



Meeting Agenda and Notice  
**FACT Board of Directors Meeting**  
**December 8, 2016, 9:00 am**  
 Poinsettia Room, Encinitas City Hall  
 505 S. Vulcan Avenue, Encinitas, CA 92024

**Meeting call to order**

**9:00 a.m.**

- |  |               |
|--|---------------|
| 1. Introductions   |               |
| 2. Public Comment  | INFORMATION   |
| 3. Approval of November Board Meeting Minutes  | p-2 ACTION    |
| 4. Review of proposal for service coordination with Lyft<br>ACTION   | P-7           |
| 5. Board Retreat Planning Committee Appointment<br>ACTION  | p-10 POSSIBLE |
| 6. FACT Services Updates<br>INFORMATION  | p-11          |
| 7. Vehicle Sharing Status Update<br>INFORMATION  |               |
| 8. Monthly Financial Reports   | INFORMATION   |
| 9. Annual Meeting Jan 26 - Planning Committee Report:<br>INFORMATION   |               |
| <ul style="list-style-type: none"> <li>• Location</li> <li>• Award / Special Guests &amp; Speakers</li> <li>• Annual Report / Marketing Materials</li> <li>• Possible CAM and Board Appointments / Bylaws Updates</li> </ul> |               |
| 10. Executive Director's Report<br>INFORMATION   | p-15          |

**CLOSED SESSION**

11. Review of Personnel matters  
INFORMATION

**END OF CLOSED SESSION**

12. Board Member Comments/Proposed Agenda Items  
INFORMATION

**ADJOURNMENT  
ITEM # 2**

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

**FACT Board of Directors Meeting Minutes**  
November 17, 2016

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

Board Members Attending	LaVonna Connelly, Susan Hafner, Hon. Lorie Zapf, Phil Monroe, Bob Campbell
TAC Members Attending	Danielle Kochman
Board Members Absent	Hon. George Gastil, William York, Hon. Dave Roberts, Hon. John Aguilera
Staff Attending	Arun Prem, Meagan Schmidt, Budd Anderson, Oswaldo Perez, Julius Burgos
Public/Guests	See sign in sheet
Introductions	Vice Chair Bob Campbell called the meeting to order at 9:00AM. Phil Monroe led the group in the Pledge of Allegiance. Introductions were made.
Public Comment, Driver Recognition	None
Approval of October Board meeting minutes	<b>Motion to approve the October 27, 2016 Board meeting minutes made by Phil Monroe. Second by Susan Hafner.</b> LaVonna requested that her comment at the end of October Board meeting be revised to state that although Board Members had diverse values and backgrounds, she was proud that they came together to work on common ground. <b>The motion passed unanimously.</b>

<p>Schedule for Annual Board Retreat</p>	<p>Arun reviewed discussions regarding the schedule and agenda topics for the Board Retreat. Due to schedule conflicts, February 23, 2017 was no longer an option. Discussion took place regarding rescheduling the Retreat date. The Board decided to hold the Retreat on Thursday, January 19, 2017.</p>
<p>New Service Proposals</p> <ul style="list-style-type: none"> <li>• Palomar Hospital</li> <li>• Sharp Coronado</li> <li>• LIFT subcontract</li> </ul>	<p>Arun discussed NCTD's bid for a new contractor for their ADA LIFT service. 2 potential LIFT contractors contacted FACT to discuss subcontracting arrangements to support the contract if awarded. FACT had been speaking with current brokerage vendors and potential vendors regarding their capacity and interest in providing LIFT trips. LaVonna asked for clarification on the NCTD bid, contracting, and subcontracting process. Arun said that NCTD contracted out its ADA LIFT service through a bid process. The awarded contractor used subcontractors to accommodate overflow trips, which FACT had been performing for First Transit.</p> <p>Arun provided an update regarding discussions with Sharp Coronado Hospital. Sharp had provided FACT with some information on the cost and nature of trips. FACT was seeking vendors who were willing and authorized to serve the Coronado area. A cost proposal would be submitted after a suitable vendor was identified. He said Yellow Cab (YC) Coronado had exclusive authorization to operate in Coronado and pick up passengers at Sharp. FACT sent a letter asking YC San Diego to request a waiver from the City of Coronado to authorize them to pick up patients at Sharp. Phil said he followed up with the Assistant Manager for the City of Coronado regarding this issue and was waiting for a response. He discussed the Cities taxi medallion program and consolidation of taxi services. He recommended discussing the brokerage with Carolyn Reynolds from YC Coronado and informing her that FACT would look into other options if she was not interested in partnering. Arun said Carolyn had previously indicated that the rates in FACT's brokerage were too low. Arun noted that FACT did not set the vendor rates, but if YC Coronado offered their standard market rate then they would not receive any trips from FACT. If they were the sole vendor, their rates would not offer a cost savings for Sharp. Arun said after Phil clarified the Coronado medallion situation, he would set up another meeting with Carolyn.</p> <p>Arun said staff met with Marcy Adelman, Director of Clinical Resource Management, Palomar Health to discuss their need for cost effective and timely rides for discharged patients. Palomar did not have an in-house transportation service and was using market rate taxis on an ad hoc basis. There was a specific patient located in a rural area of San Diego which the Hospital was unable to transport cost effectively. FACT offered to accommodate the rural ride and was in the process of arranging the</p>

