

ADJOURNMENT

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

FACT Board of Directors' Retreat Minutes

March 27, 2014

Escondido Chamber of Commerce
720 N Broadway, Escondido, CA 92025

Board Members Attending	Bob Campbell, Susan Hafner, Phil Monroe, Hon. John Aguilera, Hon. Tony Kranz, Hon. Dave Roberts, LaVonna Connelly
TAC Members Attending	Danielle Kochman-SANDAG, Kim Thorp-NCTD
Board Members Absent	Norine Sigafoose
Staff Attending	Arun Prem, Meagan Schmidt, Budd Anderson, Oswaldo Perez, Leticia Corona, Dorothy Harris, Jonathan Albarran
Public/Guests	See sign-in sheet
Welcoming Remarks by Board Chair	Meet and greet over light breakfast began at 8:30 AM. Chair Dave Roberts called the meeting to order at 9:05 AM. Dave welcomed the group to the Escondido Chamber of Commerce, his North County Satellite office. Introductions were made. Arun thanked Dave for allowing FACT to use the facility. He thanked Brain Lane from SANDAG for attending the retreat and Board Members LaVonna Connelly and Phil Monroe for helping prepare the agenda. Arun introduced FACT's new Mobility Coordinators Dorothy Harris and Jonathon Albarran. Dave thanked FACT staff for coordinating the retreat.
Public Comment	None
Approval of February 27, 2014 Board Meeting Minutes	Motion to approve the February 27, 2014 Board Meeting minutes made by Bob Campbell. Second by Susan Hafner. The motion passed unanimously.
Growth <ul style="list-style-type: none"> • Scope & level of newly implemented services 	<p>Phil, LaVonna, and Arun discussed the format of the agenda. Arun said Phil's and LaVonna's perspective and oversight was helpful in guiding the formation of the agenda. He reviewed FACT's history, growth, and services implemented since its formation in 2005.</p> <p>Arun reviewed the increase in monthly ridership from July 2012 to January 2014; there were 1,665 trips in January 2014. He said the FACT brokerage had grown steadily and there were currently 13 transportation providers. Recently FACT had been inundated with inquiries from vendors interested</p>

- Discussion of potential new service options

in joining the brokerage. He said since a majority of larger transportation providers were already in the brokerage, FACT was reluctant to add additional providers unless they were a non-profits, offered lower rates, or had a larger trip capacity. He said criteria needed to be established for the provider selection. He discussed newly implemented services included Poway Adult Day Health Center (ADHC), Oceanside Solutions for Senior On the Go Van Service, San Diego County Office of Education (SDCOE) Foster Youth, and First Transit/LIFT Transportation. The First Transit contract to perform LIFT transportation was scheduled to begin March 31, 2014. He explained that the LIFT trip manifest would be received the night before the trip date for dispatching. In order to accommodate the LIFT service FACT staff would work evenings and weekends. He reviewed the specifics of each service.

Dave asked what the source of funding was for ADHC transportation. Arun explained that the service was funded by the Adult Day Healthcare system which was a state funded program. Dave asked why ADHC approached FACT for the contract instead of other providers; he referenced the Glenner Memory Care Center utilizing North County Transit District (NCTD) for their transportation needs. He said the Glenner Center had no knowledge of FACT. Arun said ADHC was inundated with additional riders after the Redwood Elderlink service was discontinued. The Poway center was more than 3/4 of a mile away from a fixed transit route which disqualified Poway clients from using ADA paratransit services to get to the center. It was difficult for agencies to coordinate customized transportation through ADA paratransit agencies. Susan Hafner said ADA services were becoming increasingly unsustainable due to higher costs and reduced resources; as a result transit agencies are not anxious to take on additional obligations. She said due to the strict requirements and limitations, ADA services were not attractive to organizations or clients who have special needs.

Dave discussed the possibility of working with Meals On Wheels to distribute FACT flyers to customers via Care Boxes. LaVonna said distributing marketing material did not always engage the recipient enough for them to understand the message. Dave said educating the Meals On Wheels volunteers to promote FACT services would be beneficial. He added that magnetic cards were an effective marketing tool that helped keep track of information in a convenient manner. John Aguilera suggested distributing marketing materials and presenting at senior center lunches. Phil spoke of past discussion regarding FACT potentially pushing to become the third transit agency in San Diego County. He said due to transit agency restrictions this may be a slippery

slope for FACT. Arun said he was referencing FACT as a transit agency in the context of sustainable and dedicated funding. He said FACT did not have access to ongoing funding due to its status as a non-profit and not a governmental agency.

Meagan Schmidt said she had started a dialogue with Marshall Stanek from the Glenner Center regarding FACT's services. The center indicated that their clients had difficulty transferring between NCTD LIFT and MTS Access. Susan Hafner said since FACT was working with First Transit and LIFT it was a great opportunity to identify and help provide trips that required a transfer. She said this would increase the amount of trips received by FACT, help First Transit and LIFT with logistics, and eliminate the inconvenience to riders. Bob recommended conducting an analysis of available services to provide a clear understanding of transportation issues and the services FACT should move forward with; he discussed forming a subcommittee including Susan and the CSUSM Senior Experience Team to help with the analysis. Arun indicated that FACT was working with First Transit to identify where FACT had an advantage over other agencies. He said NCTD suggested First Transit assign longer trips and trips requiring transfers to FACT.

Arun reviewed the Oceanside Van Service. He said the contract would end in June 2014 and could be extended or renewed. LaVonna asked if the grant funding received by FACT through contracted services was discretionary funding. Arun said the funding was revenue for FACT and was no longer controlled by grant restrictions. Phil said FACT needed to start preparing because the budget and contract renewal would have to be approved by the Oceanside City Council in May. Arun said he would monitor the renewal and budget process. He indicated that the original budget was \$100,000, but was reduced to \$66,150 in the signed contract due to a lower anticipated level of demand. From discussions with the City of Oceanside staff it appeared that the contract could be amended to extend the agreement and utilize the surplus budget or the contract would be re-awarded through a bid process. Danielle Kochman indicated that the Solutions for Seniors On the Go van service had a significant budget to continue the program and felt that the city would elect to renew the contract with FACT instead of placing it out for bid. Danielle indicated that the grant requirements were passed on to subcontractors.

