



Facilitating Access to Coordinated Transportation

Meeting Agenda and Notice  
**FACT Board of Directors Meeting**  
**January 23, 2014, 9:00 am**  
Poinsettia Room, Encinitas City Hall  
505 S. Vulcan Avenue, Encinitas, CA 92024

**AGENDA**

**Meeting Call to Order**  
**9:00am**

1. Introductions
2. Approval of Dec 12 Board Meeting minutes p-2  
ACTION
3. Public Comment  
INFORMATION
4. Board Chair's Report  
PRESENTATION
5. Board retreat - schedule and location p-10  
ACTION
6. Brown Act changes re. meeting minutes p-11  
ACTION
7. FACT Business Plan update p-12  
INFORMATION
8. New service proposal - potential service coordination p-14  
ACTION  
with First Transit/NCTD
9. FACT services updates: p-17  
INFORMATION
  - Foster youth transportation contract award
10. New Board appointment p-20 ACTION
11. Award of Caltrans vehicle - Subcommittee recommendation p-21  
ACTION
- 12.2-1-1 Update  
INFORMATION
13. Board Resolution in support of County grants p-22  
ACTION

14.Executive Director’s report  
INFORMATION

p-23

15.Board Member Comments/ proposed agenda items  
INFORMATION

**ADJOURNMENT**

**ITEM #1****FACT Board of Directors' Meeting Minutes**

December 12, 2013  
 Encinitas City Hall  
 505 S. Vulcan Avenue, Encinitas, CA 92024

Board Members Attending	Bob Campbell, Hon. Dave Roberts, LaVonna Connelly, Hon. Teresa Arballo Barth, Phil Monroe, Norine Sigafoose, Hon. John Aguilera
TAC Members Attending	Danielle Kochman-SANDAG, Janelle Carey-MTS, Lois Knowlton-Friends of Adult Day Health Care
Board Members Absent	Susan Hafner
Staff Attending	Arun Prem, Meagan Schmidt, Budd Anderson, Oswaldo Perez, Noah Minner, Leticia Corona, Franco Coniglione
Public/Guests	See sign-in sheet
Introductions	<p>An informal meet and greet took place beginning at 8:30 AM.</p> <p>Chair Bob Campbell called the meeting to order at 9:05 AM. Bill York from 211 led the group in the Pledge of Allegiance.</p> <p>Bob thanked Teresa Arballo Barth for allowing FACT to use Encinitas City Hall for FACT's Annual Board Meeting.</p> <p>Bob recognized Encinitas City Council Member Tony Kranz, Keynote Speaker Muggs Stoll (SANDG), Danielle Kochman (SANDAG), Brian Lane (SANDAG), Natalie Stiffler (SANDAG), 2013 Norine Sigafoose Award Recipient Ben Macias (CAM Chair), Speaker Dr. Nick Yphantides (HHS), Bill York (211), Johnny Dunning (NCTD), Lisa Madson (MTS), Janelle Carey (MTS), Eileen Turk (City of Oceanside), Carey Riccitelli (HHS), Anita Walia (HHS), and FACT's brokerage transportation providers.</p>
Approval of November 21, 2013 Board Meeting Minutes	<b>Motion to approve the November 21, 2013 Board Meeting minutes made by Teresa Arballo Barth. Second by John Aguilera. The motion passed unanimously.</b>
Public Comment	NONE
Board Chair's Report - 2013	Bob said 2013 was an amazing year for FACT. He said it was an uphill battle getting FACT where it was today. During the early stages it was

difficult to find partners willing to work with FACT. He said due to the wonderful work of the Board and Staff successful partnerships have developed and FACT has grown significantly.

FACT is a nonprofit formed in 2005, and in 2006 designated by SANDAG to coordinate transportation and fill gaps in existing services in San Diego County as the regional Coordinated Transportation Services Agency (CTSA). He reviewed FACT Board members and indicated when each member was elected or reelected.

Bob introduced Council on Access and Mobility (CAM). CAM has 22 members comprised of public transportation agencies, social service agencies, faith based organizations, and specialized transportation services; CAM expanded its membership to 30 seats. CAM meets bimonthly and is headed by Chair Ben Macias, Vice Chair Todd Lordson, and FACT staff. He said the council discusses grants, resources, services, and current transit and transportation issues. He also introduced Technical Advisory Committee (TAC) and recognized members Danielle Kochman (SANDAG), Janelle Carey (MTS), Lois Knowlton (Friends of ADHC), Floyd Willis (AIS), and Kim Thorp (NCTD). He thanked TAC members for their dedication and advisement to FACT.

Bob said the FACT Mission Statement was revised in order to clarify what FACT was trying to accomplish. The revised Mission Statement reads: Assist San Diego County Residents with barriers to mobility to achieve independence through coordination of transportation services. He explained that FACT does not operate vehicles, but owns and leases vehicles to providers in return for trips. FACT's goal was to find suitable transportation for callers depending on their needs and location. He said staff performs the service as efficiently and compassionately as possible. He respected and appreciated the staff's excellent customer service and their resilience in dealing with a variety of client needs.

FACT updates its five (5) year Business Plan as part of the CTSA contract with SANDAG. Bob reviewed the 2014-19 Business Plan updates. He discussed FACT's safety inspection program, compliance and coordination with SANDAG, the VTCLI grant partnership with 211, and updated service projections.

