Meeting Agenda and Notice
FACT Board of Directors Meeting, and Media Event
April 25, 2013
County Administration Center
1600 Pacific Highway, San Diego, CA 92101

9:00 a.m.   **Media Event**   **1600 Pacific Highway - West Plaza**

9:30 a.m.   **Board Meeting**   **1600 Pacific Highway - Room 302**

1. Approval of March 2013 Board Meeting/Retreat minutes   p-2   ACTION

2. Public Comment   INFORMATION

3. Board Chair's Report   INFORMATION

4. Review of Mission Statement   p-12   ACTION

5. Review of Business Plan   Update   p-14   ACTION

6. Governance, Board, TAC and CAM Updates
         INFORMATION/ACTION

7. Service updates   p-16   INFORMATION
   • March 2013 ridership
   • CSUSM Senior Experience student team presentation

8. Review of Procurement Process   p-17
         INFORMATION/ACTION

9. Presentation – Julie Kercher's research paper on FACT   p-21
         INFORMATION

10. Review of Financial Statements, March 2013   INFORMATION

11. ED Report   P-22   INFORMATION

12. ED Performance Appraisal process   P-23
     DISCUSSION/ACTION

    ADJOURNMENT

FACT's Mission is to assist seniors, persons with disabilities, veterans, and social service recipients in San Diego County to meet their transportation needs.

ITEM #1

FACT Board of Directors' Retreat Minutes

March 28, 2013
County Administration Center, Room 302
1600 Pacific Hwy, San Diego CA 92101

Board Members Attending	Hon. Dave Roberts, Hon. Teresa Arballo Barth, Bob Campbell, Phil Monroe, LaVonna Connelly, Hon. John Aguilera, Alane Haynes, Milena Chakraverti-Wuerthwein
TAC Members Attending	Janelle Carey-MTS, Danielle Kochman-SANDAG, Kim Thorp-NCTD, Floyd Willis-AIS
Board Members Absent	Susan Hafner and Norine Sigafoose
Staff Attending	Arun Prem, Oswaldo Perez, Meagan Schmidt, Budd Anderson, Noah Minner
Public/Guests	sign in sheet on file
Introductions	Chair Bob Campbell called the meeting to order at 8:35 AM. Bob thanked Dave Roberts for inviting FACT to hold the Board Retreat at the County Administration Center. John Aguilera led the group in the flag salute. Introductions were made.
Public Comment	Bob mentioned a concern brought by Floyd Willis during previous meetings, which he recommended for discussion during an Executive Committee Meeting to take place prior to the April Board Meeting. Floyd thanked the Board and apologized for not being able to attend the last Executive Committee meeting.
Approval of February 28, 2013 Board Meeting Minutes	**Motion to approve the February 28, 2013 Board Meeting minutes made by Dave Roberts. Second by John Aguilera. The motion passed with abstentions from Teresa Arballo Barth, LaVonna Connelly, and Bob Campbell.**
MTS vehicle donations – committee recommendations	Arun discussed Metropolitan Transit System (MTS) and FACT's vehicle donation partnership. In January MTS and FACT Boards approved the collaboration to donate 10 retired vehicles from MTS's fleet. MTS worked with FACT to find eligible recipients. The buses were formerly operated by MTS Access, the transportation service for persons with disabilities who are unable to use

regular transit without assistance. All buses are 2006 El Dorado National Type Bs, gasoline powered and run on the Ford E450 chassis. They seat up to 16 passengers and accommodate up to 4 passengers in wheelchairs.

FACT issued a press release, sent the application via email, and posted it on FACT's website. Fourteen (14) agencies submitted applications; a total of 24 vehicles were requested. The review committee (Brian Lane, Lisa Madsen, and Floyd Willis) prioritized agencies that offered services to persons with disabilities and looked at their ability to operate the vehicles safely.

Recipients: Alpha Project (2 vehicles), City Link Foundation (2 vehicles), Home for Guiding Hands (2 vehicles), Renewing Life (1 vehicle), St. Madeleine Sophie's Center (2 vehicles), and YMCA of San Diego County (1 vehicle).

Recipients will be required to paint the vehicles before they are put in service as well as report vehicle usage every quarter to FACT. An MOU will be drafted and signed by recipients.

Phil asked if the application specified that the vehicles would be awarded to nonprofits. Arun said the application did not exclude for-profit because the response was unknown at the time. He said the accompanying documentation and press release mentioned MTS's interest in donating to non-profits. For future, Phil suggested announcing the donation process to non-profits and only to for-profits if there was lack of interest. He said this could be perceived as being misleading toward for-profits. Dave Roberts said he had spoken with several non-profit directors who were not aware of the vehicle donation initiative. He said FACT needs to better elevate visibility and increase awareness of projects and initiatives; he suggested follow up stories in the media. He asked if it was possible to include decals on the donated vehicles to indicate they were donated by MTS and FACT.