Arun reviewed the SDCOE Foster Youth transportation service. He said the service had not been fully implemented due to the ongoing driver certification process. He said the continued challenge was planning for the unknown demand of the program. Sachiko Kohatsu said SDCOE staff indicated that the drivers were not following up with appointments in a

timely manner which was delaying the process. She said SDCOE was trying to facilitate the certification process as quickly as possible. Arun said the drivers were part of the delay due to other commitments taking priority over the certification. Dave said it appeared that the drivers were delaying the certification process and requested that Arun contact him if he heard differently. He said the relationship between FACT and SDCOE was strained because FACT was promoting and discussing the service in public forums when SDCOE did not want the exposure. He indicated that SDCOE staff never briefed FACT regarding outreach. He said he spoke with a County Board member and informed her that SDCOE staff never indicated that they did not want the program to be promoted. Arun said another issue that was addressed was SDCOE staff contacting brokerage providers directly instead of FACT. LaVonna said that the same law that covered foster children also covered homeless children; due to restricted funding SDCOE may have been concerned with over exposing the program and attracting non-foster youth riders. Dave reminded the group that the program should not be promoted since that was the direction from SDCOE.

Arun reviewed the First Transit contract in further detail. Bob asked for an update on the discussion regarding 2-1-1 conducting call intake for FACT during off hours. Arun said 2-1-1 expressed interest, but he felt that keeping the service in-house was more practical until the service got off the ground and staff was familiar with the process. He hoped that 2-1-1 would get involved once the service was fully implemented and understood. Kim Thorp said she was excited that FACT was a subcontractor to First Transit for LIFT. She noted that the agenda said the service was curb-to-curb, but by federal regulations ADA services were available door-to-door upon request. She indicated that drivers performing LIFT services were required to wait with passengers until MTS Access arrived at the transfer point and vice versa. She said First Transit would be coordinating with FACT brokerage providers to conduct training on ADA services.

Arun said the success of the brokerage and the track record of existing FACT services had opened the door to new opportunities. FACT has received several inquiries regarding potential new services. Arun said he offered First Transit the option to route all outsourced trips to FACT because of the low rates submitted and capacity to do so. First Transit was in negotiation with other agencies and decided to only outsource the next day trips to FACT; same day trips would be outsourced directly to Sol. As a policy LIFT does not offer same day transportation. Since the First Transit contract was awarded to FACT there has been an increase in inquiries from

vendors seeking to join the brokerage. He discussed the potential of FACT consulting on mobility management issues. He said a proposal was received from Victor Valley Transit Authority regarding FACT reviewing their justification to become the CTSA for San Bernardino County. Arun said there was also a need in San Diego County for contracted call center services. FACT has a call center that is efficient and experienced that could be outsourced to transit agencies. He discussed FACT possibly offering contracted services outside San Diego County. Many transit agencies are turning to brokerage services to provide transportation as a result of funding constraints. Contracted transportation services are also becoming increasingly attractive to transit agencies because it eliminates the need for capital investments. He said a discussion should take place so staff knows how to respond when service proposals are received. FACT staff requested the Board review the potential new services in view of FACT's Mission and provide recommendations/feedback regarding current and potential contracted services.

Dave requested that Arun inform the Board when a discussion on the service topics should take place so the items could be publicly agendaized. He said it was great that there were opportunities to provide new services. Referencing the consulting handout, Dave asked why travel costs and most incidentals would be covered by FACT when the consulting was for an agency outside San Diego County. Arun felt the hourly rate proposed would cover the travel expenses and incidentals incurred by FACT. Susan said consulting was a complicated area and felt the expectations and priorities should be fully understood by the Board and staff. She discussed staff time, public agency courtesies, and the reputation of FACT. Dave asked when Victor Valley Transit Authority needed a response. Arun indicated that proposal was scaled down to a review of their CTSA proposal and could be done informally as an agency courtesy. Susan said this was a great opportunity for FACT, but she was more comfortable with the consulting being limited to a one time session and charge an honorarium for the assistance. She said it would be great to extend this courtesy because FACT received the same assistance when starting out from other agencies. Dave said he was supportive of the consulting service and discussed how he had benefited from consulting work. Bob said he was glad additional services were being explored in order to generate revenue going forward. He discussed using a webinar to get base information out to the public to determine the interest in FACT consulting services. Phil said he supported the proposal in general, but was surprised that the letter went out with quoted figures without the Boards or Subcommittees approval. Arun said generally it was not his approach to make commitments without the Board's knowledge, but a lot