Bob said FACT initiated transportation service in Poway for Adult Day Health Care (ADHC) beginning January 2013 and provided 3,400 rides to date. FACT receives an administrative fee for providing ADHC transportation which is used to provide services for other people. One of FACT's major hurdles was acquiring consistent operating funding for

sustainability. Contracts like ADHC help fund and maintain FACT services. He said FACT has been performing the City of Oceanside's "Solutions for Seniors On the Go" Van Service transportation since September 2013 and provided 465 trips to date. He thanked ADHC and the City of Oceanside for their support.

Bob reviewed FACT's brokerage and its expansion over the past year. He said the brokerage was the backbone of FACT's services. FACT was able to contract with reputable transportation vendors to provide transportation for RideFACT. The Board acknowledged and thanked the brokerage providers. FACT received seven (7) 5310 mini vans in March 2013 that were leased to brokerage providers in exchange for trips; the lessee's were able to use the vehicles at their discretion free of cost once FACT trips were performed and would own the vehicle after the lease terms were met. In some instances the 5310 vehicles were utilized in the brokerage.

Bob announced that FACT was awarded the 2013 Outstanding Coordinated Transportation Program Award by CalACT. He said this recognition should be shared with everyone involved.

Bob reviewed the RideFACT service area expansion which included all eighteen (18) cities in San Diego County. He indicated that Ramona, Fallbrook, and Camp Pendleton were served on a limited basis. 15,000 one-way trips have been provided on RideFACT to date; 11,000 of these trips were provided in 2013 which was a growth rate of over 300%. The expansion was handled by seven (7) FACT employees. He said trips continued to grow over the past year and in November over 1,800 trips were expected to be performed. FACT managed a comprehensive database consisting of public transit, social service agencies, faith based organization, and specialized services that perform transportation in San Diego County. FACT refers callers to the most appropriate resources depending on their needs and location. If referred services cannot assist a caller then RideFACT may be the solution to their transportation needs.

Bob reviewed the average cost per one-way trip for each month starting in January 2012. The average cost per one-way trip for October 2013 was \$12.68 and the average length per trip was approximately 12 miles. He mentioned that AAA Automobile Club's 2013 pamphlet indicated that the average cost per mile to operate a personal vehicle was \$1. He was pleased that FACT was providing transportation at around the same cost of operating a private vehicle. FACT had 1,044 unique riders to date for 2013. He indicated that limits may need to be imposed in the future in order to distribute the amount of trips projected diversely amongst caller

	<p>needs. This may include partnering with popular medical destinations to help cover the cost of patient transportation to their facilities. The average cost of a one way trip for 2013 was \$14.83 and the average national cost was \$29.30. He said this demonstrated the effective management of Arun and staff in working with contractors to reduce the cost. In 2013 89% of trips were for seniors and 63% were medical related. He reviewed the number of RideFACT trips per City. The highest ridership was in the City of San Diego. He mentioned that it was difficult to serve isolated locations like Ramona, but FACT staff has been working on solutions. He reviewed and reiterated positive quotes received by FACT riders.</p> <p>Bob discussed the FACT Annual Internal Audit and SANDAG Transportation Development Act (TDA) Annual Audit. There were no significant findings or recommendations from either audit and Bob was pleased with the results. He said the Audit details would be reported later in the meeting.</p> <p>Bob went through a slideshow of pictures taken throughout the 2013 year. As he reviewed corresponding pictures he discussed the CalACT award, RideFACT 1<sup>ST</sup> Anniversary, 7 new 5310 minivans awarded to FACT, 5310 vehicle inauguration event, CSUSM Student Internship, NTI workshop hosted by FACT, and the 10,000<sup>th</sup> RideFACT rider.</p> <p>Bob discussed upcoming initiatives for 2014 including the expansion of RideFACT to nonurban/rural areas of Fallbrook, Bonsall, Valley Center, and Lakeside; updating the 2015 -2020 Business Plan; implementing the Veterans Mobility collaboration with 211 and SANDAG; and new vehicle lease opportunities.</p> <p>Bob said 2013 had been a wonderful year for FACT and he was honored to serve as the 2013 Board Chair. He thanked guests for listening to the 2013 FACT Year in Review presentation.</p>
<p>Keynote Address Muggs Stoll, Director of Planning, SANDAG</p>	<p>Bob introduced Keynote Speaker Charles “Muggs” Stoll, Director of Land Use and Transportation Planning at SANDAG. Muggs thanked the Board for inviting him to speak at the Annual Meeting. He discussed SANDAG’s role as the forum for regional decision-making. He said although SANDAG was responsible for a wide variety of regional issues, its primary responsibility was regional transportation. He said one of the main jobs performed by SANDAG related to transportation was demographic forecasting used for planning. He said forecasts have determined that the regional population was growing older. He said based on this forecast services like FACT will become increasingly important to assist the aging population with mobility.</p> <p>Muggs said SANDAG was not a land use authority, but worked with land</p>