Motion to approve the vehicle donation committee's recommendations with the suggestion that the vehicles include MTS and FACT logos as well as decals indicating the vehicles were donated by both organizations made by Dave Roberts. Second by Teresa Arballo Barth. Alane felt the 1,320 estimated ride projections indicated by one of the vehicle recipients seem high and requested further clarification. Arun said the proposal was from City Link and felt it was an aggressive proposal but was feasible. Ben Macias said City Link provides transportation for the Regional Center that requires a high

	volume of trips; he referenced a route in which 1 vehicle performs 100 one way trips a day. Phil said he was pleased that reporting measures were required for vehicle recipients. He asked if there was an update on the status of past donated vehicles. Arun said there was little response from past recipients and the ones that did respond were not using the vehicles effectively. Phil requested that Staff follow up with remaining recipients and report back to the Board. Teresa agreed with Phil and added that these recipients should not be eligible for future donations until they report on past vehicle usage. Phil asked why a selection process was used instead of a lottery process associated with the last round of vehicles. Arun said a different process was implemented to satisfy MTS's objective of quantifying ridership. Phil asked if MTS would allow their logo to be associated with the donated vehicles. Janelle Carey from MTS said she could suggest this be included as a potential requirement in the MOU. Bob said MTS and FACT should also be included in all publication issued by recipients regarding the vehicles. He asked MTS to assist with this statement inclusion. He also asked if the donated vehicles were not used appropriately by recipients they would be recovered by FACT and redistributed. Arun confirmed and said reporting requirements will ensure the vehicles are being adequately utilized. Bob asked how the vehicles were inspected to ensure they would be in operational condition. Arun said MTS has completed prerelease inspections on the vehicles; documentation could be obtained from MTS. **The motion passed unanimously.**
Review FACT Mission	In October 2012 Board members suggested revisiting the Mission in order to clarify whether low income individuals should be referred to as social service recipients. Bob discussed Angels Depot's boxed food program and how food boxes where labeled reserved for low income people. Half the eligible recipients refused the boxes because they resented being labeled as low income. He said sensitivity regarding language and the impact it has on individuals needs to be considered when selecting the wording for the Mission. Arun discussed the history of the Mission Statement and its fluidity. He said veterans were recently included in the Mission Statement because of the Veterans Community Living Initiative (VTCLI) partnership with 211 and SANDAG. During previous discussions the terms "low income" and "social service recipients" were determined to be interchangeable. It was noted that the term social service recipients was not used in the SANDAG Coordinated Plan; it was suggested that the terminology stay consistent with the plan.

Bob suggested "under-served" as a possibility. Phil recommended opening the discussion to the public for further opinion. Bob said this could be allowed.

Alane said in her opinion people would not want to be referred to as social service recipients because the money is funded by taxpayers. She referenced a study conducted by the Rose Institute that indicated that San Diego County ranked near the bottom for connecting the poor with social service. There are many people in poverty that do not use social services. The Coordinated Plan includes the phrasing "individuals with limited means". She mentioned, "economically challenged" or "transportation disadvantaged" as options. Bob added that FACT decided not to means test for income. LaVonna said the eligibility requirements for social services have tightened leaving people who need transportation assistance out of social service programs. She also stressed how pride or dignity can prevent people from accepting help from social services. LaVonna questioned the inclusion of veterans in the Mission because FACT was established to help low mobility and limited means groups; low mobility or limited means is not a characteristic of veterans as a group. She indicated that the veterans FACT was trying to serve may already be covered by one of the included groups. Teresa said seniors are included and no further definition is required to associate them as being low income or low mobility seniors; it was assumed that FACT would be helping limited means veterans in the same manner as seniors. Teresa said social service recipient term was selected because the means testing has already been done by social services.

John said there has been a lot of discussion on how not to offend certain groups and in response suggested generalizing the Mission; he proposed "helping people achieve independence". He said he also liked "underserved" as an option because individuals can determine themselves if they are underserved. Phil said grant funding has to serve the groups indicated by the grant parameters and funding sources do not allow FACT to simply help the underserved as a whole. Its FACT's job to blur these lines and assist as many individuals as possible. He felt these groups should be defined in the Mission to align with grant sources.

Bob discussed potential fraud that may result from not means testing and referenced recent fraud related to veterans benefits as an example.

The discussion was opened to the public. Bob Prath (AIS) suggested including all groups into the statement that reads FACT will assist groups that have or demonstrate their "limited ability to meet their transportation needs". Danielle Kochman (SANDAG) recognized the need

	to align the Mission with funding sources, but felt it was not necessary to add each group related to a particular grant. She felt this could be generalized in a way to include all low mobility groups without listing each specific group. This would eliminate amending the Mission every time a new group was served in response to grant requirements. Kathy Randall (AIS) said including each group in the Mission was important as well establishing a definition for each group. She stressed the point that some people are underserved but not low income. She suggested a sliding rate scale to accommodate level of affordability. Brian Lane (SANDAG) suggested "those with barriers to mobility" or "environmental justice". Phil said barriers to mobility can be self-imposed; he referenced people intentionally moving to secluded locations without transportation options. LaVonna said SANDAG is working on this same definition and suggested waiting to see what they decide before making a selection. Bob recommended that staff list proposed recommendations and bring them back for discussion at the April Board Meeting. Arun said recommendations could be summarized and assimilated and brought back to the Board for review and action.
Rider and Brokerage Provider Presentation	Meagan Schmidt introduced RideFACT riders Celia Landis and Mary Zachery. Celia and Mary volunteered to share their experiences using RideFACT. Mary said FACT has helped her remain independent and RideFACT was a blessing for her and her daughter. She explained how she had no consistent option for transportation; her daughter worked and her previously transportation source, ADT is no longer in service. She has limited social security income and cannot afford private transportation options. She could not locate a low cost provider that operated in her zip code. FACT has helped her get to her 3 weekly dialysis appointments as well as her hair appointments. Scheduling rides has not been an issue and drivers are always on time and friendly. RideFACT has liberated her from being home bound. She said her only issue with the service is the 24hr notice policy. Sometimes doctors request her presence with less than 24hrs notice. Bob explained that FACT would like to respond to requests as quickly as possible, but time is needed to ensure trips are accurately scheduled. Celia said she was very grateful for RideFACT. She was speaking on behalf of herself as well as Jean Lovitt who was unable to attend. Due to her limited mobility and access to transportation Celia felt incarcerated in her home. She utilized FACT services as often as she felt comfortable requesting transportation. Her husband recently passed away leaving her

