



Facilitating Access to Coordinated Transportation

Meeting Agenda and Notice
FACT Board of Directors Meeting
February 27, 2014, 9:00 am
Poinsettia Room, Encinitas City Hall
505 S. Vulcan Avenue, Encinitas, CA 92024

AGENDA

Meeting Call to Order
9:00am

1. Introductions
2. Approval of Jan 23 Board Meeting minutes p-2
ACTION
3. Public Comment
INFORMATION
4. Board Chair's Report
PRESENTATION
5. HHS - Live Well San Diego Proclamation p-10
6. Board retreat planning p-11
INFORMATION
 - Planning committee report
7. FACT Business Plan updates and review of DRAFT p-14
INFORMATION
8. FACT services updates: p-16
INFORMATION
 - RideFACT
 - Foster youth transportation contract update
9. New CAM appointments p-18 ACTION
- 10.2-1-1 MOU p-20 ACTION
11. Executive Director's report p-22
INFORMATION
 - Annual conflict of interest statements
 - Bylaws amendments - voting process
 - Board members, RideFACT
 - 5310 vehicles
 - Software committee meeting 2/19
12. Review of Financial Statements
INFORMATION

13. Board Member Comments/ proposed agenda items
INFORMATION

ADJOURNMENT

ITEM #2**FACT Board of Directors' Meeting Minutes**

January 23, 2014

Encinitas City Hall

505 S. Vulcan Avenue, Encinitas, CA 92024

Board Members	Bob Campbell, Susan Hafner, Phil Monroe, Hon. John Aguilera (via phone), Hon. Tony Kranz
TAC Members	Danielle Kochman-SANDAG, Lois Knowlton-Friends of Adult Day Health Care, Kim Thorpe-NCTD
Board Members Absent	Hon. Dave Roberts, LaVonna Connelly, Norine Sigafosse
Staff Attending	Arun Prem, Meagan Schmidt, Budd Anderson, Oswaldo Perez
Public/Guests	See sign-in sheet
Introductions	Bob Campbell called the meeting to order at 9:20am. Introductions were made. Phil Monroe led the group in the Pledge of Allegiance.
Public Comment	<p>Arturo Ayala (Sol) said he was pleased with the expansion of the FACT brokerage and looked forward to a continued partnership with FACT. Kim Thorp said NCTD's Flex and paratransit services were being transitioned from American Logistics Company (ALC) to the new contractor, First Transit. She said First Transit would utilize subcontractors to perform a portion of the service. Lois Knowlton said FACT has helped form a community of agencies that are able to help one another in order to fill the gaps in transportation. Danielle Kochman said under Map 21 the New Freedom and 5310 programs were merged into one program and SANDAG was moving forward with their request to the Governor to designate SANDAG as the recipient. She said the CalACT contract SANDAG used to procure vehicles was no longer being reviewed by the Federal Transportation Administration (FTA). Sachiko Kahatsu announced that Supervisor Dave Roberts was named Chair pro tem for the County Board of Supervisors. She said the County was accepting applications for the Community Enhancement Grant and Neighborhood Reinvestment Program; the deadline for the Community Enhancement Grant was March 1, 2014.</p> <p>Bob thanked Sachiko for her work at the County and appreciated her acting as a liaison to FACT from Dave's office.</p> <p>Phil discussed Toni Atkins being Speaker of the California State Assembly next year. He said she was a great ally to have in Sacramento and the Governor's office. He recommended contacting Toni to set up meeting with Bob, Dave, and Arun to inform her of FACT services.</p>

Approval of Dec 12 Board Mtg minutes	Motion to approve the December 12, 2013 Board Meeting minutes made by Phil Monroe. Second by Susan Hafner. The motion passed unanimously.
The Board Chair's Report	Bob thanked staff for their hard work in making 2013 a successful year and for hosting a wonderful 2013 Annual Board of Directors' Meeting. He said he missed having Mayor Teresa Araballo Barth on the FACT Board, but looked forward to Encinitas City Council Member Tony Kranz joining the Board. Bob said the agenda items would be prioritized to vote on the new Board member item earlier.
Brown Act changes re. Meeting minutes.	<p>A memo was received from SANDAG informing FACT of Brown ACT changes regarding open meeting procedures; SANDAG and NCTD adopted the changes. Arun said the intent of the regulation changes was to clearly identify how actions were taken and who was responsible for each action. The Board minutes would need to indicate specifically how each Board member voted ("Yes", "No", "Abstain"). Staff requested the Board approve the revised meeting process recommended by SANDAG.</p> <p>Motion to approve the revised meeting process recommended by SANDAG made by Phil Monroe. Second by Susan Hafner. The motion passed unanimously.</p>
New Board appointment	<p>Bob announced the opportunity to have Tony Kranz, Encinitas City Council member, join the FACT Board. Tony introduced himself and provided a summary of his background and experience. In addition to serving in his second term as City Council member, Tony serves on the NCTD Board, LOSSAN Corridor Board, and is second alternate on the SANDAG Board. He said he has been interested in public transit for quite some time and appreciated the opportunity to join the FACT Board. He discussed his father's struggle with transportation and understood the increasing need for transportation options. He said transportation had a huge impact on a person's quality of life.</p> <p>John Aguilera said he had worked with Tony at NCTD and felt he would bring a wealth of experience and knowledge to the Board.</p> <p>Motion to appoint Hon. Tony Kranz to the FACT Board made by Phil Monroe. Second by Susan Hafner. The motion passed unanimously.</p> <p>Bob welcomed Tony to the Board.</p>

