



Facilitating Access to Coordinated Transportation

Meeting Agenda and Notice
FACT Board of Directors Meeting
April 23, 2015, 9:00 am
Poinsettia Room, Encinitas City Hall
505 S. Vulcan Avenue, Encinitas, CA 92024
AGENDA

Meeting call to order **9:00**
a.m.

1. Introductions
2. Approval of March 26 Board meeting minutes p-2
ACTION
3. Public Comment
INFORMATION
4. New CAM member appointment p-13 ACTION
5. Service Dev. Committee recommendations p-14
ACTION
 - Customer Survey Card
 - Rider Acknowledgement
 - Code of Conduct and Suspension Policy
6. Business Plan updates p-16
ACTION
7. Lease of 12 FACT owned vehicles p-18
ACTION
8. Report on software procurement proposals
Possible ACTION
9. Accounting services contract update
INFORMATION
10. FACT services updates p-20
INFORMATION
 - Oceanside contract extension
 - Coordinating rides for Special Olympics
11. Monthly Financial reports
INFORMATION
12. Executive Director's report p-25
INFORMATION
13. Board member comments/proposed agenda items
INFORMATION

14. CLOSED SESSION (cure notice to CityLINK; threat of legal action by Warren Lambert)

- Report on Closes Session

ADJOURNMENT

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

Item # 2

FACT Board of Directors' Meeting Minutes
 March 26, 2015
 Encinitas City Hall, Poinsettia Room
 505 South Vulcan Avenue, Encinitas, CA 92024

Board Members Attending	Hon. Dave Roberts, Phil Monroe, LaVonna Connelly, Bob Campbell, Hon. John Aguilera, Hon. George Gastil, Susan Hafner
TAC Members Attending	Brian Lane-SANDAG, Lois Knowlton-ADHCC
Board Members Absent	Norine Sigafoose
Staff Attending	Arun Prem, Meagan Schmidt, Budd Anderson, Oswaldo Perez
Public/Guests	See sign in sheet
Introductions	Chair Dave Roberts called the meeting to order at 9:00AM. Introductions were made.
Approval of February 5 Board meeting minutes	Motion to approve the February 5, 2015 Board Meeting minutes made by Bob Campbell. Second by LaVonna Connelly. The motion passed with 6 votes (George Gastil was absent for vote).
Public Comment	Warren Lambert said he had surgery on his throat and had no control over the tone or inflections of his voice. He explained that he was educated, an activist, represented clients on a national level, and continued to work at age 77. He said never in his life has he experienced such abuse and the responsibility fell on FACT San Diego. He indicated that he had contacts all over the United States and worked with people who have endorsed his

claims and allegations. He explained that his objective was not to harm FACT or damage its reputation. He said there was a need to help seniors with transportation because seniors were living longer and healthier lives, but were not able to provide transportation. FACT San Diego was depriving and imposing barriers on transportation for seniors. What has happened to him could not go on and either it was happening to everyone or FACT was discriminating against him. He asked if the Board had read the letter he sent to FACT's Executive Director. The Board confirmed that they had. Mr. Lambert said Arun's response letter to him explained that FACT was not part of ADA. He said as long as FACT was receiving federal funds it was subject to ADA laws. He said Arun's defense was illogical and unreasonable. He said he sent a brief response to Arun in the morning indicated that his support group which included City, State, and Federal members have read all correspondence between FACT and himself. He said he sent an email dated March 20, 2015 explaining his dreadful and unwarranted experience and the unprofessionalism and abandonment he encountered on March 19, 2015 while traveling to a medical appointment. He said FACT selected the transportation provider and was responsible for the mandated providers' actions. He said he attempted to get a resolution to the abuse from CityLink and FACT. He said Arun's response letter did not address or even mention the March 19th incident that caused him medical damage. He said the response was an act of throwing salt on his open wounds. He was not questioning FACT, but instead the provider they used. He wanted Arun to solve the March 19th issue internally and did not believe in going public, damaging reputations, or destroying FACT's services for seniors. Arun's March 25th response has forced him and his committee to take the matter to impartial outsiders to get the March 19th problem resolved. They would notify the appropriate City, State, and Federal agencies of the unlawful acts perpetrated by FACT SD and its provider CityLink. Legal counsel was being maintained in the matter. It appeared that FACT SD had two different policies in which FACT providers could refuse passengers, but riders had to take the assigned provider. He said he never wanted CityLink to enter his life again.

Dave informed Mr. Lambert he had spoken for about eight 8 minutes and public comment was generally limited to 3 minutes. Mr. Lambert stated "that is fine, you want to cut me off". Dave ask Mr. Lambert if he could summarize what his request was of the Board. Dave explained that because it was public comment the Board could not act on the item. Warren explained that on March 19th he had a pre-scheduled ride with FACT at 12 noon for a 4 hour medical procedure at USCD. At 12:15PM the driver had not arrived. He said he made several calls and was continually lied to about the ETA of his trip. He said his procedure was scheduled at

1PM. He said his procedure was confidential. Dave informed Mr. Lambert that the Board Meeting was publically recorded. Mr. Lambert said no one showed up for his trip. He called FACT and the representatives were cruel, rude, unresponsive, and uncivil. Phil asked Warren to summarize his comments. Dave said the Board Meeting was not the appropriate forum to address customer complaints and requested that Arun develop a procedure. The meeting was a non-profit Board Meeting and not a venue to resolve customer issues. Mr. Lambert said it was a public issue and he was not going to argue. If the Board restrained him from talking, he would be glade to leave and make note of it. His intention was not to do harm, but unfortunately Mr. Arun's decisions and his staff have inflicted him with pain, suffering, and a great degree of stress. He thanked the Board for their time and their approval of the way Mr. Arun and CityLink operated.

