



Meeting Agenda and Notice
FACT Board of Directors Meeting
April 27, 2017, 9:00 am
 Poinsettia Room, Encinitas City Hall
 505 S. Vulcan Avenue, Encinitas, CA 92024

Meeting call to order

9:00 a.m.

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| 1. Introductions | |
| 2. Public Comment | INFORMATION |
| 3. Approval of March 23 Board Meeting Minutes | p-2 ACTION |
| 4. County NRP Grant /Authorizing Resolution | p-5 ACTION |
| 5. FTA Title VI Compliance Plan Update | p-6 ACTION |
| 6. Extension of City of Oceanside Contract ACTION | p-7 |
| 7. ED Review Committee | ACTION |
| 8. FACT Services Updates INFORMATION | p-8 |
| 9. Monthly Financial Reports INFORMATION | |
| 10. Executive Director's Report INFORMATION | p-12 |
| 11. Board Member Comments/Proposed Agenda Items INFORMATION | |

ADJOURNMENT

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| FACT's Mission | <i>Assist San Diego County residents with barriers to mobility to achieve independence through coordination of transportation services</i> |
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FACT Board of Directors Meeting Minutes

March 30, 2017

Encinitas City Hall, Carnation Room
505 S. Vulcan Avenue, Encinitas, CA 92024

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| Board Members Attending | Bob Campbell, LaVonna Connelly, Susan Hafner, George Gastil, Hon. John Aguilera, Phil Monroe, Dave Roberts |
| TAC Members Attending | Danielle Kochman |
| Board Members Absent | Hon. Lorie Zapf |
| Staff Attending | Arun Prem, Meagan Schmidt, Budd Anderson, Brooke Connell, Julius Burgos |
| Public/Guests | None |
| Introductions | Chair Bob Campbell called the meeting to order at 9:00AM and Susan Hafner led the group in the Pledge of Allegiance. |
| Public Comment | <p>Danielle Kochman, SANDAG, gave an update on the projects she is working on with regards to the 2018-2022 Coordinated Plan. SANDAG is looking long term towards 2050 and hiring a consultant to look at better methods of identifying needs of seniors and persons with disabilities. Another project is the Flexible Transportation Solutions for Seniors Study. This project is funded by a Caltrans planning grant and must be completed by June 2018. This will look at on demand service, identify barriers, and make recommendations. SANDAG is also making revisions to the CTSA contract as recommended by the tri-annual TDA Performance Audit. A kick off workshop will be held this summer to share information, training, best practices, and provide support. The new VTCLI software will roll out on July 1.</p> <p>Bob Campbell announced the resignation of Board member William York.</p> |
| Approval of February meeting minutes | Motion to approve the February 23, 2017 Meeting minutes made by LaVonna Connelly. Second by Dave Roberts. The motion passed unanimously. |
| Report on FY 2015-16 Financial Audit & TDA Audit | <p>Arun Prem covered the 2 financial audits that were conducted this year. The TDA Audit by Davis Farr, CPAs, came back without any finding, recommendations, or issues.</p> <p>The internal audit conducted by Sonnenberg & Co. was clean as well, but</p> |

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| | <p>they had a number of recommendations. The detailed recommendations were discussed at a Finance Committee meeting with the Accountant, Inna Stens.</p> <p>Susan Hafner commented that the internal control letter was extremely helpful. The Finance Committee will be meeting April 11th and will review the letter.</p> <p>There was discussion regarding the background of the accountant from Sonnenberg & Co., having non-profit experience/grant management and how long an auditor or firm can be an auditor of a non-profit. Staff will research the auditor rotation rules further and report back. The Finance Committee felt strongly that the current auditors are extremely experienced with FACT and need to remain for a minimum of a year.</p> <p>Motion for board to accept and approve financial audits made by Susan Hafner. Second by Phil Monroe. The motion passed unanimously.</p> |
| <p>Managing RideFACT demand during FY 17-18 and 18-19</p> | <p>Arun gave a recap of the funding situation for RideFACT. Compared to recent years, the RideFACT program was approved for 50% less funding for the next two years. RideFACT represents 44% of the transportation services, the remainder is contracted services. The year ahead will be challenging not only because FACT has less funding, but other transportation providers do as well, therefore their clients will also be looking to FACT for service. FACT currently only turns down rides when there isn't a provider available. However, FACT may soon have to turn down customers for lack of funds.</p> <p>Arun explained how the budget/trips projection worked and has changed through the years. FACT has \$150,000 (grant) balance that will roll over which will help cover the immediate impact of the reduced funding during the next year. FACT was recently notified that Medicaid/MediCal trip reimbursements will commence soon which will help address the budget shortfall. In addition the cost per trip has also been reduced by approximately 20% (January compared to December).</p> <p>LaVonna Connelly asked about outreach and if it is needed. John Aguilar provided feedback towards continuing outreach even if that means having to reject rides.</p> <p>Phil Monroe asked what the policy is if there was a shortfall in funding. Arun mentioned ideas that were discussed in early stages of FACT including means testing. The implementation of software will help with testing some efficiency measure; this topic will be brought to CAM and</p> |