<p>FACT Business Plan Update</p>	<p>The item provided an opportunity for the Board to review updates, following input from the November 2013 Board meeting, which will be incorporated into the 2015-2020 Business Plan. Arun said he would like to keep the FACT Business Plan update as a standing item until it is approved by the Board. He said further information would be presented at the next Board Meeting including updates to FACT’s funding plan and trip projections for the next five years. Additional input is requested prior to finalizing the update. The plan was to have the full draft available for discussion and review at the March Board Retreat.</p> <p>Oswaldo reviewed the proposed revisions included in each section of the FACT 2015-2020 Business Plan update.</p>
	<p>Staff recommended the Board review the proposed DRAFT 2015-2020 Business Plan Update elements and provide feedback.</p> <p>Phil requested additional detail in order to clearly understand the revisions. He said the information presented was too broad to offer feedback. He wondered where the document was and if the revisions could be tracked and compared to the 2014 -2019 Business Plan. Arun said he was following the procedure used last year for the 2014 -2019 Business Plan Update. He explained that Oswaldo had provided a DRAFT, but he had not had a chance to review it. He said the revisions presented were the revisions included in the DRAFT. The item was an opportunity for Board members to provide feedback, add new items, and/or eliminate items. He said the full DRAFT to be available at the Board Retreat would include a list of changes to the former content. Phil said he was happy that staff was intimately involved in the Business Plan, but from his perspective and limited involvement it was difficult to offer feedback at this time. Arun said the critical items were being brought to the Board piecemeal due to the large size of the document and the limited time at regular Board Meetings. He said the Board Retreat would be dedicated to reviewing the entire Plan, but more detail or the DRAFT would be provided before the February Board Meeting in order to clarify revisions and allow Board members to provide feedback.</p> <p>Bob asked what diverse seniors referred to in the projects deferred for future consideration section. Arun said it referred to the diverse needs of seniors such as not being able to drive, losing their license, eligibility for certain programs, disabilities, the different age brackets of the senior population, etc. Phil said it should read Mobility Management for Seniors with Diverse Needs. Bob recommended eliminating the Item from the Plan.</p> <p>Bob said he requested that Arun provide a cash flow projection each month.</p>

New service proposal – potential service coordination with First Transit/NCTD

In December 2013 NCTD’s ADA paratransit contract was transitioned from ALC to First Transit. The contract amount was \$13.1 million for a 3.5 year period to provide approximately 156,000 annual one way trips; the contract will be effective no later than April 1, 2014. First Transit approached FACT for a proposal to broker a portion of the ADA paratransit (LIFT) and FLEX service. FACT could assist with trips traveling between North and South County in order to eliminate the need for riders to transfer from LIFT to MTS Access. NCTD tentatively proposed coordination of 25-50% (39,000-78,000) annual one way trips. The level proposed was intimidating because it was 3 to 4 times higher than the volume FACT currently performed; it was also unclear whether the current brokerage providers could accommodate the increased demand.

FACT held discussions with a number of vendors including AAA Transport, Care4U, and Safety First in order to determine the capacity for the trips in FACT’s brokerage. These vendors offered competitive rates that were in some cases lower than the rates offered for brokerage trips, due to the anticipation of higher trip volumes. The vendors were either ready to offer the additional capacity or able to ramp up given the time available before the service transitions to First Transit. The negotiations indicated that up to 80,000 trips a year could be procured in addition to RideFACT trips, through FACT’s brokerage. Arun said after meeting with the Executive Committee an informal offer was issued. The proposed level of service meant FACT’s administrative expenses would increase dramatically due to additional staff (1.5 additional staff), telephone upgrades, and increased utility bills. He said First Transit would take the calls, send the roster of trips to FACT, and FACT would dispatch the trips to the selected brokerage vendors. This could be a benefit to FACT, vendors, and hopefully NCTD if the rates were lower than they could procure elsewhere.

Phil asked how many rides were projected and what the budget was for next year excluding the proposed NCTD services. Oswaldo said only counting available grant funding, 14,500 rides were projected for next year; Arun noted that the amount would most likely reach approximately 18,000 due to new and proposed services. Arun said the current total budget was \$960,000 for FY 2014. Oswaldo said the budget for rides was \$250,000. Phil said he was impressed by the increase of rides projected and was happy with FACT’s growth.

Arun said recently NCTD was considering lowering the level of coordination to 6%, 9,360 annual one way trips. He said it was unclear if the trips would be purchased from FACT or vendors. He noted that FACT had established a rate lower than any vendor. Kim Thorp said the level of coordination had been finalized at 7.8%. She also highlighted the strict

ADA service requirements. Arun said he had past ADA experience and was familiar with ADA compliance requirements. He also explained that AAA transport and First Transit had experience providing ADA services for ALC.

Bob asked Susan if she had any conflict of interest because she had done consulting work for First Transit. She indicated that she did not have any contracts currently with First Transit and felt there was no conflict of interest. Bob asked Susan if she could help with negotiations in order to assist in identifying potential issues with doing business with First Transit; he mentioned the chain of cash flow and how First Transit has certain terms of reimbursement that could cause cash flow issues for FACT. Susan said she would be happy to review negotiations, but would prefer to remain off the front line because of her interest in continuing to consult with local private companies.