without a consistent transportation source. She explained the limitations of LIFT and the Oceanside Senior Center transportation and how FACT has helped her when these services were unavailable. She was a very social person, but her age and lack of access to transportation limited her social interaction. She felt the isolation had an effect on her mental health. Celia thanked FACT from the bottom of her heart for the service.

Bob thanked Celia and Mary for sharing their experience and providing valuable feedback.   Phil said hearing Mary and Celia's experience has been the highlight of his entire time on the FACT board. He said this testimonial demonstrated how FACT is currently helping the people it set out to assist and was a proud moment for him as a Board member. Phil offered his assistance to Mary to clarify her social security issue regarding her husband's military retirement income. Dave agreed with Phil that this has been one of the highlights of serving on the FACT Board. He encouraged SANDAG to invite similar riders to speak at a Board Meeting. Bob said this was a good reference for how FACT is improving the quality of life of riders and demonstrates how FACT time and resources are well spent.

Meeting adjourned for a 10 minute Break at 10:00 am.

Arun introduce Greg Rush from AAA Transport. Arun said this was an opportunity for the Board to interact with a transportation provider and hear how RideFACT has influenced their business. He said AAA Transport is the lowest cost for-profit provider in the brokerage; AAA performs a large number of trips for FACT because of their competitive rates that are even competitive with non-profit providers. Greg briefly discussed AAA Transport's history and the type services offered. Greg said clients have expressed their appreciation for the RideFACT service. Arun said George Drapeau; the owner of AAA indicated that their business has increased by 25% since joining the FACT brokerage. Greg said AAA Transport performs anywhere from 200 – 400 one way trips per month. Bob thanked Greg for sharing his perspective.

Celia mentioned that not all the RidFACT providers or volunteer driver programs perform door-to-door service. LaVonna asked if there was system in place for indicating that an individual needs door-to-door service. She felt this was an important component for low mobility persons and could possibly result in liability issues for FACT if not addressed. Arun said it is a curb-to-curb service, but door-to-door service could be accommodated upon request. He said as a policy curb-to-curb service is available in order to ensure shared trips are performed

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	efficiently. Mobility Coordinators asses the persons situation by asking question regarding disabilities and mobility needs, but may not directly ask if they need door-to-door service; he said maybe this needs to be included. The questions asked regarding a person's needs usually clarifies the type of service needed.
FACT service update and DRAFT 5-YEAR service projections.	Bob discussed FACT's ongoing concerns about sustainability. Starting in FY 2016-17 there is no committed funding for transportation service. Arun provided a service update and briefly reviewed RideFACT's history. From January to June 2012 while the call volume steadily increased, the number of brokered trips provided remained small. In July there was a major spike in call volume and trips performed on RideFACT. Steady growth has continued over the past 8th months of operations and in January 2013 reached a record high of 1,444 one way trip requests. The total number of external referrals for the fiscal year was 1,520; 6,175 referrals to RideFACT, and 4,101 one way trips performed on RideFACT. The average one way trip distance was 12 miles and the average purchase cost was $20.52 per one way trip. The FACT website now includes a search tool that allows users to find public transit options. Arun highlighted the number of providers that have joined the brokerage since its inception. Yellow Cab and 24/7 Taxicab are non-brokerage partners utilized when cost effective brokerage providers are not available. Arun discussed how the brokerage provider rates are becoming increasingly cost effective and have decreased significantly from July 2012 to March 2013. Arun reviewed RideFACT service projections which represent how many trips FACT will be able to provide based on committed funding. He said demand projections were not feasible due to lack of information regarding transportation needs. Due to the short funding cycles FACT has yet to obtain funding for sustainability for FY 2016-17 and beyond. Projections will be incorporated into the Business Plan. Arun requested the Board to provide feedback in order to finalize the projections and incorporate them in the Business Plan. He mentioned that FACT is the only CTSA that does not have dedicated funding. Bob discussed SANDAG's Quality of Life Initiative and asked about FACT's involvement and whether any transportation funding would be dedicated to FACT. Arun said the projected funding is dedicated to transit agencies (MTS and NCTD) and social services. He mentioned speaking with SANDAG regarding designating FACT (CTSA) specifically instead of social services. Phil said from his understanding SANDAG cannot alter Transnet funding ratios, but with Board approval could alter the allocation process. Alane said a portion of a tobacco tax fund in other counties has been designated for transportation. She also referenced the state of Florida utilizing a DMV fee or tax for senior transportation. She said these options should be explored as potential funding sources. Bob said the DMV was approached in the past but were reluctant to fund FACT. Dave mentioned that he holds the County's Regional Planning seat and the County has two major seats on the SANDAG Board. He said these