	<p>use authorities on regional programs that provide tools and useful information so local decisions can be made in a regional context. He indicated that land use was changing drastically in San Diego because the County was running out of developable areas. With a growing population, planning efforts would intensify to accommodate more people occupying limited urban areas. This would have a huge impact on the regional transportation system. SANDAG is required to update a Regional Transportation Plan every four (4) years. Recent transportation projects included the addition of express lanes on I-15, new bus rapid transit systems, increased coaster services, and additional bike routes. Although SANDAG handles the major transportation projects, there are still gaps in transportation services. SANDAG develops a Coordinated Plan that focuses on defining the gaps in transportation. He said FACT has helped fill these gaps through the RideFACT service. He discussed FACT’s role as the regional CTSA and its relationship to SANDAG. He commended FACT on implementing a Safety Inspection Program which was important to SANDAG and funding agencies. He spoke of the importance of the VTCLI partnership between 211, FACT, and SANDAG. He appreciated the relationship with FACT and looked forward to future growth. Muggs thanked the Board for inviting him to speak at the event.</p> <p>Bob thanked Muggs for speaking and sharing his perspective with the group. He said he was thankful for the work SANDAG, Caltrans, and San Diego citizens have done on the local transportation system. The guidance and leadership by SANDAG was indispensable and FACT was proud to be a part of the SANDAG team.</p>
<p>Live Well San Diego Review of Board Resolution, Presentation by HHSA</p>	<p>Dave Roberts introduced speaker Dr. Nick Yphantides, CMO of San Diego County Health and Human Services Agency (HHSA). He provided an introduction on the Live Well San Diego (LWSD) initiative of HHSA. The initiative was developed to support healthy living in San Diego County. The County Board of Supervisors adopted the comprehensive initiative in 2010. He hoped the FACT Board would endorse the initiative and become the first transit agency to do so.</p> <p>Nick thanked Dave for the introduction and the Board for inviting him to speak on behalf of HHSA. He said his career in full time medical practice focused on seniors, persons with disabilities, and the uninsured. Transportation was a vital component to his patient’s health. The Live Well San Diego initiative encourages residents to be proactive with their health instead of reactive when consequences occur as a result of unhealthy behavior or inappropriate planning. San Diego County is the fifth largest County and has more residents than 22 states; 3.2 million in all. He said local agencies and partnerships like FACT that help subsidies and provide</p>

	<p>necessary services are critical for such a large population.</p> <p>Nick said LWSD helps residents become healthy, safe and thriving. He said there are 3 human behaviors; physical inactivity, smoking, and an unhealthy diet that are the primary causative factors for cardiovascular disease, metabolic disease (primarily diabetes), cancer, and pulmonary disease. These diseases account for 50% of mortality in the US; San Diego County is disproportionately burdened with 56%-57% of mortality related to these diseases. Transportation is a key component to health and wellbeing. He said LWSD was eager to leverage partnerships and hoped the Board would approve the resolution to partner with LWSD. He said together we can do a lot more than individually. He thanked the audience for their attention and the Board for their consideration in endorsing LWSD.</p> <p>Bob thanked Nick for presenting.</p> <p><b>Motion to approve the resolution to partner with HHSA’s Live Well San Diego initiative made by Dave Roberts. Second by Teresa Arballo Barth. The motion passed unanimously.</b></p>
<p>Norine Sigafoose 2013 Partner of the Year Award presentation: Ben Macias, CAM Chair</p>	<p>Bob discussed past Norine Sigafoose Partner of the Year Award recipients including 2009 recipient Lori Holt-Pfeiler, former Mayor of Escondido; 2010 recipient Supervisor Bill Horn; 2011 recipient Floyd Willis, Aging and Independence Services; and 2012 recipient William York, 211 San Diego. Dave mentioned that Norine Sigafoose was the first Chair of the FACT Board. The award was created to honor Norine’s legacy to FACT. He said he was honored to have Norine back on the Board as well as attending the meeting to present the award to Ben Macias.</p> <p>Arun introduced Ben Macias, CAM Chair as the 2013 Norine Sigafoose Partner of the Year Award recipient. He said Ben possessed a special quality of being able to bring people together. Ben helped him get connected to the community when he first came to work for FACT and was new to San Diego County. Ben was a great ambassador of FACT and was happy the Board selected him as the 2013 award recipient.</p> <p>Ben thanked the Board for nominating him for the award. He said he felt like he was accepting the award on behalf of everyone in the audience. He said all these agencies work together to fill the gaps in transportation services. He looked forward to working with everyone for years to come.</p>
<p>2014 FACT Board Calendar</p>	<p>Staff requested the Board review the proposed schedule and approve the meeting calendar for the 2014 calendar year. Bob indicated that Dave would not be able to make the January 23, 2014 Meeting. Dave said he</p>