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| | <p>Service Development Committee for discussion.</p> <p>The Finance Committee will discuss setting a policy for a reserve funds.</p> <p>The members of the Service Development Committee will be confirmed and a meeting will be scheduled.</p> |
| Vehicle Sharing Status Update | <p>Arun reviewed the status of the vehicles. All vehicles are now committed. FACT is waiting for final approval of the MOU with TERI from Caltrans.</p> <p>The main topic of discussion was FACT's vehicle sharing policy. Arun read the current policy regarding sharing vehicles to determine if there was need for an amendment. The item <i>"Executive Director will report to the Board a detailed rationale for the vendor selection...."</i> adequately addresses the decision to share vehicles with TERI.</p> <p>LaVonna expressed concern about perception to others (unfair competition) even if it is covered under this policy.</p> <p>There were discussions regarding the contract termination options and clauses, for cause termination, no cause termination, etc. Phil asked for clarification regarding the ability to look for someone in the brokerage to assume the vehicles at the end of the year. Susan also suggested looking at in-kind services in lieu of rides.</p> |
| Business Plan Update | <p>Tabled discussion for future months due to timing.</p> |
| Update on Implementation of Rides to Wellness Grant | <p>Tabled discussion for next month due to timing.</p> |
| Update on Lift Contract | <p>Arun and Meagan Schmidt will have a meeting with Ron Barnes (MV) next week.</p> |
| FACT Services Updates | <p>Meagan provided an update on FACT services and reviewed service statistics for RideFACT and contracted services. There is continued higher demand for LIFT as the First Transit contract nears its end. AAA Transport, AGTS, and Safety First are the largest volume providers right now. There was a meeting at Tri-City Medical Center last week where they were trained on the Lyft concierge portal. Both Lyft and Yellow cab will be used with Tri-City discharge patients. Lyft has been used on 5 rides for Elderhelp and performed well.</p> <p>Meagan gave an update on the software implementation process of RouteMatch. The onsite training was last week and will go live the week of April 3rd. RouteMatch is a cloud based system. Staff is adjusting well to</p> |

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| | the new software. |
| Monthly Financial Reports | The monthly financial reports were available for Board review. There was a question regarding budget items reflecting \$0, Julius Burgos to investigate. |
| Executive Director's Report | Arun informed the Board of the passing of George Drapeau, AAA Transport owner, and FACT's largest vendor. Services are scheduled for April 8. Bob asked for details and expressed interest in attending the service. |
| Adjournment | The meeting adjourned at approximately 11:05AM. |

ITEM # 4

TO: BOARD OF DIRECTORS

**FROM: ARUN PREM, EXECUTIVE DIRECTOR and BUDD
ANDERSON**

RE: COUNTY NRP GRANT APPLICATION, AUTHORIZATION

ISSUE:

Staff is proposing to submit Neighborhood Reinvestment Program (NRP) FY 16-17 grant applications in the amount of \$15,000 for a one-time expense to purchase software and hardware items for dispatching.

BACKGROUND:

The Neighborhood Reinvestment Program provides grant funds to County departments, public agencies, and to non-profit community organizations for one-time community, social, environmental, educational, cultural or recreational needs. Grant awards are made throughout the fiscal year and there is no deadline for submitting an application.

- Currently the First Transit trip requests are provided to FACT in a format that is not compatible for uploading into RouteMatch. FACT has discussed with RouteMatch an optional software module that would make the First Transit trips dispatch process more efficient. Cost approx. \$12,000.00
- The monitors used by Mobility Coordinators are small and lack the resolution to display the RouteMatch dispatch screens effectively. If approved, grant funds could be used to purchase 5 higher quality monitors and graphics cards to improve the displays. Cost approx. \$3,000.

