

## FACT Board of Director's Meeting Minutes

December 14, 2011

Encinitas City Hall, Encinitas, CA 92024

Board Members Attending	John Aguilera, Teresa Barth, Bob Campbell, LaVonna Connelly, Phil Monroe, Dave Roberts
TAC Members Attending	Danielle Kochman – SANDAG, Floyd Willis
Board Members Absent	Susan Hafner
Staff Attending	Arun Prem, Kelly McGrane, Patty Pauletto, Meagan Schmidt
Public/Guests	See sign-in sheet for Annual Meeting
Introductions	Chair Phil Monroe called the meeting to order at 9:10 AM. Introductions were made.
Approval of November Meeting Minutes	Phil asked for any corrections to the November Minutes. <b>Motion to approve the November Board Meeting Minutes made by Dave Roberts. Second by John Aguilera. The motion passed unanimously.</b>
Public Comments	Floyd Willis, County of San Diego Aging and Independent Services, read a few excerpts from an AARP April 2010 transportation bulletin. He explained trends show that the need for public and specialized transportation is increasing. Floyd said that he is proud to see the progress regarding coordination of providers and FACT's progress in the area of mobility management.
Board Chair Report	Phil discussed FACT's new Mission Statement, "Assist <b>seniors, persons with disabilities, and social service recipients</b> in San Diego County to meet their transportation needs". Phil presented a slide show on FACT updates for 2011 and new programs. He thanked FACT

staff, Technical Advisory Committee (TAC) members, and Council on Access and Mobility (CAM) members. Arun discussed updates including CAM's new Mission Statement and membership. CAM will have 25 members; there are 5 vacancies open for interested transportation stakeholders. The Board will formally approve CAM membership in Item 9 of today's agenda.

Phil reviewed RideFACT, a senior transportation program in Ramona. North County Transit District (NCTD) reinstated service in the area and the FACT Board voted to withdraw the RideFACT service to avoid duplication. FACT increased telephone referrals to a record of 100 in October and STRIDE website hits to a record high of 1901. FACT applied for and was awarded three grants, New Freedom, Senior Mini Grant, and FTA 5310.

Dave Roberts discussed the Del Sol Lion's Club Adopt-A-Station event, which he and Arun attended, and the collaboration between private and public organizations.

Phil discussed FACT's move to Oceanside and his appreciation for the many guests who attended the open house in May.

FACT received the Innovative Transportation Solutions – Small Programs Award from WTS. Board Member LaVonna Connelly accepted this award on behalf of FACT.

This year FACT successfully auctioned 6 retired vehicles, the funds received will be used for grant matching.

Bob Campbell explained the collaboration between FACT and California State University San Marcos's (CSUSM) Senior Experience program. A team of 5 students researched and prepared a report on the best transportation brokerage options for FACT.

FACT hired Ninthlink to design a new website, combining STRIDE and FACT websites into one. The new website will be up and running by the end of January.

In January, FACT will start a new pilot program, providing senior transportation in Escondido, Rancho Bernardo, and Poway. This program will have no restrictions for the first 3 months and will be reviewed by the Board on a quarterly basis.

In 2012, FACT will implement MedRIDE and MedAccessRIDE, collaborating with hospitals to provide rides for seniors and individuals with disabilities to medical appointments.

Keynote Speaker

Mr. Muggs Stoll, Director of Land Use and Transportation Planning for SANDAG, spoke on behalf of Gary Gallegos, Director of SANDAG. Muggs discussed SANDAG's purpose, including transportation funding, planning, and development and reviewed the relationship with FACT. Muggs explained that one of SANDAG's main goals is to get more funding for transportation in San Diego. The population of seniors in San Diego county is going to increase by more than half a million in the next 40 years, those over the age of 85 will triple. He discussed the importance of finding ways to improve existing transportation systems. He

