



Facilitating Access to Coordinated Transportation

Meeting Agenda and Notice
FACT Board of Directors Meeting
9:00 a.m., June 27, 2013
Poinsettia Room, Encinitas City Hall
505 S. Vulcan Avenue, Encinitas, CA 92024

Introductions

1. Approval of May 2013 Board meeting minutes p-2 ACTION
2. Public comment INFORMATION
3. Board Chair's report INFORMATION
4. CAM update - presentation by Ben Macias, Chair p-10 INFORMATION
5. SDC Office of Education - update p-12
INFORMATION/ACTION
6. Services update; review of CSUSM report recommendations p-14
INFORMATION/ACTION
7. Executive committee report; review of DRAFT 2013-14 budget p-17 ACTION
8. Application process for FTA Section 5310 capital grants p-22
ACTION
9. Review of financial statements, May 2013 INFORMATION
10. ED report (update on SANDAG TDA Audit, new Caltrans vehicle) P-24
INFORMATION
11. Board member comments INFORMATION

ADJOURNMENT

FACT's Mission

Assist San Diego County residents with barriers to mobility to achieve independence through coordination of transportation services

ITEM #1

FACT Board of Directors' Meeting Minutes

May 23, 2013

Encinitas City Hall

505 S. Vulcan Avenue, Encinitas, CA 92024

Board Members Attending	Hon. Dave Roberts, Bob Campbell, LaVonna Connelly, Hon. Teresa Arballo Barth, Phil Monroe, Norine Sigafoose, Susan Hafner, Milena Chakraverti-Wuerthwein - Ex officio
TAC Members Attending	Danielle Kochman-SANDAG, Kim Thorp-NCTD
Board Members Absent	Alane Haynes, Hon. John Aguilera
Staff Attending	Arun Prem, Oswaldo Perez, Meagan Schmidt, Budd Anderson
Public/Guests	Tom Bumgardner
Introductions	Chair Bob Campbell called the meeting to order at 9:00 AM. LaVonna Connelly led the group in the Pledge of Allegiance. Introductions were made.
Approval of April 2013 Board Meeting Minutes	<p>Bob commended staff on thoroughness of the minutes. Dave Roberts requested a statement be included in the minutes to indicate that the April Board meeting started at 9:31 AM due to the 5310 press event. Bob asked that the minutes reflect his early departure from the meeting and indicate that Dave ran the remainder of the meeting. LaVonna indicated that the mission statement did not include the word "to" after the word mobility which was included in the statement when approved by the Board. Arun said it was removed due to the way the mission statement flowed, but indicated it could be added back if requested. The Board said the word "to" should be reinstated.</p> <p>Motion to approve the April 25, 2013 Board Meeting minutes with the requested changes made by Dave Roberts. Second by Teresa Arballo Barth. The motion passed with one abstention from Norine Sigafoose.</p> <p>Phil Monroe asked for clarification regarding an absent Board member having to abstain from voting because they were not present for the discussion item being voted on. From his understanding as long as the Board member read the minutes they were allowed to vote. Bob and Teresa said as long as the absent member read the minutes they have the</p>

	option to vote or abstain.
Public Comment	<p>Kim Thorpe said the Sprinter was operational and NCTD staff was relaying the news to riders. She said FACT was a great organization to work and partner with. Bob asked Kim to briefly share NCTD’s no show and cancelation policy. She briefly outlined the no show and suspension policy. Kim said she would share the policy statement with FACT for reference.</p> <p>Tom Bumgarnder provided an update on his planned senior transportation service in the Valley Center area.</p>
Board Chair Report	Bob said Ben Macias was going to give an update on Council on Access and Mobility (CAM) and asked that the item be included in June.

<p>CalACT Outstanding Coordinated Transportation System Award</p>	<p>Bob said he was proud of FACT for being awarded the California Association for Coordinated Transportation (CalACT) Outstanding Coordinated Transportation System Award.</p> <p>Arun briefly discussed the CalACT organization and the award. The award was presented on May 15, 2013 during CalACT’s Spring conference in the North Lake Tahoe area. Arun and Meagan Schmidt accepted the award on behalf of FACT. During the presentation, CalACT Board Vice-Chair Shonna Halterman noted the extensive coordination effort involved in the establishment of FACT’s brokerage. FACT also made a presentation on the brokerage during the CalACT Conference.</p> <p>Phil suggested informing San Diego Association of Governments’ (SANDAG) Transportation Committee about the award, attending a SANDAG Transportation Committee meeting and sharing the award information during the public comment section. Bob said Arun and himself will attend a meeting and share the news with SANDAG. Teresa suggested informing the committee about the FACT Board in order to demonstrate the diversity of its members. Arun said a press release has been drafted regarding the award and would be sent to Bob for approval.</p>
<p>Proposed Service Agreement with SDC Office of Education</p>	<p>Arun said the item was a continuation of the discussion from the Board Retreat. There was a request from the San Diego County Office of Education to assist with Foster youth transportation services. At the retreat it was decided that this project coincided with FACT’s mission and by charging a fee for service could help expand FACT’s revenue base. Arun and Meagan met with department staff on March 12th to review the scope of the proposed pilot project to provide transportation for foster care students to and from school. The contract value would not exceed \$80,000 for a 1.25 year term. Arun said FACT is waiting for the contract details. In anticipation of executing the proposed project FACT has drafted a contract that would be signed by the selected transportation vendor.</p> <p>This could be a revenue opportunity for FACT if Section 5310 vehicles were deployed. Arun explained that since 5310 vehicles provide FACT with free transportation the proposed fee for service would accrue to FACT. Clarification was needed regarding whether the transportation would comply with State and FTA 5310 vehicle restrictions. FACT has initiated discussion with Caltrans and FTA to confirm the eligibility of the trips for 5310 vehicles. He noted that Department of Transportation (DOT) funding usually prohibits school transportation. He said because foster youth have special transportation related needs the proposed service was not interpreted as school transportation; the County Department indicated that the students cannot travel with regular school transportation arrangements. Arun said this has been communicated to FTA and Caltrans. If the 5310 vehicles are utilized then SOL would be the transportation vendor. Due to the contractual requirements and FACT’s experience with brokerage providers, the service could be handled by AAA</p>