John said the service was a great opportunity for FACT, however due to his Board role at NCTD he would have to abstain from voting on the item because of potential conflict of interest. Tony said he would have to abstain because he serves on the NCTD Board as well.

Staff requested the Board to authorize the Executive Director to approve the service proposal to broker transportation for NCTD's ADA Paratransit and Flex services and enter into agreement with NCTD and vendors to provide the service.

Phil said the vote could not be passed if John and Tony abstained. John and Arun were under the impression that once quorum was established an action could pass with a majority vote of the quorum. Phil said the issue needed to be clarified because a lot of organizations required a majority vote of the Board even if quorum is established. Arun said the bylaws did not specify that and it was open to interpretation. Phil said he was on Board with the recommendation, but the voting process needed to be reviewed and clarified in the bylaws.

Susan amended the recommendation to include a sustainability review. **Motion to authorize the Executive Director to approve the service proposal to broker transportation for NCTD's ADA Paratransit and Flex services along with a sustainability review, and enter into agreement with NCTD and vendors to provide the services made by Susan Hafner. Yes - Susan Hafner, Phil Monroe, and Bob Campbell. Abstain - John Aguilera and Tony Kranz. The motion passed.**

FACT services updates:

- Foster youth transportation contract award

Arun said FACT was notified on December 20, 2013 that the SDCOE Foster Youth Transportation Contract had been awarded to FACT. The term of the contract would be early March - September 30, 2014 and was not to exceed \$150,000. The service will transport foster youth between home and the “home” school. SDCOE currently has 7 students enrolled in the program, but the number is expected to grow as the program is promoted.

Arun reviewed the requirements including insurance, driver background checks, driver TB certification, and County volunteer driver ID’s for drivers. There were six (6) drivers and one (1) backup driver dedicated to the service; all seven (7) drivers have completed and submitted their paperwork and would follow up with necessary appointments. Due to additional requirements placed on the drivers, FACT negotiated a sum of \$150 per driver to cover the cost; any unanticipated expenses would also be covered by the SDCOE. FACT submitted a per mile rate to SDCOE. Arun said the collaboration was going well and the program was expected to start on time. Bob summarized past issues with the program and the process it took to get the partnership to its current state for new Board Member Tony Kranz. Tony asked if FACT was utilizing contractors from different regions of the County for the service. Arun said the contractors selected have agreed to cover the entire urban and suburban areas of the County. Phil said the program warmed his heart because the service would offer some stability in the foster children’s lives.

Arun said RideFACT ridership had a long sustained period of growth from July 2012 - August 2013. Since then the ridership has experienced a little down turn. 1,585 rides were performed in November 2013. He said a discussion would take place at the Board Retreat to determine how to balance the growth with available funding. He mentioned demand management, efficiencies, diverting trips to other systems, destination beneficiaries contributing to the cost, sharing trips, and sustainable funding. He reviewed the average cost per one-way trip for each month starting in January 2012 and indicated that the cost was \$12.68 for November 2013. He noted that the average cost was well below the national average of \$29.30. He said nonprofit vendor rates have contributed to the low average cost. He compared the monthly referrals for 2010, 2011, 2012, and 2013. He said the opportunity for referrals to other services was not growing as fast as FACT services.

Arun explained that FACT applied for 5310 grant funded vehicles, but was not recommended for funding at the state level. FACT requested that FACT be considered for any carryover funding. Arun said Caltrans recently contacted FACT to announce that 13 accessible mini vans would be awarded to FACT. The vehicles were worth approximately \$600,000. He

said originally the vehicles were 100% funded with the help of toll credits to cover the 10% local match. It was unclear if the toll credits were still available, so FACT may have to contribute approximately 10% of the total cost. He said the grant process usually takes 1 to 2 years, so the match would not affect the current year's budget and would most likely be addressed in the 2015 budget. Due to new contract revenues FACT should have the available funding for the match, but toll credits may become available by the time the action moves forward. Once awarded FACT would issue an application and a competitive process would determine the van recipients.

Bob discussed including an administrative fee to cover some of the cost for FACT procuring and awarding the vehicles. He recommended vendors pay an upfront cost to cover FACT's administrative and match expenses before receiving the vehicle. Arun felt that this could be feasible and would be a small price to pay considering the value of the vehicle and the revenue generated by the vehicle use. If the vehicles are 100% funded then the administrative fee would be placed in FACT's reserves. Phil discussed possibly offsetting the amount of trips required by FACT with the administrative fee.

Arun said FACT was offered a used 5310 vehicle from Caltrans that was recalled from the original recipient. FACT agreed to take ownership of the vehicle and award it to a local agency. An application was issued with a notification inviting vendors to apply as well as join the brokerage. The information was disseminated as per the FACT policy. Sol Transportation and Home of Guiding Hands (HGH) applied for the vehicle. A Review Committee comprised of Oswaldo Perez, Danielle Kochman, and LaVonna Connelly evaluated applications. The committee recommended the vehicle be awarded to HGH.