	<p>spoke of Arun’s involvement with the Quality of Life Initiative (QoL) working group. This Initiative seeks to find stable funding for transit operations. Muggs extended appreciation for FACT’s role and assistance with SANDAG’s Coordinated Plan, and is looking forward to the implementation of FACT’s Business Plan and collaboration with the County.</p>
<p>Board Member Comments</p>	<p>Dave Roberts explained that the San Diego County Fair, Del Mar, and Solana beach are starting a Fair shuttle service to mitigate the impact of 2 additional days for the Fair. Dave recommended they work with SANDAG as well as FACT to see if there are other solutions to help out with their shuttle service.</p> <p>Dave also mentioned the Human Resource Center in Encinitas and their Holiday Basket Program. The program will provide 1600 families with gift baskets for the holiday season. Dave mentioned that 800 families did not make the list this year because of the poverty requirements. He stressed the importance of networking between organizations in order for these events and programs to be successful.</p> <p>Bob Campbell mentioned that FACT has developed a family type environment between organizations and is proud of the FACT staff, the FACT Board, and contributing organizations.</p> <p>John Aguilera wanted to thank Bob Campbell for inviting him to become involved with FACT and the Board for electing him as a Board Member. John said he looked forward to learning more about collaborating organizations and is really impressed by both SANDAG and FACT.</p> <p>Teresa Barth thanked Muggs for speaking on behalf of SANDAG. She spoke of her involvement with the Encinitas senior center and how every day she hears the need for better transportation options. She emphasized the importance of better transportation in daily life.</p>
<p>Executive Director Report</p>	<p>Arun Prem stated his appreciation for the support of everyone attending the monthly Board meetings. He explained that FACT’s success relies on coordination, outreach, and networking throughout the community. Arun was pleased with the show of support for FACT and thanked attendees for prioritizing the Annual meeting. Arun thanked Muggs and SANDAG for the keynote address.</p> <p>Arun said he has worked with Metropolitan Planning Organization’s (MPO’s), and other associations of government in other regions, most recently in Los Angeles. Los Angeles’s MPO’s have no mention of a CTSA or coordination in their long range plan. Arun has been encouraged with SANDAG’s prioritization of coordination and working actively with FACT throughout this process.</p> <p>Arun said he is excited about the new brokerage pilot project and is looking forward to more</p>

	<p>responses from interested transportation providers. He invited the attendees to join the February Board retreat.</p> <p>FACT proposed a presentation to APTA on the brokerage model for the APTA conference in Long Beach in May 2012. FACT will procure software to assist with the implementation of the brokerage. FACT and CAM have been actively looking at several software vendors and will make a decision to purchase by June 2012. FACT is planning a mobility forum for possibly October of 2012 and would like to encourage all partners to be involved.</p>
<p>Board Officer Elections – Nominating Committee Report</p>	<p>Phil mentioned that FACT is looking for additional members to join the Board.</p> <p>The Board Officer elects for 2012 included:  Dave Roberts – Chair  Bob Campbell – Vice Chair  Susan Hafner – Treasurer  Teresa Barth – Secretary</p> <p><b>Motion to approve Board Member elects by John Aguilera. Second by LaVonna Connelly. The motion passed unanimously.</b></p>
<p>FY 2011 Audit Report</p>	<p>Scott Phillips discussed the FY 2011 FACT audit report. Items that were highlighted included:</p> <p>The <b>opinion page</b> stated that FACT has an unqualified opinion, the highest opinion that can be received under auditing standards.</p> <p><b>Statement of Financial Position</b> shows that FACT’s total assets went up approximately 50% primarily because FACT had a net income for the year.</p> <p>Phil informed Scott that the Mission Statement needed to be updated in the Audit Report.</p> <p>Phil discussed how most of the funding FACT receives is reimbursable. Finding cash to operate on a daily basis has always been a major challenge.</p> <p><b>Motion to approve Audit report draft with corrected Mission Statement made by Dave Roberts. Second by Bob Campbell. The motion passed unanimously.</b></p>
<p>Appointment of CAM and TAC members</p>	<p>Phil said the Council on Access and Mobility (CAM) has a new membership structure and (20) potential members whom the Board will appoint today. There are currently 5 CAM member vacancies that will be filled as we attract new candidates.</p> <p><b>Motion to approve CAM member appointments made by Teresa Barth. Second by Dave Roberts. The Motion passed unanimously.</b> TAC (Technical Advisory Committee) has one vacancy and a proposed member, Lois Knowlton, Friends of Adult Day Health Care.</p>