	<p>service. FACT was also developing a proposal to implement a pilot project to meet the demand for discharged patient rides. FACT drafted a Memorandum of Understanding (MOU) for a pilot project which Palomar was reviewing. Arun thanked LaVonna for her help in reaching out to Palomar Hospital.</p> <p>The Board recognized AAA Transport driver Juan Carlos Aceves for his excellent customer service. AAA Transport is one of FACT’s brokerage vendors.</p>
<p>Review of possible service coordination with Lyft</p>	<p>Arun summarized Board discussions regarding possible service coordination with Lyft. Staff met with Lyft to discuss the Board’s concerns regarding liability, driver sensitivity training, and their practice of not fingerprinting drivers. Lyft provided FACT with additional information on Sterling background checks and independent studies that showed that the fingerprinting was not as efficient as background checks. He noted that Lyft admitted that there was a cost and time element with fingerprinting that did not fit their business model. Lyft provided sensitivity training for drivers serving particular contracts, but the standard driver only received one mandatory mentoring session.</p> <p>Arun said in order to serve the transportation needs of the healthcare community, FACT would need vendors that operated 24/7 and could perform on-demand service. The only vendor in FACT’s brokerage that offered this type of services was Yellow Cab (YC). YC had not provided FACT assurance that they could guarantee trips and extend their discounted rate for FACT’s hospital contracts. FACT was unable to determine the status of trip requests or track trips in real time with the service YC was currently offering. YC had a web portal that allowed users to monitor trips, but so far YC had not provided FACT access to the portal. YC recently indicated that they were moving to another software platform and the product would not be available until March 2017. Overall, he felt that relying solely on YC was not a good option and more than one vendor would be needed to meet potential hospital contract demand. Solely using YC could result in lack of control over trips, higher costs, less competitiveness, and potentially limited capacity. Staff requested the Board to provide feedback regarding the potential coordination opportunity.</p> <p>Lorie said she had her concerns and reservations, but at the end of the day FACT had to look into other options for its services to be viable. She said her sister had used YC for her medical transportation needs and found out how costly the service was and that the drivers where not sensitive to her medical condition. Susan said the world was changing and</p>

	<p>transit operators were looking into new innovative solutions outside the old taxi cab model including the use of Transportation Network Companies (TNC). She noted that public transit bus operators were drug tested and background checked, but not fingerprinted. She said she supported moving forward with Lyft and researching other transportation models. She said working with other entities kept the taxi cab operators flexible. Discussion took place regarding background checks conducted by other community organizations. Bob felt that FACT should use Lyft on a trial period and assess the service before committing to anything long term. He said this was a great opportunity and opened the door for FACT to explore other modes of providing transportation.</p> <p>LaVonna asked about FACT’s exposure to liability if an accident were to happen during a trip performed by Lyft. Bob noted that Lyft had substantial insurance coverage, but asked Arun about the indemnification clause. Arun indicated that Jewish Family Services (JFS) was using Lyft for their transportation program. It was reported that Lyft had an accident while transporting a JFS rider, which had no impact on JFS and did not involve their insurance. Arun discussed several examples of agencies using Lyft or UBER including La Metro, LA DOT, Kaiser Permanente, WMATA, and SEPTA. He said Danielle and Susan raised the question of whether using Lyft would be compliant with drug and alcohol regulations under Federal Grants. LA Metro provided FACT their opinion which stated that brokerages were allowed to work with taxi cabs without requiring drug and alcohol testing. He said FACT was focused on getting Lyft to join the brokerage for additional options, but there was no obligation to dispatch trips to Lyft once they joined. Arun and the Board discussed Dave’s, George’s, and John’s feedback from the October meeting regarding the use of Lyft including Dave’s concerns that lack of fingerprinting was a safety issue. He said the draft agreement would be reviewed by FACT’s attorney and brought to the Board for feedback and approval.</p> <p><b>Motion to proceed with drafting an agreement with Lyft to be reviewed by FACT’s attorney and brought to the Board in December for feedback and action made by Phil Monroe. Second by Lorie Zapf. The motion passed unanimously.</b></p>
<p>FACT Services Update</p>	<p>Meagan Schmidt provided an update on RideFACT and contracted services. Service statistics were reviewed. Phil requested a couple of copies of the Yellow Cab vouchers.</p> <p>Discussion took place regarding increased demand for ADA Paratransit services and the decrease in transit ridership. Lorie said MTS Access’s average one way trip cost was approximately \$50. She noted that MTS</p>