	<p>would not be able to make the December 11, 2014 Board meeting either and asked if it could be changed to December 18, 2014. Bob said since the date was so far away the change could be tabled for another meeting when Board members were aware of their schedules. He said the Board will try to accommodate December 18.</p> <p><b>Motion to approve the proposed Board Meeting calendar for 2014 made by Dave Roberts. Second by John Aguilera. The motion passed unanimously.</b> Phil Monroe was not present in the room during the motion.</p>
<p>FACT Annual Audit and SANDAG-TDA Audit Report</p>	<p>Arun said the FACT bylaws require an internal audit be conducted and the report be presented to the Board at the Annual Meeting. He said SANDAG conducts an external audit of TDA 4.5 expenses annually as part of the CTSA contract oversight. He said both audits were rigorous and thorough.</p> <p>Dennis Randall (FACT CPA) reviewed both audits in further detail. Sonnenberg &amp; Co. conducted the internal audit and stated that “FACT’s books and records are in excellent condition”. He said the take away from the financial statements was grant revenues were up 74% from \$321,398 in 2012 to \$558,682 in 2013. He said program services were up 70% from \$358,398 in 2012 to \$610,656 in 2013. The increase in grant revenues projected for FY 2013-2014 was 37% or \$206,000.</p> <p><b>Motion to approve the DRAFT 2013 Annual Internal and TDA Audit Reports made by Dave Roberts. Second by Norine Sigafoose. The motion passed unanimously.</b></p> <p>Bob thanked Dennis for reporting on the Audits and staying on top of FACT’s financials.</p>
<p>Executive Director’s Report</p>	<p>Arun thanked guests for making time in their busy schedules to join FACT on this special occasion. He thanked Mayor Teresa Arballo Barth for allowing FACT to use Encinitas City Hall for the Annual Board Meeting as well as monthly Board Meetings. He thanked FACT staff for all their hard work, standing up to the stress, and for being resilient. He thanked Board members for volunteering their time to serve on the Board. He said he appreciated the Board’s passion, support, and leadership. He indicated that sustainability was FACT’s greatest challenge because FACT was not guaranteed funding two (2) to three (3) years down the road. He said FACT’s brokerage has demonstrated the need for senior, accessible, and specialized transportation service in San Diego County. He said San Diego needs to be cohesive as a County in order to continue to meet these needs and enhance services. He said FACT has begun providing contracted services in order to generate revenue. He said at some point</p>

	<p>more employees would need to be hired in order to handle the increase in services. He said he looked forward to working with local agencies and keeping them invested in FACT.</p> <p>The Board and group recognized Arun for all he has done for FACT. Bob indicated that Arun had been with FACT for three (3) years and was the third Executive Director.</p>
<p>Board Officer Nominating Committee Report and Elections; Recognition of retiring Board members/Board Officers</p>	<p>John Aguilera thanked Bob for his service as 2013 FACT Board Chair. He thanked Bob for inviting him to serve on the FACT Board and looked forward to continued success. The following slate of Officers for 2014 was presented by John on behalf of the Nominating Committee: Hon. Dave Roberts (Chair), Bob Campbell (Vice Chair), LaVonna Connelly (Secretary), and Susan Hafner (Treasurer).</p> <p><b>Motion to approve nominations and elect Officers for year 2014 made by Teresa Arballo Barth. Second by Phil Monroe. The motion passed unanimously.</b></p> <p>Dave thanked his colleagues for electing him as Board Chair for 2014. Dave thanked Bob on behalf of staff and the Board for his service as 2013 Board Chair.</p> <p>On behalf of FACT Dave recognized outgoing Board member Teresa Arballo Barth and thanked her for her service and dedication to FACT. Teresa thanked Dave for recruiting her in 2008 to serve on the FACT Board. She said she always embraced FACT’s vision and was happy to see the growth of FACT during her service. She commended Arun for his commitment to FACT and his success as Executive Director. She said FACT’s success was a combination of collaboration, cooperation, and innovation. She said Encinitas City Hall was available for FACT to use for monthly Board Meetings and indicated that she may attend meetings to see how things were going. She thanked the FACT staff for being fearless in the face of the unknown. She said it was a pleasure being a part of the agency. Bob thanked Teresa for her service and wished her continued success as Mayor of the City of Encinitas.</p> <p>Bob announced that another Board member, Alane Haynes would be leaving. Alane was unable to attend the Annual Meeting due to schedule conflicts. He said Alane was very passionate about meeting the unmet transportation needs of seniors and persons with disabilities. She was one of the founding members of FACT along with Karen King, Floyd Willis, and Norine Sigafoose.</p>

	<p>Arun introduced a two (2) minute video produced for FACT to demonstrate the value of its services.</p>
<p>Board Member Comments; closing remarks</p>	<p>Phil Monroe thanked Bob for his service as Board Chair. He thanked Dave for his commitment as Board Chair for 2014. He thanked Muggs for addressing the group. He praised SANDAG for implementing a network of bike paths throughout San Diego County which he supported while serving on the SANDAG Board.</p> <p>Norine Sigafoose said the FACT Board was a loyal group of individuals and she appreciated their ongoing enthusiasm. She recognized Phil, Dave, and Bob for serving on the Board since the formal inception of FACT. She thanked the entire Board and Staff and wished the group a Merry Christmas and a Happy New Year.</p> <p>LaVonna Connelly thanked Board members for the opportunity to serve on the Board. She thanked the brokerage providers and FACT staff for their hard work and flexibility in making the brokerage a success. She thanked Arun for craftily pulling the pieces together to provide services effectively. She said it was a privilege to serve on the Board.</p> <p>John Aguilera thanked fellow Board members. He said he had learned a lot about transportation in San Diego from serving on the Board. He was thankful that Bob originally invited him to join the Board. He said the FACT video was important because it gave viewers the opportunity to see the people FACT was helping. He thanked the group for their support and wished everyone a Merry Christmas and Happy New Year.</p> <p>Teresa Arballo Barth said she appreciated the opportunity to get to know fellow Board members. She said it was wonderful working with everyone and they would be missed. She said FACT was always welcome at Encinitas City Hall.</p> <p>Bob Campbell thanked the guests for attending. He said the group was really like a family to FACT and could not succeed without their support.</p> <p>Dave Roberts said he was pleased that FACT was recognized during the North County Business Summit. He requested the 2013 Year in Review presentation and video be presented to the County Board of Supervisors and the SANDAG Board of Directors. He said the CTSA should be promoted and included in regional transportation policies. He was hoping to get Encinitas City Council member Tony Kranz to join the Board in order to meet the requirement for a minimum number of elected officials on FACT's Board. He thanked Arun for his ongoing commitment and excellent leadership. He thanked staff for their wonderful work and the Board for</p>

	volunteering their time and energy to FACT. He was thankful for the great relationships formed with NCTD, MTS, and SANDAG and was looking forward to a phenomenal 2014 year.
Adjournment	Dave thanked the guests for attending and wished everyone a wonderful Holiday season. Meeting Adjourned at 10:55 AM.

