



**Board of Directors Meeting Agenda
June 25, 9:15 am**

Zoom meeting <https://us02web.zoom.us/j/87214391305>

One tap mobile +16699006833,,87214391305# US Meeting ID: **872 1439 1305**

Meeting call to order, Introductions

9:00 am

- | | | | |
|-----|--|------|---------------|
| 1. | Public Comment | | INFORMATION |
| 2. | May 2020 Board Meeting Minutes | p-2 | ACTION |
| 3. | Review of DRAFT Business Plan Update | p-7 | INFORMATION |
| 4. | Diversity Statement | p-9 | ACTION |
| 5. | COVID-19 Response and discussions <ul style="list-style-type: none"> • Staff, attendance, safety • Special Weekly CAM Meeting • FACT's Recovery Plan | p-11 | ACTION |
| 6. | Triennial TDA Audit Follow up – TC outreach, discussions w/ SANDAG | | INFORMATION |
| 7. | Financial Updates (Separate cover), and Finance Committee Report on proposed FY 2021 Budget | p-13 | ACTION |
| 8. | FACT Services Updates | p-16 | INFORMATION |
| 9. | Executive Director's Report <ul style="list-style-type: none"> • TC Board member Appointment – Hon Jewel Edson • Annual Meeting Planning • NCTD Meeting re. new service • Vehicle donations update | p-19 | INFORMATION |
| 10. | Board Member Updates/Proposed Agenda Item | | |

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

May 28, 2020

Teleconference 9:15 am

Board Members Attending	Hon. George Gastil, Susan Hafner, Hon. Phil Monroe, Gideon Marcus, Hon. Bob Campbell, Hon. John Aguilera, Hon. Dave Roberts, LaVonna Connelly, Hon. Kellie Hinze, Hon. Jewel Edson
Board Members Absent	None
TAC Members Attending	None
Staff Attending	Arun Prem, Meagan Schmidt, Budd Anderson, Jonathan Albarran, Cynthia Pedersen
Public/Guests	Brian Lane, SANDAG; Daphne Dupreau, Alan Renaldo, Greg Rush – AAA Transport; Ivan Ebba, Chelsea Klusman – Furaat, Inc.
Public Comments	Board members recognized drivers Chelsea Klusman from Furaat and Alan Renaldo of AAA Transport, for Outstanding Customer Service in going above and beyond with riders and their needs. The Board and staff thanked Jonathan for his hard work in providing transportation requests for homeless riders during the COVID-19 crisis.
April Board Meeting Minutes	Chair Hon. George Gastil called the meeting to order at 9:15 am. Motion to approve the April 23, 2020 Board Meeting Minutes was made by Hon. Bob Campbell. Second by Hon. Jewel Edson. The motion passed unanimously.
Review of FACT Business Plan Update	<p>Budd Anderson updated the Board regarding modifications to the Business Plan. SANDAG requires FACT to update the Business Plan annually. The current Business Plan update (2020-2025) was approved in September 2019. Budd said staff will send the Draft plan to the Board in June 2020 for review and feedback.</p> <p>Phil Monroe said the non-traditional services will be interesting because FACT has done several non-traditional things this year, including food deliveries and COVID-19 testing. Arun said that both of those services are likely to continue for the foreseeable future. LaVonna asked how liable FACT is from potential virus infections being transmitted and asked if FACT has liability coverage. Arun said that issues like this are not new and he didn't think it posed any additional issue for FACT.</p>