Vice Chair Ron Roberts and she discussed FACT as a cost savings option at the MTS Board meeting. She indicated that only 3% of ADA Paratransit applicants were denied. MTS recently signed a contract with a different company to perform the ADA eligibility certification. She noted that means testing was not part of the ADA certification process. She recommended presenting at SANDAG's Board Retreat scheduled for February 8, 9, and 10 and meeting with MTS to discuss contracting opportunities. Danielle Kochman noted that SANDAG discussed doing regular FACT updates for SANDAG transportation committee and Board beginning in May to coincide with the TDA process. She said she would be happy to discuss the Retreat request, but said it may be more effective if the request came from SANDAG leadership. Lorie said she could send a signed letter to SANDAG requesting that FACT be included on the Retreat agenda. She noted that the Transportation Committee did not have the audience like the SANDAG Board Retreat were elected official and transit leadership were present. Bob discussed presenting at the League of California Cities.

Arun said FACT's average trip cost was significantly lower than LIFT and Access even though FACT's average trip length was longer. He noted that MTS had expressed interest in potentially contracting or subcontracting with FACT. Both MTS and NCTD were seeing sharp spikes in the demand for ADA paratransit. Due to the demand, FACT was performing a record number of rides for LIFT. Without guaranteed demand it was difficult for FACT to generate more capacity. MTS had selected Medical Transportation Management (MTM) to replace ADA Ride for ADA certification. NCTD's ADA eligibility contract would be up for renewal soon as well. He discussed the ADA certification processes, eligibility requirements, and certification denial percentages. Danielle said from her understanding MTS and NCTD were moving toward in-person ADA eligibility assessments. Phil noted that ADA Paratransit provided rides to places public transit did not serve. Arun clarified that ADA paratransit was a complimentary service to public transit and only deviated  $\frac{3}{4}$  of mile from regular transit routes. Susan added that ADA paratransit mirrored the service times available on fixed routes as well. Danielle discussed conditional eligibility that may be considered as a cost savings option.

Meagan provided an update on the following services: City of Encinitas, Sharp Coronado, TriCity, and Palomar Health. Bob expressed concern with The City of Encinitas service proposal not moving forward. Arun said the Project Manager left his position and due to internal changes the project had been side lined. Bob asked about Medi-Cal trip reimbursement. Arun said staff had followed up with the necessary procedures and the request for approval was in the pipeline; requests generally took a year to get