	connections should be leveraged to promote FACT. He said FACT should conduct an education campaign to covey FACT's needs to important decision makers. Bob said he was invited to meet with SANDAG Chair Jack Dale and was pleased know he was interested in FACT. Phil said because of FACT's recent success there is a significant story to tell. He said with the help of fellow Board members this story should be relayed to Gary Gallegos (SANDAG) and the SANDAG Board within the next few months. Receive and file.
Draft RideFACT cost Analysis	Bob said in order to accurately manage and ensure FACT is using public funds effectively the total cost associated with providing a ride should be determined
	Arun and Dennis Randall presented the RideFACT trip cost analysis. In October 2012 Board members requested information on the fixed costs related to providing RideFACT transportation. The objective was to determine the fully loaded cost of the average one-way RideFACT trip. Dennis reviewed expenses and the percentage allocated to the reservations process for each expense. He explained the analysis was based on a 6 month period from September 2012 to March 2013. He discussed the process for establishing the average cost per one-way trip. The average fully allocated fixed cost for a one-way trip reservation was $7.47 and the average variable cost of purchasing a one way trip is $20.52. The average fully loaded cost of a one-way RideFACT trip was $27.99 and the fully loaded cost per mile is $2.33. Phil said he was pleased to see the report. LaVonna commended Arun and staff for managing the trip cost.
	Phil asked if any leased vehicles were currently being used by NCTD. Arun said all those vehicles have been retired and disposed of through donations or auctions.
	Bob asked if Arun could obtain information on similar agency costs throughout the country. He mentioned Arun leveraging his seat on the APTA Board as source for this information or discussion. Arun said he serves on the APTA Mobility Management Committee which received a grant to study national mobility management issues. He would be glade to bring this recommendation to the committee. Bob said hopefully some industry standard could be established by APTA regarding reporting procedures. Arun said the Federal Transit Administration (FTA) has a national database where every agency that receives a grant is required to report data.
	Kathy Randall (AIS) asked why the average trip distance was so high. Arun explained that FACT is a regional transportation service that

	accommodates riders traveling long distances across the County. Kathy asked if the ride purpose was tracked and whether distance and cost could be established for each purpose. Arun said trip purpose was not collected from riders. She said this could be helpful to track rides related to certain grant requirements. Floyd said tracking trip purposes will be needed for future grant requirements such as medical transportation related to MedAccessRide.
5 Year Mobility Management/CTSA expense & revenue projections	Arun said projections do not include revenues or expenses for capital projects or purchased transportation. The objective was to identify the cost required solely to function as the CTSA without providing transportation. He said only approved revenue sources were included in the projections. Arun discussed FACT's sustainability in terms of projected revenues and expenses consisting of: A 2.5% cpi factor applied in year 3, staffing is constant after year 2014-15, and an estimated use of 2-1-1 as back up for overflow calls as of year 2014-15. He reviewed the 5 year

expenses and revenues projections in further detail. FACT has a surplus for year FY 2013-2014, but a deficit that continues to grow from FY 2014-15 on. Arun explained that this is not the expectation but the status at the moment; he said some grants are in the process of being awarded and he was confident that FACT would secure future grants. He said FACT operates on a 2-3 year grant cycle. FACT will have to continue chasing grant opportunities unless a sustainable funding source is established.

Arun presented several possible sources of assistance including: requesting additional TDA funding, new funding sources, contracted services that provide revenue, potential for mobility management consulting. The projections would be included in the Business Plan once finalized.

Staff requests Board input regarding the projections and the options to mitigate the situation.

Phil said the TDA funding was distributed between MTS, NCTD, SANDAG, and FACT. Arun said FACT currently receives 2% of TDA community transportation funding. Phil said that when designated as the CTSA it was understood that FACT would not encroach on MTS, NCTD, or SANDAG's percentage of the funding unless FACT undertook the work load associated. He cautioned FACT against pursuing additional TDA in order to avoid conflict with transit agencies. Bob said there may be interest from the agencies to cede a portion of this funding in order for FACT to help with certain services. Arun clarified that he was aware of the sensitive situation; additional funding could come from TDA designated for administrative expenses or senior transportation. He said FACT would not pursue the transit agencies funding.

LaVonna and Bob discussed how the TDA funding allocation may need to be revisited in order to determine if the funding is distributed in the most effective way. Danielle agreed that the topic should be revisited and briefly summarized the TDA 4.5 allocation history. She said recent changes in funding sources and organization functions may allow for this dialogue to take place.

Floyd discussed the Dual Eligible Project and how Medicare and Med-CAL dollars are being used to get patients to medical appointments. He said health insurance providers are beginning to create brokerage system networks and felt FACT had a good model and product to offer. He commended Arun for addressing the Dual Eligible committee. Dave added that the Dual Eligible demonstration Project contract was approved for California.

