

**FACT Board of Directors' Meeting Minutes
August 29, 2012, at 9:00 am**

FACT
600 Mission Avenue
Oceanside, CA 92054

Board Members Attending	Dave Roberts, Bob Campbell, Phil Monroe, Alane Haynes, John Aguilera, Teresa Arballo Barth, Norine Sigafoose
TAC Members Attending	Danielle Kochman - SANDAG, Lois Knowlton - Friends of Adult Day Health Care
Board Members Absent	LaVonna Connelly, Susan Hafner, Milena Chakraverti - Wuerthwein
Staff Attending	Arun Prem, Meagan Schmidt, Budd Anderson, Dennis Randall
Public/Guests	Robert DeLisle - Alpha project, Todd Lordson - SDRC
Introductions	Chair Dave Roberts called the meeting to order at 9:05 AM. Introductions were made.
Approval of July 18, 2012 Board Meeting Minutes	Dave asked the Board if any changes needed to be made to the July 18, 2012 Board Meeting minutes. No changes were requested. Motion to approve the July, 2012 Board Meeting minutes made by Alane Haynes. Second by John Aguilera. The motion passed with two abstentions from Teresa Arballo Barth and Norine Sigafoose.
Public Comment	None
Sub-Committee meetings / updates	Arun said the Software and Service Development Committee is planning to meet September 5, 2012. The Committee may have an update and recommendation at the October Board Meeting. Arun will send the Board proposed meeting dates for the Sub-Committee on Veterans Grants. The Sub-Committee includes Phil Monroe, Dave Roberts, and Bob Campbell.
FACT/211/SAND AG coordinated update re. VTCLI grant	Arun discussed the VTCLI grant partnerships between FACT, 211, and SANDAG. The Regional Transportation Improvement Program Plan needs to be updated to include the VTCLI grant and approved by the SANDAG Board before the grant project is implemented. The meeting is projected to occur in September. SANDAG will enter the grant information into TEAM (FTA's web-based grant's management system) which will effectively make the grant active. This is projected to take place in December. The activities related to the grant will be divided between SANDAG, FACT,

and 211. The plan is to have a Memorandum of Understanding (MOU) between SANDAG and 211 to specify the requirements for how the procurement will be conducted and how the management, oversight, and reporting will occur. A second MOU will be developed between FACT and 211 to specify FACT's participation in the implementation, procurement, selection of consultants/products, and ongoing input throughout the grant project.

An Outreach and Involvement Plan is being developed and will include establishing a Project Leadership Team (SANDAG, FACT, 211, and a Veterans Group) and a Stakeholders Group consisting of either CAM or similar group which will include Veterans representation (grant requirement). The first Project Leadership Team meeting is tentatively scheduled for December.

Arun discussed preliminary discussions between FACT, 211, and SANDAG regarding project structuring. Each partner was interested in the procurement being streamlined, so SANDAG suggested that procurement be delegated to 211. A consultant will develop procurement specifications and consolidate project activities where possible.

Phil asked which Veterans groups were being considered to join the Project Leadership Team and Stakeholders Group. Arun said the Veterans Coalition may be an appropriate group. Bill York from 211 is currently the president of the Veterans Coalition. Arun requested that Bill decide which group would be most appropriate to join. Phil mentioned the Admiral's district office as a possible Veterans group (active duty office).

Phil asked how and when administrative expenses such as staff hours will be applied toward the VTCLI grant. Danielle Kochman said no expenses can be charged to the grant until the contract is executed. There was no pre-award authority for the grant and banking these expenses and applying them to the grant when awarded is not an option either. FACT is treating these expenses as mobility management expenses. Arun mentioned that SANDAG has generously allowed funding for administrative expenses once the grant is awarded. FACT's portion will be approximately \$48,000.

Phil asked what percentage of the funding will be awarded to FACT. Arun and Danielle explained that most of the 2 million except for the \$200,000 (\$48,000 to FACT) designated for administration funds will go towards capital expenses such as phone/communication systems, vendors/consultant work, kiosks, apps, etc. Arun said the project was not a direct benefit to FACT, but rather helped FACT's visibility, created new connections, and brought revenues into San Diego County. Danielle said the major benefit to FACT is increased access to new technology and resources. Teresa Arballo Barth said the major benefit is the increased