These one-time expenses fit within the eligibility criteria for the NRP grant.

RECOMMENDATION

Staff requests Board members for authorization to submit NRP FY 16-17 grant applications for \$15,000.

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ITEM # 5

TO: BOARD OF DIRECTORS

**FROM: ARUN PREM, EXECUTIVE DIRECTOR and BUDD
ANDERSON, GRANTS MANAGEMENT ANALYST**

**RE: FTA TITLE VI COMPLIANCE PLAN AND AUTHORIZING
RESOLUTION**

ISSUE:

FACT is required to update and submit its Title VI Plan to the Federal Transit Administration (FTA) every three (3) years. The updated plan is due in May 2017.

BACKGROUND:

The Board approved FACT's Title VI Plan on May 29, 2014. The plan was approved by the Department of Transportation (DOT) on June 9, 2014. Other than updates to demographic information, no significant changes were made to the plan.

Title VI, 42 U.S.C. § 2000d et seq., 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. Plan requirements are set forth in the FTA Title VI Circular, 4702.1B, "Title VI Program Guidelines for Federal Transit Administration Recipients, effective October 1, 2012.

RECOMMENDATION

Staff requests Board members for approval of the updated Title VI Plan and authorization for staff to submit the plan to FTA.

ITEM # 6

TO: BOARD OF DIRECTORS

FROM: ARUN PREM, EXECUTIVE DIRECTOR and MEAGAN SCHMIDT, OPERATIONS MANAGER

RE: EXTENSION OF CITY OF OCEANSIDE'S SENIOR SHUTTLE TRANSPORTATION SERVICE CONTRACT

ISSUE:

The City of Oceanside has informed FACT of their intent to renew the existing transportation service contract.

BACKGROUND:

City of Oceanside Senior Shuttle Transportation Service:

This service is available to Oceanside residents who are preregistered for the Senior Van Service, for trips within the city, neighboring cities and some medical destinations outside of the tri-city area.

The contract was initially signed in September 2013 through June 30, 2015 for \$139,650. The Oceanside City Council approved a two-year contract extension on June 24, 2015. The cumulative contract amount was \$326,850; the current contract term is from July 1, 2015 - June 30, 2017.

The City of Oceanside has reported a savings of approx. 35% due to this contract. The service quality has been rated very high in customer satisfaction surveys conducted by the City.

Since the commencement of this contract in September 2013, through February 2017 FACT has provided more than 17,000 one-way trips for eligible Oceanside residents.

2,100 Oceanside residents are currently registered for this service.

Recently Oceanside staff informed FACT of their intent to extend the current contract for a two-year term beginning on July 1, 2017. The volume of service and value of the contract is expected to be consistent with current levels (approx. \$93,600 p.a.). FACT's final pricing will be reviewed with Oceanside staff when the DRAFT agreement is received. Oceanside expect to present the item for City Council approval during May 2017, possibly before FACT's May Board meeting.

Oceanside Van Service is provided as a Contracted service; trips are procured from the Brokerage and billed to Oceanside with a mark-up for administration. The current terms are not expected to change significantly as result of the renewal of the contract.

RECOMMENDATION

Staff requests authorization from Board members for updating the terms where necessary and extending the Oceanside Senior Shuttle Transportation Service contract through June 30, 2019

ITEM # 8

TO: BOARD OF DIRECTORS
FROM: ARUN PREM, EXECUTIVE DIRECTOR and MEAGAN SCHMIDT, OPERATIONS MANAGER
RE: FACT SERVICES UPDATE
ISSUE:

This item presents a monthly RideFACT and contracted services update.

BACKGROUND:

| | Feb-17 |
|----------------------|----------------------|
| SERVICE | ONE-WAY TRIPS |
| First Transit | 359 |
| Poway | 0 |
| Oceanside | 450 |
| Elderheip | 41 |
| Tri-City | 68 |
| RideFACT | 999 |
| TOTAL | 1,917 |

*** February RideFACT and Total numbers are based on estimated trip information.**

New 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. In the future trips will be provided in-kind towards the match portion of the Rides to Wellness Grant which will be executed in the upcoming months.

Currently all trips are provided through Yellow Cab, utilizing taxi vouchers that are charged to a FACT/Tri-City account with a negotiated rate. FACT bills Tri-City after adding a small mark up. FACT has provided 213 trips for Tri-City patients between December 2016 - February 2017.

