



FACT FULL ACCESS &
COORDINATED
TRANSPORTATION
Coordinating Access to Life

Meeting Agenda and Notice
FACT Board of Directors Meeting
April 18, 2012, at 9:00 am
Carnation Room, Encinitas City Hall
505 S. Vulcan Avenue, Encinitas, CA 92024

AGENDA

1. Approval of March 21, 2012 Board Meeting minutes p-2 ACTION
2. Public Comment INFORMATION
3. Sub-committee reports (standing item, no recent updates)
INFORMATION/ACTION
 - a. Software and Service Development Committee
 - b. Escondido, Rancho Bernardo & Poway Senior Service
 - c. Employee benefits
4. A. Veterans (VTCLI-2) Grant and FACT/211/SANDAG Collaboration p-7
INFORMATION/ACTION
B. FACT/211 coordination MOU
5. Updated Policies: p-9 POSSIBLE ACTION
 - Amended Conflict of Interest policy
 - FACT Policies/Employee Handbook
6. NCTD presentation on Mobility Management grant implementation p-16
INFORMATION
7. Analysis of FACT telephone referrals data p-17
INFORMATION/ACTION
8. March 2012 financial statements
INFORMATION/ACTION
9. Executive Director Report p-18
INFORMATION/ACTION
10. Board Member Comments INFORMATION

11. Executive Director Annual Performance Review - Closed Session
INFORMATION/ACTION

Adjournment

FACT Board of Director's Meeting Minutes

March 21, 2012

Encinitas City Hall, Encinitas, CA 92024

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| Board Members Attending | Dave Roberts, John Aguilera, Teresa Arballo Barth, LaVonna Connelly (phone) |
| TAC Members Attending | Floyd Willis, Lois Knowlton |
| Board Members Absent | Susan Hafner, Phil Monroe, Bob Campbell |
| Staff Attending | Arun Prem, Novette Buenaflor, Patty Pauletto, Meagan Schmidt, Budd Anderson |
| Public/Guests | See sign-in sheet for Board Meeting |
| Introductions | Chair Dave Roberts called the meeting to order at 10:10 AM. Introductions were made. |
| Approval of February 8, 2012 Meeting Minutes | Motion to approve the February Board Meeting Minutes made by Teresa Arballo Barth. Second by John Aguilera. The motion passed unanimously. |
| Public Comments | None |
| Board Chair Report | Dave decided to skip the Board Chair Report to expedite the meeting. |
| Board Member Comments | None |
| Executive Director Report | Arun discussed recent meetings attended since February 8 th including NCTD's Board Retreat. He said the NCTD mobility management presentation will be tabled until next month's Board meeting. He went over two New Freedom grants recently approved. He said FACT was approved for \$500,000 for new services and administrative expenses. He said the JARC grant was not funded. |

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| | <p>Arun discussed the Rancho Bernardo RideFACT brokerage inauguration, including: guest attendance, presentations, the press release issued, and media coverage of the event and program.</p> <p>STRIDE had 1627 website hits and FACT had 89 telephone referrals in February 2012.</p> <p>Arun introduced Novette Buenaflor as the new Grant Analyst for FACT and gave a brief description of her background and position. Dave congratulated Novette and welcomed her to the team.</p> |
| Subcommittee reports (standing items) | <p>There were no subcommittee reports because there were no subcommittee meetings since the Board Retreat.</p> |
| Appointment of new Board members | <p>Arun introduced the two Board candidates Alane Haynes and Norine Sigafoose.</p> <p>Motion to approve appointment of Alane Haynes and Norine Sigafoose to the FACT Board of Directors made by Teresa Arballo Barth. Second by John Aguilera. The motion passed unanimously.</p> <p>Arun and Dave welcomed Alane and Norine to the Board.</p> |
| Selection of contracted CPA | <p>Arun discussed the three qualified CPA applicants who responded to the CPA job posting. He introduced Dennis Randall as the selected candidate for the CPA position and briefly discussed Dennis' qualifications and background. Staff recommended the Board authorize signing a two year contract with Dennis Randall for CPA services with terms as described in the item. The proposed contract will begin April 1, 2012 and have options for 1 year extensions up to three additional years.</p> <p>Dave asked what the CPA rate would be if extended after the two year contract expires. Arun said the contract has not been drafted, but typically renegotiations will include the potential of increasing the rate up to the CPA inflation increase for that year.</p> <p>John asked what the terms would be for terminating the 2 year contract if either party needs to excuse themselves. Arun said the details have not been drafted, but a one or two month notice based on a mutual agreement will most likely be implemented. If the termination is in regards to the CPA's performance then the termination will be immediate or within the 60 day mutual agreement.</p> <p>Dave suggested approving the staff recommendation and appointed a subcommittee (John Aguilera and Bob Campbell) to review the contract</p> |