Dave thanked Mr. Lambert and asked if there was any further public comments. Jack Barringer thanked the Board and Arun for accommodating him to speak at the Board Meeting. He provided a letter to the Board listing his concerns. He commended FACT for providing new vehicles with sufficient safety equipment to its vendors. He said the AAA Transport vehicle used for his ride in the morning was only vehicle he had encountered that had a GPS device appropriately mounted on the windshield. FACT's new vehicles did not have holders for GPS devices, so drivers were holding devices in their lap or in the cup holder. He said it concerned him that drivers had to look down and drive one handed to read the GPS; according to the California Driver Handbook drivers should have their hands on the steering wheel at the 9 and 3 o'clock or 8 and 4 o'clock position. His other concern was related to ridesharing. During one of his rides he requested that the driver drop him off at a location instead of having to share a ride with another passenger. He explained that aging seniors were not as resilient in recovering from illnesses and sharing rides could expose passengers to other illnesses. He noted that it was also difficult for other passengers to maneuver around his oversized wheelchair. He indicated that a fellow passenger using a walker had tripped over his wheelchair tie downs due to the limited space in the vehicle. He mentioned that some of the vehicles being used were dirty and not properly cleaned on the outside. CityLink had arrived at his home 40 minutes late for his trip because the driver had to travel to Spring Valley to get gas. He wondered if vendors should have gas cards so they did not have to travel out of their way. He asked if FACT had considered having a person with a disability serve on the Board. Dave informed Mr. Barringer that Board Member and first FACT Board Chair Norine Sigafoose was a person with a disability who provided valuable input.

	<p>Dave asked Arun if brokerage agreements required vendors to keep vehicles clean. Dave informed Mr. Barringer that shared rides were part of FACT’s service model. He said unfortunately GPS devices came in different shapes and sizes making it difficult to have standard mount for each vehicle. Arun agreed and indicated that vendor contracts specified requirements for keeping vehicles clean. He indicated that FACT relayed feedback from clients to vendors and had begun conducting field inspections. Dave requested that Arun bring back an agenda item proposal on how to handle customer complaints so that they could be thoroughly vetted. He said Board Meetings did not provide enough time or attention needed to address customer issues. He reminded the Board that FACT was a nonprofit that operated a website which provided transportation information in addition to providing some transportation via a shared ride model. As FACT continued to grow processes needed to be developed to handle issues that arose in order to better serve clients.</p> <p>Mr. Lambert said he did not understand how FACT expected clients to survive until a resolution was established. He said he was denied life threatening medical attention because of FACT. Dave reminded Mr. Lambert that FACT was nonprofit similar to the Red Cross or Heart association. Warren said FACT received money from the Federal Government and had to abide by the law. Mr. Lambert said he was not going argue. Dave explained that FACT received funding to provide rides and used the funding to provide transportation to the best of its ability. Mr. Lambert responded “hardly”, and reiterated that he was deprived medical attention and not getting his toe nails cut. He said “please people wake up”.</p> <p>Dave asked if there were any further public comments. Mr. Barringer thanked the Board for listening to his concerns and said he was glade to contribute in anyway. Dave thanked Mr. Barringer for providing FACT with constructive feedback. He said it was important to demonstrate to funding agencies that FACT clients were happy with the service. Dave said if there were no further public comments the meeting would move to the next agenda item. Mr. Lambert said there were but you were restrictive.</p>
<p>Report on donation of 10 retired MTS Vehicles</p> <ul style="list-style-type: none"> • Report on usage of 10 MTS 	<p>Arun provided an update regarding the MTS vehicle donations review committee recommendation from March 2015. He said the criteria for receiving a donated vehicle included being a nonprofit that served persons with disabilities within the MTS service area. The donated vehicles were 2006 and 2008 El Dorado National Type B vehicles, on Ford E450 chassis. The vehicles had 16 seats and could accommodate up to 4 wheelchairs. The review committee included Todd Lordson (MTS), Lisa Madsen (SANDAG), and Oswaldo Perez (FACT). 7 applications were</p>

vehicles donated in 2013	<p>received before the deadline of February 3, 2015. He said based on the criteria, the review committee recommended Home of Guiding Hands (2 vehicles), Coordinated Fleet Services (4 vehicles), Renewing Life (2 vehicles), and Fraternity House Inc. (2 vehicles).</p> <p>Motion to approve the MTS vehicle donations review committee recommendation made by Phil Monroe. Second by George Gastil. The motion passed unanimously.</p> <p>Arun reviewed vehicle usage data reported by recipients for the 10 MTS vehicles donated in March 2013. He said contracts required recipients to report on the usage of the vehicles. Total usage for all 10 vehicles was 44,749 one-way trips. He said the data was collected quarterly and forwarded to MTS. Dave said it was great that there appeared to be good geographic disbursement of the vehicles.</p>
City of Oceanside - survey of clients served by FACT	<p>In February 2015 Board members requested information pertaining to FACT's performance on the Oceanside Senior Van Service. Arun said the City of Oceanside recently conducted a survey of the Van service provided by FACT during February 2014-December 2014. 194 Surveys were mailed and 94 completed surveys were returned (48% response rate). He said 98% of respondents rated the overall experience with the service as "excellent" or "good". He noted that 100% of respondents rated the "was the vehicle clean" question as "excellent" or "good".</p> <p>LaVonna asked which vendors provided the Van Service. Arun indicated that AAA Transport was the primary vendor. LaVonna thanked AAA Transport for providing excellent service. Arun said in addition to the Van Service, AAA Transport performed a majority of LIFT trips and over half of RideFACT trips. Bob asked if the City of Oceanside provided FACT with any written feedback submitted by riders. Arun said he was not aware of any written feedback, but could check with Oceanside staff. He said Oceanside staff had indicated that they would renew the contract and based on FACT's performance, City Council approval may not be required. LaVonna asked if any of the Van Service trips were being performed on accessible vehicles. Arun said it was a small proportion compared to FACT's average, but there were some clients that required accessible vehicles. Dave asked if the survey results had been shared with Oceanside City Council. Arun said he could find out if Oceanside staff had shared the results with City Council. Dave said the survey was a good selling point to present to other cities considering employing FACT's services.</p>
Review of FTA grant proposal -Healthcare	<p>In February 2015 the National Center for Mobility Management (NCMM) issued a grant availability notice for a Federal Transit Administration (FTA) grant called Healthcare Access Mobility Design Challenge. Arun said a</p>

