



FACT

FULL ACCESS &
COORDINATED
TRANSPORTATION

Coordinating Access to Life

Meeting Agenda and Notice
FACT Board of Directors Meeting
January 18, 2012, at 9:00 am
 Carnation Room, Encinitas City Hall
 505 S. Vulcan Avenue, Encinitas, CA 92024

AGENDA

1. Approval of December 2011 Board Meeting minutes p-2 ACTION
2. Public Comment INFORMATION
3. Board Chair Report INFORMATION
4. Board Member Comments INFORMATION
5. Executive Director Report p-8 INFORMATION/ACTION
6. Sub committee reports (standing item):
 INFORMATION/ACTION
 Software and Service Development Committee
 Escondido, Rancho Bernardo & Poway Senior Service
 Employee benefits
 Potential Conflict
7. FY 2011 Audit Recommendations p-9 ACTION
Staff requests that Board members review and approve the FY 2010-11 Independent Audit and TDA Audit recommendations and proposed follow up
8. Business Plan Update p-11 INFORMATION/ACTION
Staff recommends the Board adopt the proposed 2013-2018 Business Plan Update
9. December 2011 Financial Statements INFORMATION/ACTION
10. Board Composition - potential members
 INFORMATION/ACTION
11. February 8, 2012 Board Retreat Planning & Proposed Agenda p-13
 INFORMATION/ACTION

Staff requests Board feedback in order to finalize February Board meeting/Retreat Agenda

Adjournment

ITEM # 2 FACT Board of Director's Meeting Minutes

December 14, 2011

Encinitas City Hall, Encinitas, CA 92024

Board Members Attending	John Aguilera, Teresa Barth, Bob Campbell, LaVonna Connelly, Phil Monroe, Dave Roberts
TAC Members Attending	Danielle Kochman - SANDAG, Floyd Willis
Board Members Absent	Susan Hafner
Staff Attending	Arun Prem, Kelly McGrane, Patty Pauletto, Meagan Schmidt
Public/Guests	See sign-in sheet for Annual Meeting
Introductions	Chair Phil Monroe called the meeting to order at 9:10 AM. Introductions were made.
Approval of November Meeting Minutes	Phil asked for any corrections to the November Minutes. Motion to approve the November Board Meeting Minutes made by Dave Roberts. Second by John Aguilera. The motion passed unanimously.
Public Comments	Floyd Willis, County of San Diego Aging and Independent Services, read a few excerpts from an AARP April 2010 transportation bulletin. He explained trends show that the need for public and specialized transportation is increasing. Floyd said that he is proud to see the progress regarding coordination of providers and FACT's progress in the

	area of mobility management.
Board Chair Report	<p>Phil discussed FACT's new Mission Statement, "Assist seniors, persons with disabilities, and social service recipients in San Diego County to meet their transportation needs". Phil presented a slide show on FACT updates for 2011 and new programs. He thanked FACT staff, Technical Advisory Committee (TAC) members, and Council on Access and Mobility (CAM) members. Arun discussed updates including CAM's new Mission Statement and membership. CAM will have 25 members; there are 5 vacancies open for interested transportation stake holders. The Board will formally approve CAM membership in Item 9 of today's agenda.</p> <p>Phil reviewed RideFACT, a senior transportation program in Ramona. North County Transit District (NCTD) reinstated service in the area and the FACT Board voted to withdraw the RideFACT service to avoid duplication. FACT increased telephone referrals to a record of 100 in October and STRIDE website hits to a record high of 1901. FACT applied for and was awarded three grants, New Freedom, Senior Mini Grant, and FTA 5310.</p> <p>Dave Roberts discussed the Del Sol Lion's Club Adopt-A-Station event, which he and Arun attended, and the collaboration between private and public organizations.</p> <p>Phil discussed FACT's move to Oceanside and his appreciation for the many guests who attended the open house in May.</p> <p>FACT received the Innovative Transportation Solutions - Small Programs Award from WTS. Board Member LaVonna Connelly accepted this award on behalf of FACT.</p> <p>This year FACT successfully auctioned 6 retired vehicles, the funds received will be used for grant matching.</p> <p>Bob Campbell explained the collaboration between FACT and California State University San Marcos's (CSUSM) Senior Experience program. A team of 5 students researched and prepared a report on the best transportation brokerage options for FACT.</p> <p>FACT hired Ninthlink to design a new website, combining STRIDE and FACT websites into one. The new website will be up and running by the end of January.</p> <p>In January, FACT will start a new pilot program, providing senior transportation in Escondido, Rancho Bernardo, and Poway. This program will have no restrictions for the first 3 months and will be reviewed by the</p>

