



Meeting Agenda and Notice
FACT Board of Directors Meeting
January 24, 2012, 9:00 a.m.
Poinsettia Room, Encinitas City Hall
505 S. Vulcan Avenue, Encinitas, CA 92024

1. Approval of November 2012 Board Meeting minutes p-2
ACTION
2. Public Comment INFORMATION
3. Board Chair's Report
INFORMATION
4. Designate March 28 Board meeting as Board Strategic Planning Retreat P-10
ACTION
5. Status update on all grants; review of Caltrans call for grants p-11
ACTION
6. FACT 2014-2019 Business Plan Updates p-13
ACTION
7. RideFACT updates p-14
INFORMATION/ACTION
Nov and Dec 2012 ridership
Maintenance and Safety Compliance Program
CSUSM Senior Experience student team project
8. Brokerage software review committee report/recommendations POSSIBLE
ACTION
9. New/ongoing collaboration proposals: p-16
INFORMATION/ACTION
Update on proposed (overflow calls handling) pilot project with 211
AIS City Leaders Institute project proposal – Floyd Willis
Poway senior transportation recurring trips
10. Review of Financial Statements, October 2012
INFORMATION/ACTION

11. ED Report

P-18 INFORMATION

12. Board Member Comments
INFORMATION**ADJOURNMENT**

FACT's Mission is to assist seniors, persons with disabilities, veterans, and social service recipients in San Diego County to meet their transportation needs.

Item

#1

FACT Board of Directors' Annual Meeting Minutes

December 12, 2012

Encinitas City Hall, Encinitas, CA 92024

Board Members Attending	Dave Roberts, Teresa Arballo Barth, Bob Campbell, Phil Monroe, Norine Sigafoose, LaVonna Connelly, Susan Hafner, John Aguilera, Alane Haynes, Milena Chakraverti-Wuerthwein - Ex officio
TAC Members Attending	Janelle Carey-MTS, Floyd Willis-AIS, Danielle Kochman-SANDAG, Kim Thorp-NCTD
Board Members Absent	N/A
Staff Attending	Arun Prem, Oswaldo Perez, Meagan Schmidt, Budd Anderson, Leticia Corona, Noah Minner, Patty Pauletto
Public/Guests	See sign in sheet
Introductions	Chair Dave Roberts called the meeting to order at 9:06 AM. Introductions were made. Dave congratulated Board member Teresa Arballo Barth on being appointed Mayor of The City of Encinitas.
Approval of November 28, 2012 Board Meeting Minutes	Motion to approve the November 28, 2012 Board Meeting minutes made by Bob Campbell. Second by John Aguilera. The motion passed unanimously.
Public Comment	None

Featured Speaker – Jeffrey T. Gering, Medical Center Director/CEO, VA San Diego Healthcare System

Dave welcomed and introduced Jeffery T. Gering, Medical Center Director/CEO, VA San Diego Healthcare System. He discussed Jeffery's background, accomplishments, and summarized his role with the VA San Diego Healthcare System. He mentioned how the VA and veterans have become an important component in FACT services.

Jeffery thanked Arun Prem and Dave Roberts for inviting him to speak at FACT's Annual Meeting.

He said he is new to San Diego County and is currently learning the dynamics of the region. He briefly summarized his career background. He felt County and VA collaboration was more effective in San Diego than in other regions.

He said one (1) out of every four (4) jobs in San Diego County is Military or VA related. San Diego County has the highest population of post 9/11 veterans of any county in the country. The VA San Diego is treating the highest number of new veterans than anywhere in the country. He discussed the VA facilities in La Jolla, Oceanside, Mission Valley, Chula Vista, Escondido, and El Centro. The VA San Diego serves about 75,000 Veterans a year. Collaboration and integration of efforts is needed in the County to properly serve the veterans community. Patient population for the VA is comprised of about 30% Vietnam era veterans, 25% Gulf war veterans, 25% post 9/11 veterans, and the remaining % Korean War or older veterans (percentage not specified). These groups have different transportation needs.