Transport or Sol transportation if the 5310 vehicles cannot be used. Both providers are experienced in handling students as well as special needs transportation, have reasonable rates and capacity for the services and trained/qualified staff. The contracting opportunity is not a competitive procurement subject to FACT procurement policy. He explained that the department required a quick turnaround time once the final contract was drafted. He noted that FACT would need an attorney to review the contract before being signed.

Staff requested Board authorization to enter into contract with San Diego Office of Education with the understanding that Executive Committee would be informed of new developments before the contract was signed. If the Board is not ready to take action then an Executive Committee meeting would need to be scheduled prior to the June Board meeting to make a decision regarding the contract.

Norine asked what expenses were associated with setting up the service. Arun said FACT would pay an attorney to review the contract; Danna Cotman charges a non-profit rate of around \$200 hour. He said there are expenses associate with staff time dedicated to the project, but these expenses are not isolated to each project and instead designated as ongoing CTSA effort. Bob asked how much Danna charged to review the existing 5310 contract with SOL Transportation. Oswaldo Perez indicated that it was approximately \$800 - \$900.

Danielle Kochman asked how FACT would be compensated for the service. Arun said the invoice format has not been established, but indicated that the billing would have to be monthly or as an agreed upon installment to avoid any conflict with SANDAG reporting requirements.

Teresa asked how much revenue could be generated if the 5310 vehicles cannot be used. Arun said the department would be charged \$2 per mile and most trips would be on the longer end. For short trips there would be a minimum charge of \$20 which could lead to revenue, but for the longer trips FACT may have to pay out of pocket. He said a profit would not be generated for every trip. There would be a net payment involved, but would be less than the average subsidized trip with the current brokerage; clients pay \$2.50 or more for subsidized trips as opposed to the proposed service in which the department would pay \$2.10 per mile.

Bob said the item was more of a status update and negotiations were far from done. Bob expressed liability concern with transporting youth even though FACT is indemnified by the vendor. Dave said this was a new "learn as we go model" and Arun was requesting Board authorization to proceed.

Arun said he was requesting Board authorization only because of the County's short turnaround time; he expressed his discomfort with the timeline.

Susan Hafner said FACT needs to be cautious in crafting the agreement. She mentioned imposing mileage limitations and clearly defining expectations. Bob said there are a lot of open issues that still need to be addressed. Phil said FACT should pursue the contract if feasible and if the County was in a hurry then the Executive Committee could meet when more details are available in order to authorize entering into a contract.

Motion to proceed with the proposed foster youth transportation services and authorize the Executive Committee to approve entering into a contract with San Diego County Office of Education once contract details are established and reviewed made by Phil Monroe. Second by Teresa Arballo Barth. Dave said he was not clear regarding the skepticism of FACT performing the service if the 5310 vehicles are utilized because it seemed beneficial to both parties. Susan expressed her concern that using the 5310 vehicles may not be feasible. She said the contract would have to be crafted very carefully in order please FTA's perspective regarding the population being served. She felt this would take some convincing on FACT's part to get FTA on board with 5310 vehicle use.

Arun said the Foster Youth and Homeless Education Services Department informed FACT that the children have special needs. FACT was requesting the FTA to waive the requirement because the regular school transportation cannot accommodate their travel. LaVonna added that mental health issues can be a disability, but is typically not accepted as a disability. She said this perception is changing and suggested including an education piece in the framing. Arun said 5310 program has taken a very liberal definition of disabilities. He felt the disability definition is less of an issue with FTA than the matter of school transportation.

Tom Bumgardner cautioned FACT in entering into school transportation because of strict regulations. He highlighted some requirements for drivers such as CHP school and security checks with Department of Justice (DOJ).

Phil was not comfortable referring to foster children as persons with disabilities. Danielle said the Division of Mass Transportation in Sacramento and the 5310 program federally are advocates of coordination and would like to see the vehicles used in this manner. She felt that placing the children in a certain category is not necessary as long as FACT

	<p>is using the vehicles according to the proposal. Arun agreed with Danielle and added that the 5310 vehicles may be used for general purpose trips as long as there was capacity after eligible clients were served.</p> <p>Susan asked if the vendors considered for the project employed drivers that are School Pupil Activity Bus (SPAB) certified. Arun said a majority of the requirements have been met by vendor drivers, but would have to check on the SPAB certification.</p> <p>Arun mentioned that any cost outside purchasing transportation would be billed to the County department.</p> <p>The motion passed unanimously.</p>
<p>Relocate FACT Board meetings to County Administration Building</p>	<p>Bob said it was proposed that the Board meetings be relocated to the County Administration Building.</p> <p>LaVonna said guest attendance was higher at the County Administration Building compared to Encinitas City Hall. She felt meeting at the County Building was better for business. Dave suggested acquiring Coaster Passes for FACT staff with the help of NCTD in order to offset the financial impact of changing locations. Arun said the Coaster schedule is hard to rely on for important meeting times. LaVonna said it would be difficult to manage Board Meeting materials while riding the Coaster. Teresa said she was fine with either location, but meeting at the County Building could help eliminate the perception that FACT was a North County project. She suggested SANDAG as a possible meeting location considering FACT was the CTSA. Norine preferred Encinitas City Hall due to travel time issues. Phil and Susan said they were open to either location. Bob read feedback submitted by Board member John Aguilera indicating he would not be able to attend at County Building due to family and business obligations. Bob also read feedback from Board member Alane Haynes indicating she preferred the County Building due to its central location, higher rate of attendance, and accessibility. Bob said it would be difficult for him to meet at the County Building and felt it would not be practical for him due to other obligations. He suggested possibly meeting there for special meetings only.</p> <p>Due to a lack of consensus the Board decided to continue holding Board Meetings at Encinitas City Hall.</p>