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| | <p>terms. He discussed the difference between San Diego CPI index and National CPI index.</p> <p>Motion to approve staff recommendation to sign a two year contract with Dennis Randall for CPA services with the option of one year extensions up to three years including rate renegotiations based on San Diego CPI index; pending approval of the subcommittee (John Aguilera and Bob Campbell). If the subcommittee is not comfortable with the CPA contract they need to bring the contract back to the Board for discussion. Motion made by Dave Roberts. Second by Teresa Arballo Barth. Motion passed unanimously.</p> |
| SDSU Intern Opportunity | <p>Arun discussed a free San Diego State University (SDSU) internship opportunity available to FACT this Fall. SDSU's School of Public Affairs currently has several students in the Master of City Planning program who are interested in transportation issues.</p> <p>Arun discussed the intern potentially working on several projects including: updating the FACT Business Plan, maintaining and updating FACT's new website, developing consistent operations and policies documentation, and other projects as needed. He said FACT has a work station available for an intern. Arun requested approval from the Board to utilize an SDSU Intern this Fall.</p> <p>John asked how the prescreening will be conducted. Meagan Schmidt said the SDSU intern coordinator offered to prescreen interns.</p> <p>Meagan and Arun said there was a typo in the agenda and that only SDSU was offering the internship, not UCSD.</p> <p>Dave clarified that an intern is not like an employee. He mentioned how the Federal Government was auditing non-profits over unpaid internships. He said FACT needs to be careful in the way things are worded and discussed regarding the internship. He said the main goal of an internship would be to benefit the intern. There can be residual benefits for an organization by utilizing an intern but that would not be the intent of an internship. FACT needs to ensure that this intern would not be taking the place of a paid employee or perceived to be doing so.</p> <p>Laura Barish from AltaGolden recommended a Memorandum of Understanding that FACT could have the intern sign.</p> <p>Teresa said since the internship would be for a college course any documentation should indicate that the intern would be receiving college credits as a direct benefit of participating in the internship in addition to</p> |

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| | <p>the learning experience.</p> <p>Motion to adopt an internship program for the Fall 2012 to utilize a SDSU student for up to 120 hours made by Alane Haynes. Second by Norine Sigafoose. The motion passed unanimously.</p> |
| Amended Conflict of Interest policy | <p>Arun said this item responded to the Board's request (February 2012 Board retreat) to update the Conflict of Interest Policy. Arun brought two different proposed policies for the Board to review. Arun discussed the streamlined policy statement which was consistent with FACT bylaws and stated concisely. He used the APTA Conflict of Interest Policy as a basis for this proposed policy. The second proposal Arun suggested was a cleaned up version of FACT's existing policy including minor changes. He requested Board feedback to which policy proposed would be more effective. Arun said since some Board members were not present, this item could be tabled until April's Board meeting.</p> <p>The Board decided to table this item.</p> |
| NCTD presentation on Mobility Management grant implementation | Deferred due to lack of time. |
| Detailed presentation on FACT referrals | Deferred due to lack of time. |
| Grant Proposals for mobility management and 2 vehicles | <p>Arun said non urbanized area New Freedom funding is administered by Caltrans. Caltrans has offered \$200,000 per project per year up to 3 years for New Freedom grants to serve rural and non urban areas across California. FACT is planning to apply for two projects funded by Caltrans New Freedom program for services in rural and non urbanized regions of San Diego County.</p> <p>FACT's grant proposal includes mobility management and the procurement of two accessible minivans. Mobility management funding can be applied toward administration, staff salaries, and direct and indirect expenses. FACT included a capital project in this proposal to procure two vans that will provide transportation in non urbanized areas including Fallbrook, Lemon Grove, Rancho Santa Fe, Santee, and Valley Center. FACT is negotiating with private contractors (Care4UMobility and Sol Transportation) to operate shuttle transportation services in rural and non urban communities. FACT does not have access to operating funds; FACT has proposed leasing these vehicles to private contractors in return</p> |

for them providing trips for FACT clients to compensate for the full cost of the vehicle.