	<p>of discussions happen before items are brought to the Board. He indicated that the consulting work was a proposal and not a binding commitment; negotiations would take place and a contract would be drafted after the Board’s approval. He said the staff person at Victor Valley Transit Authority was on a budget deadline and needed to submit a proposal with short notice. Phil said Arun’s explanation should have been added to the proposal wording. Arun agreed with Phil. Due to FACT’s newness and rapid growth LaVonna felt that expanding outside San Diego County should take place after services are fully understood, sustainable, and manageable in San Diego County. She added that FACT’s Mission only referenced San Diego County. Arun said the drive for scouting new revenue opportunities was based on the Board’s and staff’s desire to serve as many people as possible. He said FACT was not receiving additional support from SANDAG (Transnet and TDA funding) or other grants, so in order to manage growth additional revenue streams needed to be explored.</p>
<p>FACT services update and DRAFT 5- year service projections</p>	<p>Arun said the monthly ridership was slowing but still trending upward; there were 1,665 trips in January 2014. The average trip cost for January 2014 was \$16.31. He said there was an uptick in the average trip cost because the figure only consisted of purchased RideFACT trips and did not include contracted services and 5310 trips. He apologized for the unclear comparison because the RideFACT trips, canceled trips, no shows, pending trips, and the average trip length figures did not reflect the separation of services. He said future reporting would isolate RideFACT statistics from contracted and 5310 statistics. Bob asked if the average trip cost was net or the cost minus the rider fare. Arun said it was the cost minus the rider fare. He said the average fare had not been determined, but would be identified and added to the average trip cost for future reporting. LaVonna wondered why 5310 trips were being excluded because FACT was leveraging the vehicles to lower the total cost of providing trips. John said both numbers should be available. Phil said the past numbers should be adjusted so they are comparable. Susan asked if the 5310 trips could be considered donated trips and used later for grant matching. Arun said he would look into her inquiry. Bob added that the statistic reporting would be consistent when the 5310 vehicles were no longer available for FACT use.</p> <p>Arun quoted a March 10, 2014 American Public Transportation Association (APTA) report as follows: “public transportation use in the US in 2013 rose to 10.7 billion – the highest number in 57 years”. He said he discovered a 2008 SANDAG report in his archives on a 2030 paratransit forecasting study done by IBI Group. According to the study paratransit demand for other services besides NCTD and MTS would be 23,464 in 2015, 27,888 in 2020, and 57,913 in 2030. He said the study was already out dated because FACT projections alone would meet the demand indicated for</p>

	<p>2015. Phil mentioned that LIFT trips performed by FACT would be counted in the NCTD demand category.</p> <p>Arun reviewed DRAFT 5 year service projections. He said the projections were based on available funding. The service projection for FY 2013-14 was 28,841 trips and for FY 2014-15 was 40,778 trips. He said the amount of trips would begin to dwindle in FY 2015-16 due to lack of committed funding. Kim said NCTD LIFT projected approximately 140,000 trips for FY 2014. Bob said this was another indication that the SANDAG study needed to be updated. Dave asked Danielle if SANDAG was planning to update the study. She said it would depend on available funding for special projects. She agreed that the study should be revisited. Staff requested Board members to provide feedback and recommendations in order to finalize the service projections and incorporate them in the Business Plan update. Phil said it had been an incredible journey for FACT and was impressed by the level of service provided and projected. He said the report was excellent and thanked staff for their hard work and dedication. He said FACT needed to find funding opportunities in order to sustain and grow the amount of trips provided in future years.</p> <p>Motion to incorporate the proposed 5 year service projections into the Business Plan made by Dave Roberts. Second by Phil Monroe. The motion passed unanimously.</p>
<p>Outreach - reaching key regional stakeholders</p>	<p>The FACT video was shown to the Board. Arun said Bob and Staff presented the FACT video and the introduction to FACT PowerPoint to the NCTD Board on March 20, 2014. FACT was working on scheduling a presentation for the MTS Board, SANDAG Board, city councils, and other organization as part of the outreach plan. Dave said there was a meeting scheduled with Gary Gallegos, Executive Director of SANDAG, on April 16, 2014. Bob said the FACT presentation was cut short due to time constraints due to NCTD Board’s long closed session. He said he had to cram 10 minutes of material into a 5 minute presentation. John said Bob did a very thorough presentation and hit on all the key points. Arun ran through the “introduction to FACT” PowerPoint. LaVonna suggested adding the type of services FACT referred to on the service model slide. Phil noted that there was another version of the PowerPoint that incorporated Board recommendation. One of recommendations was to add the definition of a brokerage because some audiences may not know what the term referenced. Arun said the challenge of developing the PowerPoint was to keep it as lean as possible, but as meaningful as possible. He said staff was working to update and tighten up the PowerPoint for future presentation. Arun said another significant recommendation was to spread the CTSA message over several slides and explain the state mandate, role</p>

of the CTSA, and SANDAG's designation more clearly. LaVonna said that when cities contract with FACT they are leveraging their funding with CTSA funding.

Dave asked Arun for an update on the possible award of 5310 vehicles. Arun said originally FACT was not awarded the 13 vehicles applied for, but Caltrans indicated that left over funding was available to fund several vehicles. He said the amount of vehicles were not specified, but expected to receive at least one. Dave said he was approached by an organization that was awarded 5310 vehicles, but did not have operational funding. Danielle said the organization was awarded the vehicles in a past grant cycle when there was less competition. She said at that time the organization indicated that the operational funding would be established by the time the vehicles were issued. She said typically Caltrans would redistribute the vehicles if they were not being operated. Since it was the last cycle under SAFETEA-LU the remaining funding from the current 5310 grant cycle would be re-awarded. Dave wondered if there was a chance FACT would receive the redistributed vehicles.

Phil said the introduction to FACT PowerPoint should incorporate the referral and reservation process. He mentioned that the video did not highlight the referral and reservation process. Bob requested that the FACT website address be added throughout the PowerPoint slides for additional exposure. Arun said the presentation would be more effective if Board members participated and leveraged their community connections. Bob discussed the League of California Cities as a good platform to present. John indicated that City Managers have their own association as well. Phil said he hoped that the Board would decide to present at all city councils and indicated he would volunteer to help with the presentations. LaVonna asked if it was a conflict of interest for Board Members to present FACT information at councils and associations they were members of. John felt that it was not a conflict of interest, but would be more appropriate for other Board members to conduct the presentation. Phil said Dave's County Supervisor position should be leveraged as much as possible to make the briefs and asked Dave to assist with the League of California Cities presentation. Phil requested that the updated PowerPoint be sent to the Board before the next Board Meeting for review. Dave suggested presenting at the California State Association of Counties (CSAC). He said CSAC would be a great platform to introduce CTSA information and the proposed consulting services to other counties. Arun said perhaps FACT and SANDAG could conduct a joint presentation. Dave said they could discuss the presentation with Gary during the meeting on April 16th.