<p>Brokerage software procurement.</p>	<p>Bob and Arun provided an update on the brokerage software procurement. Arun reviewed the procurement history, software vendors, and software review committee (Danielle Kochman, Floyd Willis, Todd Lordson, and Bob Campbell; additional Board volunteers included Susan Hafner and Alane Haynes). He said 4 bids were received from Routematch, Shah Software, Mobilitat, Trapeze, and RideScheduler. He discussed each vendor's base price, recommended add-ons, and annual maintenance fee. Based on consultant recommendations and FACT's needs Shah Software and RouteMatch were selected for further evaluation.</p> <p>Arun said given the nature of the software procurement in general and FACT's nontraditional brokerage model, the products were non uniform and difficult to assess and compare. The procurement process did not result in a good match between the brokerage's unique requirements and the products and prices offered. The review committee did not feel the desired level of comfort with the potential abilities of the products to meet the requirements. The vendors felt that the proposed budget did not allow for customization or modular enhancements that they feel would yield the desired outcome. The cost and timeline of customization/changes to meet all the needs was not possible to estimate. Arun felt in hindsight the procurement process was started too early given evolution of FACT's services since the procurement inception. The imminent implementation for the VTCLI grant has presented an opportunity for a procurement later in 2013 or sometime during 2014. A delay of the procurement would allow FACT to develop an updated scope of work that would factor in the growth in ridership, number of brokerage vendors, agency services, FACT owned dedicated vehicles, and updated procedures. Staff requests the Board for authorization to terminate the brokerage software procurement process.</p> <p>Motion to terminate the brokerage software procurement and to consider other options made by Dave Roberts. Second by Teresa Arballo Barth. Susan disclosed that she represented a software company and would not be voting on the motion due to a potential conflict of interest; She noted that the company she represented did not conduct the type of work involved with the procurement. The motion passed with one abstention from Susan Hafner. Arun thanked the review committee for their help with the software procurement process.</p>
<p>211 MOU update</p>	<p>Arun provided an update on the 211 MOU related to the Community Living Initiative (VTCLI). Danielle said the contract between FTA and SANDAG has been signed. SANDAG plans to sign an agreement with 211 to define the scope and terms of implementation. 211 and FACT would sign an agreement designating FACT as a sub recipient and identify the scope of</p>

	<p>FACT’s involvement. Arun said during the recent meeting FACT and 211 discussed the potential expense items that would be included in the grant by both agencies. He said hopefully after the next meeting with 211 the specifics would be available for Board review.</p>
<p>Service Update</p> <ul style="list-style-type: none"> • CSUSM report recommendations 	<p>The CSUSM report item was deferred. Arun provided a service update on FACT’s services for the month of April. He said FACT provided the highest amount of RideFACT trips in April at 965 one-way trips. He said the average trip cost has remained low at \$18.05 even though FACT performed longer trips at an average length of 12.5 miles. He said the average fully loaded fixed cost per trip remains lower than local taxi cab rates. He noted that the foster youth transportation would require a \$20 minimum per one way trip. Bob asked if there were statistics available regarding no shows and cancelations. Arun said because of the late arrival of provider invoices for the month the statistics were not available; he noted however that the rate of no shows and cancelations has not decreased. He said the CSUSM team provided recommendation to help improve the situation. Bob requested that an item regarding cancellation and no shows be incorporated in the next Board agenda; he asked to incorporate NCTD feedback and CSUSM recommendations into the discussion.</p> <p>Phil asked if riders were counted in every category they qualify for. Arun confirmed. He said the statistics were collected in this manner for CalACT and SANDAG reporting requirements.</p>

Application
process for FTA
Section 5310
Capital grants

The Board approved an updated procurement process at the April 2013 meeting. There was interest in creating a formal process for selecting vehicle recipients to ensure consistency and fairness. Oswaldo reviewed the proposed application process for FTA Section 5310 capital grants and the vendor selection process. The vendor selection process will included review of: proposer's qualification, technical experience, service capabilities, and cost/best value analysis; a committee comprised of FACT staff, CAM, and any Board appointees will make recommendations for Board review.

Dave said the issue was not selecting a vendor, but rather the outreach involved in receiving adequate bids in response to the Request for Proposal (RFP). He said a higher level of exposure for the RFP's was needed to ensure fairness as well as improve the response rate from qualified vendors. He said the selection process was perfect, but an outreach process needed to be included.

Oswaldo noted that he has been referencing the Caltrans Best Practices Manual which includes example/models of appropriate outreach procedures.

Bob discussed feedback from Alane recommending either submitting the application without identifying a vendor, but describing the opportunities for social transportation agencies to participate; or start the vendor selection process well in advance of the 5310 application process. She suggested using the CalACT website to announce RFP's in order to increase exposure.