	<p>through the state's approval process. Meagan said staff began tracking medical related trips that were potentially reimbursable through Medi-Cal. LaVonna discussed health plan options offered through Medi-Cal and how certain plan benefits included medical transportation. She said it was important that Medi-Cal recipients were aware of their plan options and that certain plans maybe better suited for their needs. Phil asked what percentage of trips were for dialysis treatment. Meagan said approximately 15% to 20% of trips were for dialysis.</p>
Vehicle Sharing Status Update	<p>Arun said the Board had approved sharing 3 vehicles (Bus cutaways) with NCTD. He explained that NCTD had a detailed and involved process for getting MOU's approved. He was contacted by Mike Wygant who asked if FACT could give NCTD the vehicles. He notified Mike that FACT's Board would only offer the vehicle sharing option. Mike indicated that NCTD would review the proposal further and get back to FACT. He noted that brokerage vendors had expressed interest in the vehicles.</p>
Rides to Wellness Grant Update	<p>Arun said Tri-City had informed FACT that they would like to begin the project after the inauguration of their new Wellness Center. Oswaldo and Danielle noted that administratively there were tasks SANDAG was working on including a budget amendment, FTA approval of the grant, and the execution of the contract with FTA.</p>
Monthly Financial Reports (n.a due to early meeting date)	<p>Due to the early meeting date the financial reports were not available and would be presented at the December Board Meeting. Arun said SANDAG payments were behind, but FACT received partial payment yesterday. Due to the delay FACT had postpone issuing vendor payments. Phil asked for clarification on why FACT did not use its reserves to pay vendors on time. Arun said the money was not in the bank to issue payments and was accounts receivables due from SANDAG; aproximently \$500,000. There was no problem in recovering the funds, but the delay in payments has led to a cash flow issue for FACT. Arun acknowledged that the term reserves may not be the appropriate name for the funding.</p>
Annual Meeting - Jan 26	<p>Arun said the Annual Meeting Planning Committee would meet following the Board Meeting. An update would be provided at the December Board Meeting.</p>
Executive Directors Report	<p>Arun announced that Oswaldo would be leaving FACT to pursue a job opportunity with the Orange County Department of Education. Arun said he was happy for Oswaldo, but it would be a huge challenge to find someone to fill his shoes. Oswaldo thanked the Board for the opportunity and placing trust in him. The Board congratulated Oswaldo, thanked him for all his contributions, and wished him good luck in his new position.</p>

Adjournment	The meeting adjourned at 10:45AM.
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**ITEM # 4**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director, Meagan Schmidt,  
Operations Manager**

**RE: Review of proposal for service coordination with Lyft**

**ISSUE:**

In September the Board reviewed information about a potential coordination arrangement with Lyft. Board members asked for specifics on some areas related to safety and liability. FACT staff met with Lyft representatives Daniel Trigub and Gyre Renwick on October 10 and reviewed the issues. The discussion below responds to the questions raised during the October and November meetings and responses as well as other follow-up.

**BACKGROUND:**

During early September FACT staff had preliminary discussions with Emily Castor, Director of Transportation Policy for Lyft, regarding Lyft's interest in developing collaborative medical transportation solutions in San Diego County.

Lyft is providing medical transportation under contracts with CareMore and MedTrans (managed care services). Lyft has a new service called Concierge which addressed a lot of service issues related to Transportation Network Companies (TNC's). Concierge is a third-party web application that allows its partners to schedule Lyft online on the behalf of someone who may not have a smartphone to do it themselves. The service allows users to book trips a week in advance of the travel date. These features as well as Lyft's interest in working with FACT could lead to an arrangement where Lyft would serve as a part of FACT's brokerage. This arrangement would add needed capacity to the brokerage at reasonable rates. It would also expand FACT's ability to operate during late nights and weekends.

Other Lyft service characteristics include potential for real time trip updates, drivers with sensitivity training, awareness of HIPPA and confidentiality. Utilizing Lyft would help increase FACT's capacity to meet our objective of expanding service for individual and contracted medical transportation needs.

**September Board Discussion and October 10 meeting with Lyft**

Board members asked for clarification and specifics regarding several operational areas. The primary concerns pertained to the thoroughness of background checks, including fingerprinting. There were also concerns about liability, insurance and indemnification, based on the attorney's review of the proposed Lyft agreement.

Meagan and Oswaldo met with Lyft representatives Daniel Trigub and Gyre Renwick on October 10 and reviewed the Board feedback in detail. They were receptive to the

feedback and responded to the concerns with detailed information. The discussion is summarized below.

In addition to background checks FACT needs to review the contractual issues with indemnification in more detail with the attorney.

#### Review of the recent meeting with Lyft

Lyft representatives provided an overview of their insurance requirements, criminal background check policies, vehicle inspections procedures, and driver training/mentorship program. Lyft's Concierge service was also demoed.

**Insurance** - Drivers must carry valid personal auto policies to be approved as a Lyft driver. Lyft, Inc. also provides insurance coverage during all parts of the Lyft ride, covering Contingent Liability (\$50,000 per person), Primary Automobile Liability (\$1 million), Contingent Comprehensive & Collision (\$100,000 per accident, \$25,000 property damage), and Uninsured/Underinsured Motorist (UM/UIM)(\$1 million)

**Background Checks** - Lyft conducts criminal background checks through Sterling, a third party, which determines a driver ineligible on the Lyft platform if any of the following are found on the record: (1) More than three moving violations in the past three years (e.g. accidents, traffic light violations); (2) A major moving violation in the past three years (e.g., driving on a suspended license, reckless driving); (3) A DUI or other drug-related driving violation in the last seven years; or (4) Any driving-related, drug-related, violent crime, sexual offense, or theft/property damage convictions in the last seven years (e.g. hit-and-run, felonies involving a vehicle). Any violent crime or sexual offense disqualify a person from being a driver. These background checks do not include fingerprinting.