Karen Cook and Matt Dunn of HGH provided background information on their agency. Karen said they were thrilled to be able to get the vehicle because their transportation program was expanding. It would be used to transport HGH clients; persons with developmental disabilities of all ages. Phil asked what HGH's budget was. Karen said their budget was \$15 million and was funded by the state through the San Diego Regional Center (SDRC). She said HGH services all of San Diego County and has expanded into Imperial County. Phil asked if HGH had a mission statement. Karen said the mission statement was "to improve the lives of those we serve". Tony asked how many vehicles HGH had in their fleet. Matt said including the bus being awarded they had 16 buses and approximately 31 minivans. Arun added that HGH per FACT's policy would be joining the FACT brokerage. He said HGH had committed to performing a small

	<p>number of trips for FACT riders free of cost and had the option to provide service for the brokerage on a cost basis.</p> <p>Motion to accept the Committee’s recommendation and award the 5310 vehicle to Home of Guiding Hands (HGH) made by Phil Monroe. Second by Susan Hafner. The motion passed unanimously.</p> <p>Phil asked when HGH would take control of the vehicle. Arun said HGH could take control of the vehicle at any point since Caltrans approved the transfer and the Board approved them as the recipient. Bob asked if Caltrans was responsible for safety checks. Arun explained that Caltrans would indicate the condition of the vehicle, but after that it was up to HGH to inspect and maintain the vehicles. FACT was only obligated to monitor the use of the vehicle and report to Caltrans on a regular schedule.</p> <p>Arun thanked LaVonna and Danielle for their help with the selection process.</p>
<p>2-1-1 update</p>	<p>In December Bill York had indicated that 2-1-1 had concluded their contract with SANDAG for the VTCLI grant. 2-1-1’s next priority was to work with FACT on establishing a contract and MOU. Arun provided a summary of the VTCLI grant partnership. He said that FACT would receive funding through 2-1-1 for technology upgrades. There is a meeting scheduled with Bill on January 30, 2014 to discuss the MOU. The meeting was a follow up to preliminary discussion that lead to disagreement over the amount of funding FACT should receive. He said hopefully the DRAFT MOU would be available at the February Board Meeting for review.</p>
<p>Board Resolution in support of County grants</p>	<p>Arun said there were two county grants available, FY 2014/15 Community Enhancement funding and the FY 2013/14 Neighborhood Reinvestment Program Grant. The County of San Diego offers Community Enhancement funding to organizations for activities that promote and generate tourism and/or economic development at the regional and community levels. The Neighborhood Reinvestment Program Grant provides funding for community, social, environmental, educational, cultural, or recreational needs. Sachiko summarized the application, review, and selection process at the County.</p> <p>Motion to authorize staff to submit 2 grant proposals for FY 2014/15 Community Enhancement Funding and FY2013/14 Neighborhood Reinvestment Program Grant and approve authorizing grant resolutions for both grants made by Tony Kranz. Second by Susan Hafner. The motion passed unanimously.</p>
<p>Executive Director Report</p>	<p>Arun discussed meeting with Phil Trom regarding FACT’s recognition in the SANDAG Regional Plan and to highlight the role of the CTSA where possible. He said Dave had indicated that FACT needed to raise its profile</p>

	<p>as the designated regional CTSA. Dave also felt that FACT was not reflected adequately in the County Plan related to transportation. Arun requested Danielle to place FACT updates on the SANDAG Transportation Committee and Board of Directors agendas.</p> <p>Sachiko said Dave was requesting that all ordinances be updated to include the CTSA. Dave was also working on a letter signed by the County Board Chair to SANDAG making the same recommendation. Bob thanked Sachiko for her help.</p>
<p>Board Retreat - schedule and location</p>	<p>Arun said during a meeting with the Executive Committee it was recommended that the Board Retreat on March 27, 2014 be held in Escondido at 720 North Broadway, at the Chamber of Commerce meeting facility. There was no cost associated with using the facility. The Retreat was designated for a detailed review of strategic issues, business plan, and agency goals. It was expected to last 4 hours. There was also a recommendation to appoint a committee to plan for the retreat; LaVonna Connelly and Phil Monroe were nominated for the committee.</p> <p>Staff requested the Board to review the feasibility of holding a Board Retreat on Thursday, March 27, approve the proposed location for the retreat, and confirm the Retreat Planning Committee Appointments. Phil sought clarification on the need for a Retreat Planning Committee. He felt FACT staff was mature enough to adequately plan for the meeting. He offered to meet, but felt it may not be necessary. Phil asked when the meeting should take place. Arun said there should be one meeting 4 to 5 weeks before the retreat to agree on the potential agenda topics and a follow up meeting to take place 2 to 3 weeks before the retreat to review detailed materials and decide if the agenda is ready to be sent to the full Board. Susan said in the past the DRAFT agenda was sent to the entire Board for feedback and felt that this would be beneficial.</p> <p>The Board approved with consensus holding the Board Retreat on Thursday, March 27, the location for the Retreat, and Retreat Planning Committee Appointments.</p>
<p>Adjournment</p>	<p>Meeting Adjourned at 11:20 AM</p>

ITEM #5

TO: BOARD OF DIRECTORS

FROM: ARUN PREM, EXECUTIVE DIRECTOR

RE: HHSA - Live Well San Diego Proclamation

ISSUE:

In December 2013 FACT's Board approved a resolution to partner with San Diego County's Live Well San Diego Initiative.

This follow-up item was requested by County HHSA staff.

BACKGROUND:

FACT's Board and San Diego County's Health and Human Services Agency (HHSA) have a common vision to enhance quality of life for San Diego residents through their programs.