<p>Access Mobility Design Challenge</p>	<p>portion of the grant was being offered to mobility management agencies to design a healthcare/transportation project. The purpose of the Design Challenge was to promote creative ideas from the grassroots level in different parts of the country. He said a multidisciplinary community team would be formed to design innovative solutions to common transportation challenges related to healthcare. The team would develop 2 ideas that they thought could be tested and eventually implemented to improve mobility in the region. He explained that the team needed to be formed and a proposal be submitted before being considered for funding. FACT had assembled a coalition of interested parties including Lisa Madsen (SANDAG), Debbie Mejia (Sharp Hospital), Judi Bonilla (We Get Around), and Carolyn King (Fresenius Medical Care-Dialysis Services). The team was requesting the maximum amount of \$25,000 for the six-month project. Areas of concern that NCMM would like to address included Access to preventive care and/or health education, access to ongoing dialysis treatment, access to post-hospitalization care, and access to behavior healthcare. He said there was transportation demand for each area of concern in San Diego County, so the team was considering ideas that addressed all areas of concern. Since the grant announcement was recent, the team was still working on the project specifics. He said the application was due March 27, 2015. He indicated that post award requirements included testing two ideas to improve health access, identifying one solution that is viable & sustainable, and holding a one day workshop facilitated by NCMM. Arun explained that the grant would not fund the solution, but if there was funding available in the future there may be support from FTA.</p> <p>The two proposals for review were as follows: 1) work with Sharp Hospital to offer a specific number of guaranteed trips per week, without a referral process (Sharp would preselect riders based on FACT criteria) and 2) Work with Sharp Hospital to dispatch a specific number of trip requests per week directly, on behalf of FACT, using specific vendors. LaVonna asked if the patients to be referred by Sharp had needs that fell within the areas of concern addressed by the grant. Arun said after speaking with Debbie, it was determined that some clients were denied transportation to medical appointments related to the areas of concern due to limited funding for transportation. Dave asked if there was a particular reason FACT selected Sharp instead of another healthcare provider. Arun said other healthcare providers have not been actively involved in transportation discussions and explained that FACT had an ongoing relationship with Debbie who was a CAM member. He noted that another team member, Carolyn King represented Fresenius Medical Care. Dave discussed the San Diego County Medical Society Foundation as a source for funding the Design Challenge</p>
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solution. He said FACT may want to speak with the foundation to illustrate the benefit of transportation related to preventative healthcare. George said FACT's biggest selling point was helping healthcare providers save money by keeping clients out of hospitals.

LaVonna wondered if it would be more appropriate to focus on community needs instead of Sharp Healthcare needs. She mentioned that Ramona no longer had an OB-GYN doctor, so residence had to travel outside Ramona for appointments. She said she was not proposing that the team change the direction of the project, but she wanted to note other gaps in transportation for future consideration. Arun said the team felt they would have greater success if the ideas focused on the areas of concern specified in the grant announcement. Susan said at a recent APTA conference she attended, FTA speaker's emphasized preventative care and discussed the importance of transportation in getting people to appointments. She noted that new healthcare laws prioritized getting people to preventative care. Individuals were less likely to seek preventative care if they did not have reliable transportation. She said perhaps FACT could work with hospitals/clinics and combine resources to set up a preventative care transportation in different departments. She discussed group trips and providing transportation on particular days. She said the process should be conducted in a coordinated fashion. Dave asked if FACT could provide healthcare providers with vehicles in order for them to transport their own clients. Arun said Debbi had indicated that Sharp's resources were limited for transportation, so even if FACT provided a vehicle they would still have to raise money to operate it. Dave discussed using volunteers similar to the Meals On Wheels program. He discussed Falck providing both emergency ambulance and preventative care services in Europe. He said San Dieguito area residents elected to pay a fee on their taxes in order to have free access to ambulance services. He felt that this could be implemented in other areas of the county and said FACT needed to think outside the box when considering solutions. George Drapeau (AAA Transport) said the best way to get FACT's foot in the door was to demonstrate the cost savings of outsourced transportation.