	The meeting adjourned for a 10 min break and working lunch.
Report and discussion on FY 2012-13 and FY 2013-14 goals	Arun discussed FY 2012-13 goal priorities and progress. He listed working with SANDAG on 5 year projections, the VTCLI grant project, successful 2013 grant awards, and pilot contracted services related to FACT sustainability. FACT's 2012 Retreat attracted Norine Sigafoose and Alane Haynes to rejoin the Board. He also mentioned the mission statement, and updated Business Plan. He discussed FACT's services and highlighted the growth of RideFACT. Arun said Dennis and he improved upon financial management and timeliness of reporting; there were clean reports for the internal and TDA audits. FACT has continued to attract new partners, has nearly filled all CAM seats, and received requests from brokerage providers and agencies needing transportation. Arun said specific goals that were completed include the implementation of MedRIDE and MedAccessRIDE, expansion of brokerage to urbanized county, implementation of health and IRA benefits, successful acquisition of grants, and the updated provider database. He provided an update on goals currently in progress including the implementation of a MOU with 211 for referral intake, implementation of the VTCLI grant (SANDAG, 211), and the brokerage software procurement. Arun reviewed Board priorities for FY 2013-14 consisting of: sustainability, communication with Cities and Officials, increased visibility, veteran's mobility services, and new transportation contracts. Based on these priorities FACT staff proposed FY 2013-14 goals including: expand RideFACT to non-urban areas, implement veteran's mobility (initial phase), increase the number of brokerage vendors to 12, implement pilot project with 211 for overflow call services, implement brokerage software, identify sustainable funding for RideFACT, Cities and Official outreach, and the implementation of 3 new agency transportation service contracts. LaVonna asked for clarification on why "increased visibility" was included on Board priorities but not on the proposed goals. Arun explained that FACT has been cautious not to over promote services in order to meet demand related to outreach. He said based on current level of rides performed and future funding projections FACT may not have the room to accommodate a significant increase in ridership. FACT does not want to create interest or demand that cannot be met. Bob said he understood FACT's caution not to over sell services, but felt it was important to convey FACT's story to the community. He discussed developing an elevator pitch that briefly summarizes FACT's services, the people served, and its success. With the help of the Board Bob suggested presenting the pitch to Cities, Officials, and important decision makers within the next

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few months. Dave suggested altering the "Outreach/communications with Cities/Officials" goal to include County, MTS, NCTD, and SANDAG officials.

Dave asked why FACT was expanding to rural (non-urbanized) areas since the demand could not be met in urbanized areas. Arun said FACT applied for a grant through Caltrans specifically for non-urban (rural) areas.

Bob enquired about the feasibility of volunteer driver services. Arun mentioned Las Vegas RTD using volunteers to serve ADA paratransit as explained by Susan Hafner. FACT would be interested in hosting a workshop to determine if this model would be feasible in San Diego County. Phil and Teresa mentioned that FACT had little success coordinated transportation with Volunteer Driver programs and recommended only pursuing this type of arrangement if the program was specific. Teresa also expressed her concern with FACT aligning services with available grants. She felt FACT is altering its function to accommodate funding instead of acquiring funding to sustain its core function. LaVonna felt FACT outreach should have increased visibility and a consistent process should be established in order to avoid future criticism. She recommended an item related to this be included in the goals.

Arun said with little disposable time it was difficult to commit staff to community outreach and marketing. He said balancing staff time amongst these tasks has been a challenge. Bob discussed Board members possibly being more involved in outreach. Dave mentioned that the San Diego Futures Foundation provides IT assistance for non-profits and recommended this as a possible resource for FACT. He also suggested working with SANDAG on marketing efforts.

Bob said the meeting was scheduled to adjourn at 12:30PM but the April Board meeting will continue the goals discussion and work through the remaining Retreat agenda.

Teresa thanked FACT staff for developing the marketing card she requested.

Bob thanked Dave and his staff for hosting the Board Retreat and the audience, riders, and providers for attending. He thanked Arun and commended staff for putting together the Retreat.

Meeting was adjourned at 12:30PM

ITEM #4

TO: **BOARD OF DIRECTORS**

FROM: **Arun Prem, Executive Director**

RE: **Review of FACT Mission**

ISSUE:

Review FACT's mission with respect to definition of social service recipients; based on suggestions received during the March 2013 Board Retreat. The following may be considered:

Current Mission:

Assist seniors, persons with disabilities, veterans, and social service recipients in San Diego County to meet their transportation needs.

Alternatives suggested during Board Retreat:

Replace descriptions of recipients based on income etc. with description of the need – examples: underserved, low mobility, transportation disadvantaged, those with low mobility or with barriers to mobility, and those with transportation need.

Staff recommendation for discussion on revised Mission:

"Assist San Diego County residents or visitors with low mobility achieve transportation independence"

BACKGROUND:

In October 2012 FACT's mission was discussed during the Board meeting.

In response to FTA's award of the Veterans mobility grant to FACT/211/SANDAG FACT's mission was reviewed and updated to include Veterans.

During the discussion several Board members suggested revisiting the Mission in order to clarify whether low-income individuals should be referred to as social service recipients. Since it is possible that an individual may have low income and may not apply for social services, board members felt it was important to note that such an individual would qualify for FACT services.

During previous discussions on the Mission during 2012, the terms "low income" and "social service recipients" were sometimes used interchangeably.

It was also noted that the term social service recipient was not used in the SANDAG coordinated plan; it was suggested that terminology in the Mission stay consistent with the coordinated plan.

