



Meeting Agenda and Notice
FACT Board of Directors Meeting
Feb 23, 2017, 9:00 am
 Poinsettia Room, Encinitas City Hall
 505 S. Vulcan Avenue, Encinitas, CA 92024

Chair Bob Campbell will join meeting via phone from out of town location 760 518 7774

Meeting call to order

9:00 a.m.

1. Introductions
2. Public Comment INFORMATION
3. Approval of January 19 Retreat, and Jan 26 Annual Meeting Minutes p-2
ACTION
4. Caltrans Section 5310 & County Grants & Board Resolutions; p-10
ACTION
SANDAG Grants Update
5. Report on FY 2015-16 Financial Audit, TDA Audit p-11
ACTION
6. Vehicle Sharing Status Update p-13 POSSIBLE
ACTION
7. Brokerage Vehicle Safety Inspections p-15
INFORMATION
8. FACT Services Updates p-16
INFORMATION
9. Monthly Financial Reports
INFORMATION
10. CLOSED SESSION – Review of Poway Contract information
INFORMATION
11. Executive Director’s Report p-20
INFORMATION
12. Board Member Comments/Proposed Agenda Items
INFORMATION

FACT’s Mission	<i>Assist San Diego County residents with barriers to mobility to achieve independence through coordination of transportation services</i>
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ADJOURNMENT**FACT Board of Directors Retreat Meeting Minutes**

January 19, 2017

City of Vista Civic Center, Vista Room
200 Civic Center Dr, Vista, CA 92084

Board Members Attending	Dave Roberts, Bob Campbell, LaVonna Connelly, Susan Hafner, Phil Monroe, Hon. John Aguilera, William York, George Gastil
TAC Members Attending	Danielle Kochman
Board Members Absent	Hon. Lorie Zapf
Staff Attending	Arun Prem, Meagan Schmidt, Budd Anderson, Brooke Connell, Jonathan Albarran
Public/Guests	See sign in sheet
Introductions	Chair Dave Roberts called the meeting to order at 8:30AM. Introductions were made.
Public Comment	Bob thanked Dave and George for their service as elected officials.
Approval of December Board meeting minutes	Motion to approve the December 8, 2016 Board meeting minutes made by LaVonna Connelly. Second by William York. The motion passed unanimously.
Approval of Year 2017 Board meeting Calendar	March, November, and December meetings have moved from the regular scheduled 4 th Thursday of the month. Motion to approve the 2017 calendar made by Phil Monroe. Second by Susan Hafner. The motion passed unanimously.
Performance Strengths and Challenges	Arun Prem started Part B with a summary of our performance and sustainability. He stressed the importance of funding. Cash flow and growing expenditure issues were discussed. William York asked about the time for receivables. Arun explained FACT currently has some that are over 120 days for various reasons including FACT staffing.
Review of Survey Responses from	Budd Anderson went over the survey that was sent to 27 CAM members. Overall feedback was positive and included helpful

<p>CAM and Brokerage Partners</p>	<p>suggestions. Budd said on average about half the members attend the meetings. LaVonna Connelly asked about emergency response. A discussion regarding FACT’s role in emergency response followed. Arun does not believe FACT has an MOU with Office of Emergency Services (OES). The topic was recommended for CAM discussion next year.</p> <p>Meagan Schmidt went over the survey that was sent to 14 providers. Overall feedback was positive and included helpful suggestions. Several comments suggested software based scheduling. Bob Campbell thanked Bill and 211 for the assistance with procuring FACT’s software. Question 10 from the survey (specifically short trips) was discussed in greater detail. Phil Monroe brought 3 points to the table 1) minimum rate 2) how many rides are we denying because of short distance and 3) Yellow Cab (YC) issues. Arun explained the YC issue at Tri-City; FACT negotiated rate with YC, signed with Tri-City.</p>
<p>Service Overview</p>	<p><u>What has gone well</u></p> <p>In June, FACT expects to hit 100,000 rides. Bill mentioned that the story behind the rides would help with the grants. The data behind the stories would be very helpful, but FACT needs the software to do that. James McGuirk said he and Councilmember Lorie Zapf talked about the demand for FACT services and need for advertising the service. He also said that Facilitating Access to Coordinated Transportation is difficult say and maybe it needs to be revised or changed to get the message out easier. Bob mentioned that the staff has not had the tools or the resources to meet the potential demand. Bill said there is a story to be told in even in the denials. Dave reminded everyone of the referral service FACT provides and could focus advertising in providing referrals. Susan Hafner zeroed in on performance goals and performance measures and the hope that new software can help with it. LaVonna discussed marketing not only to riders, but also at a leader level and FACT needs to have the data behind it to sell it effectively.</p> <p>Arun went over the slides discussing the ridership trends. Bob asked why the percent of dialysis patients has gone down so significantly. Arun explained that it can be attributed to overall growth, FACT employees speaking directly to the rider, not the clinic, and verifying the rider has no other means of transportation. FACT’s average trip length is 11.9 miles. There is a demand for long rides that is not being met by local services. FACT has a large service area and clients that need to travel long distances and many of the other services don’t offer that option.</p>