**ITEM #5****TO: BOARD OF DIRECTORS****FROM: ARUN PREM, EXECUTIVE DIRECTOR****RE: Designate March 27, 2104 Board meeting date as Annual Retreat date****ISSUE:**

In recent years FACT held a Board members' retreat during March.

Staff requests the Board to consider the March regular Board meeting date (Thursday, March 27) 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 updated Business Plan 2015-20 will be presented to the Board for review/approval. The Board Retreat and meeting is expected to last 4 hours.

In 2014 there are two issues that would have a bearing on the Retreat agenda, that are still in different stages of development:

- The implementation of the Foster youth student transportation is expected to commence in early March, 2014
- Negotiations with First Transit regarding FACT's participation in the ADA paratransit services in North county, as well as trips that require transfers from NCTD to MTS, are expected to be concluded towards the end of February 2014.

During a meeting with the Executive Committee it was recommended that the meeting be held in Escondido at 720 North Broadway, at the Chamber of Commerce meeting facility. There is no cost for the use of this facility.

There was also a recommendation to appoint a committee to plan for the retreat. The following Board members were nominated - LaVonna Connelly and Phil Monroe.

**RECOMMENDATION:**

**Staff requests the Board to:**

- **review the feasibility of holding a Board Retreat on Thursday, March 27**
- **Approve the proposed location for the Retreat**
- **Confirm the Retreat Planning Committee appointments**

**ITEM #6**

**TO: BOARD OF DIRECTORS**

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

**RE: Implementation of Brown Act Changes - meeting minutes of votes/actions**

**ISSUE:**

FACT advisory committee and Board meetings are conducted in accordance with the Brown Act.

SANDAG staff recently brought to our attention some changes to their meetings process. SANDAG meetings are subject to Brown Act regulations. In order to remain compliant and consistent with SANDAG process some changes to meeting process are recommended.

This item outlines recent changes in the open meeting laws that would affect CAM, TAC, and the Board meetings.

**BACKGROUND**

The Brown Act establishes rules designed to ensure that actions and deliberations of commissions, boards, councils and other public bodies of local agencies are taken openly and with public access and input. Senate Bill (SB) 751, which includes new Government Code section 54953(c)(2), went into effect January 1, 2014. The statute requires that all Brown Act meetings keep a record of votes and abstentions for each action item. It also requires that each vote be publicly reported. The person that is taking minutes will need to record the name of the person that voted as well as the entity the voting member represents.

After each vote, the chair of a FACT advisory committee or Board will address the need to count all votes. An example is provided below:

CHAIR: All those in favor please raise your hand and say “yes”. Please keep your hand raised so that staff has time to record who is voting in favor of this item.

CHAIR: For anyone who did not vote “yes”, your vote will be recorded as a “no” unless you “abstain.” Are there any abstentions?

In accordance with the new Brown Act requirements, FACT will adopt a format for documenting Board actions and the voting preference of each voting member. FACT will use a table listing all voting members, action items, and their voting preference (Yes, No, Abstain) to more efficiently record the information on who was present and how they voted at Brown Act meetings.

**RECOMMENDATION:**

**Staff requests Board approval of the revised meeting process recommended by SANDAG.**

**ITEM #7**

**TO: BOARD OF DIRECTORS**

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

**RE: DRAFT FACT 2015-2020 Business Plan (2<sup>nd</sup> Board Update)**

**ISSUE:**

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

This item provides an opportunity for the Board to review updates, following input from the November 2013 Board meeting, which will be incorporated into the 2015-2020 Business Plan Update. Additional input is requested prior to finalizing the update.

**BACKGROUND**

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

**FACT Services:**

- Section 3.7 Donating Paratransit Vehicles to Community
- Section 3.8 Leasing FACT-owned Vehicles to Service Providers
- Section 3.9 Safety Program
- Section 3.10 Compliance
- Section 3.11 Poway Adult Day Health Care Center Transportation*
- Section 3.12 Oceanside Senior Transportation Van Service*
- Section 3.13 Foster Youth Student Transportation*
- Section 3.14 County of San Diego Live Well Program Partnership*

**Projects Implemented - during FY 2013-14:**

- Section 3.8 Leasing FACT owned vehicles to service providers

**Proposed Short Term Services (1-2 Years)**

- Section 4.1.2 Trip Management Software Procurement
- Section 4.1.3 Expansion of RideFACT to nonurban areas
- Section 4.1.7 Technical Assistance workshops
- Section 4.1.9 Veterans' mobility initiatives - coordination with SANDAG and 2-1-1

**Potential Short-Term Funding Sources**

- Section 5.2.1 Agency Contracts
- Section 5.2.4 Small Grant Programs and Awards

**Service Projections**

Updated 5-year budget and ridership projections; identify trends in demand and propose strategies to manage demand to fit within service projections.