He spoke of the transportation services available to VA clients and the transportation gaps not filled by these services. He said the VA could not provide transportation for all clients and will continue to work with organizations to fill these gaps. He discussed the VA's collaboration with 2-1-1 to ensure VA information is readily accessible to the public.

Teresa Arballo Barth commended the VA San Diego Healthcare System for their services. She mentioned that her father, who is a World War II Veteran, has benefitted greatly from the VA. She felt FACT and the VA are a perfect fit for a partnership.

Dave thanked Jeffery for speaking and praised the VA San Diego Healthcare System for all they do. He thanked the veteran's community in general for their military service.

Arun spoke of preliminary discussions with Jeffery regarding potential coordination between FACT and the VA. He thanked Jeffery for attending FACT's Annual Meeting.

Board Chair's Report

Dave announced that the meeting will be his last as Chair, but he will continue to serve on the FACT Board of Directors.

Dave gave a PowerPoint presentation on FACT's 2012 program updates etc. He discussed the FACT logo being changed as well as the FACT name change to Facilitating Access to Coordinated Transportation. He spoke of FACT governance and highlighted Alane Haynes, Norine Sigafoose, and Milena Chakraverti-Wuerthwein joining the FACT Board as well as Pamela Montanile and Tony San Nicolas joining the Council on Access and Mobility (CAM). He introduced the FACT Board members and acknowledged their continued dedication to FACT. Dave thanked current CAM and Technical Advisory Committee (TAC) members for their commitment to FACT and regional transportation and asked present members to stand and be recognized for their dedication. The Board introduced FACT staff and commended them for their hard work and representing FACT effectively. Dave said it is encouraging to see the steady growth of FACT as well as the quality of people involved. He mentioned that employee benefits were implemented during the 2012 year in order to attract and retain valuable employees.

Dave discussed the growth of RideFACT from a pilot project serving Escondido, Poway, and Rancho Bernardo to a service offering transportation in all 18 cities in San Diego County. He spoke of the RideFACT pilot inauguration at Alta Golden earlier in the year as well as the RideFACT expansion inauguration at the Escondido Senior Center in October. He said the FACT Brokerage included six (6) providers including: AAA Transport, Sol Transportation, Care 4 U Mobility, Alpha Project (non-profit), Renewing Life (non-profit), and Transit Van Shuttle. Dave recognized RideFACT contracted service providers.

Dave reviewed grants acquired and applied for by FACT in 2012. He highlighted the importance of the relationship between FACT and SANDAG related to funding. He acknowledged and thanked SANDAG staff for their continued support. He summarized FACT grants including: FTA 5310 - grant for seven (7) minivans, New Freedom FFY 2011 - grant for Mobility Management & MedAccessRIDE (Capital), VTCLI II - grant for veteran's mobility services, and Caltrans New Freedom 5317 - Capital & Mobility Management grants for rural area services. He stressed the importance of obtaining grant funding in order to continue and expand FACT's services.

He reviewed the FACT internal Annual Audit and SANDAG Transportation Development Act (TDA) Annual Audit. He said there were no significant findings or recommendations from either audit. Audits will be discussed in detail in item 7 of the Agenda.