	<p>FACT has not marketed RideFACT services broadly since 2012 as it is extremely expensive. There are less expensive options such as town hall meetings, internet, etc. In general the marketing has been limited. The daily average is 90-100 rides.</p> <p>FACT is very proud of the service quality. First Transit, City of Oceanside, etc. continue to give positive feedback. It is an indicator of the quality of the vendors in our brokerage and overall the support FACT provides riders.</p> <p>FACT owned vehicles has added dramatically to the accessibility of rides in San Diego. FACT alone has added 30 accessible vehicles into the fleet. The brokerage has 15 providers today. It has succeeded in providing high quality rides at low prices. The most recent enhancement is the capability of providing 24/7 rides and FACT is testing the capacity for same day rides. With First Transit we did not commit to same day rides with the contract 3 years ago. In December we were able to successfully complete ~70% of the same day rides requested. Arun clarified that if the amount wheel chair accessible rides has gone down it is not due to capacity constraint. FACT currently has 20 vehicles, 4 parked (not assigned), 1 more on the way. When vehicles are assigned the obligation is 3 rides per day, per vehicle. Overall the vendors are meeting the contracted obligations.</p> <p>Evolution of services as we've grown is compatible with FACT's Mission.</p> <p>There are very few rider issues. FACT gives every new rider a copy of Code of Conduct Policy. FACT is educating vendors with code of conduct policies so they know how to document it and notify FACT in real time. We do not have significant no shows or cancellations that would impact costs.</p> <p><u>What can be improved</u></p> <p>New service models can be incompatible with our current model i.e. Lyft and Yellow Cab do not accept fares. Vendor turnover is always a work in progress.</p> <p><u>Challenges</u></p> <p>Software based scheduling will be implemented by summer of 2017. The contract with First Transit is ending in June and we do not know what the future will hold with the new vendor, MV Transportation.</p>
<p>Contracted Services</p>	<p>Arun discussed that while referrals and RideFACT are currently funded, from a sustainability standpoint, if FACT doesn't provide contracted</p>

services we don't grow. This year we were less successful in grant funding and will have to cut services or use reserves to sustain RideFACT. Contracted services are essential to FACT's survival. Any revenues go to general fund and are routed back to paying contractors, salaries, providing rides. Expanding contracted services is consistent with our mission and necessary to generate revenue. Three areas to explore further are:

ADA paratransit subcontracting

NCTD and MTS recently reported 30% increases in paratransit demand. FACT is growing and has been able to provide cost effective services for LIFT. For the last 3 years we have been providing rides for NCTD under NCTD's Paratransit contract as a subcontractor. FACT presents a value proposition that lends itself for a discussion. We could become part of the solution to managing paratransit expenses.

George asked if we could position ourselves where MTS would work with us and support FACT like FACT supports and refers riders to MTS. James recommended capturing data and our message with a pitch when talking with MTS. Danielle said we don't know what FACT's fully loaded costs are and we need to quantify rates. The discussion went back to allocating costs, and per trip costs.

Hon. John Aguilera asked if it would be possible for a service provider to not want to lower costs. Danielle explained that no, it is in their best interest to keep costs down.

Municipal/Agency Dial-a-Ride Services

The City of Oceanside reported their costs have gone down 35% by using FACT. The new marketing piece will be able to help promote our specialized transportation solutions/services to cities after the Annual Meeting.

LaVonna brought up the marketing materials - she would like to mention city specific data to each city when it is mailed out to the cities; in order to personalize it.