	<p>Phil added that he would like to see something in the Business Plan about CARS, the new answering service, and how it facilitates contacting FACT.</p> <p>Staff requests Board feedback regarding the 2021-2026 Business Plan outline for likely review in July 2020.</p>
<p>COVID-19 Response and Discussions</p>	<p>Arun informed the Board that staff is still working remotely. He said the governor had recently implemented the Great Plates program which provides restaurant food delivery to people in need of meals. LaVonna said that the program is underutilized due to confusion in the wording and requirements. Jewel Edson offered her help to get the word out to state officials about the program issues. Arun said that there are other food delivery programs available to help those who don't qualify, such as Jewish Family Services.</p> <p>Arun said that the new SDMTS Taxi Administration director, Leonardo Fewell, recently reached out to him to discuss their concerns and address common ground areas for future collaborations with FACT.</p>
<p>FTA Title VI Compliance Plan and Authorizing Resolution</p>	<p>Arun updated the Board regarding modifications to the FTA Title VI Compliance Plan, a requirement by SANDAG and Caltrans as a subrecipient of FTA funds. This must be done every three years, with the updated plan due May, 2020.</p> <p>The Board approved FACT's last Title VI Plan update on April 27, 2017. It was approved by Caltrans and SANDAG. Budd said that only a few changes were made to the current plan that included demographic information, FACT's address change, and updated marketing materials.</p> <p>The Compliance Plan was enacted as part of the landmark Civil Rights Act of 1964. It prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance.</p> <p>Recommendation: Staff requests Board members for approval of the updated Title VI Plan and authorization for staff to submit the plan. Motion to approve made by Hon. Bob Campbell. Second by Hon. John Aguilera. The motion was approved unanimously.</p>
<p>2020 Retreat Planning and 2020 Annual Meeting Planning</p>	<p>Arun presented options to the Board with regards to the 2020 Annual Retreat that included:</p> <ul style="list-style-type: none"> • A Zoom teleconference meeting for those who prefer not to meet in person, while others could choose to be present • Meet in person with carefully monitored social distancing enforced • Postponing the Retreat until early 2021

	<p>After considering the COVID-19 crisis state of affairs, Board members discussed options and preferences. Hon. Dave Roberts motioned to postpone the Annual Retreat until early 2021. Second by Hon. Phil Monroe. The motion was approved unanimously.</p> <p>Arun said that due to the COVID-19 situation, the status of the Annual Meeting scheduled for December 15, 2020 is uncertain as well. He said that at the last Board meeting Hon. Kellie Hinze was recruited to be on the Planning Committee with George to help put together an exciting and interactive Annual Meeting agenda.</p>
Triennial TDA Audit Follow-up	<p>Arun said that SANDAG announced at the last SSTAC meeting that they are considering funding FACT with off the top 25-30% of funds available for the next two-year cycle. Brian Lane said this is great for FACT to receive as dedicated funding. He said next steps is to present proposals to the Transportation Committee in July, for the final vote on funding. Arun said that non-profits have not been as fortunate as transit agencies in receiving allocations from the stimulus money.</p> <p>Arun said he appreciates all the efforts made by FACT's Board members, Committee members, SANDAG executives, and Brian. He added that due to lower tax collections, SANDAG's projections for the TDA 4.5 funding for FY 2021 are reduced to approximately \$138,000, a reduction of around \$8,000-\$9,000 from previous estimations. Phil said that this funding is absolutely required to keep FACT as a stable organization.</p> <p>Jewel said that as a member of the Transportation Committee, she has spoken on behalf of FACT and is happy to do so again, as well as speak with the SANDAG Board on occasion. Arun thanked Jewel for her advocacy for FACT and said that FACT cannot have enough reminders to the Transportation Committee of what FACT does and how it is relevant. He said that FACT should continue to do more outreach meetings and discussions with TC members to make them aware of what is happening and address any concerns they may have. He said he appreciated any assistance from the Board in this effort.</p> <p>Arun recently spoke with Travelers Aid Society, CEO, Marcy Roke. They are the largest grantee aside from FACT and Jewish Family Services. Arun said he proposed a discussion with JFS to Brian and would like it to take place before the Transportation Committee meets in July for the vote on funding.</p> <p>Bob asked Arun to send the Board a current list of Transportation Committee members and a short list of talking points.</p>