The 2015-2020 update includes several new elements:

- Procurement policy and method of solicitation/outreach plan for FACT-owned vehicles;

- Expansion of RideFACT to nonurban areas; and
- Agency service contracts (Poway, Oceanside, and SDCOE)

The following Business Plan programs are deferred for future consideration:

**Projects deferred for future consideration:**

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

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

**RECOMMENDATION:**

**Staff recommends the Board review the proposed DRAFT 2015-2020 Business Plan Update elements and provide feedback.**

**ITEM #8**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director**

**RE: New service proposal - potential service coordination with First Transit/NCTD**

**ISSUE:**

NCTD awarded First Transit the ADA paratransit service contract for a 3.5 year period in December 2013. The service will begin April 1, 2014. First Transit approached FACT for a proposal to provide a portion of the service.

FACT staff met with NCTD and First Transit officials and drafted a proposal which was reviewed with the Executive Committee of the Board. An informal rate quote was forward to First Transit on January 13.

This item provides and update for the board and an opportunity for discussion on the proposed collaboration.

**BACKGROUND:**

**Varying demand estimates:**

In December 2013 the ADA paratransit contract was transitioned from American Logistics Cop. (ALC) to First Transit. The transition happened on a short timeline - the new contract will be effective no later than April 1, 2014. The contract value is \$13.1million and the annualized demand for one way trips is estimated at approx. \$156,000.

The bulk of the trips will be performed by First Transit with dedicated staff and NCTD owned vehicles. However NCTD and First Transit are looking for supplemental taxicab services purchased directly by First Transit or through a brokerage (FACT).

The preliminary discussions with First Transit indicated that somewhere between 25-50% of the rides might be procured from local vendors. Based on the annual ADA ridership projections of 156,000 one way trips, the 25-50% share of trips would mean approx. 100-200 one way trips/day, or 39,000 to 78,000 one way trips per year, i.e. 2 to 4 times RideFACT's current service levels.

FACT held discussions with a number of vendors including AAA Transport, Care4U and Safety First in order to determine the capacity for the trips in FACT's brokerage as well as to negotiate rates that would be competitive. The vendors were interested in participating as subcontractors if FACT were asked to perform a percentage of

NCTD's ADA paratransit trips. Several rounds of negotiations with each vendor followed the initial proposals. The brokerage vendors offered rates that were in some cases lower than the rates offered for brokerage trips, due to the anticipation of higher trip volumes. The vendors were either ready to offer the additional capacity or able to ramp up given the time available before the service transitions to First Transit. The negotiations indicated that up to 80,000 trips a year could be procured in addition to RideFACT trips, through FACT's brokerage.

On January 13, 2014, there was a meeting between Mr. Matthew Tucker and Mr. Mike Wygant from NCTD and Arun Prem to review the ADA paratransit transition plan and potential collaboration on some other services. There was also a general discussion to review some of the requirements of ADA services that would be new to FACT e.g. ride time constraints, regulations governing drugs and alcohol misuse, and vehicle inspections etc. The discussion confirmed that the reservation and call center interaction with riders would be handled by FT. If awarded the subcontract, FACT would decide how trips are distributed between the subcontractors and forward the trip requests to them.

Mr. Tucker explained that it was expected up to 10% of the ADA paratransit service may be performed with taxis and brokered trips.

A tentative meeting was planned between FACT and FT on Jan 16, to review FACT's proposal for brokering ADA paratransit trips.

Mr. Tucker also asked FACT to submit a proposal for specific demand response (non ADA trips) services in order to assess whether NCTD should subcontract for those trips. A proposal will be submitted to NCTD shortly after the January FACT Board meeting.

During NCTD's Board meeting on January 16, 2014, it was indicated that approximately 6% of the ADA paratransit trips would be purchased through a brokerage service. NCTD's analysis of the potential scenarios indicated that the cost of providing the trips with dedicated vehicles and staff was more favorable. The role of the brokerage trips would be to assist with handling peak demand.

#### PRICING AND IMPACTS ON FACT

As per prior instructions from the Board the proposed rates include a mark up that would compensate for FACT's marginal expenses as well contribute towards revenue.

As the volume of trips is not clear at this time, the proposal assumed that 10% of NCTD's projected demand will be served through FACT's brokerage (15,600 trips per year).

#### ADDITIONAL REQUIREMENTS

ADA Paratransit services are prescriptive due to the regulations that govern the service including compliance requirements. There are specific requirements that

have to be met to conform with reservation windows, ride time, call hold time, trip purpose, service area and fares etc. There are also compliance related requirements, including Drug and Alcohol misuse prevention regulations and other safety related requirements.

FACT has discussed the requirements with NCTD staff and subcontractors and determined that they are feasible.

#### NEXT STEPS

If FACT and FT agree on a contractual service arrangement, FACT will enter into contract with FT as well as separately with the sub contractors to confirm the terms and commitments.

Service will be offered as of April 1, 2014

FACT will develop administration procedures, invoicing and other reporting formats

FACT will work with subcontractors to ramp up for the new trips; the vehicles will need to be inspected and insurance policies will need to be updated.

Up to 1.5 new staff positions (Mobility coordinators) may need to be hired after April 1 and the budget for accounting consultant services increased.