**Vehicle Inspections** - Lyft conducts a 19-point vehicle inspection. Beyond that, Lyft relies on customer feedback through its in-app rating system if the vehicle condition is visibly less than excellent.

From the discussion, Lyft seems to rely heavily on its rating system for various types of feedback including vehicle condition and driver behavior. Lyft does not perform drug & alcohol testing after accidents/incidences as per USDOT regulations. Instead, it defers any accident response procedures to local law enforcement.

**November Meeting with Lyft** - On 11/2 Arun and Meagan spoke to Dan Trigub following the October Board Meeting to gain further insight into the background check and driver training processes. More information on the Sterling Background Check was provided along with documentation on Lyft's non-fingerprinting position. Three main reasons were given, including third party data supporting inaccuracy of fingerprinting processes, lack of proof of conviction from fingerprinting results and the cost/time burden involved. In response to specific questions about mandatory driver training Dan informed us that all Lyft drivers participate in a mandatory mentor session with an experienced Lyft driver. FACT staff contacted several agencies that have partnered with Lyft in order to understand the applicability of USDOT Drug and Alcohol regulations.

FACT staff reached out to several transit agencies to understand the potential compliance issues with DOT Drug and Alcohol regulations.

### **Late November and December updates**

During the November Board meeting the Board members recommended moving forward with the proposal to work with Lyft, with the awareness that Lyft drivers/services did not conform to the same regulations that applied to the taxicab industry. The consensus was to try the new services given that the use of the shared ride services was pervasive, growing and endorsed by the funding agencies and SANDAG. The Board also recognized FACT's brokerages limited service capacity to provide late night and on-demand rides, which would be potentially mitigated by this arrangement. Due to several Board members being absent from the November meeting, action on the item was deferred until the December Board meeting.

FACT's attorney discussed the Concierge agreement with Lyft personnel in order to clarify some indemnification issues. FACT staff had follow up discussions with Dan Trigub to review the Board feedback as well as learn about Lyft's service agreements with drivers and additional details about the insurance coverage.

### **RECOMMENDATION:**

**Staff requests the Board for authorization to sign a coordination agreement with Lyft which would enable FACT to schedule and monitor rides via the Lyft Concierge portal.**

**ITEM # 5**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director**

**RE: Board Retreat Planning Committee Appointment**

**ISSUE:**

In November the Board voted on Thursday, March 23 as the Board retreat date.

**BACKGROUND:**

During September it was recommended that the Retreat be held at the earliest opportunity in order to review FACT's sustainability, status of grants and the funding options.

At the October Board meeting the scheduled options were discussed and the consensus favored holding the Retreat during February 2017.

Since the October meeting additional feedback from Board members indicated that February meeting may not be feasible due to scheduling conflicts.

**RETREAT PLANNING:**

The Retreat is typically planned around one or more related issues prioritized by the Board. Initial direction from the Board directed staff to plan to review FACT's sustainability in detail. In order to develop the format and detailed agenda for the Retreat staff requests the Board to appoint a Planning Committee to guide staff in the process.

**RECOMMENDATION:**

**Staff requests the Board to appoint a Retreat Planning Committee.**

**ITEM # 6**

**TO: BOARD OF DIRECTORS**  
**FROM: Arun Prem, Executive Director and Meagan Schmidt, Operations Manager**  
**RE: FACT Services update**  
**ISSUE:**

This item presents a monthly RideFACT and contracted services update.

**BACKGROUND:**

	<b>Oct-16</b>
<b>SERVICE</b>	<b>ONE-WAY TRIPS</b>
<b>First Transit</b>	<b>507</b>
<b>Poway</b>	<b>359</b>
<b>Oceanside</b>	<b>497</b>
<b>Elderheip</b>	<b>49</b>
<b>TOTAL</b>	<b>1,412</b>

**Contracted Services Inquiries**

City of Encinitas - FACT submitted a proposal for a management contract type arrangement where FACT will provide oversight as well as transportation services under a subcontract.

A response from the City has not been received as of yet.