	<p>He reviewed statistics regarding referrals given by FACT staff as well as trips performed on the RideFACT service. He highlighted the significant growth of referrals and RideFACT trips during 2012. He was excited to see how many people were helped by FACT in 2012 considering the small number of trips provided in prior years.</p> <p>He discussed FACT's community outreach in 2012. He thanked Arun and FACT staff for their community involvement and mentioned the following events attended by FACT: FACT Brokerage Presentation at APTA (Long Beach, CA), AIS Live Well Summit (Escondido), Volunteer Driver Appreciation Event (Vista), and Senior Transportation Forum (Chula Vista).</p> <p>The PowerPoint included a slide show of FACT pictures taken in 2012 including images from the following events: RideFACT Inauguration, Senior Transportation Forum, and the Volunteer Driver Appreciation Event.</p> <p>Looking toward the future of FACT, Dave gave a summary of upcoming services during 2013. He discussed MedRide - expansion to non-urban destinations, MedAccessRide - accessible transportation to medical destinations in North County, and Veterans Mobility - a collaborative effort between SANDAG, 2-1-1, and FACT, for ONE STOP mobility services for veterans.</p> <p>A short ride-along video created by FACT staff was shown. The video documented RideFACT service and offered viewers first hand perspective from a rider regarding her mobility needs.</p> <p>Dave said 2012 has been a great year for FACT and anticipates 2013 being even better. He thanked FACT staff and the Board for making 2012 a success.</p>
<p>Norine Sigafoose 2012 Partner of the Year Award presentation: Bill York, Chief Operating Officer, 2-1-1 San Diego</p>	<p>Dave introduced the item. Each year FACT honors an individual or organization that has partnered with the FACT to significantly advance transportation services in San Diego. The FACT Board unanimously selected William York, Chief Operating Officer of 2-1-1 San Diego to receive the 2012 Norine Sigafoose Partner of the Year Award. The FACT Board of Directors and staff appreciate Mr. York's commitment to services that assist seniors, individuals with disabilities, low income individuals, and veterans in San Diego County; consistent with FACT's mission. Dave mentioned past recipients Norine Sigafoose, Bill Horn, and Floyd Willis.</p> <p>Dave introduced Bill York and summarized his background and achievements.</p> <p>Norine Sigafoose, Dave Roberts, and Arun Prem presented the Partner of</p>

	<p>the Year Award to Bill York. The group congratulated Bill on being the 2012 Norine Sigafoose Partner of the Year Award recipient.</p> <p>Bill thanked the Board and staff for the honor. Bill said he was proud of the progress made by FACT and 2-1-1 and is excited about the partnership.</p> <p>Bob praised 2-1-1 for their dedication and thanked 2-1-1's CEO John Ohanian, Bill, and Staff for attending the Annual Meeting. He said dedicated organizations like 2-1-1 and coordination between these organizations makes it possible for San Diego County to become the greatest region in caring for others and helping those in need.</p>
<p>Featured Speaker - Pamela B. Smith, Director, AIS and Deputy Director, Eastern & North Central Regions of HHSA.</p>	<p>Dave welcomed and introduced speaker Pamela B. Smith, Director, Aging and Independence Services (AIS) and Deputy Director, Eastern and North Central Regions of Health and Human Services Agency's (HHSA). He spoke of the aging population and increased need for services for the elderly. He gave a brief summary of Ms. Smith's background and accomplishments.</p> <p>Pam congratulated Bill York for being awarded the 2012 Annual Partner of the Year Award and thanked 2-1-1 for being an excellent partner to AIS. She said the field of aging is a growing industry due to the aging population. She said average life expectancy has steadily risen and that the fastest growing age segment is 85 and older. The issue at hand is how to deal with the increasing needs of the aging population. She discussed the challenges faced by an aging population including the financial dilemma associated with Medicare and Social Security services.</p> <p>Pam stated that San Diego is a collaborative County and is a leader in healthy aging. She discussed the County's success in aligning AIS programs and consolidating aging and social service information through a single call center line. AIS has partnered with 2-1-1 to increase client access to aging services and information. She mentioned that AIS's call center employees are trained social workers. She believes San Diego's only growing natural resource is older adults. The question is how we keep older adults connected to the community. The elderly need to stay physical and mentally fit and most of all have a purpose or meaning in life to remain active. She said as a society we not only need to show we care about the older adults but that we need them. She quoted Dilip V. Jeste, M.D: "Studies across species have shown that brain growth and development are not restricted to childhood, but continue into old age. Blood vessels, synapses, even neurons can grow in certain parts of the brain provide there is optimal psychosocial and physical stimulation". She said it is known that we can have healthy seniors if we invest in keeping them connected to their community. Isolation is the number one issue dealt with at AIS. We are very mobile society and families are scattered</p>