The marginal expenses and the revenues for FACT at different service levels will be presented during the Board meeting. Due to ongoing discussions with FT and the subcontractors, the final estimates are not available at this time.

#### **RECOMMENDATION:**

**Staff requests Board to authorize the Executive Director to:**

- 1. approve the service proposal to broker transportation for NCTD's ADA Paratransit and Flex services, and**
- 2. enter into agreements with NCTD and vendors to provide the services.**

**ITEM #9**

**TO: BOARD OF DIRECTORS**

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

**RE: FACT services update**

**ISSUE:**

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

**BACKGROUND:**

**1. SDCOE Foster Youth transportation contract award**

During March-June 2013 FACT staff negotiated with SDCOE for a possible short term contracted service arrangement to transport foster youth between their home and the “home” school. The contract was not concluded due to disagreement over the administrative expenses that FACT proposed to add to the cost of each trip.

On August 29 Arun and Meagan met with department staff to review the scope of the proposed longer term extension of the project to provide transportation for students in foster care to and from school. Laurie Campbell, Grant Specialist, and Michelle Lustig, Manager, Foster Youth and Homeless Education Services, informed us that SDCOE is interested in FACT’s bid for a 1-year contract September 2013-14. FACT submitted a quote, however SDCOE decided to issue an RFP for the service procurement.

FACT responded to the bid on December 12, 2013. Our proposal offered a per mile rate that was based on the cost of purchased transportation as well as an administrative fee component for FACT, which was also included in the per mile rate. FACT’s proposal included 2 subcontractors - Care 4 U Mobility and CityLink, who would operate the trips requested by SDCOE.

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

Contract Specifications:

**Term** - through September 30, 2014.

**Value** – Not to exceed \$150,000

**Service area** – SD County

**Number of trips** – not specified; seven students in the system at this time.

**Reservation window** – 2<sup>rd</sup> business day after receipt of travel request form

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 need to be trained by SDCOE staff and get certified as volunteers and issued ID's by the County and HHS, Child Welfare Services. In late December FACT contacted subcontractors and advised them to initiate the driver background checks and county certification.

TB Certification

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

County Volunteer ID's for Drivers

All drivers who participate in this program will need an ID issued by the County. The SDCOE asked that for expediency, the drivers apply for "Volunteer" ID's and provided FACT with the forms and instructions. The subcontractors have completed the forms for background checks and volunteer ID's. FACT is monitoring the progress to ensure that the certifications are completed within the two month time frame anticipated by SDCOE.

Continued on next page...

## 2. RideFACT update:

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

### RideFACT Service statistics - July 2013

RideFACT	One way trip requests	Referrals-external	Referrals to RideFACT	RideFACT Trips One way	Cancelled rides	No shows	Pending rides	Av. trip cost	Av trip Length (miles)
<b>FISCAL YEAR 2012-13</b>									
Jul 2012	416	203	213	142	17	2	0	\$24.86	13.8
Aug	642	226	416	368	47	3	0	\$21.53	12.43
Sep	653	169	484	403	45	6	30	\$18.94	10.89
Oct	1,073	203	870	684	87	16	83	\$21.93	10.92
Nov	1,184	179	1,005	535	133	8	329	\$21.30	10.6
Dec	1,004	138	856	467	98	12	274	\$26.35	11.6
Jan 2013	1,444	226	1,218	831	134	22	212	\$19.77	12.6
Feb	1,289	176	1,113	671	108	35	272	\$18.77	13.2
Mar	1,426	196	1,230	885	124	27	163	\$16.70	12.6
Apr	1,753	162	1,591	955	178	23	392	\$18.25	12.6
May	1,758	224	1,534	1,055	108	15	346	\$14.89	12.2
June	1,899	140	1,759	1,132	169	13	428	\$11.25	11.9
<b>TOTAL</b>	<b>14,541</b>	<b>2,242</b>	<b>12,289</b>	<b>8,128</b>	<b>1,248</b>	<b>182</b>			

<b>FISCAL YEAR 2013-14</b>									
<b>Jul 2013</b>	<b>2,067</b>	<b>194</b>	<b>1,873</b>	<b>1,203</b>	<b>157</b>	<b>26</b>	<b>473</b>	<b>\$10.84</b>	<b>12.2</b>
<b>Aug</b>	<b>2,308</b>	<b>162</b>	<b>2,146</b>	<b>1,395</b>	<b>154</b>	<b>26</b>	<b>559</b>	<b>\$10.91</b>	<b>12.7</b>
<b>Sep</b>	<b>2,608</b>	<b>115</b>	<b>2,493</b>	<b>1,486</b>	<b>163</b>	<b>37</b>	<b>787</b>	<b>\$12.78</b>	<b>12.1</b>
<b>Oct</b>	<b>2,655</b>	<b>165</b>	<b>2,490</b>	<b>1,696</b>	<b>244</b>	<b>63</b>	<b>469</b>	<b>\$12.68</b>	<b>12.0</b>
<b>Nov</b>	<b>2,582</b>	<b>170</b>	<b>2,412</b>	<b>1,568</b>	<b>180</b>	<b>27</b>	<b>630</b>	<b>\$11.15</b>	<b>12.2</b>
<b>Dec</b>									
<b>Total</b>	<b>12,220</b>	<b>806</b>	<b>11,414</b>	<b>7,348</b>	<b>898</b>	<b>179</b>			

**RECOMMENDATION: None.**

**ITEM # 10**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director**

**RE: New Board Appointment**

**ISSUE:**

There are open positions on the FACT Board.