Bob felt that the team would look better in the outcome if it focused on a smaller range of options rather than trying to cover all the options and not do any of them well. He noted that the team could not do a lot with \$25,000 and felt the project should be more narrowly focused. Phil asked who was writing the proposal. Arun said Oswaldo and he were sharing the project. Bob asked Arun if he had the guidance he needed to proceed. Arun confirmed and said at some point the discussed topics would come

	<p>into play regardless if they were addressed through the project or not.</p> <p>Motion to authorize staff to submit an application for \$25,000 for Healthcare Access Mobility Design Challenge grant made by Phil Monroe. Second by Bob Campbell. Dave requested a follow up item on the ideas discussed. Phil said if the team was awarded all the ideas would go into the discussion on how to implement the project. Dave said a follow up discussion should take place if the proposed ideas were not addressed by the project. The motion passed unanimously.</p> <p>Arun discussed handouts regarding non-emergency medical transportation and Affordable Care Act. He said the focus of the Affordable Care Act was to bring healthcare closer to the community. Even though there were no funding requirements or additional funding for transportation, the program appeared to be applying pressure on healthcare providers to restructure their operating model to bring healthcare to intermediate locations or distributed through other means. He said this may affect transportation indirectly, but there was no direct support.</p>
<p>Report on FACT owned vehicles</p>	<p>Due to recent grant awards FACT’s vehicle fleet would more than double in years 14-15 and would impact the budget as well as service capacity. All vehicles were designated to transport seniors and persons with disabilities. Since there was not enough demand from current brokerage vendors, FACT could use the vehicles as incentive to attract new vendors and expand the brokerage. The vehicles also presented an opportunity for FACT to support other local non-profits. When the 12 new Caltrans vehicles were received, FACT’s fleet would consist of 32 vehicles. Arun said although FACT owned vehicles were successfully placed with vendors, it was not without challenges and was by no means a smooth process. On a daily basis FACT had conflict with lessees regarding the amount of trips required per vehicle per day and the operating status of vehicles. As a result FACT could not guarantee that all required daily trips would be accepted by lessees as agreed. He noted that on average FACT had reliable access to the vehicles and was an improvement compared to past lease arrangements. Some of the issue needed to be resolved through contract management.</p> <p>Some of the new vehicles would be recommended as replacements for vehicles currently leased to vendors. FACT requested vehicles that could accommodate either one or two wheelchair seat options. Phil asked for clarification on what the lessees did for FACT. Arun said on average lessees agreed to provide 3 trips per vehicle per day for FACT for the useful life of the vehicle. If a lessee denied a trip, FACT would record the</p>

	<p>denial as a violation of the lease terms. Staff sought Board feedback regarding the vehicles' statuses as well as authorization to begin preliminary vehicle lease related discussions. Dave discussed the County of San Diego providing a grant to Passion 4 K.I.D.S. to acquire a used vehicle. He said Passion 4 K.I.D.S elected to donate the vehicle to a couple who had difficulty transporting their paralyzed child. People questioned whether it was reasonable for the County to purchase a vehicle that benefited one family. Dave wondered if it were possible for FACT to assign excess vehicles in a similar manner. Arun pointed out that the vehicles were 5310 funded, so they were eligible to transport persons with disabilities. He noted that recipients would have to certify that they could meet the Caltrans requirement to provide 20 hour of service a week per vehicle.</p> <p>Phil said he recalled that there were only 2 accessible commercial taxi vehicles in the City of San Diego that were certified to pick up passengers at the airport. He wondered if it was possible to work with local taxi companies and utilize the vehicle to help address the problem. Dave mentioned that the County funded an effort to swap all taxi vehicles with hybrids, but there were no requirements regarding accessible vehicles. Brian Lane noted that if taxi providers operated vans, then they were required to have a certain percentage of accessible vans. Due to this requirement and the cost of accessible vans, companies were moving away from purchasing and operating vans. Phil wondered if providing these companies with a vehicle would help. Bob discussed ride sharing programs and wondered if FACT could store vehicles at a central maintenance facility where contractors could check out vehicles as needed.</p>
<p>Finance Committee Report - March 18 Meeting</p>	<p>Arun thanked the Finance Committee for taking the time to meet on March 18, 2015. The Finance Committee included John Aguilera, Susan Hafner, and Phil Monroe; Bob Campbell was unable to attend. He said a follow up Finance Committee meeting was tentatively scheduled for early April to conduct a draft budget analysis. He said the audit report recommended providing Board Officers access to FACT's online banking information. The committee concluded that the internal audit and TDA audit provided sufficient oversight on FACT's financial management and practices. Arun noted that Dennis Randall and he reviewed financial information independently. The committee felt that there were sufficient controls in place and online banking by Board Officers was not necessary. Arun reviewed a breakdown of the recent SANDAG grant announcement; a total of 1,745,000 was awarded to FACT for 2 consecutive years. FACT received funding for mobility management and RideFACT through SMG and 5310 programs and vehicles through 5310. FACT was solvent and fully funded for fixed expenses for the next 2 years. FACT received the largest award in</p>

the region, all three project were funded, and matching funds were awarded in the grant. Bob said FACT was fortunate to receive this level of funding and was testament to the relationship FACT had with SANDAG and the great work of staff in preparing the application. Brain noted that the applications were reviewed and scored by an independent committee. Arun said Oswaldo Perez did most of the work associated with the grant application.

Arun reviewed 5-year ride projections compared to expenses. He noted that the budget reiterated ongoing concern that FACT was not sustainably funded. George asked if FACT was anticipating economy of scale due to increased services. Arun said it was a difficult question to answer because FACT could not grow given the current status quo. Unless there was a breakthrough with SANDAG to open a new funding source or if other funding/revenue sources were identified, FACT did not anticipate additional funding. John wondered if the Design Challenge grant would lead to other revenue or funding opportunities. Arun said the project could potentially lead to partnerships or contracted services with healthcare providers. The San Diego Foundation contacted FACT to discuss unmet needs in the community and expressed interested in providing funding for FACT. Arun said he planned to attend the Foundation's next committee meeting and requested that a Board member accompany him. Dave spoke highly of the San Diego Foundation and its new CEO Kathleen Mead. He said he was pleased that FACT was in discussion with the Foundation. Arun said the process was moving along quickly. Dave said Kathleen was going to serve on his Community Enhancement (CE) review committee to better understand which type of projects were recommended for funding. He said maybe the foundation would fund some of the projects that were not recommended by the review committee.