	<p>Board on a quarterly basis.</p> <p>In 2012, FACT will implement MedRIDE and MedAccessRIDE, collaborating with hospitals to provide rides for seniors and individuals with disabilities to medical appointments.</p>
Keynote Speaker	<p>Mr. Muggs Stoll, Director of Land Use and Transportation Planning for SANDAG, spoke on behalf of Gary Gallegos, Director of SANDAG. Muggs discussed SANDAG's purpose, including transportation funding, planning, and development and reviewed the relationship with FACT. Muggs explained that one of SANDAG's main goals is to get more funding for transportation in San Diego. The population of seniors in San Diego county is going to increase by more than half a million in the next 40 years, those over the age of 85 will triple. He discussed the importance of finding ways to improve existing transportation systems. He spoke of Arun's involvement with the Quality of Life Initiative (QoL) working group. This Initiative seeks to find stable funding for transit operations. Muggs extended appreciation for FACT's role and assistance with SANDAG's Coordinated Plan, and is looking forward to the implementation of FACT's Business Plan and collaboration with the County.</p>
Board Member Comments	<p>Dave Roberts explained that the San Diego County Fair, Del Mar, and Solana beach are starting a Fair shuttle service to mitigate the impact of 2 additional days for the Fair. Dave recommended they work with SANDAG as well as FACT to see if there are other solutions to help out with their shuttle service.</p> <p>Dave also mentioned the Human Resource Center in Encinitas and their Holiday Basket Program. The program will provide 1600 families with gift baskets for the holiday season. Dave mentioned that 800 families did not make the list this year because of the poverty requirements. He stressed the importance of networking between organizations in order for these events and programs to be successful.</p> <p>Bob Campbell mentioned that FACT has developed a family type environment between organizations and is proud of the FACT staff, the FACT Board, and contributing organizations.</p> <p>John Aguilera wanted to thank Bob Campbell for inviting him to become involved with FACT and the Board for electing him as a Board Member. John said he looked forward to learning more about collaborating</p>

	<p>organizations and is really impressed by both SANDAG and FACT.</p> <p>Teresa Barth thanked Muggs for speaking on behalf of SANDAG. She spoke of her involvement with the Encinitas senior center and how every day she hears the need for better transportation options. She emphasized the importance of better transportation in daily life.</p>
Executive Director Report	<p>Arun Prem stated his appreciation for the support of everyone attending the monthly Board meetings. He explained that FACT's success relies on coordination, outreach, and networking throughout the community. Arun was pleased with the show of support for FACT and thanked attendees for prioritizing the Annual meeting. Arun thanked Muggs and SANDAG for the keynote address.</p> <p>Arun said he has worked with Metropolitan Planning Organization's (MPO's), and other associations of government in other regions, most recently in Los Angeles. Los Angeles's MPO's have no mention of a CTSA or coordination in their long range plan. Arun has been encouraged with SANDAG's prioritization of coordination and working actively with FACT throughout this process.</p> <p>Arun said he is excited about the new brokerage pilot project and is looking forward to more responses from interested transportation providers. He invited the attendees to join the February Board retreat.</p> <p>FACT proposed a presentation to APTA on the brokerage model for the APTA conference in Long Beach in May 2012. FACT will procure software to assist with the implementation of the brokerage. FACT and CAM have been actively looking at several software vendors and will make a decision to purchase by June 2012. FACT is planning a mobility forum for possibly October of 2012 and would like to encourage all partners to be involved.</p>
Board Officer Elections - Nominating Committee Report	<p>Phil mentioned that FACT is looking for additional members to join the Board.</p> <p>The Board Officer elects for 2012 included: Dave Roberts - Chair Bob Campbell - Vice Chair Susan Hafner - Treasurer Teresa Barth - Secretary</p> <p>Motion to approve Board Member elects by John Aguilera. Second</p>