Medical transportation contracts

FACT is in discussion with Sharp and Coronado Hospitals for pilot projects. The Tri-City pilot started in December, staff will meet with Tri-City staff in February regarding the grant project. Phil mentioned that

	<p>at Coronado when it is time for people to leave the emergency room often times outside of normal business hours they don't have the means to get home. The hospital provides a voucher and it pays for the ride. The hospital agrees that if they could work with FACT they could save money.</p> <p>There is a potential partnering opportunity for FACT with Coronado Seniors Out and About, which is funded by SANDAG. Rides are provided both locally and into the San Diego region, up to 25 miles.</p> <p>Bill felt contracted services offer an opportunity for FACT. Susan supported Bill's comments and recommended promoting FACT as a package and including data to do so.</p>
<p>New premium priced services</p>	<p>The ability to provide same day rides, short notice, and weekend rides presents one way to generate additional revenue.</p> <p>Phil would like to work with SANDAG leadership to see how our visions could work together to do 1000 rides a day. Muggs said there is a limited number of funds that are awarded competitively. There is definitely an interest in looking at the topic holistically. Susan asked if there were any creative ideas that FACT may have missed or should look into. Muggs said ride hailing companies are the most innovative thing in transportation in 50 years. Others are exploring ride hailing, it makes sense for FACT to do so as well.</p>
<p>CTSA Contract Revision</p>	<p>Arun gave background information regarding the need for the CTSA Contract Revision. The CTSA statutes were first written in 1979 when the Transportation Development Act created a source of revenue for the purpose of optimizing social services transportation. It literally meant consolidating services to eliminate administrative costs to make services effective. FACT was designated as CTSA in 2006 by SANDAG. It was a joint award to NCTD and FACT. NCTD is actually named in the contract, but their role was limited to the first year. Initially when SANDAG defined the scope of the agreement it almost mirrored the state's scope of CTSA activities. That is why the contract is outdated. There is need to tailor it to the conditions in San Diego. Auditors over time have recommended updating the language as well</p> <p>SANDAG and FACT need to work on new contract language based on a common vision. Current contract scope of work has 2% regional TDA funds allocated to CTSA. The current CTSA Scope of Work has broad language that is not relevant or practical. Centralized dispatch of vehicles for social service providers and consolidating existing services are the relevant components. FACT would like SANDAG to recognize the</p>

	<p>brokerage as a CTSA activity. The 2015-2016 CTSA claim was for \$130,576. Muggs reiterated that FACT is doing more than \$130,576 of CTSA activities, but needs better documentation of the activity and performance measures. SANDAG is going to be very clear on the activities they are going to delineate as CTSA activity that they are going to match the TDA dollars to. They do have some concern of adding the brokerage to it as there are enough other activities that FACT does that we could focus there, although they were open for discussion. Danielle said the brokerage has built capacity which is a good thing while CTSA activities should focus on using existing capacity more efficiently. She would like to use none of the language that is in the existing contract. The CTSA law allows flexibility and FACT doesn't have to do all of the prescribed activities. Muggs reiterated that in redoing the contract language, FACT's overall work should not be limited to CTSA activities; FACT does a lot of things outside of CTSA that are valuable and should continue to do so.</p> <p>The recommendations for contract revisions were discussed at the October board meeting. They are very helpful in drafting the next contract. Danielle believes including the brokerage in the CTSA would require extra data collection, reporting, and work that is not currently required. Arun and Bill mentioned that the information will soon be available with the software that are both brokerage and non-brokerage related. Muggs said SANDAG is trying to put together the best contract FACT for in a competitive market for this funding source.</p> <p>Muggs said FACT should make it clear in the agreement that FACT does more than CTSA activities.</p> <p>He mentioned SANDAG may appoint a new FACT Board Member in early February.</p>
CLOSED SESSION	Closed session postponed until next board meeting.
Misc.	There was a clarification of the reason there is a backlog in invoices with SANDAG. Danielle said it takes SANDAG 30-60 days to process. Danielle received 32 invoices from March - October 2016 2.5 weeks ago. FACT was without an Accountant for quite some time which caused delays in invoicing. Arun said some of the invoices had to be resubmitted.
Future Agenda/Table Items	<p>Susan - Understanding cash flow, grants; defined performance measures, definition of success</p> <p>Bill - Agree with Susan, catching up invoices, close month as soon as</p>

	<p>possible, technology road map</p> <p>Muggs - Grant process is unlikely to change; need to find new funding source (will be discussed at SANDAG retreat)</p> <p>Danielle - Very excited about new software; how to measure success</p> <p>Phil - Thankful to Muggs and Danielle</p> <p>LaVonna - enlightened today; would like to learn about new networking plans</p> <p>Bob - Asked for an update on FACT's Annual Meeting</p> <ul style="list-style-type: none"> • 75+ people • Muggs, Mark Codey, Chris Van Gorder, Annual Report, new marketing piece, no pre-board meeting <p>Dave - Thanked attendees</p>
Adjournment	The meeting adjourned at approximately 1:05 PM.