	<p><b>Motion to approve TAC member made by LaVonna Connelly. Second by Bob Campbell. The motion passed unanimously.</b></p>
<p>2011 Norine Sigafoose Partner of the Year Award</p>	<p>Each year FACT honors an individual or organization that has partnered with the agency to significantly advance transportation services in San Diego County. This year’s recipient is Floyd Willis who has been an advocate for senior services in San Diego County and a long term supporter of FACT services.</p> <p>Floyd Willis was awarded the <b>2011 Norine Sigafoose Partner of the year Award</b>. Floyd’s accomplishments include:</p> <ul style="list-style-type: none"> <li>• Part of the collaboration which led to the formation of FACT at the community advocacy task force level in 2005-2006.</li> <li>• Participated in a FACT/SANDAG/Community team at the Community Transportation Association of America (CTAA) conference in Washington, D.C. in 2008.</li> <li>• Represented San Diego in statewide Mobility Action Plan (MAP) dialog to promote CTSA’s and coordination.</li> <li>• Member and past Chair of SANDAG Social Services Transportation Advisory Committee (SSTAC).</li> <li>• Served on various FACT sub-committee activities since 2006: <ul style="list-style-type: none"> <li>○ Technical Advisory Committee (TAC)</li> <li>○ RFP contractor/consultant selection committees</li> <li>○ Software &amp; Service Development Committee</li> </ul> </li> </ul>
<p>Website and branding update</p>	<p>Tracy Reid, Ninthlink, demonstrated the website and presented changes and additions to the site. She discussed the website’s color scheme and how it is branded with the colors of San Diego. Tracy discussed the trip planner tool and the filtering options that will allow users to tailor their search to meet their transportation needs. Searches will result in a list of provider information, map links for driving directions, and additional filtering options that can be selected, such as the public transportation option.</p> <p>Tracy said the designers are still in the process of selecting and making decisions on what photos to incorporate on the site. The website will be W3C compliant, which will insure that people with disabilities will be able to use the website.</p>
<p>Selection of Transportation Brokerage Model FACT</p>	<p>Arun discussed how the recommendation for this project is based on the CSUSM Senior Experience Project Report findings and research by FACT staff. FACT recommended a single tiered in-house brokerage model. In this model, FACT will be the call center that receives all requests for transportation and will directly dispatch them to the best transportation provider after assessing the rider’s needs.</p> <p>The CSUSM senior experience team study found that the 2 tiered brokerage approach may lead to FACT losing direct contact with the service providers, becoming less effective as the</p>

	<p>CTSA, and less relevant. The in-house brokerage would offer FACT the potential to become cost effective in service delivery and promote overall growth of FACT services.</p> <p><b>Motion to approve recommended single tiered in-house transportation brokerage model by Bob Campbell. Second by Dave Roberts. The motion was passed unanimously.</b></p> <p>Bob said it is important for FACT to have a walk, crawl, run approach when implementing new ventures. He mentioned that FACT needs to plan ahead, expect the unexpected, and insure that all ventures are affordable, scalable, and functional.</p>
<p>Consent Calendar</p> <ul style="list-style-type: none"> <li>• November 2011 Financials</li> <li>• 2012 Meeting Calendar</li> <li>• Fact Board Resolutions for NF and JARC grants</li> </ul>	<p>LaVonna Connelly was happy to see WorkRIDE on the agenda and wanted to make sure that this program coincides with our Mission Statement and that workers are recipients of social services. Arun discussed WorkRIDE and its goal to provide transportation for low income individuals to get to and from work or work related destinations. All clients will be referred by social service agencies.</p> <p>Arun said November 2011 Financials were listed as an information item and not an action required item. This is usually a standing item on the agenda.</p> <p>John Aguilera mentioned an observation that the operations budget was significantly over budget for 2011.</p> <p>Arun explained that the reason we look over budget for the year to date is that during FACT's move we had expenses upfront. A large expense happened at one time and we did not place a larger amount in a particular month to account for that. Arun's expectation is that FACT will be at budget or under budget overall for the year.</p> <p>John Recommended including more detail in financial statements.</p> <p><b>Motion to approve the Consent Calendar made by Teresa Barth. Second by Dave Roberts. The Motion passed unanimously.</b></p>
<p>Adjournment</p>	<p>Meeting was adjourned at 10:52 AM.</p>