Discussion during March 2013:

The discussion was focused on definition of eligibility for FACT services based on income. It was generally agreed that FACT would not do means testing. While recognizing social service recipients would circumvent means testing, it was pointed out that social service were less easy to access due to the recession and many low income individuals felt social services were stigmatizing. The terms "underserved", "persons with limited means" and "transportation disadvantaged" were discussed being possibly less objectionable. Speaking on the Coordinated Plan definition of income-based eligibility, SANDAG staff and members of the audience said that general terms including persons with "low mobility" or "those with barriers to mobility" or those who have "transportation need" may be effective. An alternative was proposed suggested the use of an objective – *to help people achieve independence (through transportation)* - to describe the mission in place of defining intended recipients.

RECOMMENDATIONS:

Staff requests the Board for feedback regarding the staff recommendation for Mission that was developed from feedback received during the Retreat from Board members and the public.

ITEM #5

TO: **BOARD OF DIRECTORS**

FROM: **Arun Prem, Executive Director and Oswaldo Perez, Grants Analyst**

RE: **Review of FACT 2014-2019 Business Plan Update**

ISSUE:

 FACT's CTSA contract with SANDAG requires an annual update of the Business Plan. The last (2013-18) Business Plan update was approved in January 2012.

This item provides an opportunity to review recent updates and an opportunity for Board and TAC input prior to finalizing update.

The updates were reviewed during January, February and March 2013 Board meetings; During March, several new components of the Plan – 5-year service projections, 5-year revenues and cost projections and goals were discussed.

BACKGROUND

FACT 2014-2019 Business Plan Update includes the following revisions to projects/status compared to the current version:

Projects Implemented - during FY 2012-13:
          Section 3.4   In-house transportation brokerage
          Section 3.5   Countywide RideFACT
          Section 4.1.1 Trip Management Software procurement*

New Projects included in DRAFT:
          Section 3.8   Safety Program
          Section 3.9   Compliance
          Section 4.1.10   Coordination with SANDAG and 211 on Veterans Mobility (VTCLI)
          Section 6   Service Projections

Short Term Service Proposals – Planned, funding approved:
          4.1.3, 5   MedRIDE Service Implementation; integration with RideFACT
          4.1.4, 5   MedAccessRIDE Service Implementation; integration with RideFACT
          4.1.6   Expansion of RideFACT to nonurban areas
          4.1.11   Leasing FACT owned vehicles to service providers
          4.1.9   Technical Assistance workshops
          4.1.13   Veterans' mobility initiatives – coordination with SANDAG and 2-1-1

FACT updates the Business Plan annually to maintain the plan as a current reference. This plan is the third update to the original Business Plan adopted in 2009.

The 2009 Business Plan was a comprehensive review of FACT's purpose, the business environment, the community and stakeholders. It identified potential services and

collaborations that would contribute towards FACT's previous mission of meeting as many unmet needs for specialized transportation as possible. Due to the timing, the project proposals introduced in the original plan were presented in concept, without identified budgets, resources and/or service parameters.

The 2012-2017 Business Plan Update was an "action plan" that focused on current transportation needs and current FACT projects and services. It included a plan to respond to the mobility needs based on priorities established by regional consensus and the availability of funds. The transportation needs described in the plan were derived from SANDAG's 2010-2014 Coordinated Plan.

The plan prioritized projects by readiness. Projects were classified as "short term" or "long term" priorities or "potential new programs currently unfunded". The 2012-2017 Plan also reviewed all FACT revenues and funding sources as well as made recommendations for changes to the way FACT is funded in order to provide more certainty in the future and the ability to plan for longer terms.

The 2013-2018 Business Plan Update included details on funding/revenues. The update also focused on transportation services including Ramona RideFACT and proposed services funded by SMG and planning for a transportation brokerage.

The 2014-19 updates includes several new elements – 5-year service projections, comprehensive funding update, 5 year expense and revenue projections, and new programs like Veterans Mobility.

In February 2012, the Board reviewed the possibility of eliminating some of the Business Plan programs:

Projects concluded or proposed for elimination:
Section 4.1.9   Mobility Management for Diverse Seniors
Section 4.3.3   Volunteer Driver Program Resource Allocation
Section 4.3.4   Older Driver Wellness Program
Section 4.3.5   DMV Guaranteed Ride Home Program
Section 5.3.3   Highway 5 Mitigation Measures

After the discussion it was decided to retain all of the above initiatives with the understanding that these are not funded and are not likely to be implemented in the near term.

RECOMMENDATION:

Staff recommends the Board adopt the proposed 2014-2019 Business Plan Updates or provide feedback to help finalize it.

ITEM #7

TO: **BOARD OF DIRECTORS**

FROM: **Arun Prem, Executive Director, Meagan Schmidt, Service Planner, Oswaldo Perez, Grants Analyst, and CSUSM Senior Experience Team**

RE: **Services update & CSUSM Senior Experience Team presentation**

ISSUE:

1 FACT services update for March 2013.

2 Presentation by the CSUSM Senior Experience student team re. a study on no-shows and cancellations in RideFACT service.

BACKGROUND:

1. March 2013 was the 9th full month of operation for RideFACT. A brief service update/report follows.

2. The CSUSM Senior Experience Team began was assigned to FACT in January 2013 and began working with FACT in February 2013. The team used FACT data to contact riders for a survey; they investigated reasons for late cancellations and no shows during the conversations with riders. The team also made attempts to look for potential new vendors for the brokerage. A detailed update will be provided during the meeting.