Action was deferred until the outreach process was established. Bob announced the appointment of Susan Hafner and Alane Haynes as a committee to assist in finalizing the outreach process. Arun said the item would be brought back to the Board after receiving the committee's recommendation.

Tom Bumgardner said FACT is obtaining 5310 vehicles and essentially selling them to vendors who need assistance with operational funding through the same channel. He said perhaps this is "mudding" the system by not helping promote the vendors trying to provide transportation but lack the operational funding. Bob said working with vendors is one aspect but the reality was FACT needs to be creative with available opportunities in order to provide as many rides as possible. On one hand FACT needs to work with potential vendors to help develop services, but on the other hand FACT needs to take advantages of available opportunities to expand transportation services; he said this seemed to be a productive approach. He said the selection process to get the vehicles to non-profit vendors who

10

<p>Closed Session: Personal Matter - ED Performance Review</p>	<p>The Board met in closed session to review the Executive Director’s annual performance. The session was not recorded.</p>
<p>ED Performance - Board Committee report</p>	<p>Phil briefly reviewed the ED performance process and the committee’s decision regarding performance and compensation. The committee affirmed that it was a successful year for FACT and appreciated Arun’s performance as Executive Director. The committee recommended an increase in base salary of 3.5%, \$100 monthly increase in medical allowance, 1 additional week of paid vacation (4 weeks), and a potential year end performance bonus of \$5,000. A severance clause was included in the employment agreement in case the Board relieved the Executive Director of his position without cause; the severance pay would be monthly base pay times the years of service. Procedures were outlined for negotiations. He said once the severance clause language was established Arun and Bob would sign the final document.</p> <p>Motion to approve the committee’s Executive Director performance report and associated compensation made by Dave Roberts. Second from Norine Sigafoose. The motion passed unanimously.</p> <p>Bob commended Arun on his achievements and for bringing together a great team. Teresa agreed with Bob and noted that being awarded the CalACT Outstanding Coordinated Transportation System Award speaks to the performance of the FACT team. Norine said it was a pleasure getting to know Arun and was pleased with where he has taken FACT. Susan appreciated Arun’s “can do” attitude when it came to implementing Board member policy as well as commended him and FACT staff on their hard work. LaVonna complemented Arun on his industry knowledge and his innovation in moving FACT forward. Phil said Arun disclosed that he finally felt comfortable taking vacation time because of the way staff performs as a team in his absence. He thanked the FACT team for their hard work, Arun for his leadership, and said he looked forward to future success.</p> <p>Arun thanked the Board for their feedback. He agreed that it was a collaborative effort of the Board, staff, and other partners. Bob acknowledged NCTD, SANDAG, MTS, and other community partners for supporting FACT.</p>

Board Member Comments	LaVonna announced that in March a team of San Diego advocates and herself as a representative of FACT, attended the City Leaders Institute in Washington DC for a Partners for Livable Communities project. Members included Floyd Willis (AIS), Bill York (211), and Kenny Nakayama (Community Representative from Councilmember Lori Zapf's staff). Bob requested that LaVonna send the Board a write up on her experience and outcome of the team project. Meeting Adjourned at 11:17am.
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ITEM #4

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: CAM - Presentation by Ben Macias, Chair

ISSUE:

In April 2013 the Board requested a presentation on CAM at a future Board meeting. Ben Macias, CAM Chair, is planning to present the item before the Board.

BACKGROUND:

Council on Access and Mobility (CAM) and Technical Advisory Committee (TAC) are FACT Board appointed advisory committees.

CAM meets on second Tuesdays on 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 first part of the process was appointment of a subcommittee to review CAM mission, membership issues and meeting schedule. CAM did not have a formal membership structure, governance process or a clear mission. Meetings were held quarterly, which affected continuity of discussions and created a disconnect between Board and CAM actions.

A committee comprising Catherine Hollarn, Danielle Kochman, Brian Smith and Ben Macias was appointed by CAM to study the issues and propose resolutions.

The committee's recommendations lead 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 Agency mission was established.

Following the structural overhaul, CAM elected a Chair (Ben Macias) and vice Chair (Todd Lordson) to facilitate effective governance.

Current Status:

22 of 25 member seats on CAM are currently occupied. Several new membership requests have been received that are in process. CAM has continued to attract good

attendance during meetings. The discussion items include updates on regional and local services as well as grants and coordination opportunities. Recently CAM forwarded a recommendation to FACT's Board for designating a CAM member to represent CAM at training workshops and recommending that FACT assist in locating funds/grants for the purpose; the Board unanimously approved the recommendation. CAM members regularly assist FACT staff during review of procurement information and provide input regarding FACT programs and services.

In the next few months we anticipate working with CAM to implement changes to RideFACT in order to reduce no shows and cancellations and improve the rider interface.

CAM will serve as a key stakeholder group during the allocation of 5310 funded vehicles and the implementation of the Veterans Transportation and Community Living (VTCLI) grant awarded to FACT, 211 and SANDAG.

RECOMMENDATION:

None

ITEM #5

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: San Diego County Office of Education Update

ISSUE:

Status update on the proposed service contract for Foster youth transportation

BACKGROUND:

During March 2013 FACT was contacted by staff from Student Support Services, Foster Youth and Homeless Education Services Department of the San Diego County Office of Education (SDCOE). SDCOE was recently awarded a new two-year grant for \$500,000.00, with four primary areas of focus: transportation, information sharing, supporting students with mental health issues and training for Voices for Children - Court Appointed Special Advocates on the educational needs and rights of students in foster care.