FACT Board of Directors Annual Meeting Minutes

January 26, 2017

San Diego Foundation
2508 Historic Decatur Road, San Diego CA 92106

Board Members Attending	Dave Roberts, LaVonna Connelly, Susan Hafner, Phil Monroe, Hon. John Aguilera, William York, Bob Campbell, Hon. Lorie Zapf
TAC Members Attending	Lois Knowlton
Board Members Absent	George Gastil
Staff Attending	Arun Prem, Meagan Schmidt, Budd Anderson, Brooke Connell, Julius Burgos, Leticia Corona, Jonathan Albarran, Dorothy Harris, Christian Hernandez
Public/Guests	See RSVP List
Introductions	Chair Dave Roberts called the meeting to order at 9:30AM; welcome and introductions.
Public Comment	None
Presentation of Annual Report	Arun Prem reviewed FACT's 2016 Annual Report.
Guest Speakers & Keynote Address	Dave Roberts introduced the guest speakers. Muggs Stoll, Director of Land Use & Transportation Planning, SANDAG Mark Codey, Office Chief, Federal Transit Programs, CALTRANS Chris Van Gorder, President & CEO, SCRIPPS HEALTH
Recognition of Partners	Dave Roberts introduced the presenters and recognized our partners. Meagan Schmidt gave a story of a former rider and then introduced Elaine Wadler. CAM - Meredith Morgenroth, Jewish Family Services, Director of Social & Wellness Services and Nansi Kiwanuka, ElderHelp, Transportation Coordinator, spoke about the value of CAM. Brokerage Transportation Provider, Tony San Nicolas, Renewing Life,

	Executive Director spoke about his experience with FACT's staff and brokerage.
Norine Sigafoose Partner of the Year Award	Dave gave some background on the Norine Sigafoose partner of the year award and spoke about Lois Knowlton's background before presenting her with the FACT Norine Sigafoose 2016 Partner of the Year Award.
Board Officer Elections	<p>Dave reviewed the slate of nominees approved by the Nomination Committee (Dave Roberts, Lavonna Connelly and George Gastil). Dave called for a vote. The 2017 Board of Officers passed unanimously.</p> <p>Board Chair Bob Campbell</p> <p>Vice Chair LaVonna Connelly</p> <p>Treasurer Susan Hafner</p> <p>Secretary George Gastil</p>
Closing Remarks	Bob thanked everyone for coming.
Adjournment	The meeting adjourned at approximately 11:00 AM.

ITEM # 4

TO: BOARD OF DIRECTORS

FROM: ARUN PREM, EXECUTIVE DIRECTOR

**RE: GRANT APPLICATIONS - CALTRANS and COUNTY GRANTS;
UPDATE ON SANDAG FUNDING RECOMMENDATIONS for TransNet
and Section 5310**

ISSUE:

Caltrans Section 5310 Grant Applications and County Community Enhancement Grant applications are due on March 1. Board authorization and Board Resolutions are needed in order to submit the applications.

An Update on recent grant award recommendations from SANDAG Staff will be presented during the meeting as information.

BACKGROUND

Caltrans Application:

The applications are due to Caltrans on March 1, 2017. FACT has proposed a project budget of \$1,000,000.00 which is the maximum eligible amount. FACT proposed to spend this amount over 3 years. The funding will supplement SANDAG mobility management grants. The applications will be assessed on a competitive basis. The grant will fund salaries, and other expenditures including Software, supplies, local and out of state travel, expenditures.

County Community Enhancement Grant Application:

The application is in development at the time; an update will be available during the Board meeting.

RECOMMENDATION

Staff requests Board authorization to submit grant applications to Caltrans and to San Diego County.