	<p>throughout the country making it difficult to assist with eldercare. Seniors want to remain independent and sometimes pride deters them from seeking needed help. She said we want to help seniors keep their independence. Intergenerational connection is important to helping the aging population remain active. Transportation is an issue that limits seniors' ability to access beneficial connections and participate in the community. Pam complimented FACT for promoting senior mobility in San Diego County.</p> <p>Pam thanked the FACT Board for the invitation to speak and Floyd Willis for his ongoing involvement with FACT.</p> <p>Dave thanked Pam for her informative presentation.</p>
<p>FACT Annual Audit and SANDAG TDA Audit Reports</p>	<p>FACT bylaws require that an internal 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 2012). In addition SANDAG conducts and external audit of TDA 4.5 expenses annually as part of CTSA contract oversight.</p> <p>Dennis Randal, FACT's contracted CPA delivered a summary of the two (2) audits. He said the DRAFT internal audit report prepared by Sonnenberg & Co., as well as DRAFT SANDAG TDA 4.5 report prepared by Mayer Hoffman McCann P.C. were completed for FY2012, and did not indicate any deficiencies or findings.</p> <p>According to the Sonnenberg & Co. audit Draft 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, 2012, any changes in its net assets and its cash flows for the year then ended in conformity with the accounting principles generally accepted in the United States of America." The TDA 4.5 Audit DRAFT report stated, "We did not identify any deficiencies in internal control over the financial reporting of the CTSA program that we consider to be material weakness...".</p> <p>Dennis proceeded to review the audit statements for 2012 as well as FACT's financial activity post audits. Staff requested Board members review and approve the DRAFT 2012 Audit Reports.</p> <p>Dave thanked Dennis for his detailed report.</p> <p>Motion to Approve the DRAFT 2012 Audit Reports made by Susan Hafner. Second by John Aguilera. The motion passed unanimously.</p> <p>Dave recognized attendees Danna Cotman for her help on legal matters and</p>

	Arun's wife Vineeta Prem.
FACT Bylaws Revisions - number of Board seats, Board meeting schedule	<p>In June 2012 the Board approved a motion to amend bylaws to allow an ex officio Board member for every increment of five Board members to accommodate the appointment of a student representative. Dave said recent Board discussions suggested limiting the maximum number of regular Board members to 11 to ensure adequate representation. Current bylaws allow up to 31 Board members. There are currently nine (9) voting Board members. He said there was also Board discussion regarding changing the regular FACT Board of Directors Meeting to be held monthly on 4th Thursdays.</p> <p>Proposed Bylaws Revisions include limiting the maximum number of regular Board members to 11 and changing the date of regular Board of Director monthly meeting to the 4th Thursday.</p> <p>Phil recalled that with nine (9) FACT Board members SANDAG required 1/3 of those members be elected officials. He asked if the number of elected officials required on the Board would change if additional members were added. Arun said the SANDAG requirement was changed and currently requires the Board to have 3 elected officials irrespective of the total number of Board members.</p> <p>Motion to approve the two (2) proposed FACT Bylaws Revisions made by Phil Monroe. Second by Teresa Arballo Barth. The motion passed unanimously.</p> <p>John Aguilera asked if the Board Meetings were being held at the same time and location. Dave confirmed that the meetings will remain at Encinitas City Hall starting at 9:00am.</p>
Executive Director's Report	<p>Arun thanked FACT staff for their hard work and resilience in putting together FACT's Annual Meeting. He thanked the Encinitas City Hall staff and Teresa for hosting FACT's Annual and regular monthly Board Meetings. He acknowledged the FACT Board and CAM members for volunteering their time and making a continued commitment to FACT. He said he enjoys the Annual Meeting because it gives FACT a chance to celebrate its accomplishments as well as thank partners for helping make FACT successful. He was thrilled to see many familiar faces attended the meeting.</p> <p>He said the Annual Board Meeting also gives him the opportunity to share FACT's plans for moving forward. He explained briefly what FACT plans to work on in 2013. He spoke of the priorities and outcomes of the FACT Board Retreat in February 2012. The first priority was sustainability; stable funding to sustain programs. FACT is working on this priority by offering</p>