Based on available funding, FACT estimated providing 44,368 one-way trips in FY 2015-16. Approximately 14,000 one-way contracted trips were included in the projections, but due to the volatility of the First Transit (FT) contract demand the projections would be adjusted accordingly. Bob asked if FT was sending FACT the most expensive and problematic trips. Meagan said most of the trips were 25 miles and up. Bob asked if this included a lot of deadhead miles. Meagan said it depended on the brokerage provider and there dispatch location relative to the trip. Since the LIFT trips occurred in North County, CityLink had to travel from Spring Valley. Arun explained that NCTD routed trips via Trapeze software and trips that did not fit well within their model were sent to FACT. He said It appeared that FT made a second attempt to perform the undesirable trips in-house because FACT received a list of trips the night before, but a wave

cancelations early the next morning. He said the contract was designed to optimize FT costs and expenses, but so far the contract had been beneficial for both parties. He said FACT had 2 years of funding commitments to continue RideFACT services at the current level. In FY 2017-18 (year 3) the deficit projections was \$12,412 and in year 4 the deficit would grow to \$455,352. He compared net assets from FY 12-13, FY 2013-14, and January 2015. He said net assets totaling 133,913 in FY 12-13 primarily came from unspent CTSA funds and contract service revenues. FACT began generating revenue from contracted services and started receiving grants that were 100% funded. Since FACT did not need its CTSA allocation for grant matching, the funds were converted from temporarily restricted to unrestrictive funds at the end of year. The most recent statement for January 2015 indicated that FACT had \$417,131 in net assets.

Arun explained that SANDAG's finance department informed him that FACT should not apply for CTSA funds if it did not intend to spend all the funds. He said he was not aware of this requirement in any agreement. George said it was good to have reserves, but felt the money could be used to develop funding or revenue opportunities. He said there was a balance between saving money for hard times and using the money to strengthen the organization so it was less likely to rely on reserves. LaVonna asked for clarification on whether the reserves were built up overtime or as a lump sum as a result of an unspent grant. Arun said the CTSA funds saved by not having to match grant funding as well as the revenue generated from contracted services has led to an increased reserve balance. He noted that FACT also generated net revenue from the use of leased 5310 vehicles for contracted services.

Arun said the Finance Committee reviewed the Budget vs. Actual Expense report through January 2015. The report indicated that there was excess expenditures in legal, insurance, and audit costs. He said audit costs were rising permanently because FACT grants have exceeded the threshold requiring a single audit which cost approximately \$10,000-\$12,000. Insurance costs increased due to FACT purchasing insurance to cover the vehicles recalled from Sol Transportation until they were reassigned to a new provider. The insurance was cancelled after the vehicles were leased, but FACT was receiving additional vehicles that would require coverage until recipients were identified. In general insurance costs were increasing slightly. The legal expenditures were mainly a result of the dispute with Sol Transportation regarding the 5310 vehicles. FACT did not expect this level of overspending in legal expenditures again, but due to the growth of FACT's services and recent customer issues, an increase in legal expenses

	<p>was anticipated. Overall FACT’s spending was 10% under budget. He announced that Dennis Randall would be moving out of state, but was interested in continuing to work on FACT’s financial statements. It may not be possible for Dennis to perform certain accounting and bookkeeping functions remotely such as payroll or check writing. As a result of this and the growth of FACT’s services, he felt an in-house accountant was needed. He said during the budget discussion he would recommend that FACT budget for a full-time junior level accountant. With the addition of an accountant, FACT would have 9 full-time employees.</p> <p>The Finance Committee discussed taxicab regulations in the City of San Diego. Arun reminded the Board that a FACT brokerage provider received a citation from MTS for operating in the City of San Diego without the appropriate permit. He discussed the regulation, the certification process, cost of the permit, and the perspective of FACT brokerage providers regarding obtaining the permit. Arun spoke with Thyme Curtis from the Office of ADA compliance and Accessibility and indicated that Brian Lane had initial discussions with MTS regarding the issue. The committee recommended a detailed legal review of the regulation. George said he served on the MTS Board and wanted to ensure that MTS was being reasonable and helpful in resolving the issue. Arun said MTS had indicated that they were an arm of the City and were merely implementing the City’s program. He felt that FACT needed to formulate a plan and approach the City with a recommendation. George offered his assistance with MTS if needed. Brian noted that other Cities in San Diego County had similar regulations. Susan said the issue was determining the legal authority for the basis of the ticket. She said FACT needed to better understand the legal authority and work through the definition. Arun said the regulation exempted government agencies and transit districts. He said if FACT could get help from SANDAG to claim governmental status for the CTSA, it may solve this and other regulatory issues.</p> <p>Motion to close out the FY 2013-14 financial audit made by George Gastil. Second by Susan Hafner. The motion passed unanimously.</p>
<p>FACT services update</p>	<p>Arun discussed a new contracted service proposal from ElderHelp to provide approximately 20 one-way trips per week to supplement the transportation they already provide to senior clients. Due to the timing of the request, staff offered ElderHelp a temporary service contract (March 9 – April 9, 2015) which would be extended subject to review and approval by the Board. He said the service began on March 12, 2015 and so far the service had gone smoothly. Nansi Kiwanuka from Elderhelp indicated that the service was going well and utilizing FACT as a vendor allowed them to</p>