<p>Financial Summary</p> <ul style="list-style-type: none"> Draft 5-year Mobility Mt. expense & revenue projections 	<p>Dennis provided a summarized comparison of budgeted and forecasted revenues. He said forecasted revenues were more than budgeted revenues and expenses were forecasted lower than budgeted expenses. There were net revenues in excess of expenses of \$164,425. He provided a forecast on FACT's reserves. He said unrestricted net assets were forecasted to be \$178,338 for fiscal year ending June 30, 2014. He said there was additional revenue other than grant revenue in FY 2013-14 from contracted services. The total forecasted revenue from other sources was \$221,739 for FY 2013-14. He asked if the Board had any questions or feedback.</p> <p>Phil asked what the expenses were against other revenues. Dennis said the breakdown of expenses for each service was not requested. Phil asked for clarification between the equity and revenue. Dennis said the equity was total assets minus liabilities and would be shown on the balance sheet at the end of the year. He said \$120,000 was restricted for CTSA programs and \$178,338 was unrestricted. LaVonna asked for further clarification on what the \$540,000 represented. Arun said the \$540,000 was the amount of money needed to cover overhead expenses to operate at the current level of service. Susan discussed the need for financial reports that allocated expenses and revenues for each contract.</p> <p>Motion to have staff develop financial reports that allocate expenses and revenues based on individual contracted services made by Susan Hafner. Second by John Aguilera. The motion passed unanimously.</p> <p>Phil asked why the variances where shown as negatives when the forecasts were lower than the budgeted amounts. Dennis explained that the format was consistent with past reporting. John mentioned that the report was not a profit loss statement and Phil seemed to be referencing a different type of statement. Bob asked if it would be helpful to have John and Susan assist with the financial reporting. Arun said it would help to have assistance with financial oversight. He said suggestions were included under the Governance item that addressed Board oversight and committee appointments.</p> <p>LaVonna described her experience using RideFACT to get to the retreat. She said she was handled very professionally on the phone and by the driver. She had a positive experience overall. Dave asked if the service was curb-to-curb. Arun confirmed but said door-to-door service was available upon request. Bob asked what the mileage was based on. Arun said trips were based on actual one-way trip mileage indicated by Google maps. John asked if riders tipped the drivers. Arun said the policy advised</p>
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	<p>passengers not to tip drivers, but was not regulated. He mentioned that it was up to the driver to collect the fare indicated by FACT because it would be deducted from provider payments regardless.</p>
<p>Governance, Board Committees - Finance, Budget, etc.</p>	<p>Arun said the item provided Board members the opportunity to review the composition, size, diversity, and geographical representation of the Board. Staff recommended appointment of Board subcommittees for ongoing financial and operations oversight. He said committees were in place, but scheduling has prevented the committees from meeting regularly. Phil suggested Susan, himself, and one other Board member be appointed to the finance committee and meet quarterly. John volunteered to join the finance committee. John, Phil, and Susan were appointed to the finance committee. Arun said there was discussion regarding the size of the Board. An article called "What's the Right Size for the Board?" published on Blue Avocado was provided for Board review. The article said 8 to 18 members seemed to be the right size for a Board because larger Boards tended to dwindle to a smaller core group. He said it was difficult for larger Boards to remain engaged. The Board had decided on 9 members.</p> <p>Bob suggested attracting Board members from different areas of the County including MTS Board members, SANDAG Board members, and SANDAG Transportation Advisory Committee members. Arun noted that the highest level of trips performed were In South County. Phil said the 3 elected official's requirement was not limited to City Council Members. He discussed School Board members and Hospital Board members as potential candidates. Dave recommended contacting the San Diego County Hospital Association for leads. Dave reviewed MTS Board members who would be good contenders. He said Board members could facilitate direct outreach to elected officials. He discussed healthcare systems hiring former TV personalities to help with outreach, visibility, and communications. He said this was an interesting strategy to consider. Dave discussed MTS Board member and San Diego City council member Myrtle Cole as a good candidate. Bob and Phil recommended MTS Board member and Chula Vista City Council Member Mary Salas. MTS Board members Jim Cunningham, Al Overom, Ernest Ewin, and George Gastil were discussed. Phil said he could speak with Ernest Ewin regarding his interest. LaVonna felt Mary Sessom, Mayor of Lemon Grove and SANDAG Board Member, would be a good candidate. Arun said he would reach out to the Hospital Association. Bob discussed Clyde Beck, Immediate past Chair of 2-1-1 San Diego and community health consultant, as a possible candidate or contact person to help identify a healthcare member. Bob recommended Board candidates be approached one at a time because there was only one Board seat available.</p>

	<p>Arun recommended appointing an operations oversight committee. LaVonna asked for clarification on the purpose of the operations oversight committee. Arun said the committee would provide oversight on FACT's services and assist with service planning. Bob and LaVonna were appointed to the operations oversight committee and others were invited to join the committee when feasible.</p>
<p>Report on FY 2013-14 goals; proposed FY 2014-15 goals</p>	<p>Arun provided a status update on FY 2013-14 goals. He identified which goals were completed, ongoing, and in progress. He reviewed goals for FY 2014-15. He said the specifics for each goal would need to be developed. Staff requested the Board to review priorities and goals for FY 2014-15 and provide feedback to assist with finalizing the recommendations. LaVonna felt it would be helpful to include the officials FACT intended to reach out to in the goals; she suggested reaching out to officials starting with the top cities served by FACT. John agreed with LaVonna because FACT could demonstrate the level of service provided in each council member's city.</p> <p>Danielle suggested that the Susan's recommendation for project based financial reporting be incorporated as a goal. Susan reiterated her recommendation as follows: Develop project based financial reports to analyze revenue and expenses for each operational contract. She said every goal should have some form of measurement. Arun said staff would attach some sort of measurable value to each goal. John asked for clarification on the goal regarding the expansion of RideFACT. Arun said the goal referred to geographical expansion. John suggested rewording the goal for clarity. Arun said FACT was countywide, but could not serve isolated areas such as Borrego Springs due to the long deadhead miles required by drivers. He said working with local operators or leasing vehicles to local agency in remote areas may be a solution. Phil suggested changing RideFACT to FACT in the expansion goal to include all FACT services. Arun said the referral service was already serving all areas of San Diego County, but RideFACT did not serve the remote areas which was what the expansion referred to. He said he would make the correction as recommended.</p>
<p>FACT 2015-2020 Business Plan Update</p>	<p>Oswaldo presented the 2015-2020 Business Plan update. He went through each chapter and indicated the changes made. Regarding chapter 4.1.3, Dave asked if FACT was defining where in rural areas FACT was expanding to in the plan. Oswaldo confirmed. Arun added that the specific areas were identified by name in the plan. Regarding chapter 4.3.4, LaVonna asked if the service information for the agencies providing the older driver wellness program and guaranteed ride home program were included in the plan to justify removing the programs. Oswaldo confirmed and said</p>