	<p>contracted services to create new revenue sources as well as pursuing additional funding from SANDAG. The second priority is governance; attracting regionally diverse and influential decision makers on the FACT Board. He said FACT has made significant progress in retaining and drawing a diverse array of experienced Board members. The third priority was services; due to FACT's status as San Diego County's CTSA, services are noncompetitive and strictly conform to transportation gaps indicated by SANDAG's Coordinated Plan. FACT has been successfully filling transportation gaps through RideFACT and will continue this effort by maintaining RideFACT as well as introducing MedAccessRide and Veteran's Mobility in 2013. The fourth priority was financial management; Improvement on the frequency and quality of financial reporting. He and Dennis Randall have continued to Improve on the timeliness and quality of financial reporting. The last priority discussed was Cachet; which represents the desire to make FACT an appealing and beneficial organization. FACT should offer real value to partners. FACT has continued to establish alliances with regional partners including but not limited to 2-1-1, HHSA, VA San Diego, and regional transportation providers.</p>
<p>Board Officer Nominating Committee Report and Elections</p>	<p>Dave said the Nominating Committee comprised of Phil Monroe, Norine Sigafoose, and LaVonna Connelly presented their recommendation at the September 2012 Board Meeting. He asked Phil to announce the 2013 Board Officers who will be appointed from January 1 - December 31, 2013.</p> <p>Phil presented the following slate as the Nominating Committee recommendation for 2013 FACT Board Officers: Bob Campbell - Chair, Dave Roberts - Vice Chair, LaVonna Connelly - Secretary, Susan Hafner - Treasurer. Phil was happy that Dave will remain on the Board and felt his new position as County Supervisor will add great value to FACT.</p> <p>Dave asked if there were any other nominations on the floor. None were offered.</p> <p>Motion to elect the Nominating Committees recommendations for FACT Board Officer positions of Chair, Vice Chair, Secretary, and Treasurer for the year 2013 made by Phil Monroe. Second by John Aguilera. The motion passed unanimously.</p> <p>Dave thanked the Nominating Committee for their Board Officer nominations.</p>
<p>Board Member Comments; Closing remarks</p>	<p>Norine said it has been a great year for FACT and offered her appreciation to fellow Board members for their continued dedication. She congratulated Dave for his new County Supervisor position and thanked him for remaining on the FACT Board. She thanked the current Board</p>

	<p>Officers and newly appointed Officers for their service.</p> <p>Dave said he has asked the incoming Chair if he would continue Dave's appointment as the SANDAG representative to the FACT Board in 2013. Bob said he supported this appointment.</p> <p>Teresa said she was skeptical when she first joined the Board due to the lack of progress in FACT actually performing trips. She was proud to see the amount of trips performed by FACT recently and was pleased to see San Diego seniors taking advantage of FACT services.</p> <p>Alane Haynes said FACT is the one of the most exiting projects she has ever worked on. She said the process to get to where FACT is today took longer than anticipated, but was worth the effort and is proud to see the viable organization FACT has become. She said FACT is now well recognized in San Diego County and currently provides rides for the people it set out to serve. She said FACT assists individuals who cannot access the public transit system and/or afford a private transportation option. She said she was thrilled to be back on the FACT Board and looks forward to continued progress.</p> <p>Bob Campbell thanked the Board for all they do and discussed how dedicated Board Members have continued to fill the necessary roles on the Board; he referenced members serving more than one term as a FACT Board Officer. Bob thanked SANDAG for being part of the FACT family and for their valuable advice and guidance to FACT. He specifically thanked Danielle Kochman for her involvement with FACT. He was also pleased to start the new year as FACT Chair with a clean Audit Report.</p> <p>Bob congratulated Teresa on her new position as Mayor of Encinitas. He thanked Teresa for her service as Secretary of the Board. He commended Dave for being an excellent FACT Board Chair during his 2012 term and indicated his confidence in Dave as County Supervisor.</p> <p>Bob said the FACT team will continue to take challenges and turn them into opportunities and then into action and results. Bob thanked FACT staff, the Board, vendors, the advisory committee, and partners for all support in making FACT a reality.</p>
Adjournment	Meeting was adjourned at 10:30AM.

ITEM #4

TO: BOARD OF DIRECTORS

FROM: ARUN PREM, EXECUTIVE DIRECTOR

RE: Designate March 28 Board meeting as Board Retreat

ISSUE:

In recent years FACT held a Board members' retreat during February, contiguous with the regular monthly Board of Directors meeting.