Live Well San Diego (LWSD) is an initiative of San Diego County's HHSA. The Vision of the program is a healthy, safe and thriving San Diego County.

In 2010, the County Board of Supervisors adopted a comprehensive initiative called Live Well San Diego. This long-term plan to advance the health, safety and overall wellbeing of the region is being built with community involvement, in three phases. The first component - Building Better Health - was adopted on July 13, 2010. The second component - Living Safely - was adopted on October 9, 2012. Because living well goes beyond health and safety, a third phase - Thriving - will be rolled out in 2014 to focus on overall wellbeing.

We believe that FACT plays an important role in the lives of San Diego residents with barriers to mobility and helps them achieve wellness through improve mobility and access to medical and quality of life services. Due to the convergence of the missions and visions, FACT and LWSD believe that their services will be rendered more effectively if the two agencies collaborate.

LWSD Partners include cities and governments, diverse businesses including healthcare and technology, military and Veterans organizations, schools, and community and faith-based organizations.

FACT worked with HHSA's Executive staff in order to draft a collaboration agreement that reflects the two agencies' desire to work together. A FACT Board resolution supporting LWSD was approved in December 2013.

RECOMMENDATION: None

ITEM #6

TO: BOARD OF DIRECTORS

FROM: ARUN PREM, EXECUTIVE DIRECTOR

RE: Board Retreat planning update; Committee Report

ISSUE:

This item is an update on the planning for the March 27 FACT Board Retreat.

BACKGROUND:

The FACT Board of Directors' Retreat is an annual event designated for detailed review of strategic issues, business plan and agency goals. The updated Business Plan 2015-20 will be presented to the Board for review/approval during the Retreat.

In January 2014, the Board approved the Retreat date, location, and appointed a board subcommittee (LaVonna Connelly, Phil Monroe) to assist staff with planning the retreat.

FACT staff visited the proposed facility in Escondido and assessed the space, equipment set up, parking and other amenities. The facility and equipment was offered free of cost by Supervisor Dave Roberts.

The subcommittee held a meeting on February 13 and discussed the theme for the Retreat as well as possible agenda items. Phil Monroe, LaVonna Connelly, Oswaldo Perez and Arun Prem participated.

The following items were proposed for discussion or action:

Theme for the Retreat: The theme for the last year's retreat was "Sustainability". While that remains a major concern for FACT, many recent developments have provided us with additional approaches to sustainability - Growth of brokerage based Contracted Services have helped generate new revenues that could supplement CTSA funding and grants.

The committee as well as Board members felt that stakeholders in San Diego County were not aware of FACT being a designee of SANDAG in its role as the coordinating agency for transportation services (CTSA). They also felt it was necessary to inform SANDAG, MTS and NCTD Board's about FACT's services and performance. It was recommended that FACT staff prepare a DRAFT presentation for Board approval during the Retreat and share it with stakeholders during the rest of the year. The proposed retreat agenda includes discussion on detailed outreach plan that would specifically address the meetings, groups and cities

that will be targeted as well as identify FACT Board members who would facilitate some of the outreach activities.

A section on the Business Plan is a standing item on the Retreat agenda due to the need to update the Business Plan. This section would address FACT's revenues and expenses projections in an update of the 5-year projections developed in 2013. The service projections (number of rides to provided) for the next 5-year period will also be presented. The committee strongly recommended a discussion on demand management in view of the rate of growth of the RideFACT program and the continuing uncertainty regarding funds to sustain the transportation program long term.

The proposed discussion on Governance would review the Board membership status and other issues related to governance including the bylaws and any major TAC or CAM concerns, or staffing issues. The committee approved staff recommendation for appointing standing board oversight committee(s) for finances and budget and possibly other areas.

There was a discussion about the benefits of inviting a speaker to the Retreat. The committee members felt it may be a benefit if the speaker was someone who was of strategic interest to FACT.

Agenda Items:

1. Outreach Plan with clear timeline and Board involvement

- Prepare a DRAFT presentation for Board's review during Retreat;
- Highlight CTSA status
- Prepare an outreach plan
- Prepare outreach schedule
- Involve Board in outreach

2. Business Plan 2015-2020 Review

- Service projections
- Budget projections
- Demand management approaches/policy
- Needs assessment for senior transportation, other FACT services
- New business opportunities
 - o MM, brokerage etc. consulting
 - o Contracted services outside San Diego

3. Board members exposure to RideFACT service

Use Retreat as an opportunity to familiarize Board with RideFACT. Where possible, Board members will travel to/from Escondido (Retreat location) via RideFACT.

4. Governance

- Recruiting Board members

- Establish/reappoint standing committees for Financial oversight, Operations planning, Outreach etc.

5. Guest Speaker

- Recommendations included:
- Hon Jack Dale, SANDAG Board Chair
- Hon Mary Sessom, TC Chair
- Others

Contd.

Next steps

The retreat planning sub committee plans to meet after the review of the potential agenda items during the February 2014 Board of Directors meeting. The next committee meeting will focus on review of detailed DRAFT agenda items for the Board Retreat.

RECOMMENDATION:

Staff requests the Board to provide feedback on the committee's report.

ITEM #7

TO: BOARD OF DIRECTORS

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

RE: Review of DRAFT FACT 2015-2020 Business Plan

ISSUE:

FACT's CTSA contract commitments with SANDAG include an annual update of the Business Plan. The current Business Plan update (2014-2019) was approved by FACT's Board in April 2013.