	<p>icommuter provided the guaranteed ride home program and CarFit provided the older driver wellness program. He said FACT staff would refer clients to these programs accordingly. Staff recommended the Board adopt the proposed 2015-2020 Business Plan Update. Phil said the plan included good updates. He felt the plan should not be approved yet, but the changes included in the plan should be approved.</p> <p>Motion to approve the changes to the 2015-2020 Business Plan update made by Phil Monroe. Second by Tony Kranz. The motion passed unanimously.</p> <p>Arun asked if the full plan and the approved updates should be brought to the Board at the next Board Meeting. Tony requested the plan be sent to the Board with prior notice so the Board has time for review the document.</p>
<p>Board Member feedback</p>	<p>Danielle requested that FACT develop some type of methodology for the fees charged for contracted services. Arun said staff was working on a procedure.</p> <p>Closing remarks were made by the Board and guests.</p>
<p>Adjournment</p>	<p>Meeting adjourned at 12:58 PM.</p>

ITEM #5

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: Executive Director performance review

ISSUE:

The ED performance review sub committee seeks input from Board members regarding ED performance review process for year 2013-14.

BACKGROUND:

The ED performance review is done in March - April each year to coincide with the anniversary of hiring date (late April). The process in 2013 involved appointing a Board sub committee. A written self-appraisal by the ED was forwarded to the committee. The committee discussed the performance and recommended action by the Board.

On April 14, 2014 the Exec Committee met and appointed a Board sub committee (Bob Campbell, LaVonna Connelly and Phil Monroe) to review the year 2013-14 performance. Board Vice chair Bob Campbell will chair the sub committee.

The sub-committee plans to meet at 8:30am on April 24 to review the information and any make a report to the Board during the April 24 Board meeting later that morning.

RECOMMENDATION:

Board input is needed in order to complete the ED review.

ITEM #6

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: May Board meeting schedule change - from May 22 to May 29

ISSUE:

There is a potential conflict between FACT Board meeting and CalACT's (California Association for Coordinated Transportation's) Spring conference being held in San Diego.

FACT requests the Board to consider delaying the Board May Board meeting by one week.

BACKGROUND:

CalACT is a state association of 400 transportation and social service agencies. FACT and CalACT are partners in a number of initiatives. FACT's ED has serves on the CalACT Board as a southern California representative of the association's members.

The conference is scheduled during May 19-22 at the San Diego Hilton. FACT is acting as one of the host agencies by providing CalACT with volunteer staff and assisting with some local transportation arrangements. Board Chair Dave Roberts will address the CalACT membership during the opening session. FACT staff will participate in a workshop on One-Call One-Click - Veterans mobility grant funded mobility services.

In view of the potential conflicts with FACT's Board meeting schedule and preparations, staff requests the Board to defer FACT's Board meeting by a week.

As per FACT bylaws, FACT Board of Directors meeting dates are determined by Board action.

RECOMMENDATION:

Staff requests the Board to move FACT's May Board meeting date from Thursday 5-22-14 to Thursday 5-29-2014.

ITEM #7

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: FACT Business Plan update and proposed 2014-15 Goals

ISSUE:

The Business plan updates and proposed FY 2014-15 goals were reviewed during the March meeting.

Two follow up actions were recommended by the Board:

- Forward full Business plan to Board members, and
- update the DRAFT Goals to make them more specific, quantifiable

BACKGROUND

During the review of changes made to the Business Plan in the 2015-20 update, board members approved all the changes. It was recommended that the Plan be sent to the Board with prior notice so the Board has time for review the document. There was also discussion on the proposed FY 2014-15 Goals. The feedback from the Board recommended more quantitative goals. A new goal to prepare project based financial reports, was added to the proposed list. This goal shows the need for more sophisticated accounting in view of the diversity of services and contracts being handled by FACT. There was a general feeling that all goal outcomes should be measurable. The goals have been revised accordingly. There was some discussion over whether geographic expansion of services would be limited to RideFACT as stated or all FACT services. The consensus was to replace "RideFACT" with "FACT" in the context of the coverage and future expansion of services. This recommendation is reflected in the updated goals presented below.

Status of Year 2013-14 Goals:

1. Meeting RideFACT demand in nonurban areas:

Service was expanded to Fallbrook, Lemon Grove, Spring Valley and Ramona/Estates. Other nonurban areas will be added to the service area during FY 2014-15

2. Expand number of Brokerage vendors to 12

FACT’s Brokerage currently has 13 vendors. Several new vendors have expressed interest in joining.

3. Implement Veterans Mobility (initial phase)

Mutual agreements were completed in early 2014. The kick-off meeting occurred in February 2014.

4. Implement pilot call-overflow project with 211

Not prioritized due to other developments. Extended days and services were not offered during FY 2014.