<p>Financial Updates and Summary – February 2020</p>	<p>Arun presented the March 2020 Financial Report. The balance sheet through March 2020 remains consistent and is stable between both years. Timely invoicing, receivables, and better cash flow management overall continues.</p> <p>Income through March 2020 was only 10.31% under budget. Overall Expenses were 20.02% over. Net income through March 2020 has a negative balance of \$111,814.79 This balance has been reduced after a March profit of \$5,661.08. the new cycle 10 Grants with SANDAG have started, RideFACT's 5310 Grant is awarded, and the match will no longer be compensated through contracted services and reserves.</p> <p>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.</p> <p>Arun said that expense projections and how to project revenues from contracted services are difficult for the next six to eight months. He said that adjustments would be made based on estimates on trips demand over the next few months, and that a budget amendment may be needed. A Finance Committee meeting is planned in early June to prepare the 2021 Budget, which would be presented at the June Board Meeting.</p> <p>Hon. John Aguilera asked if FACT applied for any state money to be refunded for some of the purchases due to COVID-19. Arun said that staff would look into any state provisions in this matter.</p>
<p>FACT Services Update</p>	<p>Meagan Schmidt informed that FACT's Flexible Fleet continues to provide shelter trips for HHSa. These trips began March 23, 2020 with vendors using Personal Protective Equipment. There have been 200 rides to date with this ongoing service.</p> <p>The <u>On-Demand Meal Delivery Trips</u> also continue; FACT has partnered with 211 and AIS to transport meals with services projected to continue through June. These trips began April 10, 2020 with over 400 meals delivered.</p> <p><u>CTSA Referrals</u> for March were 141 which included MTS Access, NCTD, LIFT, Go Oceanside, VA Transportation Network and 211.</p> <p><u>Monthly RideFACT & Total One-Way Trips</u> totaled 2,919 with a large drop in the Escondido senior rides due to the shutdown of the Senior Center. All other contracted services declined with the second half of March showing the largest decrease in numbers.</p>

	<p>The total number of one-way trips was 211,507 through March 2020.</p> <p>Meagan said currently ride numbers are showing a slight increase with the first phase of the state reopening. Bob thanked Arun, Meagan and staff for their flexibility in adapting the changes and said it is fantastic. George also thanked everyone for “holding it all together.”</p>
Executive Director’s Report	<p>Arun updated that contracts for San Marcos and Oceanside are both close to renewal. He said that San Marcos has less funds for next year’s services but they want to continue the senior transportation collaboration with FACT. Oceanside also wants to renew the FACT contract.</p>
Board Member Updates/Proposed Agenda Items	<p>Gideon Marcus announced that he would no longer be able to serve as a Board Member due to limited time he is able to devote to the FACT Board that it deserves. He thanked everyone and offered to be a resource if needed. Arun and the Board Members thanked Gideon for his time and service on the Board.</p>
CLOSED SESSION – Personnel Update – ED Review Committee Report	<p>Closed session with Board Members and Arun. The Board conducted Arun’s performance as Director on the 10-year anniversary of FACT service. The Board approved equivalent of 5% increase in base pay on the prior year’s compensation.</p>
ADJOURNMENT	<p>Meeting was adjourned at 11:00am.</p>

ITEM # 3**TO: BOARD OF DIRECTORS****FROM: Arun Prem, Executive Director, and Budd Anderson, Grants Management Analyst****RE: Review of FACT's Business Plan 2021-2026 Update****ISSUE:**

FACT's CTSA contract with SANDAG requires an annual update of the Business Plan. The current Business Plan update (2020-2025) was approved in September 2019.

The below table summarizes the proposed 2021-2026 Business Plan updates. This item provides an opportunity for the Board to review the areas where staff plans to make updates to existing Plan elements or introduced new ones.

BACKGROUND

The 2021-2026 Business Plan is streamlined to include less historical information and to focus on current services and strategic planning. Past Business Plans are available for review. Suggested changes to the Plan were presented at FACT's May 2020 Board Meeting. Staff sent the DRAFT Plan to the Board for review and feedback during the week of June 22, 2020. Any feedback received through July 23, 2020 will be presented to the Board for review.