Arun and Meagan met with department staff on March 12th to review the scope of the proposed project to provide transportation for foster care students to and from school. Laurie Campbell, Grant Specialist, explained that there is usually an increase in transportation requests near the end of a school year when foster youth are being relocated yet trying to attend their "home" school until completion of the school year. These requests are often for longer, cross-county trips, requiring round trip transportation to/from school.

We discussed the potential for fee for service agreement. The SDCOE believed there was a good fit between their needs and FACT's services due to FACT's competitive rates and regional infrastructure. The department would provide information needed to schedule trips ahead of time; FACT would provide transportation and bill the county a per mile rate. A DRAFT contract was provided which included the following requirements:

Transportation Provider Requirements:

Insurance

Under the terms of the contract, FACT and the subcontracted transportation provider will be required to maintain General Liability and Auto Liability insurance at a level of \$1,000,000.00 (FACT's brokerage contract with vendors requires \$2,000,000.00 for General Liability and \$1,500,000.00 for Auto Liability).

Background Checks

Drivers will provide all clearances required by the County and HHSA, Child Welfare Services.

TB Certification

Drivers will be required to provide a clearance for Tuberculosis screening.

Driver Training

The County will provide drivers with training on the needs of foster youth receiving transportation services.

Pricing

Transportation services will be provided based on a per mileage rate of \$2.10 per mile (\$20 minimum per one-way trip). Total contract amount will be \$80,000.00, including reimbursement for the background clearance and other special requirements.

Service Plan

The number, frequency of the trips is not available at this time. The department did not provide any trip projections for the service.

Due to the contractual requirements and our experience with brokerage providers, the service could be handled by AAA, Sol Transportation, or another brokerage vendor. The contracting opportunity is not a competitive procurement subject to FACT procurement policy. Both aforementioned providers are experienced in handling student as well as special needs transportation, have reasonable rates and capacity for the services and trained/qualified staff. It would be a benefit for FACT to use the new 5310 vehicles to provide the foster youth transportation services - in that scenario the revenue from the agreement would accrue to FACT. FACT has initiated discussions with Caltrans and FTA to confirm the eligibility of the trips for 5310 vehicles.

Term of Contract

June 1 - September 30, 2013. Renewal terms are subject to mutual written agreement.

Status of Negotiations

The department has indicated that they may be ready to proceed with a contract award in the near future. FACT requested clarification of some generic compliance. All of the remaining requirements can be met by the two brokerage contractors. The department also indicated that their staff would provide 1-2 hours of training to drivers prior to commencement of the contract.

A separate contract was prepared by FACT to serve as an agreement with the brokerage vendor to protect FACT as well as list all the compliance requirements.

In May 2013, the Board authorized the Executive Committee to approve the contract if appropriate after all of the contract and compliance related clarifications became available. On June 14 additional clarifications/requirements regarding background checks and driver registration with the County HHAS were received from SDCOE staff. FACT will review the requirements with the attorney and vendors prior to bringing a recommendation before the Board.

RECOMMENDATION: None.

ITEM #6

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director, Oswaldo Perez, Grants Analyst, and CSUSM Senior Experience Team

RE: Services update and CSUSM Senior Experience Team presentation

ISSUE: Provide the Board with updates on:

- 1 RideFACT and other services during May 2013.
- 2 Outcomes of study “Report of Customer Surveys and Benchmarking” - by the CSUSM Senior Experience student team

BACKGROUND:

1. RideFACT/Services update:

In May 2013 RideFACT completed 11 months of countywide services. A brief service update/report will be presented during the meeting.

2. The CSUSM Senior Experience Team Report:

In January 2013, a student team from the Cal State San Marcos (CSUSM) Senior Experience Program was assigned to FACT. The student team began work in February 2013 as goals, objectives, and rider survey tools were developed.

The team used FACT data to contact riders for a survey; they investigated reasons for late cancellations and no shows during the conversations with riders. The team also made attempts to look for potential new vendors for the brokerage. A summary of the report is included in this item.

The main objectives for this project were to:

- 1) Develop, test and implement three different surveys for FACT customers (Customer Service Only, Cancellation and Customer Service, and Referral).
- 2) Conduct initial assessment of service providers and current FACT operations.
- 3) Research industry background and benchmark comparable transportation coordination systems.

In March 2013, the student team concluded their survey and began their assessments and benchmarking. In April 2013, their results were compiled and recommendations were developed based on an analysis of findings.

DISCUSSION:

The recommendations proposed by the CSUSM Senior Experience Team were based on conversations with FACT employees, users of FACT's services, observations by the student team and through research. In addition, conversations between the student team and individuals from senior and/or transportation organizations offered insight in developing the recommendations.

Below is a table listing each recommendation followed by FACT's proposed next steps:

Short-Term Recommendations

RECOMMENDATION	PROPOSED NEXT STEPS
Dedicated 24-hour cancellation phone line	<ul style="list-style-type: none"> • Staff to discuss feasibility • Seek input from Service Development Committee • Seek coordination with 2-1-1
Update of internet and marketing materials	Review information currently available and update as necessary
Create a comprehensive description of services to be marketed to medical offices and senior centers	Forward to Service Development Committee for review and input
Change to policies regarding confirmation of transportation requests (instant confirmations)	Staff to discuss feasibility
Follow-up on referrals	Staff to discuss feasibility
Offer more flexibility (for short notice changes)	Staff to discuss feasibility
Create a culture of service among mobility coordinators	Staff to seek opportunities for elderly sensitivity training and role-playing exercises to address challenging customer interactions and scenarios.