**City of Oceanside Senior Van Service:**

Contracted service for Oceanside began in September 2013. FACT has invoiced City of Oceanside for 15,275 trips from September 2013 - October 2016.

Approximately 1,900 clients are pre registered to use this service. The current contract was extended from July 1, 2015 - June 30, 2017. Revisions to the rate structure were approved in the contract extension.

### **First Transit/NCTD LIFT Service:**

FACT has provided transportation for NCTD's LIFT program through First Transit since March 2014. A total of 6,980 trips have been provided from March 2014 - October 2016.

### **Poway Adult Day Health Care Transportation Service Contract**

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

Safety First is the current provider for these trips. A total of 16,655 trips have been provided from January 2013 - October 2016.

### **Elderhelp Program**

Contracted service for Elderhelp began on March 12<sup>th</sup>, 2015. The Board approved the extension of the Elderhelp contract on March 26<sup>th</sup>. 1,166 total trips were provided between March 2015 and October 2016. Any trips that Elderhelp cannot accommodate due to their limited monthly budget are referred to RideFACT.

### **RideFACT Service statistics ytd for fiscal year July 2012 - October 2016**

<b>RideFACT + Contracted</b>	<b>RideFACT One way trip requests</b>	<b>Referrals-external</b>	<b>Referrals to RideFACT</b>	<b>RideFACT CT</b>	<b>Contracted</b>	<b>Total Trips</b>	<b>RideFACT Av. trip cost</b>	<b>RideFACT Av trip</b>
<b>FISCAL YEAR 2012-13</b>								
<b>SubTotal</b>	<b>14,541</b>	<b>2,242</b>	<b>12,299</b>	<b>6,623</b>	<b>1,505</b>	<b>8,128</b>		
<b>FISCAL YEAR 2013-14</b>								
<b>Subtotal</b>	<b>31,284</b>	<b>1,874</b>	<b>29,410</b>	<b>11,922</b>	<b>9,361</b>	<b>21,283</b>		
<b>FISCAL YEAR 2014-15</b>								
<b>July</b>	<b>2,763</b>	<b>172</b>	<b>2,591</b>	<b>891</b>	<b>1,211</b>	<b>2,10</b>	<b>\$19.13</b>	<b>11.9</b>