This item provides an opportunity for the Board to review proposed updates, following input from the November, December and January 2013 Board meetings. The input will be incorporated into the 2015-2020 Business Plan Update.

BACKGROUND

An updated DRAFT Business Plan 2015-2020 was distributed with the Feb 2014 meeting agenda. The DRAFT incorporates the following updates, listed by Section #. The sections in *italics* were added during this update of the plan. As requested by the Board, a table that identifies the specific changes to different sections in the current plan was included in this update.

The most significant updates to the plan include:

New services provided under contract to agencies, including the contracted services for City of Oceanside and San Diego County Office of Education. These services lead to new revenues which will be reflected in the revenue projections that will be part of the finished Business Plan.

New vehicles approved by Caltrans - 13 Section 5310 vehicles worth approximately \$600,000 that were awarded to FACT in January 2013. These vehicles, expected to be purchased during late FY 2014-15, will have an impact on FACT's capacity to provide transportation and the service projections.

Updated service projections will also be part of the final Business Plan DRAFT.

FACT 2015-2020 Business Plan Update includes the following revisions to projects/status (*new sections in italics*):

FACT Services:

- Section 3.7 Donating Paratransit Vehicles to Community
- Section 3.8 Leasing FACT-owned Vehicles to Service Providers
- Section 3.9 Safety Program
- Section 3.10 Compliance
- Section 3.11 Poway Adult Day Health Care Center Transportation*
- Section 3.12 Oceanside Senior Transportation Van Service*
- Section 3.13 Foster Youth Student Transportation*

Section 3.14 County of San Diego Live Well Program Partnership

Projects Implemented - during FY 2013-14:

Section 3.8 Leasing FACT owned vehicles to service providers

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 4.1.9 Veterans' mobility initiatives - coordination with SANDAG and 2-1-1

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.

The 2015-2020 update includes several new elements:

- Procurement policy and method of solicitation/outreach plan for FACT-owned vehicles;
- Expansion of RideFACT to nonurban areas; and
- Agency service contracts (Poway, Oceanside, and SDCOE)

The following Business Plan programs were deferred for future consideration:

Projects deferred for future consideration:

- Mobility Management for Diverse Seniors
- Volunteer Driver Program Resource Allocation
- Highway 5 Mitigation Measures

During Board member discussions in November 2013, it was decided to eliminate two initiatives (Older Drivers Wellness Program and Guaranteed Ride Home Program) with the understanding that these programs are not funded and were not likely to be implemented. It was noted that they fit better with other existing services available in San Diego County.

RECOMMENDATION:

Staff recommends the Board review the preliminary DRAFT of the 2015-2020 Business Plan and provide feedback.

ITEM #8

TO: BOARD OF DIRECTORS

**FROM: Arun Prem, Executive Director, Meagan Schmidt, Manager,
Service Planning**

RE: FACT services update

ISSUE:

Provide the Board with updates on FACT services as well as new services implementation, and potential new services.

BACKGROUND:

1. SDCOE Foster Youth transportation contract implementation

During March-June 2013 FACT staff negotiated with SDCOE for a possible short-term contracted service arrangement to transport foster youth between their home and the "home" school.

On August 29 Arun and Meagan met with department staff to review the scope of the proposed longer term extension of the project. Laurie Campbell, Grant Specialist, and Michelle Lustig, Manager, Foster Youth and Homeless Education Services, informed us that SDCOE is interested in FACT's bid for a 1-year contract September 2013-14. FACT submitted a quote; however SDCOE decided to reissue the procurement notice using a formal RFP. FACT responded to the bid on December 12, 2013. FACT's proposal included 2 subcontractors - Care 4 U Mobility and CityLink.

We were notified on December 20, 2013 that the contract had been awarded to FACT. On January 6, 2014 FACT staff met with Laurie Campbell, SDCOE, to review the service provisions and status of implementation. We informed Laurie that the sub contractors - Care4U Mobility and CityLink had identified 3 drivers each to participate in the contract and had submitted the paperwork required for their background checks and County ID's.

Current Status:

FACT proposed service implementation on March 1. As of Feb 13 one driver had completed all the requirements to provide service under this agreement, 5 others are at various stages in the process and are expect to be approved during the next few days. Approximately 7 foster youth are currently enrolled in the program. FACT staff and subcontractor representatives met with SDCOE staff during the week of February 10 and underwent mandatory sensitivity training.

Contract Specifications:

Term - Start date Feb 15, 2014 - through September 30, 2014.

Value - Not to exceed \$150,000

Service area - SD County

Number of trips - not specified; seven students in the system at this time

Reservation window - 2nd business day after receipt of travel request form

2. RideFACT update:

Staffing Update - Mobility Coordinator, Franco Coniglione, will be leaving FACT in early March. The position has been posted on the FACT website and an email has been sent to the CAM list.