City of Oceanside Senior Van Service:

Contracted service for Oceanside began in September 2013. FACT has invoiced City of Oceanside for 17,155 trips from September 2013 - February 2017.

Approximately 2,100 clients are pre registered to use this service.

The current contract was extended from July 1, 2015 - June 30, 2017. Revisions to the rate structure were approved in the contract extension.

Oceanside staff will meet with FACT staff in early May to extend the contract for another 2 years from July 1, 2017 - June 30, 2019. Rates are being reviewed for adjustments for the new contract term.

First Transit/NCTD LIFT Service:

FACT has provided transportation for NCTD’s LIFT program through First Transit since March 2014. A total of 8,512 trips have been provided from March 2014 - February 2017.

LIFT will transition to a new contractor, MV Transportation, on July 1, 2017.

Poway Adult Day Health Care Transportation Service Contract

FACT provided transportation for Poway Adult Day Healthcare Center clients since January 2013. Due to funding constraints Poway decided to end the contract January 31, 2017.

Safety First was the recent provider for these trips. A total of 17,528 trips were provided from January 2013 - January 2017.

Elderhelp Program

Contracted service for Elderhelp began on March 12th, 2015. The Board approved the extension of the Elderhelp contract on March 26th. 1,301 total trips were provided between March 2015 and February 2017. Any trips that Elderhelp cannot accommodate due to their limited monthly budget are referred to RideFACT.

RideFACT Service statistics ytd for fiscal year July 2012 - January 2017

| RideFA CT + Contracted | RideFA CT One way trip requests | Referrals- external | Referrals to RideFA CT | RideFA CT | Contracted | Total Trips | RideFACT Av. trip cost | RideFA CT Av trip |
|---------------------------------------|--|--------------------------------|---------------------------------------|----------------------|-------------------|------------------------|---------------------------------------|----------------------------------|
| FISCAL YEAR 2012-13 | | | | | | | | |
| | | | | | | | | |

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|----------------------------|---------------|--------------|---------------|---------------|---------------|---------------|----------------|-------------|
| SubTotal | 14,541 | 2,242 | 12,299 | 6,623 | 1,505 | 8,128 | | |
| FISCAL YEAR 2013-14 | | | | | | | | |
| Subtotal | 31,284 | 1,874 | 29,410 | 11,922 | 9,361 | 21,283 | | |
| FISCAL YEAR 2014-15 | | | | | | | | |
| July | 2,763 | 172 | 2,591 | 891 | 1,211 | 2,102 | \$19.13 | 11.9 |
| Aug | 2,700 | 140 | 2,560 | 870 | 1,177 | 2,047 | \$18.15 | 12.1 |
| Sep | 2,768 | 123 | 2,645 | 857 | 1,446 | 2,303 | \$18.75 | 12.1 |
| Oct | 2,976 | 118 | 2,858 | 1,038 | 1,347 | 2,385 | \$19.63 | 11.9 |
| Nov | 2,702 | 89 | 2,613 | 794 | 1,112 | 1,906 | \$20.36 | 12.3 |
| Dec | 2,549 | 102 | 2,447 | 905 | 880 | 1,785 | \$20.96 | 13.2 |
| 15-Jan | 2,694 | 128 | 2,566 | 882 | 996 | 1,878 | \$17.99 | 12.2 |
| Feb | 2,558 | 113 | 2,445 | 819 | 1,250 | 2,069 | \$16.19 | 11.7 |
| Mar | 2,879 | 156 | 2,723 | 917 | 1,422 | 2,339 | \$15.63 | 11.7 |
| Apr | 2,733 | 146 | 2,587 | 865 | 1,283 | 2,148 | \$14.78 | 11.4 |
| May | 2,488 | 73 | 2,415 | 748 | 1,184 | 1,932 | \$16.40 | 11.7 |
| June | 2,444 | 90 | 2,354 | 689 | 1,220 | 1,909 | \$18.53 | 12.4 |
| SubTotal | 32,254 | 1,450 | 30,804 | 10,275 | 14,528 | 24,803 | | |
| FISCAL YEAR 2015-16 | | | | | | | | |
| July | 2,542 | 138 | 2,404 | 793 | 1,043 | 1,836 | \$17.36 | 12.2 |
| August | 2,137 | 108 | 2,029 | 566 | 1,001 | 1,567 | \$17.60 | 12.6 |
| September | 2,259 | 128 | 2,131 | 661 | 921 | 1,582 | \$18.47 | 12.7 |
| October | 2,535 | 146 | 2,389 | 734 | 917 | 1,651 | \$17.05 | 12.1 |
| November | 2,326 | 113 | 2,213 | 578 | 848 | 1,426 | \$17.24 | 11.8 |
| December | 2,282 | 139 | 2,143 | 616 | 815 | 1,431 | \$16.48 | 11.7 |
| January | 2,496 | 133 | 2,363 | 776 | 819 | 1,59 | \$16.29 | 11.8 |