	<p>by LaVonna Connelly. The motion passed unanimously.</p>
FY 2011 Audit Report	<p>Scott Phillips discussed the FY 2011 FACT audit report. Items that were highlighted included:</p> <p>The opinion page stated that FACT has an unqualified opinion, the highest opinion that can be received under auditing standards.</p> <p>Statement of Financial Position shows that FACT's total assets went up approximately 50% primarily because FACT had a net income for the year.</p> <p>Phil informed Scott that the Mission Statement needed to be updated in the Audit Report.</p> <p>Phil discussed how most of the funding FACT receives is reimbursable. Finding cash to operate on a daily basis has always been a major challenge.</p> <p>Motion to approve Audit report draft with corrected Mission Statement made by Dave Roberts. Second by Bob Campbell. The motion passed unanimously.</p>
Appointment of CAM and TAC members	<p>Phil said the Council on Access and Mobility (CAM) has a new membership structure and (20) potential members whom the Board will appoint today. There are currently 5 CAM member vacancies that will be filled as we attract new candidates.</p> <p>Motion to approve CAM member appointments made by Teresa Barth. Second by Dave Roberts. The Motion passed unanimously. TAC (Technical Advisory Committee) has one vacancy and a proposed member, Lois Knowlton, Friends of Adult Day Health Care.</p> <p>Motion to approve TAC member made by LaVonna Connelly. Second by Bob Campbell. The motion passed unanimously.</p>
2011 Norine Sigafoose Partner of the Year Award	<p>Each year FACT honors an individual or organization that has partnered with the agency to significantly advance transportation services in San Diego County. This year's recipient is Floyd Willis who has been an advocate for senior services in San Diego County and a long term supporter of FACT services.</p> <p>Floyd Willis was awarded the 2011 Norine Sigafoose Partner of the year Award. Floyd's accomplishments include:</p> <p>Part of the collaboration which led to the formation of FACT at the</p>

	<p>community advocacy task force level in 2005-2006.</p> <p>Participated in a FACT/SANDAG/Community team at the Community Transportation Association of America (CTAA) conference in Washington, D.C. in 2008.</p> <p>Represented San Diego in statewide Mobility Action Plan (MAP) dialog to promote CTSAs and coordination.</p> <p>Member and past Chair of SANDAG Social Services Transportation Advisory Committee (SSTAC).</p> <p>Served on various FACT sub-committee activities since 2006:</p> <ul style="list-style-type: none"> o Technical Advisory Committee (TAC) o RFP contractor/consultant selection committees o Software & Service Development Committee
Website and branding update	<p>Tracy Reid, Ninthlink, demonstrated the website and presented changes and additions to the site. She discussed the website's color scheme and how it is branded with the colors of San Diego. Tracy discussed the trip planner tool and the filtering options that will allow users to tailor their search to meet their transportation needs. Searches will result in a list of provider information, map links for driving directions, and additional filtering options that can be selected, such as the public transportation option.</p> <p>Tracy said the designers are still in the process of selecting and making decisions on what photos to incorporate on the site. The website will be W3C compliant, which will insure that people with disabilities will be able to use the website.</p>
Selection of Transportation Brokerage Model FACT	<p>Arun discussed how the recommendation for this project is based on the CSUSM Senior Experience Project Report findings and research by FACT staff. FACT recommended a single tiered in-house brokerage model. In this model, FACT will be the call center that receives all requests for transportation and will directly dispatch them to the best transportation provider after assessing the rider's needs.</p> <p>The CSUSM senior experience team study found that the 2 tiered brokerage approach may lead to FACT losing direct contact with the service providers, becoming less effective as the CTSA, and less relevant. The in-house brokerage would offer FACT the potential to become cost effective in service delivery and promote overall growth of FACT services.</p> <p>Motion to approve recommended single tiered in-house transportation brokerage model by Bob Campbell. Second by</p>

	<p>Dave Roberts. The motion was passed unanimously.</p> <p>Bob said it is important for FACT to have a walk, crawl, run approach when implementing new ventures. He mentioned that FACT needs to plan ahead, expect the unexpected, and insure that all ventures are affordable, scalable, and functional.</p>
<p>Consent Calendar</p> <p>November 2011 Financials</p> <p>2012 Meeting Calendar</p> <p>Fact Board Resolutions for NF and JARC grants</p>	<p>LaVonna Connelly was happy to see WorkRIDE on the agenda and wanted to make sure that this program coincides with our Mission Statement and that workers are recipients of social services. Arun discussed WorkRIDE and its goal to provide transportation for low income individuals to get to and from work or work related destinations. All clients will be referred by social service agencies.</p> <p>Arun said November 2011 Financials were listed as an information item and not an action required item. This is usually a standing item on the agenda.</p> <p>John Aguilera mentioned an observation that the operations budget was significantly over budget for 2011.</p> <p>Arun explained that the reason we look over budget for the year to date is that during FACT's move we had expenses upfront. A large expense happened at one time and we did not place a larger amount in a particular month to account for that. Arun's expectation is that FACT will be at budget or under budget overall for the year.</p> <p>John Recommended including more detail in financial statements.</p> <p>Motion to approve the Consent Calendar made by Teresa Barth. Second by Dave Roberts. The Motion passed unanimously. Meeting was adjourned at 10:52 AM.</p>