5. Implement brokerage software

Brokerage model changed over time causing a delay in software procurement. Second round initiated in early 2014.

6. Sustainable funding for RideFACT

Several new agency service contracts implemented – Poway, Oceanside, SDCOE, First Transit.

7. Outreach/communications with Cities & Officials

Ongoing. Outcomes regularly reported to Board during meetings and weekly updates.

8. Implement 3 new agency transportation service contracts

Completed – Oceanside, SDCOE, First Transit

TABLE 1 - Goals for FY 2013-14

GOALS FY 2013-14	NOTES
Meeting RideFACT demand in nonurban areas	IN PROGRESS
Expand number of Brokerage vendors	COMPLETED

to 12	
Implement Veterans Mobility (initial phase)	COMPLETED
Implement pilot call-overflow project with 211	IN PROGRESS
Implement brokerage software	*DEFERRED
Sustainable funding for RideFACT	ONGOING
Outreach/communications with Cities & Officials	ONGOING
Implement 3 new agency transportation service contracts	COMPLETED

TABLE 2 - Goals for FY 2014-15

GOALS FY 2014-15	NOTES
Expansion of RideFACT Service to Valley Center	ONGOING
Increase Agency Contracts revenue by 100%	ONGOING
Implement Veterans Mobility (VTCLI) projects on schedule	ONGOING
Implement pilot call-overflow project with 211	COMPLETED
Implement brokerage software	*
Sustainable funding for RideFACT	ONGOING
Schedule outreach meetings with representatives from ALL cities, NCTD SANDAG, MTS	*
Develop project based financial reports to analyze revenue and expenses for	

each operational contract	
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RECOMMENDATION:

Staff requests the Board to adopt the revised goals for FY 2014-15.

ITEM #8

TO: BOARD OF DIRECTORS
FROM: Arun Prem, Executive Director
RE: First Transit sub-contract update

ISSUE:

Status update on implementation of sub contract with First Transit for LIFT service

BACKGROUND:

Pre-implementation:

In February 2013, FACT's Board authorized staff to follow up in order to enter into agreement with First Transit (FT). Under the proposed agreement FACT would provide LIFT trips as subcontractor to FT. LIFT is a specialized paratransit service required as per Americans with Disabilities Act (ADA) for persons with disabilities, for travel within the service area covered by NCTD's bus and rail services. Under this agreement FACT would provide curb to curb transportation for NCTD clients as a subcontractor to FT, the contractor for LIFT service.

FACT signed the agreement in mid-March 2014. The term of this contract is unspecified and may continue through the end of the contract between FT and NCTD, which has a 3.5 year term. It is anticipated that FACT will dispatch 40-50 LIFT trips on average daily, to its sub contractors.

FACT presented First Transit with a proposal based on purchasing the transportation through its Brokerage at a negotiated per mile rate. The cost of the purchased trips would be passed on to FT along with a mark-up for FACT.

In preparation for this contract, FACT negotiated with several Brokerage providers - AAA Transport, Safety First, Care4U Mobility and Sol, to be able to offer the best available rates to FT. We plan to use FACT owned vehicles operated by Sol Transportation to provide the accessible trips to the extent possible. FACT would receive the trip requests from First Transit the day before, and forward those to the subcontractor(s), who would dispatch the trips the following day.

This arrangement represents a new source of revenue for FACT, similar to group trips and on-demand trips already being provided under other service contracts. Due to the potential volume of service, this contract would have greater impact on FACTs operations (including staffing, business hours, days of service) and revenues. In order to prepare for this new service start-up FACT will hire a new Mobility Coordinator (full time, temporary) in late March 2014. The service is expected to commence on Monday March 31, 2014.

FACT is working with FT and the Brokerage providers to implement services as of March 31, 2014.

Implementation - March 2014

First Transit began operating the service on Saturday, March 30, 2013.

Process Overview

FT planned to provide approx. 145,000 trips a year, of which 6.8%, approx. 10,000 would be outsourced. It appears that demand is 20% above the projected levels. Consequently the amount of outsourced trips is much greater than the 40-50 trips per day that FT projected during discussions with FACT. At present it appears that 100-200 trips per day are being outsourced.

The FT call center receives all reservation and customer service calls. At the end of the business day approx. 5:30 pm FT sends FACT a spreadsheet with a list of trips that are needed the next day.

FACT staff confirms the trips immediately and sends them to either AAA, Safety First or Sol. The trips are sorted to look at pick up time and if accessible vehicles will be needed. FACT staff group the trips accordingly and dispatch them to FACT subcontractors and ask them for confirmation.

FT staff call FACT when any of the trips are cancelled by the rider or if riders request expected time of arrival (eta) or have other service issues. FACT staff call the subcontractor that received that trip to request a cancellation, or ask them for a trip status, which is then forwarded to FT.

After FACT providers complete the trips, they are expected to complete the manifest (trips information sheet), update it with the actual pick up time, the driver's name and vehicle #, and send the completed form to FACT next morning. FACT staff compile the manifest information received from providers and forward them to FT.

Initial Requirements

Prior to beginning service, FACT provided subcontractors (AAA, Safety First and Sol) driver and vehicle files to FT staff for review. The driver files included drivers license, background check information, training certifications, enrollment in drug testing pool, and contact information etc. Vehicle files included insurance, registration and copies of quarterly preventive maintenance records. After the files were approved by FT staff, the vehicles were brought in for physical inspections by FT and NCTD staff. There were other requirements including clearance for drivers to enter Camp Pendleton.

Staffing and coverage

Since FT operates LIFT service 7 days a week, FACT staffed the office during additional hours during evenings and weekends to handle the requirements of the contract.

Additional staffing was needed between 5:00am and 8:00 am as well as 5pm and 7pm, 7 days, to receive the manifest from FT and forward it to sub contractors. After the first two weekends FACT staff have begun working from home during weekends to receive and dispatch trips. Weekday staff schedules were staggered to ensure there was coverage until 7pm. On weekends staff needed to be on call to receive cancellation requests, status inquiries and requests for changes to trips. The volume of calls was relatively very high during start up. Generally calls were spread between 5am and 9pm.