Long-Term Recommendations

RECOMMENDATION	PROPOSED NEXT STEPS
Policies and Procedures Manual and/or “Rider’s Guide”	Forward to Service Development Committee for review and input
Establish relationships with referral programs to offer 3-way connections	Forward to Service Development Committee for review and input
Extended hours of operation	Forward to Service Development Committee for review and input
Share information with other San Diego County organizations	Forward to Service Development Committee for review and input

Each proposed recommendation made by the CSUSM team will be reviewed internally with staff, vetted through the Service Development Committee, and forwarded to the CAM for review and recommendations. Any recommendations that are determined to be feasible and appropriate will be forwarded to the Board for consideration and/or approval at a future date.

RECOMMENDATION:

None.

ITEM #7

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: Executive Committee Report; review of DRAFT FY 2013-14 Budget

ISSUE:

The Fiscal Year 2013-14 begins July 1, 2013. The Executive Committee of the Board reviewed the FY 2013-14 Budget and provided input which was incorporated in this item. The proposed budget (attached) is balanced, and identifies all revenues and expenses. Total budgeted expenses and revenues equal \$960,100.

Board approval is needed in order to implement the Budget for the FY 2013-14 fiscal year.

BACKGROUND:

Rationale for DRAFT Proposal:

During March 2013 draft 5-year projections of FACT's revenues and expenses (not including transportation revenues and expenses) was presented to the Board. The report was received and filed. The projections showed the agency's needs for funding all of its current services except purchased transportation. The purpose of the projections was to demonstrate the growth in expenses over the next 5-year period and present a baseline level for planning. On the revenue side the projections showed all funding/grants that were approved for funding (except funds for purchased transportation). The projections were forwarded to SANDAG to request supplemental revenues to meet growing needs and close the gaps where deficits existed.

Actual expenses for current fiscal year through May 2013 and projections for June 2013 were used to project most expenses. The baseline expense projections were updated and incorporated in the proposed Budget DRAFT where applicable.

Exec Committee Review:

The Board Executive Committee (Bob Campbell – Chair, Honorable Dave Roberts – Vice Chair, LaVonna Connelly- Secretary, and Susan Hafner – Treasurer) met on June 19 and reviewed the DRAFT Budget proposal. Arun Prem and Dennis Randall, consultant, participated in the meeting. The committee reviewed expense categories in detail and discussed the cost factors as well as comparisons of costs between current and upcoming fiscal years.

The discussion on salaries and benefits involved review of compensation levels, staffing levels, service levels and some discussion regarding the organization structure. The committee concurred that given the growth in the levels of services provided the proposed increases in expenses were reasonable.

The committee endorsed the need for including grants and safety related compliance activities proposed under the consultant services. In view of the increased levels of transportation being provided by FACT and the resulting increase in potential liability, the budget proposals were deemed appropriate. There was discussion on the Rural Services Planning and Community Outreach expenses to review the intent of the expenses and the expected deliverables. The proposed expenses for RideFACT transportation were derived from prior actions of the full Board and were endorsed as such.

The committee discussed the budget for Brokerage System Software and agreed that although some funding for that project may be available from another new grant, it was appropriate to budget the full amount needed at this time due to uncertainty in the timeline and details of the Veterans Mobility (FTA VTCLI) grant.

During the review of the Operations and Overheads section of expenses, the committee noted the cost of Insurance, Legal services as well as Audit/Financial services. Legal services were budgeted at the same amount as the current year, \$5,000.00 which was considered appropriate. The cost of insurance was proposed at \$5,000, a 150% increase. Due to the increased exposure of the agency as well as of the Board and Officers due to the expanded transportation services, staff recommends increasing insurance coverage. The proposed amount is an estimate pending a formal quote from the insurance broker. The Audit/Financial Services line item, which formerly combined the internal audit expenses with financial reporting and book keeping services expenses, was separated into two line items. The portion covering financial reporting and bookkeeping was moved under Contracted Consultant Services. The committee approved the change.

The committee directed staff to detail the explanations of the proposed amounts for the Board's review. It was recommended to format the Budget differently to make it easier to read. The committee recommended that the revenue sources be described clearly. An updated version of the budget with recommended changes was provided to the committee for review on June 21, 2013. Committee discussions are summarized below:

Review of FY 2012-13 Budget performance:

During FY 2012-13 spending was \$694,407.17, which is 18.23% below the budgeted amount - \$849,290.00. June 2013 year end budget versus expense statements will be available during the July meeting.

Review of Proposed FY 2013-14 Expenses:

The proposed budget totals \$960,100. It represents an increase of 13.05% over the previous year. The growth in the budgeted expenses is mainly attributable to growth in transportation and the corresponding growth in staffing and related expenditures in benefits etc. During FY 2013 FACT provided 7,006 RideFACT trips (ridership for June 2013 was estimated). 12,500 RideFACT trips are projected during FY 2013-14.

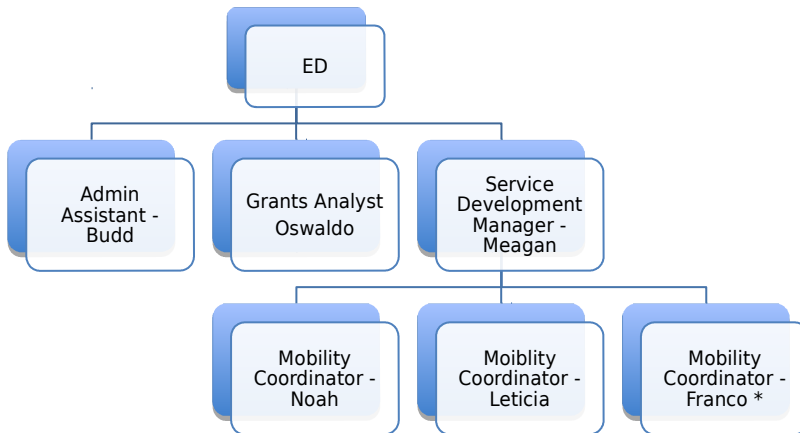
The expense categories from the prior year's budget were maintained in this proposal.