ITEM # 5

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: Executive Director Report December 2011/January 2012:

Meetings:

- 1/3 Meeting with Sol Transportation re. brokerage contract
- 1/5 Employee Benefits meeting - Dave Roberts, Nick Kitchell and Mark Orzechowski
- 1/10 Meeting with Poway Adult Day Health Care Center re brokerage contract
- 1/11 CalACT Healthcare Benefits planning meeting
- 1/11 Patty Pauletto met with Palomar Pomerado CAC group, San Marcos
- 1/12 CalACT Conference Planning Committee Meeting

Updates:

Brokerage
NCTD Board Retreat, March 3
APTA - Abstract on Brokerage and presentation, Melaniphy visit
Board Meeting/Annual Retreat Prep
FACT applied for an NCST grant to provide mobility management services on behalf of the Hope Adult Day Health Care Center and Poway Adult Day Health Care Center
Alison Windsor contract status

ITEM # 7

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: FY 2011 Independent Audit and TDA Audit Recommendations

ISSUE:

Recently FACT received audit reports subsequent to completion of FY 2010-11 Independent Audit by Sonnenberg & Co., and FY 2010-11 TDA Audit by Mayer Hoffman McCann P.C.

A total of three recommendations were received:

1. Independent Audit - Requiring Dual Signatures on Checks - Response Pending
2. TDA Audit - Need to Document Evidence of Review of Cash Disbursements - Implemented
3. TDA Audit - Need to Execute Contract with Outside Accountant - Response Pending

RECOMMENDATIONS:

Staff requests that Board members review and the DRAFT 2011 Independent Audit and TDA Audit recommendations, and proposed follow up.

1. Independent Audit - Requiring Dual Signatures on Checks - Response Pending - Staff recommend dual signatures on all checks drawn in favor of the Executive Director or in an amount over \$1,000.
- ~~2. TDA Audit - Need to Document Evidence of Review of Cash Disbursements - Implemented~~
3. TDA Audit - Need to Execute Contract with Outside Accountant - Response Pending - Staff requests authorization to bid for outside accountant services

BACKGROUND:

FY 2010-11 Independent Annual Audit by Sonnenberg & Co., CPAs - Recommendation and follow up

The annual audit was conducted by Sonnenberg & Company CPAs on October 12 and the Independent Audit Report was issued on November 29, 2011. According to the report, "In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Full Access & Coordinated Transportation, Inc. as of June 30, 2011, and the

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.”

Specific Recommendation, Management Advisory Letter, October 12, 2011, **Requiring Dual Signatures on Checks:**

“It is possible, at present, for the approval of disbursements and the signing of checks to be performed by the Executive Director. This same individual also has the authorization to approve his own expense report. We recommend that consideration be given to requiring dual signatures on check disbursements exceeding a threshold established by the Board of Directors and that the Executive Director’s expense report require a dual signature regardless of the amount.”

Staff recommend dual signatures on all checks drawn in favor of the Executive Director or in an amount over \$1,000.

FY 2010-11 TDA Audit by Mayer Hoffman McCann P.C. - Recommendations and follow up

11-01 Need to Document Evidence of Review of Cash Disbursements

During our testing of CTSA disbursement transactions, we noted many instances of invoices supporting check payments to vendors that were not evidenced as approved by the Executive Director. Per discussion with Executive Director, he should be initialing his approval on the attached support to indicate his review of supporting documentation.

Recommendation

We recommend that the Executive Director or Authorized Check Signer ensure that all invoices are appropriately evidenced as approved.

Management Response

As of October 2011, the Executive Director is initialing 100% of the supporting invoices and documents that are used to prepare checks. The supporting documents were reviewed 100% before, however they were not initialed by the Executive Director in every instance. This deficiency was not noted in prior audits.

11-02 Need to Execute Contract with Outside Accountant

During our audit, we noted that the Outside Accountant's contract had not been renegotiated and was no longer valid. The contract had expired in March 2010 and the maximum amount to be paid per the expired contract had been exceeded in the fiscal year ended June 30, 2011.

Recommendation

We recommend that FACT ensure that all commercial contracts are current and renew the contracts timely. Additionally, we recommend that FACT monitor its policies with respect to ensuring that all contracts are reviewed and renegotiated as needed (or required by contract) and transaction amounts do not exceed the provisions of the contract.