Staff recommends the Board authorize submission of the Caltrans grant application for mobility management, the procurement of two vans, and approve the accompanying resolution to document Board approval of the grant.

Alane asked how many trips per year this shuttle service would provide. Arun said SANDAG does not provide a specific demand projection for these regions. An estimate of 10 trips per day would be 4,400 FACT arranged trips total per vehicle. The vehicles will also provide additional trips because the contracted providers can use the vehicles when FACT's demand has been served. The aim will be to group trips as a shuttle service as opposed to individual trips. The service will be provided one day a week in each area.

Arun said the shuttle services will only service these proposed areas, but the \$600,000 grant proposed to be used for expansion of mobility management and brokerage activities is not limited to the shuttle service areas proposed by FACT. Arun said the locations listed are proposed areas set by FACT and that the proposed shuttle program is not limited to these locations.

LaVonna Connelly said that NCTD is reporting low ridership and may not serve the town of Ramona in the near future. Arun said according to Caltrans' definition of non urbanized areas Ramona was not considered to fall into this category. Arun said FACT has Senior Mini Grant funding and other resources that could be utilized to assist Ramona's transportation needs pending Board request and approval

Teresa said FACT needed to focus on obtaining sustainable grant funding for general operations instead of focusing on new project funding. Arun said there was no funding currently on the horizon that would offer a solution to FACT's sustainability. Arun said FACT needs to rely on piece meal funding in order to operate and expand or FACT can maintain status quo - this would be a Board decision.

Floyd Willis commented on the competitive process for transportation providers and suggested issuing a formal Request for Proposal (RFP) by the FACT Board.

Arun said it would be difficult planning this type of model because the funding would not be guaranteed. The process involves applying for a vehicle and at the same time making a commitment as to the funding of the operation of the vehicle. So the dilemma at hand is whether to do the

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| | <p>procurement first and then apply for the grant or to apply for the grant and then do the procurement.</p> <p>Arturo Ayala from SOL Transportation said there was little information regarding this model in order to commit to the program. He felt FACT would receive little response and commitment from transportation providers in a formal procurement.</p> <p>Motion to approve staff recommendation to submit the Caltrans grant application for mobility management and procurement of two vans made by Alane Haynes. Second by Norine Sigafoose. The motion passed unanimously.</p> <p>Dave said the submission of the grant has been approved but further discussion would be required regarding the program. Floyd said Aging and Independence Services (AIS) has written a letter of support for FACT.</p> |
| February 2012 financial statements | There were no questions or comments regarding the February 2012 financial statements and no action was required. |
| Adjournment | <p>The Board deferred the FACT statistics presentation to the April Board meeting. Dave thanked Board members, guests, and FACT staff for attending the Board meeting.</p> <p>Meeting was adjourned at 11:04 AM.</p> |

ITEM # 4

TO: BOARD OF DIRECTORS

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

**RE: A. Veterans Grant and FACT/211/SANDAG Collaboration
B. FACT/211 coordination MOU**

ISSUE:

Federal Transit Administration (FTA) a department of USDOT, is accepting grant applications for \$25 million for the Veterans Transportation and Community Living Initiative -2 (VTCLI), due on April 19, 2012;

FACT has entered into collaboration with 211 San Diego and SANDAG to develop and submit a proposal for a \$2,050,000 project and \$535,460 in local matching funds.

FACT and 211 will enter into an MOU to identify the mutual roles, responsibilities and quantify the impacts of the grant implementation.

BACKGROUND:

FTA announced Part 1 of VTCLI in August 2011 for approximately \$32m. FACT was unable to secure local match and a sponsor to submit the grant. FACT Board discussed the opportunity and felt that it was important to include Veterans in the scope of FACT's services since many of them met the criteria based on age, income or disabilities. FACT submitted a proposal for a facility and other capital equipment which was not funded.