	<p>availability of resources for FACT clients.</p> <p>Alane Haynes requested that staff keep track of employee time and resources spent preparing for the VTCLI grant project. Arun said this was already being tracked but a report could be made available if requested.</p>
<p>Authorization to develop 2012 NF/JARC/SMG Grant Proposals</p>	<p>SANDAG released a call for projects for Senior Mini Grant (SMG), Job Access and Reverse Commute (JARC), and New Freedom (NF) funds. Board authorization is sought to develop detailed grant proposal which will be approved by the Board possibly in October prior to submission.</p> <p>The funding available includes: \$1.6 m JARC - 1 year funding, \$0.8 NF - 1 year funding, \$1.3 m SMG- 2 years</p> <p>SMG is currently funding the Brokerage; NF pays for administration, overhead, and mobility management activities; and JARC will assist with low income transportation needs. Arun noted that FACT has not been successful in obtaining JARC funding in the past and is considering a different approach with current partners.</p> <p>FACT will apply for 3 New Freedom projects. The 3 project applications will include: Mobility Management activities for the Brokerage, general Mobility Management (staffing, administration, etc.), and sustainability of MedAccessRIDE. Alane suggested submitting three separate applications in order to eliminate any confusion regarding the individual projects.</p> <p>The proposed projects to be submitted under JARC include WorkRIDE and Employment Rights Center (ERC) Work Transportation. WorkRIDE will provide transportation for low income individuals to get to and from work related destinations. FACT will partner with ARS and transportation services providers that are willing to provide transportation in exchange for vehicles. This project is included in the Business Plan and was not funded during the 2010 and 2011 grant cycles. A proposed project option is working with ERC to help with workforce transportation. ERC is a non-profit and is eligible for the funding. Preliminary discussions with ERC have occurred but further discussion is needed to develop a proposal.</p> <p>SMG projects will include sustaining RideFACT in urbanized areas for an additional 2-3 years, and a non-urbanized areas RideFACT pilot that will provide transportation for seniors within rural/suburban areas. This pilot will help assess the feasibility of extending brokerage services.</p> <p>Staff seeks Board authorization to develop applications for grant proposals; completed proposals will be presented for Board approval in October 2012.</p> <p>Motion to authorize FACT staff to develop grant proposals for NF, JARC, and SMG made by Phil Monroe. Second by Teresa Arballo</p>

	<p>Barth. The motion passed unanimously.</p>
<p>Brokerage Services Review:</p> <p>RideFACT</p> <p>Marketing materials</p> <p>Inauguration - October 11, in Escondido</p> <p>MedAccess Service Plan</p>	<p>Arun reviewed the RideFACT service and provided an update on the brokerage expansion. He discussed the transition from a Pilot serving Escondido, Poway, and Rancho Bernardo to a program serving all Cities in San Diego.</p> <p>The RideFACT inauguration is scheduled for October 11, 2012 at the Escondido Senior Center. The draft save the date notice and the RideFACT marketing card were handed out.</p> <p>There was a spike in call volume immediately following the expansion of RideFACT due to coverage in the media and possibly through word of mouth exposure. In July 416 calls were received of which 203 involved referrals to other services. RideFACT provided 142 trips during July 2012. A temporary employee was hired to supplement call center staffing. Providers have been cooperative throughout the expansion process. All 5 providers were involved in providing the trips during July and delivered quality service.</p> <p>Arun explained that riders presented some issues that were not addressed in the original service plan including: riders unable to afford fare, client no shows, same day trip requests, and clients requests for extra stops or diverted destinations. There were some instances of service problems that were discussed with providers for corrective action including: client confirmation, provider no shows, invoicing, etc.</p> <p>Arun discussed the draft service plan for the implementation of MedAccessRide (NF funded service for persons with disabilities in North County inland and coastal areas only). The Service Development Committee will meet on September 5, 2012 to review the plan. In order to avoid confusion or inconvenience to riders, the service parameters (except for eligibility and service area) are identical to RideFACT. SANDAG has informed FACT that the contract for the MedAccessRide grant is likely to be executed during September 2012.</p> <p>The Service Development Committee will be asked to recommend an implementation date during the review of the draft service plan.</p> <p>Arun said overall the telephone call volume is increasing. The phone referrals went down according to the chart because trips scheduled with RideFACT were not included in the number. The amount of RideFACT trips performed per month are as follows: 16 for June, 161 for July, and 297 for August (does not include the full month of August). Arun said FACT has been consistent with the requirement to refer clients to other</p>

transportation agencies before offering them trip assistance through RideFACT. RideFACT is serving people who have no other means of transportation.