RideFACT Service statistics – July 2012 – March 2013 (March statistics not available at the time the agenda was prepared):

RideFACT	One way trip requests	Referrals-external	Referrals to RideFACT	RideFACT Trips One way	Canceled rides	No shows	Pending rides	Av. trip cost	Av trip Length (miles)
Jul 2012	416	203	213	142	17	2	0	$24.86	13.8
Aug	642	226	416	368	47	3	0	$21.53	12.43
Sep	653	169	484	403	45	6	30	$18.94	10.89
Oct	1,073	203	870	684	87	16	83	$21.93	10.92
Nov	1,184	179	1,005	535	133	8	329	$21.3	10.6

								0	
Dec	1,004	138	856	467	98	12	274	$26.35	11.6
Jan 2013	1,444	226	1,218	831	134	22	212	$19.77	12.6
Feb	1,289	176	1,113	671	108	35	272	$18.77	13.2
Mar N.A.									
TOTAL		**1,520**	**6,175**	**4,101**					

RECOMMENDATION

None

ITEM #8

TO: **BOARD OF DIRECTORS**

FROM: **Arun Prem, Executive Director**

RE: **Review of Procurement Process**

ISSUE:

Staff requests Board members for feedback on the procurement process followed recently and the procurement process drafted for future.

BACKGROUND:

Board input:

On 7/14/2010 the following procurement guidelines were approved by the Board (July 2010 Board minutes):

·   ED authority without competitive bids – Up to $2,500
·   ED authority with competitive bids or sole source justification – Over $2,500 - $25,000
·   Board approval – Over $25,000

Current practice:

It was informally decided by staff to use competitive bids for all procurements, irrespective of whether they fall under large or small procurements. The process followed for procuring consultant services for grants compliance was typical:

  During a discussion of the procurement process during the February Board meeting there was some discussion about the extent of the outreach for the procurement. There were some recommendations for listing the procurement in some journals that are circulated nationally. There were differing opinions on whether that was desirable. Board members asked for a presentation of the current process and made suggestions for a more formal and streamlined process.

Current procedure:

It was informally decided by staff to use competitive bids for *all* procurements, irrespective of whether they fall under large or small procurements. The process followed for procuring consultant services for grants compliance:

- Developed RFP (Request for Procurement) including a written scope of work.
- Posted RFP on the FACT website along with a procurement notice
- Emailed RFP to email group with (#) addresses
- Contacted 3 vendors since low response was anticipated

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- One response received; staff reviewed the proposal and determined it was responsive and within competitive range for a Best and Final Offer (BAFO)
- The vendor was notified of its eligibility for a BAFO and reduced the number of hours proposed for the project in view of some redundancies found in the proposal. The proposer submitted a BAFO with reductions in hours/cost.

- Staff accepted the BAFO and a contract was signed with vendor

DRAFT procedure:

- Determine whether sole source or open competition is appropriate
- Form review committee if large procurement or if technical assistance is needed
- Prepare formal scope of work and solicitation - Request for Proposals (RFP)
- Send notifications to CAM, Board, TAC, and any other known vendors (email)
- Post solicitation on FACT website
- Evaluate responses
- If multiple responses are received develop rankings based on prices and proposal
- If a single response is received, determine and justify Sole Source Approval
- Interview short listed/ top-ranked firm/s
- Determine competitive range for Best and Final Offer (BAFO), if applicable
- Select firm, make recommendation to the Board or sign contract

Protest Procedures

PROTESTS

Pursuant to the requirements set forth in FTA Circular 4220.1F, "Third Party Contracting Requirements," the following procedures shall be used by FACT to fairly and promptly respond to any protests received regarding third-party contracts, the contracting process, or the vendor/contractor selection process. FACT will consider all protests or objections regarding the contracting process or the award of a contract received in writing by FACT by 4:00 P.M. PST on the deadlines stated below. FACT will review only protests submitted by an actual or prospective proposer. Protests by prospective subcontractors will be rejected. A protest by any adversely affected proposer must be made in writing and mailed or hand-delivered to FACT. A protest which does not comply with FACT's protest procedures will be rejected.

a. **Protests Before Bid/Proposal Opening**
   Protests relating to the content of the solicitation (i.e., RFP, IFB, RFQ) must be filed within five (5) business days after the date the solicitation or addendum with the revised content is released to the public by FACT. Failure to file a protest concerning

the content of the solicitation or addendum prior to this deadline constitutes a waiver of any protest on these grounds.

b. Protests Related to Determination of Responsiveness
If FACT makes a determination that proposer has not met the goal/s or good faith effort requirements set forth in this RFP, FACT will send the proposer a Notice of Non-responsiveness by mail or email. Protests relating to any notice of non-responsiveness must be filed within five (5) business days after the date of such notice. Failure to file a protest concerning the non-responsiveness determination prior to this deadline constitutes a waiver of any protest on these grounds.

c. Protests After Bid/Proposal Opening
Protests relating to notices of intent to award or the selection of a vendor/contractor for inclusion in a grant proposal must be filed within five (5) business days following protester's receipt of such notices. If deemed necessary, FACT shall notify all proposers of record that a protest has been filed and the award has been postponed until further notice. If necessary, proposers will be asked to extend the time for acceptance of their proposal in order to avoid the need for re-advertisement of the solicitation.