	<p>accommodate all client requests.</p> <p>Motion to authorize staff to extend the temporary Elderhelp contract through March 9, 2016 made by Phil Monroe. Second by George Gastil. LaVonna said she was happy to see more rides being provided in South County. Dave said the geographic disbursement of services and Board Members was great. The motion passed with 6 votes (Susan Hafner was absent during vote).</p> <p>Arun briefly discussed the 2-1-1 Annual Luncheon that Phil, LaVonna, Meagan, and he attended. Due to timing constraints the remaining service updates were skipped. Dave discussed an accounting scheme that occurred in a non-profit organization he served on the Board of. He explained that there were fraudulent text messages corresponding to the Executive Director and Financial person that led to \$24,000 being transferred out of the non-profit's account. He hoped that FACT had procedures in place to prevent this type of fraud. Arun said the topic could be discussed by the Finance Committee. Phil wondered if it would be wise to consult with SANDAG regarding the Warren Lambert situation. Dave said Mr. Lambert has made the same threats and conducted the same operation with MTS. Phil said the GPS issue concerned him and discussed audio GPS options.</p>
Adjournment	<p>Dave said follow up on potential Board members was needed and Norine's situation also needed to be addressed. Dave thanked staff, Dennis, and the Board for their great work and dedication to FACT. The meeting adjourned at 11:05PM.</p>

ITEM #4

TO: BOARD OF DIRECTORS
FROM: Arun Prem, Executive Director
RE: New CAM member appointment

ISSUE:

Nansi Kiwanuka, Transportation Coordinator from ElderHelp has applied for a seat on Council on Access and Mobility (CAM).

BACKGROUND:

The Council on Access and Mobility (CAM) is an advisory committee appointed by the FACT Board. 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 and vice Chair 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:

24 of 30 CAM member seats are currently occupied.

Proposed New Member:

NANSI KIWANUKA, Transportation Coordinator, ElderHelp of San Diego

Nansi has worked with seniors for over 7 years as a scheduling manager for an in-home care provider. She oversees the operation of ElderHelp's Seniors A Go Go program and coordinates transportation for seniors for medical appointments using a volunteer driver network.

RECOMMENDATION:

Staff requests the Board to approve CAM's recommendation to appoint Nansi Kiwanuka.

ITEM # 5

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director and Meagan Schmidt, Service Development Manager

RE: Service Development Committee Recommendations

ISSUE:

This item presents the following information for the Board's review:

- Customer Survey Card
- Rider Acknowledgement
- Code of Conduct and Suspension policy

This information was reviewed during the most recent Service Development Committee meeting on January 8, 2015.

BACKGROUND:

Updated version of the **Rider Acknowledgement Form:**

FACT is a nonprofit agency operating within San Diego County. We provide RideFACT transportation to assist seniors and occasionally others who are unable to find suitable transportation.

We began providing transportation in 2010. So far, we have provided over 50,000 trips for medical, social or other purposes.

This document briefly explains our service. We ask that you read this document and sign it if you would like to request transportation.

(All riders must sign this Acknowledgement to be able to request transportation after June 1, 2015)

Acknowledgement

I understand that RideFACT transportation is paid for by tax dollars –the fare paid by riders is a very small share of the cost. Therefore RideFACT transportation is only offered to those individuals who have no other suitable means of transportation.

I also understand that FACT cannot guarantee that a trip will be available when I request it. Occasionally trips that have been confirmed may arrive late or be canceled due to reasons beyond FACT's control.

I understand that RideFACT is a shared ride service.

I agree to use the transportation company selected by FACT; I do not have the option of selecting a specific transportation company, or a particular type of vehicle.

I agree to comply with FACT's policies and Code of Conduct:

Code of Conduct:

"All RideFACT representatives, contractors and riders shall be courteous towards others and respect their privacy and safety. Physical or verbal harassment or abuse of any kind - including threats, sexist and racial remarks, raising voice, using offensive language - will not be tolerated and may result in the participant being asked to leave the program or service. "

I have read the above statements.

Please Print Full Name

Date

Signature

RECOMMENDATION:

Staff requests the Board for approval of the Customer Survey Card, Rider Acknowledgement and Code of Conduct.

ITEM #6

TO: BOARD OF DIRECTORS

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

RE: DRAFT FACT 2016-2021 Business Plan Update

ISSUE:

FACT's CTSA contract with SANDAG requires an annual update of the Business Plan. The current Business Plan update (2015-2020) was approved in May 2014.

This item provides an opportunity for the Board to review updates that will be incorporated into the 2016-2021 Business Plan Update. New projects/proposals are underlined in the following list.

BACKGROUND:

FACT 2016-2021 Business Plan Update will include the following revisions to projects/status:

FACT Services:

- Section 3.3 FACT and 2-1-1 Database Integration
- Section 3.4 FACT Transportation Brokerage
- Section 3.7 Compliance Program & Title VI Plan

Contracted Services:

- Section 3.8 Poway Adult Day Health Care Center Transportation
- Section 3.9 Oceanside Senior Transportation Van Service
- Section 3.10 Foster Youth Student Transportation (SDCOE)
- Section 3.11 LIFT Paratransit Service (NCTD/First Transit)
- Section 3.12 ElderHelp service contract

Coordinated Transportation Services:

- Section 3.12 Donating Paratransit Vehicles to Local Non-Profits
- Section 3.13 Leasing FACT-owned Vehicles to Service Providers
- Section 3.14 Purchase of 5310 Vehicles

Projects Implemented - during FY 2014-15:

- Section 3.3 FACT and 2-1-1 Database Integration
- Section 3.13 Leasing FACT-owned vehicles to service providers
- Section 4.1.9 Veterans' mobility initiatives - coordination with SANDAG and 2-1-1

Proposed Short Term Services (1-2 Years)

- Section 4.1.2 Trip Management Software Procurement
- Section 4.1.3 Expansion of RideFACT to nonurban areas

- Section 4.1.7 Technical Assistance workshops
- Section 4.1.8 MTS Access Paratransit Service

Proposed Long Term Services (3-5 years)

- Section 4.2.1 Medical/Dialysis Transportation Coordination
- Section 4.2.2 MediCal/Medicaid Transportation Provider

Potential Short-Term Funding Sources

- Section 5.2.1 Agency Contracts
- Section 5.2.4 Small Grant Programs and Awards

Service Projections

Updated 5-year budget and ridership projections; identify trends in demand and propose strategies to manage demand to fit within service projections.