Management Response

The Executive Director joined FACT in April 2011, apparently immediately after the contract with the Outside Accountant expired (March 2010). The Executive Director did not realize and was not made aware of its existence; the deficiency was not noted in prior audits. The Executive Director plans to renew the contract as soon as possible per FACT procurement policy.

ITEM # 8

TO: BOARD OF DIRECTORS

**FROM: Arun Prem, Executive Director
Kelly McGrane, Service Planner**

RE: 2013-2018 Business Plan Update

ISSUE:

FACT is contractually obligated by the CTSA contract with SANDAG to annually update the Business Plan. Staff updated the 2012-2017 Business Plan to include recent changes in plans and services.

RECOMMENDATION:

Staff recommends the Board adopt the proposed 2013-2018 Business Plan Update.

BACKGROUND:

2009 BUSINESS PLAN

FACT updates the Business Plan annually to maintain the plan as a current reference. This plan is the second 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. The plan identified a number of 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.

2012-2017 BUSINESS PLAN UPDATE

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 an overview of FACT as an organization, a review of the transportation needs in San Diego and a plan to respond to the needs based on priorities established by regional consensus and the availability of funds. The transportation needs described in the plan were derived from the San Diego Association of Governments' (SANDAG) 2010-2014 Coordinated Plan, which analyzes transportation needs through surveys, data, and stakeholder input.

The plan addressed the current status of all the service and collaborative proposals. It prioritizes projects by readiness with respect to funding as well as other practical considerations, including readiness of partnering agencies to engage in the projects. 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.

2013-2018 BUSINESS PLAN UPDATE

The 2013-2018 Business Plan Update includes updates to the FACT Mission, staff, Board members, projects/proposals, some services and funding. All current and proposed services were reviewed to fit the new FACT Mission adopted by the Board of Directors on May 18th, 2011. Significant updates in the proposed 2013-2018 Business Plan Update include:

Section 1.2—The FACT Mission Statement

Section 1.3— Updated Board members and officers

Section 1.3—FACT filled two positions—the Mobility Coordinator and Administrative Assistant

Section 3.5—RideFACT was discontinued as of October 2011, and the remaining Transnet funds are being used to implement a brokered senior transportation service within Escondido, Rancho Bernardo, and Poway; service will begin in January 2012.

Section 3.7—The FACT and STRIDE websites have merged and FACT no longer refers to the transportation database as “STRIDE”. The new FACT website will be available in January.

Section 4.1.1—FACT is reviewing software to assist with reservations, scheduling, and dispatching of trips. FACT plans to procure software in June 2012.

Section 4.1.5—Updated the WorkRIDE program proposal to be consistent with JARC application that was submitted in December of 2011. The earlier WorkRIDE application (submitted in 2010) was not funded.

Section 4.1.8— FACT was awarded 7 vehicles through the Section 5310 program to provide brokered transportation to seniors and persons with disabilities.

ITEM #11

TO: BOARD OF DIRECTORS
FROM: Arun Prem, Executive Director
RE: Annual Board Member Retreat Planning
ISSUE:

FACT Board will convene for a retreat during the Board meeting on Wednesday, February 8, 2012.

RECOMMENDATION:

Staff requests Board feedback/approval in order to finalize February Board meeting and Retreat Agenda.

BACGROUND:

Preliminary agenda items were reviewed with Chair Dave Roberts during a meeting on January 5. Dave recommended a theme for the Retreat "2012 - Moving to the Next Level".

The proposed agenda items and timeline are as follows:

FACT Board of Directors Meeting and Retreat
FACT 2012 - Moving to the Next Level

Wednesday, February 8, 2012, 8:30 a.m.
3202 Vista Way, Oceanside, CA 92056

AGENDA

- 8:30 Continental Breakfast
- 9:00 Welcoming remarks by Board Chair
- 9:05 Executive Director Report - FACT Past, Present and Future
- 9:15 Approval of January 2012 Minutes (or defer to March meeting?)
- 9:20 Board member feedback
- 10:00 Tom Frankum - Presentation on Transit Alliance for a Better San Diego

- 10:15 Break
- 10:30 Employee Benefits Review (Jason Smith presentation)
- 11:00 FACT bylaws amendments to update Board elections process
- 11:10 Potential Name and Logo Change
- 11:20 Donations/ride sponsorship program and seasonal programs

- 11:30 Working Lunch
- 12:00 Potential Conflict - review of Board member suggestions & FACT Policy
- 12:45 Wrap up and Next-steps

Adjournment