						2		
<b>Aug</b>	<b>2,700</b>	<b>140</b>	<b>2,560</b>	<b>870</b>	<b>1,177</b>	<b>2,047</b>	<b>\$18.15</b>	<b>12.1</b>
<b>Sep</b>	<b>2,768</b>	<b>123</b>	<b>2,645</b>	<b>857</b>	<b>1,446</b>	<b>2,303</b>	<b>\$18.75</b>	<b>12.1</b>
<b>Oct</b>	<b>2,976</b>	<b>118</b>	<b>2,858</b>	<b>1,038</b>	<b>1,347</b>	<b>2,385</b>	<b>\$19.63</b>	<b>11.9</b>
<b>Nov</b>	<b>2,702</b>	<b>89</b>	<b>2,613</b>	<b>794</b>	<b>1,112</b>	<b>1,906</b>	<b>\$20.36</b>	<b>12.3</b>
<b>Dec</b>	<b>2,549</b>	<b>102</b>	<b>2,447</b>	<b>905</b>	<b>880</b>	<b>1,785</b>	<b>\$20.96</b>	<b>13.2</b>
<b>15-Jan</b>	<b>2,694</b>	<b>128</b>	<b>2,566</b>	<b>882</b>	<b>996</b>	<b>1,878</b>	<b>\$17.99</b>	<b>12.2</b>
<b>Feb</b>	<b>2,558</b>	<b>113</b>	<b>2,445</b>	<b>819</b>	<b>1,250</b>	<b>2,069</b>	<b>\$16.19</b>	<b>11.7</b>
<b>Mar</b>	<b>2,879</b>	<b>156</b>	<b>2,723</b>	<b>917</b>	<b>1,422</b>	<b>2,339</b>	<b>\$15.63</b>	<b>11.7</b>
<b>Apr</b>	<b>2,733</b>	<b>146</b>	<b>2,587</b>	<b>865</b>	<b>1,283</b>	<b>2,148</b>	<b>\$14.78</b>	<b>11.4</b>
<b>May</b>	<b>2,488</b>	<b>73</b>	<b>2,415</b>	<b>748</b>	<b>1,184</b>	<b>1,932</b>	<b>\$16.40</b>	<b>11.7</b>
<b>June</b>	<b>2,444</b>	<b>90</b>	<b>2,354</b>	<b>689</b>	<b>1,220</b>	<b>1,909</b>	<b>\$18.53</b>	<b>12.4</b>
<b>SubTotal</b>	<b>32,254</b>	<b>1,450</b>	<b>30,804</b>	<b>10,275</b>	<b>14,528</b>	<b>24,803</b>		
<b>FISCAL YEAR 2015-16</b>								
<b>July</b>	<b>2,542</b>	<b>138</b>	<b>2,404</b>	<b>793</b>	<b>1,043</b>	<b>1,836</b>	<b>\$17.36</b>	<b>12.2</b>
<b>August</b>	<b>2,137</b>	<b>108</b>	<b>2,029</b>	<b>566</b>	<b>1,001</b>	<b>1,567</b>	<b>\$17.60</b>	<b>12.6</b>
<b>September</b>	<b>2,259</b>	<b>128</b>	<b>2,131</b>	<b>661</b>	<b>921</b>	<b>1,582</b>	<b>\$18.47</b>	<b>12.7</b>
<b>October</b>	<b>2,535</b>	<b>146</b>	<b>2,389</b>	<b>734</b>	<b>917</b>	<b>1,651</b>	<b>\$17.05</b>	<b>12.1</b>
<b>November</b>	<b>2,326</b>	<b>113</b>	<b>2,213</b>	<b>578</b>	<b>848</b>	<b>1,426</b>	<b>\$17.24</b>	<b>11.8</b>
<b>December</b>	<b>2,282</b>	<b>139</b>	<b>2,143</b>	<b>616</b>	<b>815</b>	<b>1,431</b>	<b>\$16.48</b>	<b>11.7</b>
<b>January</b>	<b>2,496</b>	<b>133</b>	<b>2,363</b>	<b>776</b>	<b>819</b>	<b>1,595</b>	<b>\$16.29</b>	<b>11.8</b>
<b>February</b>	<b>2,473</b>	<b>109</b>	<b>2,364</b>	<b>692</b>	<b>937</b>	<b>1,629</b>	<b>\$16.32</b>	<b>12.3</b>
<b>March</b>	<b>2,873</b>	<b>112</b>	<b>2,761</b>	<b>930</b>	<b>1,150</b>	<b>2,080</b>	<b>\$15.56</b>	<b>11.5</b>
<b>April</b>	<b>2,925</b>	<b>91</b>	<b>2,834</b>	<b>857</b>	<b>1,064</b>	<b>1,921</b>	<b>\$17.17</b>	<b>11.6</b>
<b>May</b>	<b>2,829</b>	<b>124</b>	<b>2,705</b>	<b>847</b>	<b>1,107</b>	<b>1,95</b>	<b>\$16.20</b>	<b>11.6</b>

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<b>June</b>	<b>2,731</b>	<b>111</b>	<b>2,620</b>	<b>927</b>	<b>1,134</b>	<b>2,061</b>	<b>\$18.39</b>	<b>12.4</b>
<b>SubTotal</b>	<b>30,408</b>	<b>1452</b>	<b>28,956</b>	<b>8,977</b>	<b>11,756</b>	<b>20,733</b>		
<b>July</b>	<b>2,956</b>	<b>90</b>	<b>2,866</b>	<b>1,029</b>	<b>1,164</b>	<b>2,193</b>	<b>\$17.35</b>	<b>11.7</b>
<b>August</b>	<b>3,518</b>	<b>99</b>	<b>3,419</b>	<b>1,365</b>	<b>1,412</b>	<b>2,777</b>	<b>\$16.92</b>	<b>11.2</b>
<b>September</b>	<b>3,398</b>	<b>121</b>	<b>3,277</b>	<b>1,273</b>	<b>1,194</b>	<b>2,467</b>	<b>\$15.66</b>	<b>11.7</b>
<b>October</b>	<b>N/A</b>	<b>79</b>	<b>N/A</b>	<b>N/A</b>	<b>1,412</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
<b>SubTotal</b>	<b>9,872</b>	<b>389</b>	<b>9,562</b>	<b>3,667</b>	<b>5,182</b>	<b>8,849</b>		
<b>TOTAL</b>	<b>118,359</b>	<b>7,407</b>	<b>111,031</b>	<b>41,464</b>	<b>42,332</b>	<b>83,796</b>		

### \*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.

Update for Board members regarding several new service proposals in various stages of development.