FACT 2021-2026 Business Plan update includes the following revisions to projects/status:

Most sections were restructured, updated, reworded, and renumbered accordingly		
CHAPTER	SECTION	DESCRIPTION OF CHANGE/S
Chapter 1 FACT - An Overview	Highlights	Updated Overview Chart through FY 2019.
	Governance	Updated Organization Chart with Staff, Board, and CAM changes - Removal of TAC (no longer active).
	CAM	Updated CAM Membership.
Chapter 2 Specialized Transportation Needs	No changes	Data current based on SANDAG's 2018 Coordinated Plan.
Chapter 3 FACT Services and Programs	Core CTSA Services	Updated service and ridership data and added FACT joining 2-1-1's Community Information Exchange (CIE)
	FACT Transportation Services	Information on how FACT's transportation services are closing service gaps identified in the SANDAG Coordinated Plan. Updated contract services information and added the following services: Scripps Health, City of Escondido, and COVID-19

Chapter 4 Proposed Services and Programs		Response/Special Services. Deleted past contract details.
	Vehicles	Updated information on FACT's 5339 (b) FY 2018 and FY 2019 awards and vehicles to be purchased.
	Coordinated Outreach	Updated association memberships, meetings, councils, and other community groups FACT staff participates in.
	Service statistics	Updated the service statistics charts and graphs with FY 19 data.
	SANDAG 5 Big Moves and Flexible Fleets	Added a section on SANDAG's 5 Big Moves, Flexible Fleets, and FACT's involvement in planning and service delivery.
	Services for Rural and Other Underserved Areas	Changed section title and updated section on rural area service availability.
	Pandemics/Non-traditional services	Added a section on responding to pandemics and providing non-traditional services to meet temporary changes to client needs.
Chapter 5 Funding	Grants	TABLE 5-1 - Removed past funding to streamline plan. Updated FACT's TDA 4.5 allocation, grant funding, and funding status.
Chapter 6 Projects and Managing Demand	Figure 6.1 Service projections	Updated service projections based on grant project funding.
Appendices	<ul style="list-style-type: none"> • CTSA Work Plan • FACT Service Area Map • FACT Title VI Plan & Non-Discrimination Program 	Updated with FACT's FY 19-20 CTSA Work Plan, FACT's FY 2019 service/trips map, and a link to FACT's updated Title VI Plan.

RECOMMENDATION:

Staff requests the Board's feedback on the 2021 -2026 Business Plan. Based on Board feedback, staff plans to update the DRAFT, redistribute it in early July, and request Board approval at the July Board meeting.

ITEM #4

TO: BOARD OF DIRECTORS

FROM: Hon Bob Campbell, Board member and Arun Prem, Executive Director

RE: Diversity Statement

ISSUE:

As a result of the widespread protests against racial injustice a number of organizations have recently adopted and/or communicated their commitment to racial equality and diversity in the workplace and the organizational culture. The following example of a statement issued by Arizona Boardwalk, an organization based in Scottsdale AZ, was proposed for discussion and review by the FACT Board.

BACKGROUND

FACT is committed to equality and diversity at the workplace and in the performance of all our services by virtue of its policies stated in the Employee Handbook and the Board approved Equal Employment Opportunity (EEO) plan, and Title VI (Civil Rights Compliance) Plan.

A clear and strong statement of our values would contribute to the current discussion and restate FACT's commitment for the benefit of all stakeholders.

Arizona Boardwalk joins others in the outrage at and sadness for the inhumane treatment, senseless brutality, and unnecessary deaths because of racism and discrimination. We stand with our Black colleagues, guests, and community in the fight for ending racial injustice.

Arizona Boardwalk is a gathering place to create shared, memorable experiences. We welcome all guests regardless of race, ethnicity, age, religion, gender, nationality, socioeconomic status, and sexual orientation. We do not tolerate discrimination, violence, brutality, or unfair treatment of people and animals.