211 Backup support

On 4/10 FACT made an emergency request to 211 for support with back-up call center support between 7pm and 8am daily. In less than a day 211 was able to mobilize a new phone line, staff and a call handling protocol to handle FT calls during off hours. On 4/11 FACT and 211 staff tested the new line and reviewed the process of sharing dispatch information to ensure FACT and 211 staff have access to the same information to be able to respond effectively.

On Friday 4/11 the 211 backup support was implemented and FACT informed FT that 24/7 call center coverage had been activated. FACT and 211 have been monitoring the back up system and it appears to working well.

ISSUES

Tracking and invoicing trips - during the first week trips received by FACT averaged 20 daily, in the second week the number grew to 50 a day. Due to the volume of trips FACT staff and subcontractors needed to adjust the reporting process, which now requires daily reports from providers.

Payments LIFT fares are \$3.50 one way; fare is paid in cash or scrip (coupon). The scrip is collected by subcontractors and will be sent to FACT along with invoices. The cash fares will be deducted from the invoiced amounts. FACT is working with FT to streamline the invoicing/reports and payments.

Capacity -initial projections from FT indicated 40-50 trips would need to be outsourced daily. The projections were considerably understated due to unexpected increase in demand. Approx. one week notice was given by FT for getting the materials ready.

After the first week of service, FACT informed FT that subcontractors had developed additional capacity and could provide over 100 trips per day effective April 7.

Service issues service provided by FACT sub contractors has been good and the relatively few complaints were due to misunderstanding of policies regarding hand to hand drop off requested for some riders.

FACT's role- FACT and FT staff met on 4/10 to review contractual issues. FACT was intended as the sole broker for the outsourced trips however it did not appear to be the case. FT staff explained that due to the large discrepancy between planned service and the demand, the start up process deviated from plan by sourcing trips with other vendors. FACT staff explained that while initially FACT subcontractors were not prepared to handle excess demand, they had added additional vehicles and drivers and were able to handle a higher volume of trips. It was agreed that as the implementation issues were smoothed out it would be possible to move towards the initial plan to procure trips through FACT.

RECOMMENDATION

None

ITEM #9

TO: BOARD OF DIRECTORS
FROM: Arun Prem, Executive Director
RE: FACT Services update
ISSUE:

This item presents a monthly RideFACT and contracted services update.

BACKGROUND:

City of Oceanside Senior Van Service:

In August 2013, FACT was awarded a contract to provide transportation for the City of Oceanside’s Senior Van Shuttle. The contract amount is \$ 66,150 for an 11-month contract ending June 30, 2014. This service is available to Oceanside residents for trips within the city and neighboring cities and some medical destinations. Approximately 1,000 clients are pre registered to use this service.

Since September 2013, FACT has invoiced City of Oceanside for 1,238 trips for \$13,732.77.

The feedback from the City of Oceanside staff has been positive and it appears likely that the contract will be extended.

SDCOE Foster Youth transportation contract

The San Diego County Office of Education (SDCOE) recently contracted with FACT to provide this new service. The SDCOE received a grant that funds efforts to enable foster youth to continue to attend the “home” school after they are relocated to foster homes. The agreement between SDCOE and FACT involves getting drivers qualified for the special requirements and proving trips from home to school and back.

This agreement was completed in December 2013 and service implemented in February 2013. Trips for this service are procured from two brokerage vendors - CityLink and ~~Care4U Mobility~~.

FACT proposed a flat per mile rate for transportation based on quotes received from vendors with an add-on for FACT’s administrative expenses and overheads.

The value of the contract is \$150,000 for a term ending in September 30, 2014. SDCOE has indicated that it is likely that the contract may be extended if more funds become available. SDCOE recently indicated that the transportation service contract would be extended.

Since February 2014, FACT has invoiced SDCOE for 29 trips for \$2,060.62.

Poway Adult Day Health Care Transportation Service Contract

In January 2013 FACT entered into an agreement with Poway ADHCC in order to provide transportation to approximately twenty four (24) of the Centers clients. The clients are all seniors who are unable to use other modes of public transportation due to varying degrees of physical and/or cognitive disabilities. The agreement involved transportation of clients from their homes to the Center in the morning and back home during the afternoon. Due to the large group of clients, FACT was able to work with a provider to group riders on a few buses in a cost effective manner.

Poway ADHCC owns and operates several grant-funded vehicles for their remaining clients. The Center has added many new clients to the FACT service due to the relatively low cost of transportation compared to their own service.

The agreement was preceded by a one month pilot during which FACT ran the service in orders to review the feasibility. FACT provides the trips using Sol transportation as the sub contractor.

This contract generated approx. \$60,000.00 net revenue for FACT during the first completed year of service (calendar 2013). It is likely that the services provided under this contract will be extended to include new riders from Ramona.

RideFACT Service statistics ytd for current fiscal year July 2013 - January 2014:

RideFACT	One way trip requests	Referrals-external	Referrals to RideFACT	RideFACT Trips One way	Cancelled rides	No shows	Pending rides	Av. trip cost	Av trip Length (miles)
FISCAL YEAR 2013-14									
Jul 2013	2,067	194	1,873	1,203	157	26	473	\$16.74	12.2
Aug	2,308	162	2,146	1,395	154	26	559	\$16.95	12.7
Sep	2,608	115	2,493	1,486	163	37	787	\$20.43	12.1
Oct	2,655	165	2,490	1,696	244	63	469	\$21.06	12.0
Nov	2,582	170	2,412	1,568	180	27	630	\$21.39	12.2

Dec	2,389	115	2,274	1,585	198	42	445	\$20.77	12.1
Jan 2014	2,690	174	2,516	1,653	197	48	617	\$16.31*	11.7
Feb	2,570	140	2,430	1,577	180	41	628	\$19.45	11.7
Total	19,869	1235	18,634	12,163	1473	310	4608		

***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.

RECOMMENDATION

None

ITEM #10

TO: BOARD OF DIRECTORS

FROM: Arun Prem,

RE: MTS Inquiry regarding additional vehicle donations

ISSUE:

Staff seeks board input on new proposal for donating retired MTS vehicles.