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

RECOMMENDATION:

Staff requests Board members for approval of the proposed amendments to the Business Plan.

ITEM # 7

TO: BOARD OF DIRECTORS
FROM: Arun Prem, Executive Director
RE: Lease of 12 FACT owned vehicles

ISSUE

Staff requests Board approval for lease of FACT owned vehicles to brokerage vendors, and to other nonprofits if there is not enough capacity for the vehicles within FACT's brokerage.

BACKGROUND

Currently, all vehicles owned by FACT are leased to providers in the brokerage. The table below shows active (currently under lease agreements) vehicles and "pending" vehicles that are earmarked for FACT based on recently awarded grants:

Status	Grant	Vehicle Type	Quantity	Condition	Lessee/Provider
ACTIVE	5310	Minivan	3	New	AAA Transport
ACTIVE	5310	Minivan	4	New	CityLink
ACTIVE	5310	Minivan	1	New	Renewing Life
ACTIVE	5310	Small Bus	2	Used	CityLink
ACTIVE	5310	Type I Bus	1	Used	Home of Guiding Hands
Pending	NF	Medium Bus	1	Used	TBD
Pending	NF	Minivan	1	New	TBD
Pending	5310	Minivan	7	New	TBD
PROCUREMENT	5310	Minivan	12	New	TBD
TOTAL			32		

FACT's POLICY ON LEASING

In August 2014, the Board amended the vehicle lease policy to make it possible to prioritize FACT objectives in the selection of vendors for lease of vehicles. However the policy directed FACT to lease vehicles to brokerage vendors.

At the time the policy was adopted the availability of vehicles was not expected to exceed the capacity of the brokerage.

DEMAND FOR LEASED VEHICLES

The 5-seat accessible minivans are the most popular vehicle for paratransit services and there have been requests from several vendors for these vehicles. The vehicles are also suited for ADA paratransit trips due to the limited seating, smooth rider experience, and lower cost of operations.

FACT staff recommends leasing these vehicles to brokerage vendors who are involved in the LIFT service and other contracted services, and who have also shown interest in participating in other potential ADA paratransit trips.

It is anticipated that some of these vehicles will be recommended as replacements for FACT owned vehicles currently leased to vendors.

FACT recently leased 11 vehicles to brokerage vendors. The majority of brokerage vendors are small operators and do not have capacity for expanding the fleets further.

Due to the timing of this round of procurement for 12 vehicles staff anticipates that FACT will need to consider agencies that are currently not in FACT's brokerage.

RECOMMENDATION

STAFF seeks Board authorization issue an availability notice and initiate the process to receive applications for leased vehicles.

ITEM # 9

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director and Meagan Schmidt, Service Development Manager

RE: FACT Services update

ISSUE:

This item presents a monthly RideFACT and contracted services update.

BACKGROUND:

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director and Meagan Schmidt, Service Development Manager

RE: FACT Services update

ISSUE:

This item presents a monthly RideFACT and contracted services update.

BACKGROUND:

	Jan 2015	Feb-2015
SERVICE	ONE-WAY TRIPS	ONE-WAY TRIPS
First Transit	52	245
Poway	409	380
Oceanside	408	375
SDCOE	127	272
TOTAL	996	1,272

*Please note that February’s trip number has been updated for SDCOE trips from 272 to 250 based on invoice reconciliations.

City of Oceanside Senior Van Service:

This service is available to Oceanside residents for trips within the city and neighboring cities and some medical destinations. Approximately 1,700 clients are pre registered to use this service.

From September 2013 – March 2015, FACT has invoiced City of Oceanside for 5,732 trips for \$77,268.53.

The feedback from the City of Oceanside staff has been positive. The contract was renewed from July 1, 2014 – June 30, 2015 with a revised rate structure and a provision for payments for No-shows. The contract extension was approved by the Oceanside City Council in August 2014. The contract amount is \$73,500. FACT staff met with Oceanside staff Monday, April 20th to review extending the contract for another year from July 1, 2015 – June 30, 2016. Revisions to the rate structure and service details were discussed at this meeting.

SDCOE Foster Youth transportation contract

The San Diego County Office of Education (SDCOE) contracted with FACT to provide transportation for eligible foster youth in December 2013. Service was implemented in February 2014.

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.

The value of the initial contract was \$150,000 for a term ending in September 30, 2014. SDCOE and FACT staff met in July to review the extension of the contract through December 31, 2014. The feedback regarding the service has been positive.

The current contract is from October 1, 2014 – July 30, 2015 with up to four one-year options to renew. FACT submitted a proposal including the terms of the amendment on September 17th. On October 7th FACT received a letter naming it as one of the vendors awarded the contract for Foster Youth transportation. There are 2 other vendors who have also been awarded this contract.

From February 2014 - February 2015, FACT has invoiced SDCOE for 1,798 trips for \$77,278.20.

Poway Adult Day Health Care Transportation Service Contract

FACT has provided transportation for Poway Adult Day Healthcare Center clients since January 2013. 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.

This contract generated approx. \$60,000.00 net revenue for FACT during the first completed year of service (calendar 2013). Safety First is the current provider for these trips. A total of 10,119 trips have been provided from January 2013 - March 2015, \$138,994.87 has been invoiced.