In December 2013, RideFACT completed 1.5 year of countywide services. The data for FY 12-13 and FY 13-14 is presented in the set of tables below:

RideFACT Service statistics - July 2013

RideFACT	One way trip requests	Referrals-external	Referrals to RideFACT	RideFACT Trips One way	Cancelled rides	No shows	Pending rides	Av. trip cost	Av trip Length (miles)
FISCAL YEAR 2012-13									
Jul 2012	416	203	213	142	17	2	0	\$24.86	13.8
Aug	642	226	416	368	47	3	0	\$21.53	12.43
Sep	653	169	484	403	45	6	30	\$18.94	10.89
Oct	1,073	203	870	684	87	16	83	\$21.93	10.92
Nov	1,184	179	1,005	535	133	8	329	\$21.30	10.6
Dec	1,004	138	856	467	98	12	274	\$26.35	11.6
Jan 2013	1,444	226	1,218	831	134	22	212	\$19.77	12.6
Feb	1,289	176	1,113	671	108	35	272	\$18.77	13.2
Mar	1,426	196	1,230	885	124	27	163	\$16.70	12.6
Apr	1,753	162	1,591	955	178	23	392	\$18.25	12.6

May	1,758	224	1,534	1,055	108	15	346	\$14.89	12.2
June	1,899	140	1,759	1,132	169	13	428	\$11.25	11.9
TOTAL	14,541	2,242	12,289	8,128	1,248	182			

FISCAL YEAR 2013-14									
Jul 2013	2,067	194	1,873	1,203	157	26	473	\$10.84	12.2
Aug	2,308	162	2,146	1,395	154	26	559	\$10.91	12.7
Sep	2,608	115	2,493	1,486	163	37	787	\$12.78	12.1
Oct	2,655	165	2,490	1,696	244	63	469	\$12.68	12.0
Nov	2,582	170	2,412	1,568	180	27	630	\$11.15	12.2
Dec	2,389	115	2,274	1,585	198	42	445	\$11.32	12.1
Total	14,609	921	13,688	8,933	1,096	221			

RECOMMENDATION: None.
ITEM # 9

TO: BOARD OF DIRECTORS
FROM: Arun Prem, Executive Director
RE: New CAM Appointments
ISSUE:

During its February 11, 2014 meeting CAM endorsed the appointments of three new members to the group - Judi Bonilla, Bruce McGrath, and Vivian Radam.

Board action is required to appoint CAM members.

BACKGROUND:

The Council on Access and Mobility (CAM) is a FACT Board appointed advisory committee.

CAM meets on second Tuesdays during alternate months. CAM has gone through transition in membership, mission, process and meeting schedules during the last three years.

Three years ago CAM initiated specific measures in order to align CAM activities with the Board and FACT activities, and make it a more effective advisory body as well as forum for regional coordination. The specific measures led to establishment of a 25-member structure with defined member categories. The meeting frequency was increased from 4 to 6 per year and a mission statement consistent with FACT mission was established. Following the structural overhaul CAM elected a Chair (Ben Macias) and vice Chair (Todd Lordson) to facilitate effective governance. CAM has continued to attract strong attendance at the meetings.

Current Status:

22 of 25 CAM member seats are currently occupied; In 2013, CAM approved an expansion of CAM from 25 to 30 seats.

Proposed New Members:

Judi Bonilla Executive Director, We Get Around!

“We Get Around! is part of a Driving Retirement plan and an entry point for participants into volunteer driver programs. Helping students build a transportation plan is a priority in my organization. I handle program development and teach travel training classes.

I am a Gerontologist and Educator. I develop programs for adults age 65 and over based on the principles of successful aging. I am also an instructor for Oasis and teach at their various campuses including their Virtual Senior Center. I volunteer with several community and non-profit organizations in Carlsbad and San Diego.”

Bruce P. McGrath - Business advisor, AAA Transportation

“My responsibilities include evaluating various different business opportunities that arise in the Company. These include expansion, new types of business, and reviewing different ways to expand the Company business.

Some of the specific areas include new business risk, capital expansion, customer assessment, compensation and Management process review.”

Vivian Radam- Access to Independence, Independent Living Advocate

“I work at Access to Independence as an Independent Living Advocate. I provide personalized consumer driven services that include information and referrals, peer counseling & support, education on SSI, SSDI, Medi-Cal, Medicare & Special Needs Trust, independent living (IL) skills training, and advocacy for the rights of people with disabilities to make their own choices.

Judy, Bruce and Vivian are regular CAM attendees and represent key stakeholder groups.”

RECOMMENDATION:

Staff requests the Board to approve staff recommendations to:

- **Approve adding 5 seats to CAM which will increase the number of seats from 25 to 30**
- **Approve CAM and staff recommendations to appoint two new CAM members**

ITEM #10

TO: BOARD OF DIRECTORS
FROM: Arun Prem, Executive Director
RE: 2-1-1 MOU

ISSUE:

Staff requests the Board to review the coordination MOU proposed by 2-1-1 specifying

- FACT's role in implementing the Veterans mobility grant, and
- FACT's share of the project budget

BACKGROUND:

In April 2012, 2012 SANDAG, acting as the sponsor agency, submitted the Veterans Transportation and Community Living Initiative (VTCLI - 2) grant on behalf of FACT and 2-1-1. The FACT Board discussed the opportunity in February 2012 and approved the staff recommendation to submit an application. During April and May 2012 the Board reviewed the early DRAFTs of a FACT/2-1-1 MOU prepared by FACT.

On June 20, 2-1-1 executives John Ohanian and Bill York attended the FACT Board meeting and recommended more discussion amongst the agencies (including SANDAG) prior to finalizing the agreement(s). As follow up to that recommendation the July meeting of the FACT Board was held at the 2-1-1 facility.