ITEM # 5

TO: BOARD OF DIRECTORS

FROM: ARUN PREM, EXECUTIVE DIRECTOR

RE: FY 2016 ANNUAL FINANCIAL AUDIT, and SANDAG/TDA AUDIT

ISSUE:

1. FACT bylaws require that an internal annual audit report, including the corporation's assets and liabilities, be provided to the Board of Directors within 180 days of the fiscal year end (June 30th 2015). The Internal Audit report was delayed this year.
2. SANDAG conducts an external audit of TDA 4.5 expenses annually as part of CTSA contract oversight.

BACKGROUND:

The Finance Committee – Board members Susan Hafner, Board treasurer, Phil Monroe, and Hon. John Aguilera met with staff and Auditor Inna Stens in Oceanside on February 15, in order to review the Financial Audit and review some recommendations made by the Auditor for improving internal controls.

INTERNAL AUDIT

The annual internal audit was conducted by Inna Stens representing Sonnenberg & Co., during September and October 2106. Due to transition in FACT's accounting support staff the internal audit was delayed. According to the Opinion included in the report, *"In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Full Access & Coordinated Transportation, Inc. as of June 30, 2016 and the changes in its net assets and its cash flows for the year then ended in accordance with U.S. generally accepted accounting principles"*.

TDA AUDIT

The TDA 4.5 Audit required by SANDAG was conducted by Davis Farr, CPAs, during September 2016. There were no findings or recommendations in the TDA Audit report which stated, *" In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of the TDA fund of FACT as of June 30, 2016, and the changes in its net assets and its cash flow for the fiscal years then ended in accordance with accounting principles generally accepted in the United States of America."*

FACT Bylaws Requirements Re. Annual Report: SECTION 6.6. ANNUAL REPORT

The Executive Director will ensure that an annual report is furnished no later than one hundred and eighty (180) days after the close of the corporation's fiscal year to all directors of the corporation. This report shall contain the following information in appropriate detail:

- (a) The assets and liabilities, including the trust funds, of the corporation as of the end of the fiscal year;
- (b) The principal changes in assets and liabilities, including trust funds, during the fiscal year;
- (c) The revenue or receipts of the corporation, both unrestricted and restricted to particular purposes, for the fiscal year;
- (d) The expenses or disbursements of the corporation, for both general and restricted purposes, during the fiscal year;
- (e) Any information required by Section 6.7 of this Article.

The annual report shall be accompanied by any report thereon of independent accountants, or, if there is no such report, the certificate of an authorized officer of the corporation that such statements were prepared without audit from the books and records of the corporation.

The annual report shall be approved by the Board of Directors.

RECOMMENDATION:

Staff requests Board members to review the 2016 TDA Audit, and approve the FY 2016 financial audit report.

ITEM # 6**TO: BOARD OF DIRECTORS****FROM: Arun Prem, Executive Director and Oswaldo Perez,
Grants Management Analyst****RE: Vehicle Sharing status update****ISSUE**

A status update for the Board regarding the grant-funded vehicles that are available for shared use; report on recent discussions with Caltrans.

BACKGROUND

During March and May 2016, FACT issued a Request for Expression of Interest (RFEI) and Request for Proposals (RFP) for accessible vehicles to provide elderly and disabled trips. Both the RFEI and RFP solicitations were distributed to the FACT master contact list.

On June 14th, FACT held a Vehicle Operators Workshop which provided an overview of the application process and federal and state requirements to operate accessible vehicles. Staff also reached out to past applicants from SANDAG's Section 5310 solicitation.

STATUS of FACT OWNED VEHICLES as of JULY 2016:

VENDOR	Vehicle Type	Quantity
Abu Ganti Transportation Services (AGTS)	Minivan	3
Renewing Life	Minivan	1
Venture Medical	Minivan/MV-1	2
Always Available LLC	Minivan	1
Safety First Transportation*	Minivan	2
BAME Renaissance CDC	Minivan	2
NCTD	Small Bus/Cutaways	3

As of the date FACT's Annual Meeting (January 26, 2017) FACT had four new vehicles (Dodge minivans) that were available for sharing. Caltrans staff met with FACT after the Annual meeting and requested that FACT review the status of vehicles and provide Caltrans with an update on proposed usage.

In the most recent SANDAG grant cycle BAME, one of the nonprofits providing transportation with FACT vehicles, was not successful in getting operating funds; since then BAM has returned the 2 shared vehicles to FACT. AGTS, a brokerage vendor, tentatively announced their intent to return two of the 3 vehicles to FACT.