Elderhelp Program - New Service Contract

During February 2015 the Elderhelp Program based in San Diego (6150 Mission Gorge Road), approached FACT for contracted transportation services. Elderhelp provides personalized services and information that help seniors remain independent and live with dignity in their own homes. They provide transportation services – Seniors-A- Go-Go, as well as volunteer services.

Elderhelp was seeking approx. 20 one way trips a week to supplement the transportation they already provide. The trips are in the southern San Diego County including City of San Diego. FACT would provide individual rides from home to destination and back. The request also included occasional group rides.

Elderhelp requested FACT to respond immediately to the request for a quote. FACT consulted with vendors and prepared a proposal which would offer services using a FACT owned vehicle operated by Renewing Life (brokerage member).

Due to the timing of the request (no Board meeting between Feb 5 and March 26), staff offered Elderhelp a temporary service contract (March 9 – April 9, 2015) which would be extended subject to review and approval by the Board.

Service began on March 12th. Elderhelp is pleased with the quality of the service. This service allows us to offer competitive prices because there is no cash reimbursement for the brokerage vendors and the revenue generated by this service will be net revenue except for the allocated overheads and fixed expense.

The Board approved the extension of the Elderhelp contract on March 26th. Approximately 100 one way trips have been provided and staff are working on submitting the first invoice.

Discussion with San Diego Regional Center

On March 18th, Arun Prem and Meagan Schmidt met with Anthony Ferguson, Transportation Manager, at the San Diego Regional Center. We discussed their transportation service model and the current transportation arrangements in place. The SD Regional Center caters to the transportation needs of 9,000 clients a day.

The services are provided through coordination with transit, paratransit services as well as a number of transportation contracts with taxi cab services. Mr. Fergusson explained that the Regional Center rates were capped by the State at a flat rate of approx. \$6.50 per one way trip. He explained that the trips/clients were assigned to transportation vendors in the order of their entry in the service, therefore a new vendor may not reach the level of trips needed to make the service feasible for a number of years. The existing vendors who had long term contracts were serving large volumes of grouped rides, which made the service feasible for them. We asked him to consider using FACT as a specialized contracted service similar to LIFT and ACCESS, which may allow the Regional Center to apply different rates for the service. Mr. Fergusson was receptive to the idea and agreed to look into it. We also discussed other coordination opportunities. Mr. Fergusson provided us with referrals for several other vendors who were eligible for FACT's brokerage.

RideFACT Service statistics ytd for fiscal year July 2012 - February 2015

RideFACT + Contracted	RideFACT One way	Referrals-external	Referrals to	RideFACT + Contracted	RideFACT Av. trip cost	RideFACT Av trip
FISCAL YEAR 2012-13						
SubTotal	14541	2242	12289	6623		
Contracted				1051		
FISCAL YEAR 2013-14						
Jul-13	2,067	194	1,873	860	\$16.74	12.2
Aug	2,308	162	2,146	1,062	\$16.95	12.7
Sep	2,608	115	2,493	1,020	\$20.43	12.1
Oct	2,655	165	2,490	1,097	\$21.06	12
Nov	2,582	170	2,412	968	\$21.39	12.2
Dec	2,389	115	2,274	959	\$20.77	12.1
Jan-14	2,690	174	2,516	995	\$16.31*	11.7
Feb	2,570	140	2,430	944	\$19.45	11.7
Mar	2,725	120	2,605	996	\$19.52	12.2
Apr	2,711	151	2,56	956	\$18.97	12.1

			0			
May	2,970	154	2,816	1,057	\$19.53	11.7
June	3,009	214	2,795	1,008	\$19.68	11.5
Subtotal	31,284	1874	29,410	11,922		
Contracted				9,361		
FISCAL YEAR 2014-15						
July	2,763	172	2,591	891	\$19.13	11.9
Aug	2,700	140	2,560	870	\$18.15	12.1
Sep	2,768	123	2,645	857	\$18.75	12.1
Oct	2,976	118	2,858	1,038	\$19.63	11.9
Nov	2,702	89	2,613	794	\$20.36	12.3
Dec	2,549	102	2,447	905	\$20.96	13.2
15-Jan	2,694	128	2,566	882	\$17.99	12.2
Feb	2,558	113	2,445	1,250	\$16.19	11.7
SubTotal	21,710	985	20,725	7,487		
Contracted				8,937		
TOTAL	67,535	5101	62,424	45,381		

***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.

ITEM # 12

TO: Board of Directors
FROM: Arun Prem, Executive Director
RE: Executive Director's Report

Meetings and Events 3/26/15 - 4/22/15

- 4/3 Oswaldo attended MTS meeting to initiate vehicle donations
- July 4/6 Mtg. with HGH - Transportation arrangements for group trips in
- 4/7 SANDAG mtg. with Laura Cote
- ~~4/7 Mtg. with Jim Byrne, MTS~~
- 4/9 Meagan met with new service provider - Assisted Multicare
- Transportation 4/8 Megan met with Tom Crosser, re. Special Olympics
- transportation request 4/9 Mobility Management discussion - APTA Bus and Paratransit
- Conf. presentation 4/13 - 4/16 Meagan, Budd, and Arun attended CalACT Conference
- 4/13 CalACT Board Mtg.
- 4/13 Jonathan - CityLink quarterly inspections at NCTD
- 4/14 FACT April Board Agenda planning
- 4/14 Oswaldo attended One Call One Click VTCLI Project Team
- Meeting 4/15 Jonathan - AAA quarterly inspections at NCTD
- 4/21 LWSD North County Community Leadership Team Meeting
- 4/21 CAM Meeting

Upcoming Meetings and Events:

- 5/3-5/6 APTA Bus & Paratransit Conference, Fort Worth, TX
- 5/28 FACT Board Meeting
- 6/9 CAM Meeting