The Board also appointed a VTCLI committee (Dave Roberts, Bob Campbell and Phil Monroe) in order to provide ongoing input and oversight to the project.

On July 18 the FACT Board meeting was held at 2-1-1. The focus of the meeting was a workshop conducted by Bill York, COO that provided an overview of the history of 2-1-1 and the services provided.

On August 8 staff visited FACT. They were briefed on FACT services, staffing and opportunities for collaboration, particularly involving call intake.

On August 15 FACT staff met with Bill York and several 2-1-1 staff to review the status of grant and project deliverables. According to SANDAG, the grant was expected to be signed in late 2012, earlier than previously anticipated. It was decided that in general, FACT would have input into specification and procurement of all deliverables. Some of the deliverables including the database of resources, technology and kiosks could not be scoped at this time - a specialist, possibly a consultant would be hired to prepare a detailed technical proposal with input from project partners. The scope of work for the deliverables

would be bid as per USDOT and SANDAG regulations. In the meantime FACT and 2-1-1 agreed to initiate the outreach and input that was part of the commitment in the grant proposal. FACT provided 2-1-1 with a list of proposed outreach meetings and venues, which will be completed by 2-1-1 and implemented jointly in the near future.

Current Status:

The MOU between FACT and 2-1-1 was delayed due to the longer than anticipated timeline of the SANDAG - 2-1-1 Agreement. 2-1-1 informed us recently (January 2014) that the SANDAG - 2-1-1 agreement had been concluded. FACT staff met on January 30th and reviewed the preliminary drafts of a Funds Transfer Agreement, which includes an estimate of FACT expenses budgeted under the grant, and a subcontractor scope of work (copies enclosed).

The proposed Funding Agreement and Subcontractor Scope of Work were reviewed in detail with 2-1-1 staff. The Funding Agreement proposed a not to exceed amount of \$162,703 for FACT's contribution as well as the IT and equipment upgrades, including purchase of dispatching software. FACT will contribute a match of \$25,000 over the (2-3 year) life of the project.

The budget proposed in the Funding Agreement was initially presented by 2-1-1 in 2013 for discussion. FACT staff and then Board Chair Bob Campbell met with 211 to review the proposal. During the meeting FACT discussed concerns about presenting a budget ahead of a consultant/expert evaluation of FACT's IT needs and expenses that would be covered under the project and eligible for funding. FACT also expressed concerns that given the size of the grant (\$2.05 million) the proposed allocation was small. 2-1-1 discussed the benefits that would accrue to FACT due to the expenses incurred under the 2-1-1 share of the project, including the upgrades to 2-1-1 database and referrals capability and the installation of kiosks at 20+ locations in San Diego. The FACT Board found the 2-1-1 assurance to be reasonable.

During the most recent meeting with 2-1-1 (Jan 30, 2014), the overall budget amount of \$187,703.00 was proposed by 2-1-1. FACT asked for the language and the budget to be flexible in order to accommodate any unanticipated but necessary expenses that may come up later during implementation. There was mutual agreement during the discussion that it was reasonable to assume that FACT's projected expenses for IT requirements may change; in order to arrive at a more realistic budget the current budget should be approved subject to agreement that amendments to the budget would be made if necessary.

With mutual agreement, the proposed funding agreement language was revised to allow for changes to the proposed budget via amendments in the future if warranted by an assessment performed by FACT and confirmed by an IT consultant to be hired by 2-1-1 as part of the project.

The Subcontractor Scope of Work was discussed in detail during the recent meeting and found to be consistent with the grant proposal as well as reasonable

in view of FACT's staffing and resources. No changes were recommended to this document.

RECOMMENDATION

Staff requests the Board to approve the proposed agreements and authorize the Executive Director to sign the agreements.

ITEM #14

TO: Board of Directors
FROM: Arun Prem, Executive Director
RE: Executive Director Report
Meetings and Events 1/23/2014 - 2/26/14

- 1/29 Oswaldo and Meagan - Meet & Greet w/CSUSM Student Team
- 1/29 City Link site visit and meeting
- 1/30 VTCLI program meeting - 2-1-1 and FACT
- 2/5 Meagan and Oswaldo - Mtg. w/ Sue Carter Kahl (USD) - Research Paper
- 2/6 Meeting w/Alpha Project staff
- 2/8-2/11 APTA Transit CEO Conference
- 2/10 Foster Youth Training SDCOE w/C4U
- 2/11 **CAM - at San Diego Regional Center in Carlsbad**
- 2/12 Foster Youth Training SDCOE w/CityLink
- 2/13 Oswaldo attended ARS General Membership Meeting
- 2/13 Oswaldo attended Lobbying/Advocacy Workshop at North County Lifeline
- 2/13 **2014 FACT Board Retreat AGENDA Planning meeting with LaVonna and Phil**
- 2/14 Feb Board Agenda planning meeting with Dave and Bob
- 2/17 Closed for President's Day
- 2/19 Software Meeting
- 2/20 Hospital CEOs Roundtable
- 2/20-2/21 Leticia and Meagan attended Defusing Disruptive Customer Behavior Workshop
- 2/21 2-1-1 Annual Connections Luncheon
- ~~2/24 Board Chair, Vice Chair, all staff meeting and working lunch~~
- 2/25 VCTLI Kick Off Meeting (SANDAG, 211, FACT)

Upcoming Meetings and Events:

3/27 FACT Board Retreat

4/8 CAM Meeting