Staff requests the Board to consider the March regular Board meeting date (March 28) as the retreat date.

BACKGROUND:

The FACT Board of Directors' Retreat is an annual event designated for detailed review of strategic issues, business plan and agency goals. The meeting is longer than the average Board meeting.

During recent years the month of February was chosen for the Board retreat. Due to a few board members' scheduling conflicts it would not be possible to get good attendance at the February meeting, scheduled for the fourth Thursday, Feb 28.

RECOMMENDATION:

Staff requests the Board to:

**review the feasibility of holding a Board Retreat on Thursday, March 28
hold the Retreat at the San Diego County Head Quarters**

ITEM #5

TO: BOARD OF DIRECTORS

FROM: ARUN PREM, EXECUTIVE DIRECTOR

RE: Status update on grants; review of Caltrans call for grants

ISSUE:

This item:

provides the Board with a status update on all grants, including applications that are in the review process

seeks Board approval to develop grant applications for Caltrans New Freedom and Section 5310 grants

BACKGROUND:

Status

FACT's revenues are generated from federal, state and county funds. Except for State Article 4.5 TDA funds that are a dedicated and stable (CTSA contract) revenue source, the remaining funds are generated through competitive applications. In the Budget year FY 2012-13, the CTSA contract comprised 12.6% of FACT revenues. Given the current situation, the scenario is not expected to change in the near future.

Some of FACT's large initial allocations of federal New Freedom grants are either spent or subject to lapsing due to the limits on project terms.

The status updates provides a snap shot of all revenue streams as of December 31, 2012 (information will be sent under separate cover).

Caltrans call for grant proposals

Caltrans handles disbursement of USDOT's nonurban/rural area funds. Caltrans recently issued a statewide call for grant proposals for the following programs:

FTA Section 5310, Elderly and Disabled Specialized Transit Program, estimated funding is \$13 million

FTA Section 5316, Job Access Reverse Commute, estimated funding is \$1.88 million

FTA section 5317, New Freedom, estimated funding is \$1.43 million

Due to the proposed expansion of RideFACT to nonurban areas, FACT is eligible to apply for mobility management grants as well as grants to reimburse cost of trips. The availability of NF and JARC funds is limited. The probability of success is greatest with the Section 5310 program, that funds capital (vehicle and equipment) procurement.

Staff is reviewing three projects for potential grant applications:

1. **New Freedom - Mobility management** (planning and administration) funds for enhanced services in non urban areas; Project amount up to \$600,000 for a 3 year project.
2. **New Freedom - Operating** (trip reimbursement) funds to pay for trips in non urban areas; Project amount up to \$500,000 for a 1.5 year project, OR
3. **Section 5310 - Purchase vehicles** for lease to RideFACT brokerage contractors to serve RideFACT trips; Project amount up to \$500,000. FACT will competitively obtain bids for RideFACT trips to determine which brokerage partners will be assigned the grant funded vehicles.

Preliminary proposals are due in early March 2013.

STAFF RECOMMENDATION:

Staff requests the Board to:

1. **Provide feedback on grants status update;**
2. **Authorize staff to develop grant proposals for review during February 2103 Board meeting.**

ITEM #6

TO: BOARD OF DIRECTORS
FROM: ARUN PREM, EXECUTIVE DIRECTOR
RE: FACT 2014-2019 Business Plan Update
ISSUE:

FACT's CTSA contract with SANDAG requires an annual update of the Business Plan. The 2013-18 update was approved in January 2012. This item highlights the changes made to the 2013-18 Plan based on new initiatives and proposals recommended by the Board. The DRAFT 2014-2019 Business Plan is still incomplete. This item provides a review of major updates and an opportunity for Board and TAC input prior to finalizing update. FACT will share the updates and Board/TAC input with CAM during February. The final DRAFT is scheduled for review during the February Board meeting.