Our Mission states, "We deliver amazing guest experiences that create fun memories, heighten awareness, and inspire change, while fostering growth for our team members." We live this mission through a set of core values that guide our actions.

Core Values

HONESTY: Transparency in all aspects

INTEGRITY: Do what is right, not popular

DEDICATED: People, animals, and environment

RESPECTFUL: Resources & Community

GRATITUDE: Who we are, what we do & the ability to create it

COLLABORATE: To better ourselves, our communities & the world

We believe that a diverse team of individuals offer a difference of thoughts and ideas as a result of their varied personal life experiences and cultural backgrounds. This collective form of diversity ultimately enhances the

experience of both team members and guests.

We are evaluating many current practices because there is always room for improvement. Change begins now and this is how we start.

- 1. Ensure our hiring practices remain committed to recruiting, retaining, and recognizing our team members regardless of race, ethnicity, age, gender, religion, and sexual orientation.*
- 2. Include the importance of a culturally diverse mindset when onboarding, training, and mentoring employees.*
- 3. Amplify the communication of our diversity statement so that our team and guests are aware.*
- 4. Collaborate with the newly appointed Executive Director of OdySea Aquarium Foundation and Butterfly Wonderland Foundation to expand the level of support within our community.*

We recognize our responsibility to drive beneficial change by inspiring people to respect one another, nature, animals, and the world we all share.

*Sincerely,
Arizona Boardwalk*

ITEM #5

TO: BOARD OF DIRECTORS

FROM: ARUN PREM, EXECUTIVE DIRECTOR, MEAGAN SCHMIDT, DIRECTOR OF OPERATIONS & BUDD ANDERSON, GRANTS ANALYST

RE: COVID-19 RESPONSE & DISCUSSIONS - FACT's DRAFT RECOVERY PLAN

ISSUE:

FACT Staff have developed a recovery plan in order to guide the staff and workplace operations as well as transportation services gradually returning to normal. The plan relies on guidance from the CDC, State of California and County Health Department mandates and recommendations. It is a working document; staff will continue to monitor the developments and make updates to the plan as needed.

RETURN TO WORK (RECOVERY) PLAN

FACT STAFF AND ONSITE WORKING

As of Monday, July 20th 2020, 5 of the 9 staff will resume full time work at the FACT office – Executive Director, Director of Operations, Office Manager, Grants Management Analyst, and Lead Mobility Coordinator. *All staff will be consulted in order to assess any risk, family commitments or circumstances that would cause hardship or pose a threat to staff returning to the workplace.* Between August 1 and October 1, ALL full-time staff will resume work at FACT's office. The part-time Accountant will resume working in the office once a week.

ALL meetings will continue to be hosted virtually until further notice.

SAFE WORK ENVIRONMENT SUMMARY¹

- Practice social distancing in all areas of workplace; safety training for all staff in early July
- Frequently sanitizing high touch points including all restrooms, kitchen surfaces, all doorknobs and handles, and desk surfaces
- Enforce social distancing and use of face covering during internal and external meetings
- Touch-free sanitizer dispensers will be installed in common areas - bathrooms, kitchens, copier room, and entrances
- Gloves and disinfectants will be placed in the kitchen
- All transactions with external vendors, delivery personnel, guests or workers will be touch free, and require social distancing and face covering by staff and visitor
- Signage and distancing guide will be displayed to reinforce safety protocols

MEETINGS

Board, CAM and stakeholder meetings will continue virtually until October 1. In person Staff meetings will be held only when necessary and will require distancing and face coverings.

¹ See FACT's COVID-19 Guidance for Office Workspace for further guidance

RIDERS, DRIVERS and DELIVERIES

FACT will continue to assist brokerage vendors with PPE (sanitizers, masks and gloves etc.) and recommend the safety procedures be followed strictly. Ride sharing will remain suspended indefinitely.

FACT's desire is to continue to serve vulnerable populations, primarily seniors, persons with disabilities, and others with mobility challenges, while maintaining safety protocols for riders and drivers as prescribed by the CDC.