CURRENT PROPOSAL:

VTCLI Part 2 offers up to \$25 million in capital grants. It is open to applicants across the nation. One Call One Click centers like FACT are encouraged to apply or get involved in the proposals. FACT approached 211 in view of the similarities in our missions and the potential synergies in some joint operations. We will work on an MOU with 211 to specify roles and responsibilities with respect to the grant and the deliverables for each party. SANDAG was approached to be a "sponsor" of the proposal since FTA would only accept applications from direct FTA grantees (SANDAG, NCTD and MTS).

FACT Board discussed the opportunity in February 2012 and approved the recommendation to submit an application.

This grant would fund capital expenses for:

Over 20 information kiosks which would be installed at military bases, hospitals and VA facilities, etc.

Telephone equipment to connect 211 and FACT for purposes of call intake, language line assistance and possibly emergency backup.

Development of a countywide database of veterans services that will be available as a smart phone app, via information kiosks and for referrals by FACT or 211

The project cost is \$2,585,460 of which 211 will provide \$535,460 in local matching funds, including a \$75,000 cash match. FACT does not have the ability to match the grant in cash, but in-kind match will be provided if feasible.

At the time this item was drafted, SANDAG had tentatively committed to the partnership and to submit the grant on behalf of FACT and 211. SANDAG will oversee the implementation of the grant and work with FTA on management and compliance.

SUPPORT for the PROPOSAL:

FACT and 211 were able to secure support from several House Representatives from San Diego, numerous military and veteran's representatives and groups, individual veterans and a number of local agencies including HHS.

IMPACTS:

This proposal will not impact the FACT budget directly. Some in-kind match may be offered if feasible, towards the local match requirement. The administration of the grant will be handled by SANDAG and 211 will administer the tasks and deliverable in the grant. A portion of the 10% (of the project funding) administration allowance may be allocated to FACT at SANDAG's discretion.

FACT and 211 have discussed the potential of coordination of services in order to optimize operations of both agencies for veterans mobility services as well as other services. It appears that due to the infrastructure and specialization 211 San Diego has developed in call intake services, they could serve as a portal for all FACT's mobility related inquiries. 211 staff would be trained to handle referrals and would be able to close out most requests and forward the rest to FACT staff for handling. In this scenario of possible coordination, FACT would benefit by having to hire fewer staff in future, have 24/7 coverage of referrals and brokerage calls and access to 211's language translation lines, emergency phone back-up facilities, etc.

The full scope of the interagency coordination will be developed over the next few weeks and presented to the Board for approval in May 2012.

RECOMMENDATION: None.

ITEM # 5

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: Updated Policies - Conflict of Interest, Employee Policy Handbook

ISSUE:

This item responds to the Board's requests to:

1. update the Conflict of Interest Policy statement which is annually signed by Board members, and
2. DRAFT an Employee Policy Handbook, containing a comprehensive set of personnel, procurement, travel, attendance etc. guidelines

BACKGROUND:

During late 2011 and early 2012, the FACT Board had several discussions on Conflict of Interest policy. In February the Board asked for a streamlined policy statement which was consistent with FACT bylaws and stated concisely.

Board members sign copies of the policy annually and copies are kept on file by FACT staff. Two versions of the policy are proposed as options (attached). This item included on the March 2012 Board Agenda but was deferred to the April Board meeting.

Staff completed the DRAFT Employee Policy Handbook, which will be emailed under separate cover. It was recommended that the document be provided to Board members for discussion in April and placed as Action Item on the agenda for May 2012 to allow Board members adequate time for review.

RECOMMENDATIONS:

Staff requests the Board to:

1. **review the proposed Conflict of Interest Policies - Option 1 and 2 and provide feedback or select one for approval**
2. **provide feedback regarding the Employee Policy Handbook**

OPTION 1 - PROPOSED CONFLICT OF INTEREST POLICY

Every officer, director or committee officer of FACT who knowingly has any interest, direct or indirect, in any contract or proposal or program to which FACT is, or is about to become a party, is actively seeking or competing for any FACT contract, or in any other business of FACT, or in any firm or corporation with such an interest, seeking, or competing for such a contract or other business with FACT, shall make full disclosure of such interest.