SALARIES and BENEFITS:

The total proposed expense is \$421,130, an increase of \$60,640.00 or 16.82%. The FY 2012-13 budget underestimated the cost of hiring for the new positions that were added/hired during the last year. The actual costs are reflected in the proposed amount. During 2012-13 the Board approved medical and retirements savings benefits for staff, which also contributed towards the increase in the Year 13-14 budget proposal.

In order to accommodate the increase in demand for trips as well as referrals, one change is recommended to part time employee status. No new staff positions are included. The part-time mobility coordinator position was changed to a full-time position (66% fte to 100%). It is recommended that the existing Service Planner position be reclassified as Service Development Manager with responsibilities for supervision of all service contracts and mobility coordinator positions. A 1.18% (\$5,500) set aside is proposed for unanticipated overtime hours (52) as well as any staff salary adjustments during the year.

FACT staff organization:



OPERATIONS DIRECT:

This section includes consultant services as well as purchased transportation services. Proposed expenses are \$360,170.00, a 24.79% increase over the prior year. The increased spending would be due to an increase in the number of RideFACT trips provided as well as due to the incremental expenses in monitoring and compliance activities.

During FY 2013-14 FACT plans to spend \$250,000 on RideFACT transportation. This amount is 12.6% more than the prior year budget.

Consultant contracts include services related to:

Accounting and Financial Reporting services provided by Dennis Randall, that include monthly financial reports, book keeping, audit related assistance and payroll preparation. Due to increased staffing last year, a significant number of new grant awards and increased in-house payroll processing, these expenses are projected at \$20,000.

Grants Compliance – This contract was awarded to Judith Norman Transportation Consulting during the prior fiscal year for \$24,000, however the services are expected to be provided over the course of FY 2013-14. \$20,000 was budgeted in anticipation of the remaining work.

Safety Inspections/compliance – The contract with Halsey King & Associates issued in the prior year was for approx. \$14,000. The scope included inspecting all vehicles operating under the brokerage as well as driver and vehicle compliance records and site visits with all contractors. Due to the increase in the number of brokerage contractors (9 in June 2013) and the need for regular safety related oversight, it is recommended that \$20,000 be budgeted for compliance in FY 2013-14. The contract will be bid again and awarded per the Board policy.

Mobility/Rural Services Planning – A significant portion (\$200,000) of FY 2013-14 revenues are intended for planning or operations of nonurban/rural services. It may be necessary to use consultant assistance for outreach, research or service development activities. It is recommended that \$22,000 be budgeted for a possible new contract. The grant allows flexibility for using the amount for other expenses if this need can be met through staff resources or if the actions are delayed.

Community Outreach - \$12,500 is budgeted for information materials pertaining to RideFACT and other services. The budget item is 50% less than the prior year.

Business Plan Update – The Business Plan was originally developed under contract. In recent years small amounts were budgeted in anticipation of outside assistance. No money was spent on this category and none was budgeted for next year. This line will be eliminated in future.

Training Workshops – For FY 2013, \$15,670 is budgeted for training workshops. FACT has worked with CAM in developing a curriculum.

Contracted Transportation - \$250,000 is proposed as budget for contracted transportation. This amount represents the entire funding available for contracted transportation during the upcoming fiscal year. Due to the ongoing growth in RideFACT service, it is anticipated that 12,500 one-way trips (approx.) will be provided during FY 2013-14.

OPERATIONS INDIRECT

Brokerage System Software - Based on the procurement efforts in the current fiscal year, it appears that the appropriate budget amount for a software package meeting the needs of FACT's brokerage would approximate \$50,000. We are negotiating with 211 to include the expense in the scope of work of the Veterans mobility (FTA - VTCLI) grant. This expense is 100% higher than the prior year projection.

OPERATIONS OVERHEADS:

Legal services were budget at the same amount as the current year - \$5,000.00. While spending was under budget in FY 2012-13, it is expected that the expenses will grow due to the growth in contracting as well as monitoring and compliance activities.

FACT Meeting expenses exceeded the budget during the current year. The amount proposed is 50% higher than during the current year - \$6,000, and is expected to meet the anticipated needs in FY 13-14.

The cost of **insurance** was proposed at \$5,000, a 150% increase. Due to the increased exposure of the agency as well as the Board and Officers due the expanded transportation services, staff recommends increasing insurance coverage. The proposed amount is an estimate pending a formal quote from the insurance broker.

The **Audit/Financial Services** line item, which formerly combined the internal audit expenses with financial reporting and book keeping services expenses, was separated into two line items. The portion covering financial reporting and bookkeeping was moved under Contracted Consultant Services.

Review of FY 2013-14 Revenues:

The FY 2013-14 revenues will be derived from three primary sources:

Federal (Federal Transit Administration, an agency within USDOT) New Freedom grants (New Freedom 2008, 2010, 2011, 2012; the year refers to the federal year in which the grant was obligated). These grants are administered by SANDAG. New Freedom grants fund administration/mobility management expenses and are used to match County SMG grants. NF grants are award through a competitive process.