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| February | 2,473 | 109 | 2,364 | 692 | 937 | 1,629 | \$16.32 | 12.3 |
| March | 2,873 | 112 | 2,761 | 930 | 1,150 | 2,080 | \$15.56 | 11.5 |
| April | 2,925 | 91 | 2,834 | 857 | 1,064 | 1,921 | \$17.17 | 11.6 |
| May | 2,829 | 124 | 2,705 | 847 | 1,107 | 1,954 | \$16.20 | 11.6 |
| June | 2,731 | 111 | 2,620 | 927 | 1,134 | 2,061 | \$18.39 | 12.4 |
| SubTotal | 30,408 | 1452 | 28,956 | 8,977 | 11,756 | 20,733 | | |
| July | 2,956 | 90 | 2,866 | 1,029 | 1,164 | 2,193 | \$17.35 | 11.7 |
| August | 3,518 | 99 | 3,419 | 1,365 | 1,412 | 2,777 | \$16.92 | 11.2 |
| September | 3,398 | 121 | 3,277 | 1,273 | 1,194 | 2,467 | \$15.66 | 11.7 |
| October | 3,254 | 78 | 3,176 | 1,186 | 1,412 | 2,598 | \$15.14 | 11.7 |
| November | 2,953 | 102 | 2,851 | 1,044 | 1,230 | 2,274 | \$15.66 | 11.9 |
| December | 2,635 | 94 | 2,541 | 973 | 1,261 | 2,234 | \$16.57 | 12.5 |
| January | 2,568 | 83 | 2,485 | 1,026 | 1,224 | 2,250 | \$12.29 | 11.5 |
| February | 2,354 | 74 | 2,280 | 999 | 918 | 1,917 | \$12.96 | 10.5 |
| SubTotal | 23,636 | 741 | 22,895 | 8,895 | 9,815 | 18,710 | | |
| TOTAL | 132,123 | 7,759 | 124,364 | 46,692 | 46,965 | 93,657 | | |

***NOTES**

As of January 2014 we are reporting the average per trip cost based only on trips that were purchased from the Brokerage at regular Brokerage rates; those trips comprise the majority of RideFACT trips. July '13 onwards numbers were updated to reflect the new process.

February highlighted columns are based on estimated trip information.

RECOMMENDATION:

Staff seeks the Board's feedback regarding the information presented in this item.

ITEM # 10

TO: BOARD OF DIRECTORS

FROM: ARUN PREM, EXECUTIVE DIRECTOR and BROOKE CONNELL, OFFICE MANAGER

RE: EXECUTIVE DIRECTOR REPORT

TO: BOARD OF DIRECTORS

Meetings and Events 4/1/2017 - 4/26/2017

- 3/27 Phone Recording at 211 - Budd and Leticia
- 3/27 Call with Osvaldo 211 San Bernardino - Meagan and Brooke
- 3/28 RouteMatch Meeting - Meagan and Coordinators
- 3/31 RouteMatch Meeting - Meagan and Coordinators
- 4/3-4/7 RouteMatch GoLive**
- 4/4 FACT/SANDAG Quarterly Update - Arun and Muggs
- 4/6 CalACT Legislative Committee Meeting Conference Call - Arun
- 4/11 CAM Meeting
- 4/11 Finance Committee Meeting
- 4/11 Presentation at City of San Marcos - Arun and Meagan
- 4/12 Meeting with Venture Medical Transportation - Meagan and Jonathan
- 4/12 CalAct Conference Call - Arun
- 4/13 MTS Board Meeting - Budd
- 4/17 APTA Conference Call - Arun
- 4/18 NCTD ADA Review Group - Jonathan
- 4/19 APTA Conference Call - Arun
- 4/20 Agenda Planning Meeting - Bob, LaVonna, Arun
- 4/24-26 CalAct Conference - Arun and Budd

Upcoming Meetings and Events

- 5/25 FACT Board Meeting
- 5/29 CLOSED Memorial Day
- 6/13 CAM Meeting