Such disclosure shall be made to the executive committee of the FACT board. Whenever in the opinion of the executive committee, the interest disclosed constitutes a conflict of interest or the appearance of a conflict of interest detrimental to FACT, the executive committee shall require such action or abstention by the officer, director, or committee member as the executive committee determines is necessary or desirable to protect the interests of FACT.

The word "interest" as used herein means the financial interest of an individual, or his or her spouse, dependent child, or other member of his or her immediate household in any corporation, company, partnership, other business enterprise or nonprofit organization which is a party to a contract with FACT, is about to become a party to a contract with FACT, has business dealings with FACT or would otherwise derive financial benefit from a service operated by FACT.

Failure to disclose such an interest or failure by the officer, director, or committee officer to take such action or abstention as directed by the executive committee shall constitute misconduct and may result in such sanctions as the executive committee may lawfully impose including removal of an officer, director, or committee officer.

CONFLICT-OF-INTEREST DISCLOSURE STATEMENT

I have read and understand FACT's Conflict of Interest Policy and agree to be bound by it.

- A. I am not aware of any relationship or interest or situation involving my family or myself that might result in, or give the appearance of being, a conflict of interest between such family member or me on one hand and FACT on the other.

Initials: _____

- B. The following are relationships, interests, or situations involving me or a member of my family that I consider might result in or appear to be an actual, apparent, or potential conflict of interest between such family members or myself on one hand and FACT on the other.

Initials: _____

Print Name

Signature

Date

OPTION 2 - PROPOSED CONFLICT OF INTEREST POLICY

Purpose

To protect FACT's interest when it is contemplating a transaction, arrangement or service proposal that might benefit the private interest of an officer or director of FACT.

To supplement but not replace any applicable bylaws or state and federal laws governing conflict of interest applicable to nonprofit and charitable organizations.

Definitions

Interested Person:

Any member of the board of directors, board officer, or member of a committee with governing board-delegated powers, who has a direct or indirect financial interest.

Financial Interest:

A person has a financial interest if the person has, directly or indirectly, through business, investment, or family:

- a. An ownership or investment interest in any entity with which FACT has a transaction or arrangement
- b. A compensation arrangement with FACT or with any entity or individual with which FACT has a transaction or arrangement, or
- c. A potential ownership or investment interest in, or compensation arrangement with, any service that FACT is planning.

A financial interest is not necessarily a conflict of interest; A person who has a financial interest may have a conflict of interest only if the appropriate governing board or committee decides that a conflict of interest exists.

Procedures

1. Duty To Disclose

In connection with any actual or possible conflict of interest, an interested person must disclose the existence of the financial interest and be given the opportunity to disclose all material facts to the governing board or an executive committee of the board considering the proposed transaction/arrangement/service.

2. Determining Whether a Conflict of Interest Exists

After disclosure of the financial interest and all material facts, and after any discussion with the interested person, he or she shall leave the governing board or committee

meeting while the determination of a conflict of interest is discussed and voted upon. The remaining board or committee members shall decide if a conflict of interest exists.

3. Procedures for Addressing the Conflict of Interest

An interested person may make a presentation at the governing board or executive committee, but after the presentation, he or she shall leave the meeting during the discussion of, and the vote on, the transaction or arrangement or service involving the possible conflict of interest.

The chair of the governing board or executive committee shall, if appropriate, appoint a disinterested person or committee to investigate alternatives to the proposed transaction or arrangement.

After exercising due diligence, the governing board or executive committee shall determine whether FACT can obtain with reasonable efforts a more advantageous transaction or arrangement from a person or entity that would not give rise to a conflict of interest.

If a more advantageous transaction or arrangement is not reasonably possible under circumstances not producing a conflict of interest, the governing board or executive committee shall determine by a majority vote of the disinterested directors whether the transaction or arrangement or service proposal is in FACT's best interest, for its own benefit, and whether it is fair and reasonable. In conformity with the above determination, it shall make its decision as to whether to enter into the transaction or arrangement.