County Senior Mini Grant (SMG) is the main source of revenue for RideFACT trips. This funding may be used for administration and mobility management when specified. FACT also uses SMG funds as match against NF grants. SMG grants are award through a competitive process.

State Transportation Development Act (TDA) Article 4.5 funds for Consolidated Transportation Services Agency (CTSA) contract. These funds are assigned to FACT based on a formula (2% of Senior Transportation funds awarded to County) and vary annually based on sales tax receipts. TDA funds are flexible in nature compared to other revenues. They can be used as match or for administrative/mobility management expenses. Surplus TDA funds contribute towards reserve funds.

FY 2013-14 is the first year when a multitude of grants will be active within a single budget year. FACT and SANDAG are concerned about the impacts on staff with respect to allocation of expenses, recordkeeping, invoicing and compliance. SANDAG staff is trying to consolidate the grants where possible to reduce the administrative burden.

RECOMMENDATION:

Staff requests the Board to review and approve the recommendation of the Executive Committee to adopt the proposed FY 2013-14 Budget.

ITEM #10

TO: BOARD OF DIRECTORS

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

RE: Application process for FTA Section 5310 capital grants

ISSUE:

This item was reviewed during the May 2013 Board meeting; action was deferred pending clarification of outreach process.

Staff seeks Board approval for the revised Section 5310 capital grants application process, which was updated in consultation with the Board appointed committee (Board members Susan Hafner and Alane Haynes).

BACKGROUND:

The 5310 Program was established by the Federal Transit Administration (FTA) for meeting the transportation needs of elderly persons and persons with disabilities in areas where public mass transportation services are otherwise unavailable, insufficient, or inappropriate. It allows for the purchase of accessible vans and buses; communication equipment, and computer hardware and software for eligible applicants

The Board approved an updated procurement process at its April 2013 meeting. During a discussion of the procurement process, it was noted that the 5310 process is not procurement, but a solicitation for vendors to operate capital obtained through a grant-funded purchasing process. There was interest in creating a formal process for selecting vehicle recipients to ensure consistency, transparency, and fairness.

The proposed process is a grants management process with discretionary practices consistent with the guidelines and procedures prescribed in the Caltrans State Management Plan and Third Party Contracting Guidelines (FTA Circular 4220.1F).

The 5310 program allows for: (1) vendor/s to be identified and included at the time a grant proposal is submitted (recommended approach); or (2) submitting a grant proposal without an identified vendor and holding an open competition to identify vendor/s at a later time if vehicles are awarded.

VENDOR SELECTION PROCESS

The criteria for evaluating prospective vendors:

Proposer's Qualifications and Information

- Nature, quality, and relevance of previous and/or current services

- Experience, competence, and role of key staff
- Financial strength and stability

Technical Experience and Service Capabilities

- Demonstrated experience of the VENDOR in relation to the scope and quality of service provided to target customers
- Demonstrated technical capacity to inspect and maintain accessible vehicles and equipment.
- Innovative approaches to use and integrate equipment or potential for system flexibility and upgradeability [e.g. *communication systems and/or mobile data terminals (MDTs)*]
- Commitment to the project for the minimum required timeframe
- Demonstrated ability to meet or exceed the project objectives
- Demonstrated ability to comply with all applicable regulations

Cost/Best Value

- Ranking of comparative costs per trip among other Proposers, providing the best value for services offered.

METHOD OF SOLICITATION/OUTREACH PLAN

- Announcements at preceding Council on Access and Mobility (CAM), SANDAG Social Services Transportation Advisory Council (SSTAC), and Alliance for Regional Solutions (ARS) meetings
- Post notice of solicitation electronically through the FACT website and other websites of allied entities (CalACT, etc.)
- Email solicitation through the FACT mailing list of 181 contacts

A review committee comprised of at least one FACT staff member, CAM members, and any Board appointee/s will review, score, and rank the proposals based on the selection criteria. The review committee will forward their recommendations to staff to be forwarded to the Board for approval.

BOARD COMMITTEE DISCUSSION:

(DISCUSSION/INPUT)

RECOMMENDATION

Staff recommends the Board approve the FTA Section 5310 capital application process as outlined.

ITEM # 11

TO: BOARD OF DIRECTORS
FROM: Arun Prem, Executive Director
RE: Executive Director Report

Meetings and Events 5/23 - 6/26:

- 5/23 5310 Recommendations Discussion
- 5/24 Meeting with with Ron Barnes, Total Transit
- 5/28 211 meeting - A. Prem, Bob Campbell, Bill York, John Ohanian
- 5/28 County Driver Training - Sol Transportation staff
- 5/29 MTG. with Lindsey Wade - Hospital Association of San Diego and Imperial Counties
- 5/30 CalACT Committee Planning Meeting for California's Public and Community Transportation Conf.
- 6/4 Conference call with Laurie Campbell (Office of Education)
- 6/4 Meeting with AAA Transport
- 6/5 5310 Mtg. w/ Sol
- 6/5 Meeting with broker re. retirement savings plans
- 6/6 NCTD Board Meeting
- 6/11 CAM Subcommittee & CAM Meeting
- 6/17 Meagan attended CPAG Mtg.at SANDAG
- 6/18 Brokerage Provider Meeting
- 6/19 Exec Committee - review of DRAFT 2014 Budget and June Board meeting
- Agenda
- 6/20 Volunteer Driver Coalition Meeting
- 6/20 TDA Performance Audit - meeting with SANDAG staff
- 6/21 SANDAG Workshop - Focused discussions on land use and transportation

Upcoming Meetings and Events:

- 7/25 Board Meeting
- 8/14 CAM Meeting