d. Contents of a Protest
A letter of protest must set forth detailed grounds for the protest and be fully supported with technical data, documentary evidence, names of witnesses, and other pertinent information related to the subject being protested. The protest also must state the law, rule, regulation, or policy upon which the protest is based. Protests concerning the relative weight of the evaluation criteria or the formula used in assigning points to make an award determination will be rejected. Supplemental materials filed by a protester after the deadline also will not be considered. Protests regarding FACT's justification of a limited competition and/or sole source approval also will not be considered. The protester must demonstrate or establish a clear violation of a specific law, rule, regulation, or policy. If the protester considers that the protest contains proprietary material that should be withheld, a statement advising of this fact must be affixed to the front page of the protest document, and alleged proprietary information shall be identified wherever it appears.

Protests shall be addressed to:
     FACT, Inc.
     600 Mission Avenue
     Oceanside, CA 92054

e. Review of Protest
FACT will form a Protest Review Committee. At least one of the persons selected must be from an outside agency and no person may sit on the committee that has known direct connection to the procurement that is the subject of the protest. The

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Protest Review Committee must review all protests and conduct a thorough investigation regarding the protest. The committee may consult legal counsel if necessary in order to complete the review. During protest proceedings, protester/s may not contact FACT, its agents or officers, to discuss any element of the protest. Failure to uphold appropriate communication limits during protest proceedings may result in a rejection of the protest.

f. Reply to Protest
FACT will prepare a written response to either sustain or reject the protest based upon the investigation and recommendation of the Protest Review Committee within fifteen (15) business days.

g. Results Of The Protest
If the protest is sustained –

The original notice may be withdrawn. FACT may then issue a new notice of intent to award or select a new vendor/contractor for inclusion in a grant proposal, and a new protest period will commence using the same timelines discussed above.

If the protest is rejected –

The original notice will stand and FACT will continue with negotiations with the awardee or selected vendor/contractor.

RECOMMENDATION
Staff requests feedback from the Board in order to adopt the proposed procurement process.

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ITEM #9

TO: **BOARD OF DIRECTORS**

FROM: **Arun Prem, Executive Director and Meagan Schmidt, Service Planner**

RE: **FACT Community Impact – Presentation by Julie Kercher, student**

ISSUE:

Presentation by Julie Kercher on her research paper, "San Diego County's FACT Program: A helpful resource for occupational therapists"

BACKGROUND:

In November 2012, Meagan received an inquiry from Julie Kercher about FACT services. Julie, an occupational therapy graduate student at St. Augustine University in San Marcos, was enrolled in a Gerontology course and tasked with researching a topic of concern for seniors. She chose transportation as her topic. The paper was written for an audience of occupational therapists promoting FACT as a transportation resource for senior clients. According to Julie's paper, the American Occupational Therapy Association (AOTA) identifies community mobility as an activity that occupational therapists are expected to have knowledge of in order to provide resources to their clients.

Julie has continued to be an advocate for FACT after the commencement of her Gerontology course through her connections in the occupational therapy community. In January 2013, she connected FACT staff with a Clinical Fieldwork Coordinator group at Scripps Mercy Hospital. Meagan met with the group and made a presentation on FACT services and the RideFACT program. Julie also arranged for a presentation in March 2013 at St. Augustine University, where Meagan met with a group of physical and occupational therapy students and professors to discuss FACT services.

RECOMMENDATION:
None

ITEM # 11

TO: **BOARD OF DIRECTORS**

FROM: **Arun Prem, Executive Director**

RE: **Executive Director Report**

Meetings and Events 2/29 – 4/24:

3/1	CalACT Board Meeting via conference Call
3/21	NCTD Board Meeting
3/22	SANDAG Board Meeting
3/29	Hand-in final 5310 & draft NF applications
4/2	Software committee meeting and software demonstrations
4/4	Arun and Megan meeting with Dennis Smith (San Diego Center for the Blind)
4/4	APTA Mobility Management Steering Committee phone conference
4/8	Meagan Schmidt attended *Excelling as a Manager/Supervisor* training
4/9	CAM Meeting
4/10	Arun, Meagan, Oswaldo met with Sol Transportation- Arturo, Marco
4/11	MTG with Maurice Trammel, Transit Van Shuttle
4/12	Oswaldo met with Sachiko re. FACT orientation at County Admin Ctr.
4/15	Oswaldo: Coordinated Plan Ad-Hoc Group meeting at SANDAG
4/23	Public Hearing – City of Vista

Upcoming Meetings and Events:
5/23   FACT Board Meeting

ITEM #12

TO: **BOARD OF DIRECTORS**

FROM: **Arun Prem, Executive Director**

RE: **Executive Director performance review process**

ISSUE:

Seek recommendations from Board members regarding ED performance review process.

BACKGROUND:

The ED performance appraisal is done in March or April each year to coincide with the anniversary of hiring date (late April). The process in 2012 involved appointing a committee; a written self-appraisal by the ED was forwarded to the committee. The committee discussed the performance with the Board in closed session.

RECOMMENDATION:

Board input is needed to determine the review process for ED performance during April 2012-March 2013.