Since the meeting with Caltrans, staff contacted a number of agencies recommended by Board members Bob Campbell and Dave Roberts including City of Vista, Teri Inc. and some other agencies. Teri Inc. has expressed interest in a few vehicles. FACT is also assessing the readiness of vendors who were approved for vehicles by the Board, but have not picked up the vehicles yet. Do a number of ongoing discussions the staff recommendation is not ready at the time this item was written

RECOMMENDATION

Staff requests Board members to review the current status of demand and availability of shared-use vehicles.

ITEM # 7

TO: BOARD OF DIRECTORS

FROM: Meagan Schmidt, Operations Manager, Jonathon Albarran, Mobility Coordinator

RE: Brokerage Vehicle Safety Inspections

ISSUE:

This item presents a safety related update on FACT brokerage vehicle inspections.

BACKGROUND:

During Early 2013 FACT awarded a small consultant contract to Halsey King for inspecting all vehicles used for RideFACT rides and vehicle records. The report gave us information on the condition of each vehicle. FACT staff followed up with Brokerage vendors to correct the deficiencies identified in the reports. No serious safety issues or violations were discovered at that time. In November 2016 FACT initiated a new round of inspections on all vehicles currently in RideFACT service. The results will help us update the number of vehicles currently in RideFACT service as well as provide a detailed 19-point inspection report on each vehicle.

An update on the inspection process and the early results will be presented during the meeting by Jonathon Albarran, Mobility Coordinator.

ITEM # 8**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:

	Nov-16	Dec-16
SERVICE	ONE-WAY TRIPS	ONE-WAY TRIPS
First Transit	328	398
Poway	359	371
Oceanside	484	429
Elderheip	59	15
Tri-City	0	48
TOTAL	1,230	1,261

New Tri-City Contract

FACT began transportation services for Tri-City Medical Center in December 2016. Discharged patients are provided with rides from all hospital departments to their residence.

Currently all trips are provided through Yellow Cab, utilizing taxi vouchers that are charged to a FACT/Tri-City account which is billed at a negotiated rate. FACT provided 48 trips for Tri-City patients during December 2016.

City of Oceanside Senior Van Service:

Contracted service for Oceanside began in September 2013. FACT has invoiced City of Oceanside for 16,188 trips from September 2013 – December 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. Oceanside staff are in the process of determining whether the services after June 2017 will be procured via a bid.

First Transit/NCTD LIFT Service:

FACT has provided transportation for NCTD’s LIFT program through First Transit since March 2014. A total of 7,706 trips have been provided from March 2014 – December 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 17,385 trips have been provided from January 2013 – December 2016.

Elderhelp Program

Contracted service for Elderhelp began on March 12th, 2015. The Board approved the extension of the Elderhelp contract on March 26th. 1,240 total trips were provided between March 2015 and December 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 - December 2016

RideFACT + Contracted	RideFACT One way trip requests	Referrals-external	Referrals to RideFACT	RideFACT CT	Contracted	Total Trips	RideFACT CT Av. trip cost	RideFACT CT Av trip length
FISCAL YEAR 2012-13								
SubTotal	14,541	2,242	12,299	6,623	1,505	8,128		
FISCAL YEAR 2013-14								

