oceanside for 31,201 trips from September 2013 – January 2020.

Approximately 2,700 clients are registered to use this service.

FACT staff will be meeting with Oceanside staff regarding contract extension in the near future.

**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 2020.

**RideFACT & Contracted Service statistics ytd for fiscal year July 2012 – January 2020**



**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**

**Meeting and Events – March**

3/02/2020 Meeting with Dave Roberts – Arun

3/05/2020 Meeting -Transit’s Response to COVID-19 – Arun, Meagan

~~3/06/2020 Meeting – Fallbrook District 5 Revitalization Transportation – Arun, Meagan~~

3/10/2020 Meeting - FACT/SANDAG Quarterly Update – Arun

3/13/2020 Meeting with Leila Procopio-Makuh – Arun

~~3/16/2020 Meeting -Transit Training for Isolated Iraqi Refugees in El Cajon – Arun, Meagan~~

3/19/2020 Meeting - Paratransit Operations Response Plan to Corona Virus – Arun, Meagan

3/24/2020 COVID-19 Informational Webinar and Discussion on the Impact to Transit – Arun

Special CAM – review COVID-19 response and planning

3/26/2020 Meeting - CALACT Legislative Committee – Arun

**Upcoming Meetings and Events**

3/27/2020 SANDAG 5 Big Moves Board Meeting – Arun, Meagan

3/31/2020 Meeting with NCTD – ADA Drug & Alcohol Program – George Gastil, John Aguilera, Jewel Edson, Bob Campbell, Arun