FACT 2014-2019 Business Plan Update includes the following revisions to projects/status:

<u>Projects Implemented</u>	Countywide RideFACT In-house transportation brokerage Trip Management Software procurement (initiated)
<u>Short Term Service Proposals</u>	(Planned; funding approved) MedRIDE Service Implementation; integration with RideFACT MedAccessRIDE Service Implementation; integration with
RideFACT	Expansion of RideFACT to nonurban areas Leasing FACT owned vehicles to service providers Technical Assistance workshops Veterans' mobility initiatives - coordination with SANDAG and
2-1-1	

BACKGROUND:

FACT updates the Business Plan annually to maintain the plan as a current reference document. This plan is the third update to the original Business Plan adopted in 2009.

The **2009 Business Plan** was a comprehensive review of FACT's purpose, the business environment, the community and stakeholders. It identified potential services and collaborations that would contribute towards FACT's previous mission of meeting as many unmet needs for specialized transportation as possible. Due to the timing, the project proposals introduced in the original plan were presented in concept, without identified budgets, resources and/or service parameters.

The **2012-2017 Business Plan Update** was an “action plan” that focused on current transportation needs and current FACT projects and services. The plan included a plan to respond to the mobility needs based on priorities established by regional consensus and the availability of funds. The transportation needs described in the plan were derived from SANDAG’s 2010-2014 Coordinated Plan.

The plan prioritized projects by readiness. Projects were classified as “short term” or “long term” priorities or “potential new programs currently unfunded”. The 2012-2017 Plan also reviewed all FACT revenues and funding sources as well as made recommendations for changes to the way FACT is funded in order to provide more certainty in the future and the ability to plan for longer terms.

The **2013-2018 Business Plan Update** included details on funding/revenues. The update also focused on transportation services including Ramona RideFACT and proposed services funded by SMG and planning for a transportation brokerage.

The current update is focused on expansion of transportation services to cover more of the non urban and rural areas of the County as well as optimize the services being provided in the suburban and urban areas.

RECOMMENDATION:

Staff recommends the Board review the proposed 2014-2019 Business Plan Updates and provide feedback; a final DRAFT will be presented for approval in February 2013.

ITEM #7**TO: BOARD OF DIRECTORS****FROM: ARUN PREM, EXECUTIVE DIRECTOR****RE: RideFACT updates**

- o **Nov and Dec 2012 ridership**
- o **Maintenance and Safety Compliance Program**
- o **CSUSM Senior Experience student team project**

ISSUE:

December 2012 was the 6th full month of operation for RideFACT. A brief service update/report follows.

RideFACT Updates through December 2012:**1 Service statistics - Nov and Dec 2012 ridership:**

From January to June 2012 while the call volume steadily increased, the number of brokered trips provided remained small. There was a major spike in call volume immediately following the expansion of RideFACT in July 2012, due to coverage in the media and possibly through word of mouth outreach.

RideFACT	One way trip requests	Referrals-external	Referrals to RideFACT	RideFACT trips	Cancelled rides	No shows	Pending rides	Av. trip cost	Av trip length
Jul	416	203	213	242	17	2	0	\$24.86	13.8
Aug	642	226	416	368	47	3	0	\$21.75	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	994	136	856	467	102	13*	274	\$26.35	11.6

*5 rider no shows, 8 trips declined by all providers

2 new vendors have expressed interest in the brokerage.

2 Maintenance and Safety Compliance Program:

In order to ensure that the services are delivered safely and in compliance with insurance and other requirements, FACT has developed a plan for physical inspections of vehicles as well as vehicle, driver and insurance records on a periodic basis. The inspections will begin in January 2013.

In January 2013 FACT signed a contract with Carlsbad based Halsey King & Associates, a nationally acclaimed contractor for maintenance consultancy services for a not to exceed amount of \$14,117. Halsey King and Walt Diangson, a sub contractor, will begin inspecting vehicles, driver and vehicle records for safety and contract compliance the week of January 21.

3 CSUSM Senior Experience student team project

FACT is working with CSUSM on a Senior Experience Student Team project. A team would be assigned to work on developing and implementing outreach and performance improvement strategies for the FACT brokerage. This project will address the following challenges:

- (a) identifying root causes of trip cancellations/no shows from riders as well as providers;
- (b) assessing customer satisfaction with referrals assistance and RideFACT services; and
- (c) researching specialized social service agencies throughout the County and identify those with prerequisites to join the brokerage

BACKGROUND:

RideFACT, a brokerage based transportation service for seniors, was implemented as a pilot in January 2012. The one year pilot was intended to test the brokerage concept and operate the service in a limited area.