SubTotal	31,284	1,874	29,410	11,922	9,361	21,283		
FISCAL YEAR 2014-15								
July	2,763	172	2,591	891	1,211	2,102	\$19.13	11.9
Aug	2,700	140	2,560	870	1,177	2,047	\$18.15	12.1
Sep	2,768	123	2,645	857	1,446	2,303	\$18.75	12.1
Oct	2,976	118	2,858	1,038	1,347	2,385	\$19.63	11.9
Nov	2,702	89	2,613	794	1,112	1,906	\$20.36	12.3
Dec	2,549	102	2,447	905	880	1,785	\$20.96	13.2
15-Jan	2,694	128	2,566	882	996	1,878	\$17.99	12.2
Feb	2,558	113	2,445	819	1,250	2,069	\$16.19	11.7
Mar	2,879	156	2,723	917	1,422	2,339	\$15.63	11.7
Apr	2,733	146	2,587	865	1,283	2,148	\$14.78	11.4
May	2,488	73	2,415	748	1,184	1,932	\$16.40	11.7
June	2,444	90	2,354	689	1,220	1,909	\$18.53	12.4
SubTotal	32,254	1,450	30,804	10,275	14,528	24,803		
FISCAL YEAR 2015-16								
July	2,542	138	2,404	793	1,043	1,836	\$17.36	12.2
August	2,137	108	2,029	566	1,001	1,567	\$17.60	12.6
September	2,259	128	2,131	661	921	1,582	\$18.47	12.7
October	2,535	146	2,389	734	917	1,651	\$17.05	12.1
November	2,326	113	2,213	578	848	1,426	\$17.24	11.8
December	2,282	139	2,143	616	815	1,431	\$16.48	11.7
January	2,496	133	2,363	776	819	1,595	\$16.29	11.8
February	2,473	109	2,364	692	937	1,629	\$16.32	12.3
March	2,873	112	2,761	930	1,150	2,080	\$15.56	11.5
April	2,925	91	2,834	857	1,064	1,921	\$17.17	11.6
May	2,829	124	2,705	847	1,107	1,954	\$16.20	11.6
June	2,731	111	2,620	927	1,134	2,061	\$18.39	12.4
SubTotal	30,408	1452	28,956	8,977	11,756	20,733		
July	2,956	90	2,866	1,029	1,164	2,193	\$17.35	11.7
August	3,518	99	3,419	1,365	1,412	2,777	\$16.92	11.2
September	3,398	121	3,277	1,273	1,194	2,467	\$15.66	11.7
October	3,254	78	3,176	1,186	1,412	2,598	\$15.14	11.7
November	2,953	102	2,851	1,044	1,230	2,274	\$15.66	11.9
December	2,635	94	2,541	973	1,261	2,234	\$16.57	12.5

er								
SubTotal	18,714	584	18,130	6,870	7,673	14,543		
TOTAL	127,201	7,602	119,599	44,667	44,823	89,490		

***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.

RECOMMENDATION:

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

ITEM # 11**TO: Board of Directors****FROM: Arun Prem, Executive Director, Brooke Connell, Office Manager****RE: Executive Director Report****TO: Board of Directors****Meetings and Events 12/8/2016 - 2/20/2017**

12/13	CAM Meeting - Arun, Budd, and Meagan
12/13	One Call One Click Meeting - Arun, Budd, and Meagan
12/14	Meeting with Lyft - Arun and Attorney Danna Cotman
12/14	Meeting with Phil, Susan, and Arun
12/15	NCTD Board Meeting
12/20	Meeting with BAME CDC - Arun and Meagan
12/20	FTA Webinar - Arun
12/21	Meeting with Matthew Tucker at NCTD - Arun
12/21	Meeting with Lyndon - Arun, Meagan and Jonathan
12/22	Meeting with Carelyn Reynolds, Coronado Cab, - Arun and Meagan
12/26	CLOSED for Christmas Obs.
1/2	CLOSED for New Year's Day Obs.
1/3	Board Retreat Plg Meeting - Bob, George, LaVonna, Arun, Meagan,
Budd, Brooke	
1/6	Lyft training - all mobility coordinators
1/9	Financial Audit - Arun and Julius
1/10	FACT Inspections with Safety First - Jonathan
1/11	Grants Management Workshop - Budd
1/13	FACT/SANDAG Quarterly Updates - Arun
1/13	CalACT Conference Session Planning - Meagan
1/13	CalTrans Phone Meeting - Arun
1/16	CLOSED for MLK
1/19	Board Retreat
1/19	NCTD Board Meeting - Meagan and Arun
1/31	Meeting with AGTS - Meagan and Jonathan
2/1-2/2	Site Visit with RouteMatch -Mobility Coordinators, Arun and Meagan
2/2	Meeting with Safety First - Arun, Meagan, and Jonathan
2/6	211 Launch Celebration/Press Conference - Arun and Meagan
2/7	Presentation to Lion's Club - Meagan
2/7	Interviews for new Mobility Coordinator - Meagan and Jonathan
2/9	SANDAG Retreat - Arun and Meagan
2/9	Dorothy's last day
2/10	February Board Planning Meeting - Bob and Arun
2/10	Interviews for new Mobility Coordinator
2/14	February Board Planning Meeting - LaVonna and Arun
2/14	Shared-Use Mobility Webinar - Arun and Meagan
2/15	Interview for new Mobility Coordinator - Meagan and Arun

2/15	Finance Committee Meeting – Susan, John, Phil, Arun, Budd, Julius,
Inna	
2/17	RouteMatch Web Portal Meeting
2/20	CLOSED for President’s Day

Upcoming Meetings and Events

3/30	FACT Board Meeting
4/11	CAM Meeting