Fare collection will resume on July 20th.

RIDERS & MEALS/FOOD DELIVERIES: Mobility staff will remind riders to:

- Stay home when sick
- Refrain from non-essential travel
- Keep facial covering /mask on during ride and when approaching driver or other passengers
- Allow drivers to have windows open while driving when possible
- Utilize the backseat and maintain social distancing whenever possible
- Meal deliveries will continue as long as services are needed by the County HHS and 211

DRIVERS

- stay home when sick
- cover coughs and sneezes
- Ask passenger to ride in the backseat and 6 feet apart where possible
- Avoid ridesharing unless riders are from same household
- sanitize the vehicle (door handles, window buttons, seatbelt buckles, steering wheel, gearshift, signaling levers and other vehicle parts commonly touched before beginning rides for the day, in between passengers, and at the end of shift.
- Leave window down for ventilation when possible
- Limit contact during fare collection

The Recovery Plan will be reviewed and updated as conditions and guidance from health authorities change.

RECOMMENDATION

Staff recommends Board members review and approve the proposed recovery plan.

ITEM #7**TO: BOARD OF DIRECTORS****FROM: Finance Committee (Hon. Phil Monroe, Hon. John Aguilera and Susan Hafner), Arun Prem, Executive Director, and Julius Burgos, Accountant****RE: Finance Committee Report on proposed FY 2021 BUDGET; Summary of April 2020 Financial Statements****ISSUE:**

Staff worked with the Finance Committee – Hon Phil Monroe (Board Treasurer), Hon John Aguilera and Susan Hafner to develop the proposal for the FY 2021 Budget, which is presented below for review by the Board.

Summary of DRAFT FY 2020-21 Budget Proposal:

Staff had meetings with the Finance Committee on June 9th and 11th to review the year to date expenses, FY 2020 expense projections, and performance against the current year's budget. The information was used as basis for developing the FY 2021 Budget consistent with prior years. Given the immediate and potential impacts of the pandemic on expenses, revenues and services, several adjustments were discussed. For example, TDA income was reduced due to the projected reduction in sales tax collections, and hiring for a new position was deferred due to reduced demand for rides. The Committee discussed the detailed projections for revenues, including the contracted service revenues, which are difficult to project in this dynamic situation. The committee also looked at proposed expenses for Salaries/Wages - the current year budget amount was maintained; the board approved Mobility Coordinator position hiring was put on hold based on the uncertainty in demand for rides. The reduction in TDA funding was a setback due to an 8.39% reduction and the fact that it is the only flexible source of funding. Insurance budget was increased to cover employee healthcare insurance expenses approved during the current year. Telecommunications expenses increased due the 24/7 backup call center support provided under the CARS contract. There were decreases in expenses in a number of line items directly impacted by the pandemic, including travel, conference expenses, local mileage expenses and FACT Meeting expenses. Staff wishes to thank the Finance Committee for volunteering time and effort for the detailed review and the recommendations in order to get the DRAFT proposal ready for Board review.

The Budget was developed from actual expenses during July 2019 through March 2020 of the current year and expense projections for the remainder of the fiscal year i.e. April through June 2020. Current year expenses are projected at 6% under budget (-\$86,976.53). Most of this underspending was due to less than anticipated expenses in Contracted Services due to the COVID-19 pandemic, and savings due to reductions in meeting expenses, deferred conference travel, reduced local mileage, and some savings in Salaries and Wages.

The proposed FY 2021 Budget is balanced and all expenses are covered by grants that have been fully funded and matched, or contracted services revenues. Income and expenses for the 2020-21 Budget are \$1,675,350.00 - a 4% decrease over the prior year budget of \$1,739,465.00.

Last year a considerable amount of FACT's current reserves (\$200,000) was shown as part of the "Income" for the purpose of matching the RideFACT SMG grant; the income generated from contracted services during the FY 19-20 (\$35,008.81) helped offset some of the reserve spending.