4. Violations of the Conflicts-of-Interest Policy

- a. If the governing board or executive committee has reasonable cause to believe a member has failed to disclose actual or possible conflicts of interest, it shall inform the member of the basis for such belief and afford the member an opportunity to explain the alleged failure to disclose.
- b. If, after hearing the member's response and after making further investigation as warranted by the circumstances, the governing board or executive committee determines the member has failed to disclose an actual or possible conflict of interest, it shall take appropriate disciplinary and corrective action.

Records of Proceedings

The minutes of the governing board and all committees with board-delegated powers shall contain

1. The names of the persons who disclosed or otherwise were found to have a financial interest in connection with an actual or possible conflict of interest, the nature of the financial interest, any action taken to determine whether a conflict of interest was present, and the governing boards or committee's decision as to whether a conflict of interest in fact existed
2. The names of the persons who were present for discussions and votes relating to the transaction or arrangement, the content of the discussion, including any

alternatives to the proposed transaction or arrangement, and a record of any votes taken in connection with the proceedings.

Annual Statements

Each director, principal officer, and member of a committee with governing board-delegated powers shall annually sign a statement that affirms such person

- a. Has received a copy of the conflict-of-interest policy,
- b. Has read and understands the policy,
- c. Has agreed to comply with the policy, and
- d. Understands FACT is a nonprofit and in order to maintain its federal tax exemption it must engage primarily in activities that accomplish one or more of its tax-exempt purposes.

CONFLICT-OF-INTEREST DISCLOSURE STATEMENT

I have read and understand FACT’s Conflict of Interest Policy and agree to be bound by it.

- C. I am not aware of any relationship or interest or situation involving my family or myself that might result in, or give the appearance of being, a conflict of interest between such family member or me on one hand and FACT on the other.

Initials: _____

- D. The following are relationships, interests, or situations involving me or a member of my family that I consider might result in or appear to be an actual, apparent, or potential conflict of interest between such family members or myself on one hand and FACT on the other.

Initials: _____

Print Name

Signature

Date

FACT Bylaws on Conflict avoidance and resolution:

SECTION 9.3. CONFLICT OF INTEREST AVOIDANCE PROCEDURES

(a) Duty to Disclose. In connection with any actual or possible conflict of interest, an interested person must disclose the existence of the financial interest and be given the opportunity to disclose all material facts to the directors and members of committees with governing board delegated powers considering the proposed transaction or arrangement.

(b) Determining Whether a Conflict of Interest Exists. After disclosure of the financial interest and all material facts, and after any discussion with the interested person, he/she shall leave the governing board or committee meeting while the determination of a conflict of interest is discussed and voted upon. The remaining board or committee members shall decide if a conflict of interest exists.

(c) Procedures for Addressing the Conflict of Interest.

An interested person may make a presentation at the governing board or committee meeting, but after the presentation, he/she shall leave the meeting during the discussion of, and the vote on, the transaction or arrangement involving the possible conflict of interest.

The chairperson of the governing board or committee shall, if appropriate, appoint a disinterested person or committee to investigate alternatives to the proposed transaction or arrangement.

After exercising due diligence, the governing board or committee shall determine whether the corporation can obtain with reasonable efforts a more advantageous transaction or arrangement from a person or entity that would not give rise to a conflict of interest.

If a more advantageous transaction or arrangement is not reasonably possible under circumstances not producing a conflict of interest, the governing board or committee shall determine by a majority vote of the disinterested directors whether the transaction or arrangement is in the corporation's best interest, for its own benefit, and whether it is fair and reasonable. In conformity with the above determination, it shall make its decision as to whether to enter into the transaction or arrangement.

(d) Violations of the Conflicts of Interest Policy.

If the governing board or committee has reasonable cause to believe a member has failed to disclose actual or possible conflicts of interest, it shall inform the member of the basis for such belief and afford the member an opportunity to explain the alleged failure to disclose.

If, after hearing the member's response and after making further investigation as warranted by the circumstances, the governing board or committee determines the member has failed to disclose an actual or possible conflict of interest, it shall take appropriate disciplinary and corrective action.