The RideFACT inauguration and marketing efforts are expected to increase calls. FACT needs to decide whether to sustain this level of call intake in-house with additional staff or to outsource calls. Arun said preliminary discussions have taken place with 211 and American Logistics Company (ALC) regarding their interest in calls intake

Phil asked what the budget per month was for providing brokered trips. Arun explained that it was difficult to establish a monthly budget because the average cost per trip was difficult to estimate at the time of implementation. Arun said the average trip length during July 2012 was 14 miles and the average trip cost roughly \$23. Phil asked how many trips per month can be performed at an average cost of \$23 per trip until the 100,000 is exhausted. Arun said approximately 400 trips a month could be performed at this average cost.

RideFACT is funded by SMG and \$200,000 per year for two years is in the pipeline to be awarded to FACT to continue to fund the service. When the grant contracts are signed the revenues will be recorded in the budget. Alane asked if administrative expenses were included in the grant funds. Arun said administrative expenses were not included because FACT already has administrative funding through past NF grants. Two years out FACT will have to look into additional administration funding.

Due to funding restraints FACT may enforce the policy to limit RideFACT travel per person per month to 150 miles. Clients are informed that travel may be limited to this mileage in the future depending on demand.

Arun gave a review and provided a handout on statistics related to July 2012 call intake, referrals, and brokered trips. Phil asked for details on the trips performed in July. Arun explained that 161 trips were scheduled; 17 trips were canceled and 2 were no shows; 142 trips were completed. Phil asked how many of the 474 trips in August were actually performed. Arun said this number is not available at the moment, but could be reported.

Alane recalled FACT being eligible for the same contract rates with American Logistics (ALC) that North County Transit District (NCTD) has established. She asked if these rates are still available and if the rates were lower than current RideFACT provider rates. Arun said NCTD's average trip length is shorter because they only travel within North County compared to RideFACT which covers all cities in San Diego County. ALC charges \$23.50 per trip in addition to a monthly retainer. This cost is associated with trip lengths performed by NCTD and the cost may be

	<p>higher for RideFACT.</p> <p>ALC did not bid on RideFACT Ramona and have expressed little interest in the brokerage. Their lack of interest may have been related to the low number trips performed during RideFACT Ramona and the RideFACT Pilot.</p> <p>Dave said he met with the CEO of ALC and there appears to be conflicting views between FACT and ALC regarding their interest in partnering with FACT. ALC's CEO has expressed interest in working with FACT to Dave and said ALC could provide trips for a lower cost. He recommended scheduling a meeting with ALC in order to clear up conflicting views before the October Board meeting.</p> <p>Arun said it was decided by the Board that FACT would maintain the brokerage in-house and that further discussion would need to take to change that. In addition to ALC other agencies will be considered in the call outsourcing process. Alane mentioned Aging and Independent Services (AIS) as a possible resource for FACT's call taking services.</p> <p>Phil recommended having the FACT statistics handout and marketing card available at SANDAG's Transportation Commission Meeting and SANDAG's Board Meeting. He asked Danielle if this could be accommodated. Danielle said she would work on this.</p>
<p>San Diego Regional Center Service Proposal</p>	<p>Arun said the San Diego Regional Center (SDRC) currently schedules a large number of trips through a variety of contracted providers, but is having difficulty accommodating the longer trips at an affordable price. Todd Lordson from SDRC asked if FACT could help accommodate some of these trips through the brokerage. Arun said FACT could perform these trips at cost. SDRC developed a proposed service contract. If the agreement is signed then SDRC may utilize FACT to perform trips. FACT will not be obligated to perform these trips.</p> <p>SDRC has a fixed rate of \$6.50 per ambulatory trip and \$12.50 per non-ambulatory trip. The per-trip rate is relatively low and may not be feasible unless the trips can be grouped effectively to lower contractor expenses. According to the current brokerage rates, the cost of a short one-way trip could be as low as \$9, which is higher than the \$6.50 paid by the SDRC. However, if FACT were successful in combining two rides, the one way per trip cost would go down to \$4.50, which would make it feasible to perform the trips. Depending on the volume of trips, this arrangement could become a steady revenue source for FACT. The more immediate benefit might be that it brings FACT a step closer to being a true brokerage when local institutions rely on the CTSA to figure out optimum transportation arrangements. The initial term of the agreement would be up to one year from the date of signing.</p>