This year the RideFACT 5310 Grant match was fully funded and FACT's reserves will no longer be needed to pay for rides.

Notes on Explanations of Variances to explain variance between the Year to Date Total FY 19-20 Expenses and the DRAFT FY 20-21 Budget amounts are at the side of the budget spreadsheet.

Income

Major revenue sources for purchased transportation/RideFACT are 5310, SMG, TDA 4.5 funds, Contracted service revenue and County Grants. This year, \$400,000 is budgeted for RideFACT (\$200,000 from SMG grant; \$200,000 5310 grant as 50% match).

Major sources of Mobility Management income include SANDAG grants (\$300,000 in SMG, \$300,000 in 5310 grants). Caltrans 5310 is a three-year grant with a balance of \$266,667.

Contracted services are projected to increase due to new services added. However, a small increase is projected due to the recent pandemic and amount of time it will take to get back to the normal demand. Contracted Services gross revenue is estimated at \$220,000 (actual gross revenues from contracts projected through the current year end - June 2020, are expected to be \$204,156.17).

FACT applied for additional County Grants totaling \$50,000. We were awarded \$15,000 last year.

Expenses

The largest expense line item is Salary and Wages - \$591,000. Because of the current COVID-19 crisis and resulting decline in demand, the Board approved hire for a Mobility Coordinator position was put on hold. The proposed expenses include modest performance-based increases in wages.

Proposed Contracted service expenses are \$180,000, up from \$150,000 (budgeted) in the prior year, an increase of 17%; Actual expenses at end of June are expected to be \$169,147. RideFACT expenses are projected at \$370,000. This is \$30,000 less in expenses due to a decrease in April -June as a result of the pandemic. An overall reduction in RideFACT demand is expected during FY 2021.

Office space lease expenses will increase in FY 2020-21 as per the new lease agreement and extended office space. The total outlay is \$62,500 which includes funds for facility maintenance, common space utilities, and repairs. Insurance costs are expected to be \$62,600 this year, mainly due to the Employee Medical Insurance being added and rate changes anticipated by the insurance broker. In view of relatively smaller utilization of legal services compared to last year's expenses (which involved office space lease review, Brokerage contract, Drug & Alcohol Program, and assistance with other ongoing matters and new services), the legal fees are projected at \$15,000. Audit fees are \$10,000 to cover the same audit as the previous year. Travel expenses are lower along with conferences and meeting expenses.

Telecommunications will increase to cover the after-hour dispatch CARS, Inc. and Polycom phone system.

Discussion

The last item on the budget titled Reserve / Grant Balance represents a partial replenishment of reserves expended in the prior year as a result of the 5310 grant match, and a possible grant balance remaining at year end because of the COVID-19 impact on contracted services and other expenses. FACT has identified revenues to meet all projected expenses during the FY20-21. Several factors are expected to affect FACT revenues and reserves this year – uncertainty in contracted service volumes being a major contributor. Reserve spending will end as the new SMG and 5310 grants take effect; staff will monitor ridership levels and proactively take steps toward managing demand in order to minimize the impact on RideFACT riders and Agency Services clients.

RECOMMENDATION

Staff recommends Board members review and approve the FY 20-21 Budget proposal recommended by the Finance Committee.

ITEM #8

TO: BOARD OF DIRECTORS

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

RE: FACT Services update

ISSUE:

This item presents a monthly RideFACT and agency services update.

BACKGROUND:

	April
SERVICE	ONE-WAY TRIPS
County COVID-19	77
Scripps	38
Escondido	0
County HHSA TB	16
San Marcos	36
Oceanside	132
Parkinson’s Assoc.	0
Tri-City	84
MV	0
RideFACT	1,555
TOTAL	1,938

Special Services

FACT began providing on demand transportation at the request of the County the week of March 16th to transport homeless individuals (symptomatic and asymptomatic) to and from shelters/hotels and other sites as requested by County staff. FACT has provided 89 trips through April. The trips are ongoing.