SECTION 9.4. RECORDS OF BOARD AND BOARD COMMITTEE PROCEEDINGS

The minutes of meetings of the governing board and all committees with board delegated powers shall contain:

(a) The names of the persons who disclosed or otherwise were found to have a financial interest in connection with an actual or possible conflict of interest, the nature of the financial interest, any action taken to determine whether a conflict of interest was present, and the governing board's or committee's decision as to whether a conflict of interest in fact existed.

(b) The names of the persons who were present for discussions and votes relating to the transaction or arrangement, the content of the discussion, including any alternatives to the proposed transaction or arrangement, and a record of any votes taken in connection with the proceedings.

ITEM # 6

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: NCTD presentation on HHSA mobility management grant implementation

ISSUE:

In December 2011 FACT Board members requested an update on the implementation of the HHSA grant awarded to NCTD during 2011. NCTD designated Pamela Jackson, Project Manager to provide an update.

BACKGROUND:

The San Diego County HHSA issued an RFP for a grant June 2010 for mobility services. The proposal solicited for:

- Travel Training with a travel buddy,
- Travel Coordination (outreach and referral), and
- Volunteer Driver Transportation.

The program would transport 300 adults and seniors with mental illness per year in North County Coastal and Inland areas, and had a \$350,000 annual budget each year for three years. The goal of the grant was for clients to be able to independently access physical and mental health and other services due to enhanced transportation access.

FACT was one of the proposers; however HHSA did not proceed with an award. Later HHSA discussed the possibility of a sole source award directly to FACT or as a pass through to SANDAG, but decided against it because FACT did not meet HHSA's definition of a governmental entity or public agency.

The grant was awarded to NCTD in 2011.

RECOMMENDATION:

None

ITEM # 7

TO: BOARD OF DIRECTORS

**FROM: Arun Prem, Executive Director
Patty Pauletto, Mobility Coordinator**

RE: Analysis of FACT telephone referrals data

ISSUE:

To provide the Board with an update on transportation referrals process, call statistics and trends over the past 10 months.

BACKGROUND:

Transportation referrals continue to be the backbone of FACT operations. The referrals have increase rapidly over the last 2 fiscal years. Additional staff, increased awareness and growing need for services are all reflected in the growth.

While referrals statistics are reviewed with Board members on a monthly basis, the data does not reflect many qualitative aspects of the referrals; monthly Executive Director updates are brief and do not allow time for insights.

The Board presentation was planned to provide a close up view of the referrals process and data.

During the initial years FACT recorded the number and general details of referral calls in a simple Word document. Beginning in the summer of 2011 staff created an excel database to record information. The database was enhanced to record information in more detail and allows for better and quicker summaries and analysis. With the use of spread sheets, trends and percentages can be tracked more easily.

RECOMMENDATION: None

ITEM # 9

TO: BOARD OF DIRECTORS
FROM: Arun Prem, Executive Director
RE: Executive Director Report March/April 2012:

Meetings and Events:

3/22 Arun and Patty met with Alpha staff re. brokerage and other
coordination
3/23 **New Freedom non urbanized area grant submitted to
Caltrans**
3/28 meeting with Bob Campbell re. issues for discussion with HHSA
3/29 meeting with John Aguilera, Bob Campbell and Dennis Randall to
review contract
4/4 Meeting with Bill York, 211 re Veterans grant
4/5 APTA conference planning meeting to prepare for brokerage
presentation
4/6 **Meeting with Nick Macchione HHSA, John Ohanian and Bill
York (211), and Bob Campbell and Dave Roberts, at 211, re
Veterans Mobility grant**
4/9 Meagan met with Floyd and AIS Advisory Committee re Brokerage
etc. updates
4/9 meeting with 211 staff to finalize Veteran's proposal
4/9 meeting with Dave Schumacher, SANDAG counsel and 211 staff,
Danielle
4/10 **CAM Meeting in Old Town**
4/10 CalACT conference planning meeting to review workshop on Board
relationships
4/11 All staff training with Tracy for website maintenance
4/11 CalACT conference planning meeting to review workshop on cost
reductions

UPDATES:

Events:

1. CalACT Conference April 25-27 in Newport Beach
2. APTA Bus Paratransit Conference May 9 in Long Beach

CAM:

Potential change in officers
Proposal to fund conference expenses