	<p>Staff requested Board approval to negotiate the terms and sign the contract with SDRC. The Board asked that the contract be brought before them when it has been negotiated and further details are determined.</p>
<p>December 12 - Annual Meeting Prep</p> <p>Keynote Speaker</p> <p>Norine Sigafoose Award</p> <p>Board Officer Elections and New Board & Committees</p> <p>Bylaws amendments</p>	<p>Arun said the keynote speaker was originally Gary Gallegos (SANDAG), but he had a scheduling conflict and confirmed he would not be able to attend. Arun said he had several speakers in mind and invited Michael Melaniphy (APTA's CEO), the head of DOT, and head of FTA's region 9. He said Dave recommended Helen Robbins-Meyer (Assistant Chief Administrative Officer, County of San Diego) as an option and presented a draft invite letter to Helen. No speakers have confirmed yet. Arun asked the Board for additional suggestions. Dave requested that the invitation letters describe what FACT would like the speaker to discuss.</p> <p>Dave wanted to verify that FACT's name had changed because the old name had been used on the presented documents. Arun said he would correct this.</p> <p>Arun indicated that several people suggested Bill York (211) as the 2012 recipient of the Norine Sigafoose Award. He asked for additional nominees and feedback from the Board. The Board agreed that Bill should be the 2012 Norine Sigafoose Award recipient.</p> <p>Arun said officer elections are coming up in December and a committee will need to be appointed. Suggested candidates for TAC and CAM member will be brought before the Board as well.</p> <p>Arun mentioned that Phil had expressed his concern with the Bylaws allowing 31 Board Member seats. Phil felt this amount of members would be unmanageable for such a small agency. Arun said the Bylaws could be amended to lower the number of Board seats.</p> <p>There was a brief discussion regarding the Annual Meeting including: alternative locations, parking availability, and public transit access.</p> <p>The Board decided to discuss the committee appointments and Bylaw amendments at the October 17, 2012 Board meeting.</p>
<p>Financial updates & overview of FY 2012</p>	<p>Dennis Randall (CPA) gave a detailed updated and overview of FY 2012. He reviewed the Statement of Financial Position, Statement of Activities and Changes in Net Assets, Statement of Cash Flows, and Statement of Functional Expenses. Dennis asked for any questions and encouraged Board members to contact him if anything was unclear.</p> <p>Dave noticed from the financial reports that employees have been utilizing the health care and IRA benefits and wondered how this was working out. Arun explained that all employees are participating in the IRA</p>

	<p>and one staff member elected health coverage through FACT.</p> <p>The Board thanked Dennis for the update.</p>
<p>Executive Director Report</p>	<p>Arun reviewed recent FACT meetings and highlighted the following: 7/24 meeting with Tom Ferris re. senior transportation in Del Mar, 7/31 Meeting, with Ernie Navarro from Lori Zapf's office, 8/6 initial meeting with Gary Brumm to review work plan for software procurement, 8/3 SD Veterans Coalition Meeting, 8/7 Chula Vista Senior Advisory Group, 8/8 ARS Quarterly Meeting - initiated process for ARS membership and discussed JARC grant, 8/14 CAM meeting including a NCTD presentation on mobility management, 8/14 AIS meeting -Phil Trom and Arun provided updates on Coordinated Plan and RideFACT, 8/15 Arun and Meagan met with 211 Staff and reviewed the grant proposal, 8/22 SANDAG/211/FACT meeting regarding VTCLI, 8/28 FLEX Service Debut event in Encinitas.</p> <p>Arun announced he was recently re-elected for a two year term on CalACT Board. He said two staff members obtained scholarships to attend the upcoming CalACT conference in Monterey. Arun Prem, Patty Pauletto, and Meagan Schmidt will attend different segments of the conference.</p> <p>Arun discussed FACT's lease agreement that will be up for renewal in 1 ½ year; FACT has a 1 ½ year balance in the lease commitment and has 2 one year option for extension after that at a fixed rate. If the call center remains in-house FACT's facility will not be able to accommodate additional staffing.</p> <p>Arun said the internal Audit and TDA Audit were tentatively scheduled for September.</p> <p>He announced that Oswaldo Perez will be the new Grants Analyst and will be reporting to work starting September 4, 2012. He also announced the hiring of Sandra Ayala as a temporary Mobility Coordinator to assist with the increased call volume until a permanent solution is determined (outsourcing, new hires, etc.).</p>
<p>Board Member Comments</p>	<p>There was a brief review of the upcoming Board Meeting schedule. The Board requested that meeting notices be sent out for the remaining Board Meetings for 2012.</p> <p>Dave gave a brief description of the Flex service that was inaugurated on August 28, 2012.</p>
<p>Adjournment</p>	<p>Meeting was adjourned at 11:56 AM. Dave thanked everyone for attending.</p>