FACT/County Aging & Independence/2-1-1 Meal Delivery Trips – FACT’s vendors currently pick up meals Monday – Friday mornings and deliver to various residences throughout the County. FACT has offered similar assistance to cities and other agencies through CAM and outreach to San Diego County Supervisors. For the month of April 250 trips were provided.

Scripps Health

FACT's service agreement with Scripps Health began January 15, 2020; 154 trips were provided through the end of April. 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. The Pilot is scheduled to end June 30, 2020. FACT will meet with Scripps in early July to review options for extending the agreement to provide trips.

City of Escondido

FACT provides 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 4,129 trips between November and March 2020. Trips were paused in mid-March due to COVID-19 and have not resumed as of yet.

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. 418 trips have been performed under this contract between late November 2018 through April 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. This contract has a term through April 12, 2020. Between June 2018 – March 2020, 170 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 2,567 trips between February 2018 – April 2020. There are approximately 150 registered riders. FACT has received Amendment 3 to extend the contract through June 2021.

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 3,888 trips for Tri-City patients between December 2016 – April 2020.

City of Oceanside Senior Van Service

Contracted service for Oceanside began in September 2013. FACT has invoiced City of Oceanside for 31,953 trips from September 2013 – April 2020.

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

The current contract is through June 2020. FACT staff spoke with Oceanside staff recently regarding a new amendment to extend the contract through 2021.

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

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
19-Jan	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
20-Jan	1,372	132	176	0	2,994	2,849	145	1,680	4,529	10.1	\$13.99
February	1,237	138	176	0	2,693	2,608	85	1,567	4,175	9	\$15.30
March	1,650	141	177	1	2,015	1,931	84	988	2,919	8.8	\$13.95
April	1,720	347	183		1,586	1,555	31	383	1,938	8.8	\$15.04
Subtotal	12,311	1428	183		25,224	24,015	1209	10,712	34,727		
TOTAL	172,567	4,927	183			132,585	5,158	80,860	213,445		

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:

5/28/2020 Meeting – CALACT Legislative Committee - Arun

6/2/2020 Meeting – CAM Weekly Update COVID-19 – Meagan, Budd

6/3/2020 Enterprise Demo - Arun

6/4/2020 T.C. Outreach to Supervisor Desmond – Arun

6/4/2020 Webinar – Restoring and Reimagining Transit Service in a Pandemic Transformed World - Arun

6/5/2020 Meeting – Transportation Committee Webinar – Arun, Meagan

6/5/2020 Meeting – CALACT Board Meeting – Arun, Meagan

6/9/2020 Meeting – CAM Weekly Update COVID-19 – Arun, Meagan, Budd

6/11/2020 Meeting - CALACT Legislative Committee Meeting - Arun

6/15/2020 Meeting – ADA Eligibility Office Transportation – Arun, Robert Gebo

6/16/2020 Meeting – NC Community Leadership Team 2020 – Arun

6/16/2020 Meeting – CAM Weekly Update COVID-19 – Arun, Meagan, Budd

6/17/2020 Meeting – Meeting – TC Presentation regarding SANDAG Grant Cycle 11 – Arun

6/18/2020 Webinar - ASAC - Arun

6/22/2020 Meeting - APTA Mobility Management Steering Committee – Arun

6/23/2020 Meeting – CAM Weekly Update COVID-19 – Arun, Meagan, Budd

6/24/2020 Meeting – With Kristin Gaspar – Arun, Budd

6/24/2020 Meeting – Age Well San Diego Transportation Team – Christine Patch, Arun

6/24/2020 Webinar – Financial Planning During a Crisis – Arun

6/25/2020 FACT Board Meeting

6/30/2020 Meeting – CAM Weekly Update COVID-19 – Arun, Meagan, Budd

Upcoming Meetings and Events

7/1/2020 Meeting – CALACT Conference Committee – Arun

7/4/2020 4th of July – Office Closed

7/6/2020 Meeting - FACT SD Grant – Anette Blatt, Arun