During the planning process for the brokerage it was decided to review the service parameters including fares, service boundary, days and hours of service etc. periodically in order to ensure that the service was responsive to the community's needs. On June 20, 2012 the Board approved expansion of RideFACT to all cities in San Diego County.

RECOMMENDATION:

NONE

ITEM #9

TO: BOARD OF DIRECTORS

FROM: ARUN PREM, EXECUTIVE DIRECTOR

RE: Status update - New/ongoing collaboration proposals:

- o Update on proposed (overflow calls handling) pilot project with 211
- o AIS City Leaders Institute project proposal - Floyd Willis
- o Poway senior transportation recurring trips

ISSUE: This item provides the Board with updates on recent collaboration initiatives:

211

FACT and 211 have arrived at an understanding that the two agencies will collaborate on a call center services pilot. FACT's overflow calls, that can't be handled during weekends, off hours or busy days, will be seamlessly transferred to 211 and handled by 211 staff. FACT will train 211 staff to enable them to provide referrals and take reservation information. 211 will train FACT in the use of their internet based phone management system. 211 will provide the call center backup services for no cost during the pilot phase.

FACT and 211 are working on identifying telephone system capabilities and the upgrades need to accomplish the pilot.

An MOU will be drafted and presented to the Board in the next two month time frame.

AIS

AIS is in the process of developing a plan for implementation of a Partners for the Livable Communities project team. San Diego was selected as one of 10 cities to receive funding and technical assistance from a MetLife foundation grant which supports the City Leaders Institute, a research and training facility based in Washington D.C. San Diego was invited to send a team of representatives who would attend a grant funded training workshop in DC. Floyd Willis is coordinating the project and acting as liaison with the funding agency. Floyd has invited FACT and several other agencies (SANDAG, 211 etc.) that are involved with meeting needs in the Senior community, to participate in the project team

Poway Adult Day Health Care Center

FACT is providing recurring trips to a small group of riders attending the adult day health care center in Poway. The service is being provided as a pilot project in order to assess our ability to group trips effectively, as well as assess the contractor's ability to handle the requirements of the grouped rides. PADHC contacted FACT late in December to request assistance for new clients who needed transportation until the center was able to arrange for their transportation with their own vehicles.

ITEM # 11

TO: BOARD OF DIRECTORS
FROM: ARUN PREM, EXECUTIVE DIRECTOR
RE: Executive Director Report

Meetings and Events 12/13/2012 - 1/23/2013:

12/13 Staff Holiday Lunch
12/13 Meeting w/ Sol re. Americare Adult Day Care transportation
12/17 Oswaldo attended SSTAC Subcommittee meeting at SANDAG
12/18 Meeting with Brian Smith, consultant
12/20 NCTD Board Meeting
12/20 Julie Kercher office visit, researcher (University of St. Augustine)
1/4 Vehicle maintenance program with Halsey King & Associates
1/7 Meeting with Peter Zieche, Employee Rights Center
1/7 Attended Vice Chair Dave Robert's swearing in as County Board Supervisor
1/8 Review FACT grant NF'08, cash flow, etc. with SANDAG staff
1/10 CalACT conference planning committee phone meeting
1/11 APTA Mobility Management Committee's strategic planning meeting
1/14 Conference meeting with Bob and Dave to review Jan 2013 Board agenda items
1/15 Leticia - Quarterly ADA Review Group - NCTD
1/16 Arun, Meagan and 2-1-1 staff - meeting re. assistance with overflow calls, VTCLI updates
1/22 Software Matrix Review Meeting (tentative)
1/23 RideFACT presentation for Scripps staff

Upcoming Meetings and Events:

1. 2/12 CAM Meeting
2. 2/28 Board Meeting
3. 1/31 FTA 5310, 5316, 5317 Workshop at SANDAG