#### NCTD LIFT Sub Contract discussions:

Fact has received inquiries from 2 vendors who have submitted bids on the NCTD Lift contract. Both vendors wish to purchase trips from FACT in order to support the proposed contract with NCTD. One of the parties requested FACT for rates which were provided. The second vendor has proposed tentative meeting with FACT staff during the week of November 14 in order to review the capacity and rates. NCTD is expected to announce the selection of the vendor for the ADA Paratransit service during NCTD's December 15 Board meeting.

#### Sharp Coronado Hospital

Sharp Hospital provided FACT with some information on the cost and nature of trips that were provided for clients. FACT is looking for vendors who are willing and authorized to serve the Coronado Island area. A cost proposal will be submitted after a suitable vendor is found. Phil Monroe and Arun Prem met with Yellow Cab representatives including Mr. Anthony Palmieri and several key personnel on November 28<sup>th</sup>. Phil reported on some discussions with the City of Coronado regarding the licensing of taxicabs; he planned to continue the discussion with Coronado and report back on the outcome. Phil and Arun followed up with some email correspondence with yellow cab regarding



proposed rates for the Coronado and other hospital based medical transportation services.

### Palomar Health

FACT staff met with Ms. Marcy Adelman, Director Clinical Resource Management, Palomar Health and discussed the needs for cost effective and timely rides for discharged patients. There was currently an unmet need for transportation; there was also a specific trip to a rural area in San Diego which the Hospital was unable to serve. FACT is looking for solutions for the single rural ride as well as developing a proposal to implement a pilot project to meet the demand for discharge rides.

### Ongoing Discussions and Challenges

In general it has continued to be difficult to get commitments from brokerage vendors to get rides during nights and weekends. Most drivers in the brokerage are employee drivers and they tend to work the regular shifts. One of the brokerage vendors - Yellow Cab (North and South county) have drivers available round the clock. The Yellow cab system includes predominantly independent contractor drivers who voluntarily accept rides that are placed in the Yellow Cab dispatch system. It has proved difficult to work out a system that guarantees that a ride requested by FACT or by one of the medical service providers will be dispatched. While the system works for RideFACT, it poses credibility issues and liability for FACT if a discharged patient cannot get on demand confirmed transportation. There are also recent indications that the discounts implemented by Yellow Cab that are available for RideFACT rides may not be offered in case of the hospital trips. FACT is working with providers to identify all possible late night and weekend options within the brokerage.

FACT has informed both LIFT (NCTD) bidders that we are anxious to work as a subcontractor with incumbent or whichever entity is awarded the contract. All parties were interested in anticipating and quantifying FACT's capacity to handle paratransit rides; FACT's position was that any levels of service averaging higher than current levels would be possible with clear commitments on the vendors part regarding either a minimum guaranteed number of rides or a commitment to use FACT as the brokerage for all taxicab rides. While the responses and the specific offers will be discussed closer to the contract award date, FACT is working with brokerage vendors in order to position itself to provide the overflow demand service as subcontractor.

### **RECOMMENDATION:**

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

### **ITEM # 10**

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

**Meetings and Events 11/17/2016 - 12/7/2016**

11/17 Annual Meeting Planning Committee - LaVonna, Bob, Arun, Budd  
11/18 Training - Marketing and Customer Service - Budd and Jonathan  
11/18 Tri-City Discharge Hospitality Center Site Visit & Working Meeting -  
Meagan  
11/21 SSTAC Mtg. - Meagan  
11/21 VTCLI Mobility Forum - Meagan  
11/22 Mtg. with Yellow Cab - Meagan and Arun  
11/24-11/25 Closed for Thanksgiving and Black Friday  
11/28 Mtg. with Yellow Cab SD - Phil Monroe, Arun  
11/29 Rider Photo Shoot - Leticia  
11/29 Mtg. with Attorney Danna Cotman regarding Lyft contract - Arun  
11/30 SANDAG sit Visit - Danielle, Oswaldo, and Budd  
11/30 Oswaldo's last day at FACT  
12/2 Training - Legal Issues in Employee Relations - Budd  
12/2 APTA Board Mtg. - Arun  
12/2 FACT Agenda Planning Mtg. - Arun, Bob, and Dave

**Upcoming Meetings and Events**

11/13 CAM Meeting  
11/26 CLOSED for Christmas Obs.  
1/19 Board of Directors Retreat  
1/26 Annual Board Mtg.