Hon. Tony Kranz, Council member from City of Encinitas, has expressed interest in being appointed to the FACT Board of Directors.

**BACKGROUND:**

FACT Bylaws:

According to FACT bylaws there are 11 Board seats, 7 of which are currently filled.

New appointments can be made by Board action.

Biographical Information

Tony Kranz has lived in Encinitas for most of his life. He graduated from San Dieguito High School in 1977 and attended Palomar College to study printing. He also studied graphic arts at Cal Poly in San Luis Obispo. He played football for Palomar College as well as for San Dieguito High School. Tony left school to pursue a career in photography. He later returned to Palomar College and was awarded an Associate in Arts degree in 1999. He currently works as Account Executive for Cenevo, an international printing company.

**RECOMMENDATION:**

**Staff requests the Board to consider appointing Hon. Tony Kranz to the FACT Board**

**ITEM #11**

**TO: BOARD OF DIRECTORS**

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

**RE: Award of Caltrans vehicle - Review Committee Recommendation**

**ISSUE:**

Staff requests the Board to review the Committee recommendation to award a Caltrans vehicle to one of two applicants.

**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.

In July 2013 FACT adopted a policy to promote the availability of vehicles to transportation stakeholders and a process for selection of vendors who would lease grant funded vehicles from FACT.

Caltrans recently offered to transfer a van, previously awarded to another recipient in San Diego County, to FACT. The vehicle was underutilized and therefore in violation of the grant agreement. FACT has agreed to accept the vehicle that will be leased to a brokerage vendor as per the policy approved by the Board in July 2013.

A short application was developed to get information from applicants about their background, service, and information about proposed services using the grant funded vehicle. The application was issued with a notification inviting vendors to apply as well as join the brokerage. The information was disseminated as per FACT policy.

An application workshop was held on December 17, 2013 to assist prospective vendors. Applications were due on December 23, 2013. Two (2) applications were received from Sol Transportation and Home of Guiding Hands.

During the September 2013 Board meeting, Board member LaVonna Connelly was appointed to the committee to review and forward recommendations to the Board. In January 2013, a Review Committee comprised of Oswaldo Perez, Danielle Kochman, and LaVonna Connelly evaluated each application and is expected to provide a recommendation during the Board meeting.

**RECOMMENDATION**

**Staff requests the Board to review and accept the Committee recommendation regarding the award of the 5310 vehicle.**

**ITEM #13**

**TO: BOARD OF DIRECTORS**

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

**RE: Board Resolutions in Support of County Grants**

**ISSUE:**

Staff seeks Board approval to submit grant applications for:

1. FY 2014/15 Community Enhancement Funding
2. FY 2013/14 Neighborhood Reinvestment Program Grant

**BACKGROUND**

The County of San Diego offers Community Enhancement funding to organizations for activities that promote and generate tourism and/or economic development at the regional and community levels.

The County Neighborhood Reinvestment Program Grant provides funding for community, social, environmental, educational, cultural, or recreational needs.

**RECOMMENDATION:**

**Staff requests the Board to:**

- **Authorize staff to submit 2 grant proposals for FY 2014/15 Community Enhancement Funding and FY 2013/14 Neighborhood Reinvestment Program Grant**
- **Approve authorizing grant resolutions for FY 2014/15 Community Enhancement Funding and FY 2013/14 Neighborhood Reinvestment Program Grant**

**ITEM #14****TO: Board of Directors****FROM: Arun Prem, Executive Director****RE: Executive Director Report****Meetings and Events 12/12/2013 - 1/22/14**

12/16 Meagan attended CPAG Mtg. at SANDAG  
 12/17 CAM Meeting  
 12/17 Brokerage Provider Mtg.  
 12/17 5310 Pre-bid workshop hosted by FACT  
 12/19 Meagan and Arun attended 2014-2018 Coordinated Plan Development Mtg.  
 at SANDAG  
 12/19 NCTD Board Mtg.  
 12/24 City Link Mtg. with staff  
 12/27 Phone Mtg. with Laurie Campbell (SDCOE) - Foster Youth Transportation  
 Program  
 12/31 Phone mtg. with Phil Trom (SANDAG)  
 12/31 Mtg. with Safety First Transportation re. ADA trips  
 12/31 Mtg. with AAA Transport re ADA trips  
 1/6 Foster Youth Transportation contract review Mtg. with Laurie Campbell  
 (SDCOE)  
 1/7 Mtg. with Bob, Dave, and Arun- JAN 23 agenda and NCTD service proposal  
 review  
 1/8 Mtg. with Willie Wahba (Ride Circle software)  
 1/8 Mtg. with Alpha Project re. service expansion  
 1/8 Mtg. with Coronado Cab (Carelyn)  
 1/9 Mtg. with Ben Macias  
 1/9 APTA Mobility Management Committee Leadership Conference Call  
 1/13 Proposal Discussion Mtg. with Matt Tucker, Mike Wygant (NCTD)  
 1/14 NAPTA webinar - Getting Ready for the Ballot  
 1/16 ~~Meeting with Eric Estell, First Transit (tentative)~~

**Upcoming Meetings and Events:**

1/30 VTCLI program meeting - 2-1-1 and FACT  
 2/11 CAM Meeting  
 2/17 Closed for President's Day  
 2/27 Board Meeting