BACKGROUND:

In January 2013 MTS and FACT boards approved the collaboration between MTS and FACT to donate 10 retired vehicles from MTS's Access fleet. The vehicles were donated in March 2013.

In March 2014 MTS staff enquired about a possible collaboration to donate 10 vehicles similar to the ones donated in 2013. The vehicles seat up to 16 passengers and could accommodate up to 4 passengers in wheelchairs. MTS plans to replace the vehicles with new ones.

Similar to the 2013 arrangement, MTS would like to donate the vehicles to agencies in their service area for transporting ADA-eligible clients.

FACT would need to solicit interest, hold an information workshop, receive applications, assess applications to identify the potential service for ADA eligible clients and help prioritize the applications. FACT staff will need to update the draft agreement, application form and develop a project timeline.

A review committee including one FACT Board member will need to be formed to assist with the selection of recipients.

As part of the prior arrangement, a follow up process to monitor and report on the usage of the vehicles was managed by FACT staff. This process is ongoing through the remaining useful life of the vehicles.

RECOMMENDATION:

Staff requests the Board for direction regarding the request for collaboration on MTS vehicle donations.

ITEM #11

TO: BOARD OF DIRECTORS
FROM: Arun Prem, Executive Director
RE: Governance - two new CAM appointments

ISSUE:

During its April 8, 2014 meeting, CAM endorsed the appointment of two new members to the advisory group - Lois Knowlton and Bill York.

BACKGROUND:

The Council on Access and Mobility (CAM) is a FACT Board appointed advisory committee.

CAM meets on second Tuesdays every other month.

Three years ago CAM initiated specific measures that aligned CAM activities with the Board and FACT activities as well as established a 25-member structure with defined member categories. The meeting frequency increased from 4 to 6 per year and a mission statement consistent with the FACT mission was established. Following the structural overhaul CAM elected a Chair (Ben Macias) and vice Chair (Todd Lordson) to facilitate effective governance. CAM has continued to attract strong attendance at the meetings.

In February 2014, the Board approved an expansion of CAM membership from 25 to 30, a realignment of membership categories, and made three new CAM member appointments.

Current Status:

25 of 30 CAM member seats are currently occupied.

Proposed New Members:

Lois Knowlton, Community Outreach Coordinator, Friends of Adult Day Health Care Centers

“I support the adult day health care centers in San Diego County with educational programs and state advocacy; however, my primary responsibility for transportation support through grants from SANDAG and CalTrans is for the benefit of the Poway Adult Day Health Care Center. I oversee the monitoring and reporting functions related to grants, and at the present time TransMed, a nonemergency medical transportation for people 60 and over.

Prior to my work with the adult day health care programs, I was in education. I spent ten years as a bilingual teacher—first in Argentina and later in Laredo, Texas. I was also a bilingual business teacher at Southwestern College for 13 years. My undergraduate and master’s degrees are in Business Administration. My doctorate is in Educational Leadership. After receiving my doctorate from the University of San Diego, I became the dean of Business and Professional Studies at Grossmont College. I retired in 2003 and have been working with the Friends and Poway Adult Day Health Care Center since that year.”

Bill York, Chief Operating Officer, 2-1-1 San Diego

Bill York joined 2-1-1 as a disaster volunteer during Firestorm 2007, helping 2-1-1 staff connect San Diegans to critical response and recovery information.

Mr. York was promoted to Service Design Manager, followed by promotion to Director of Programs, and today is 2-1-1’s Chief Operating Officer (COO). In the role of COO, Mr. York oversees the Service Delivery team which includes the contact centers, research and design center, Quality Assurance & Training department and Benefits & Enrollment Department.

Mr. York was instrumental in leading the work plan for the successful Veterans Transportation and Community Living Initiative (VTCLI) grant developed by SANDAG, 2-1-1 and FACT. As a veteran and a leader in the San Diego Veteran’s community, Mr. York was able to organize support for the grant from numerous veterans’ organizations.

Mr. York was an active member of the US Army from 1983 to 1987 as a specialist. During this time he was awarded the Joint Service Achievement Medal.

RECOMMENDATION:

Staff requests the Board to approve CAM’s recommendation to appoint Lois Knowlton and Bill York.

ITEM #13

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: Meetings and Events 3/27/14 - 4/23/14

- 4/3 Transportation needs meeting with Toussaint Academy
 - 4/4 APTA conference call: Transit Agency and Community Partnerships session
 - 4/7 Meeting with AAA Transport re. service implementation
 - 4/8 CAM Meeting
 - 4/8 Meagan and Oswaldo - One Call One Click Project Team Meeting
 - 4/10 Meeting with First Transit re service implementation
 - 4/14 Agenda planning (Apr 24 Board meeting) with Dave and Bob
 - 4/15 APTA conference call: One Call/One Click Session
 - 4/15 Oswaldo - SANDAG SRTP Task Force meeting
 - 4/16 Dave, Bob, Sachiko and Arun - Meeting with Gary Gallegos, ED
- SANDAG
- 4/17 NCTD Board Meeting
 - 4/17 Meeting with Ben Macias
 - 4/22 Oswaldo - Southern California Transportation Forum

Upcoming Meetings and Events:

- 5/4-5/7 APTA - Bus & Paratransit Conference - Kansas City
- 5/19-5/22 CalACT Conference - San Diego
- 5/29* FACT Board Meeting (*subject to confirmation)
- 6/10 CAM Meeting