



Meeting Agenda and Notice
FACT Board of Directors Meeting
9:00 a.m., July 25, 2013
Poinsettia Room, Encinitas City Hall
505 S. Vulcan Avenue, Encinitas, CA 92024

Introductions

1. Approval of June 2013 Board meeting minutes p-2 ACTION
2. Public comment INFORMATION
3. Board Chair's report INFORMATION
4. CAM update – presentation by Ben Macias, Chair p-11 INFORMATION
5. Senior Shuttle Transportation - proposal for City of Oceanside P-14 ACTION
6. SDC Office of Education - update p-18
INFORMATION/ACTION
7. Services update - first anniversary of RideFACT! p-21
INFORMATION/ACTION
8. Application process for FTA Section 5310 capital grants p-22
ACTION
9. August Board meeting schedule p-24 ACTION
10. Review of financial statements, June 2013 INFORMATION
11. ED report (County grant, Annual Meeting, TDA Audit) P-25
INFORMATION
12. Board member comments INFORMATION

ADJOURNMENT

FACT's Mission

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

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

June 27, 2013

Encinitas City Hall

505 S. Vulcan Avenue, Encinitas, CA 92024

Board Members Attending	Hon. Dave Roberts, Bob Campbell, LaVonna Connelly, Hon. Teresa Arballo Barth, Phil Monroe, Norine Sigafoose, Susan Hafner, Hon. John Aguilera, Alane Haynes
TAC Members Attending	Danielle Kochman-SANDAG, Kim Thorp-NCTD, Lois Knowlton-Friends of Adult Day Health Care, Janelle Carey-MTS
Board Members Absent	Milena Chakraverti-Wuerthwein - Ex officio
Staff Attending	Arun Prem, Meagan Schmidt, Budd Anderson
Public/Guests	Ben Macias-City Link, Laurie Campbell-SDC Office of Education
Introductions	<p>Chair Bob Campbell called the meeting to order at 9:04 AM. Alane Haynes led the group in the Pledge of Allegiance. Introductions were made.</p> <p>Bob said due to Board members and guests' time constraints the agenda would be prioritized.</p>
Approval of May 2013 Board Meeting Minutes	Motion to approve the May 2013 Board Meeting minutes made by Dave Roberts. LaVonna Connelly requested that Lorie Zapf be added as an attendee at the City Leaders Institute for the Partners for Livable Communities project discussed in the Board Member Comments section. Second with correction by Teresa Arballo Barth. The motion passed unanimously.
Public Comment	Danielle Kochman discussed the WTS bowling fundraiser on July 18 th at East Village Tavern and Bowl. Janelle Carey said the MTS trolley renewal process for the Blue Line has started. Kim Thorp provided an update on NCTD and said Sprinter ridership has begun to rise to its previous state. Lois Knowlton said TransMed's promotional pieces were being translated into Spanish.
Service update; review of CSUSM report recommendations	Arun discussed the RideFACT monthly statistics. He said FACT provided the highest number of RideFACT trips in May at 1,055 one-way trips. He reviewed the breakdown of trips as follows: 924 senior trips, 641 medical trips, and 114 wheelchair trips. The average trip length decreased slightly to 12.2 miles, but the average cost per trip decreased significantly from \$18.25 in April to \$14.89 in May. New vendors have joined the brokerage

and 5310 vehicles have been deployed which has contributed to the decrease in cost per trip.

Arun provided a summary of the CSUSM team project and discussed their recommendations. The recommendations were based on conversations with FACT employees, users of FACT services, and surveys. In addition, conversations between the student team and individuals from senior and/or transportation organizations offered insight in developing the recommendations. Short-term recommendations included: a dedicated 24-hour cancellation phone line, updated internet and marketing material, a comprehensive description of services to be marketed to medical offices and senior centers, a change in policies regarding confirmation of transportation request (instant confirmations), follow ups on referrals, offer more flexibility (for short notice changes), create a culture of service among mobility coordinators, create a policies and procedures manual and/or "Rider's Guide", establish relationships with referral programs to offer 3-way connections, extended hours of operations, and share information with other San Diego County organization.

Arun discussed follow up for each recommendation. Each proposal would be reviewed with the Service Development Committee and forwarded to CAM. Any recommendations that were determined feasible and appropriate would be forwarded to the Board for consideration and/or approval.

Arun was impressed by the CSUSM team and felt their recommendations deserved consideration.

LaVonna asked if 2-1-1 was still an option for handling overflow calls and calls after hours. She also asked if it was feasible to have a staff person or contractor handle calls after hours remotely. Arun said both options were feasible. 2-1-1 expressed interest in handling calls for FACT once the MOU was drafted for the VTCLI grant. Some of 2-1-1's staff currently work remotely; FACT could be connected to their telephone system in order for 2-1-1 to handle FACT calls.

Bob discussed the benefits of working with 2-1-1 including their access to: telephone technology, remote access to telephone and information systems, language assistance, and call center/sensitivity training. Bob suggested incrementally addressing each one of the CSUSM team recommendations at Board Meetings.

Dave mentioned that the CSUSM Senior Experience program has sponsors, such as SDG&E that cover the cost for non-profits to participate in the program. Bob mentioned that the program was accepting

	<p>applications and Jim Hammerly was the contact. John said the cost of each recommendation would be helpful in determining the feasibility. Bob said the Service Development Committee is scheduled to meet in July to review the recommendations before being brought to the Board. Bob encouraged other Board members to join the Service Development Committee. Arun said the meeting request would be forwarded to the Board.</p>
<p>Review of financial statements, May 2013</p>	<p>Arun reviewed the Budget Expense and Variance Report, Detailed Balance Sheet, and Balance on Grants.</p> <p>Arun said New Freedom (NF) grants 06, 07, and 08 have been exhausted by FACT or ended by SANDAG. Danielle has been active in consolidating new grants and trying to get them awarded as early as possible. He expects FACT to be awarded a packaged set of grants in June that would reimburse expenses occurred over the last month and a half. He said on paper FACT's cash flow looks bleak, but the grant award process appears to be going smoothly. Bob requested that a discussion on reserves take place. Arun said the unrestricted net asset of \$77,850.40 displayed on the Balance of Grants sheet represents FACT's reserves. Reserves have decreased due to awarded grants requiring local match contributions. He expected reserves to stabilize and grow because new grants are 100% funded. Bob asked if Danielle could work with FACT on smoothing some of the funding timeline issues.</p>
<p>Executive committee report; review of DRAFT 2013-14 budget</p>	<p>Bob said the Executive Committee (Bob Campbell, Dave Roberts, LaVonna Connelly, and Susan Hafner) met on June 19th to reviewed the DRAFT budget proposal. Bob and Arun thanked the Executive Committee for their assistance and Dave Roberts for allowing them to use the County facility for the meeting.</p> <p>Arun said the budget has increased due to the growth of FACT. The Budget was balanced and expenses were expected to match available revenues. The Budget was funded by a multitude of grants; funds in San Diego County are being split and awarded across more projects making individual grants smaller. FACT may have up to a dozen grants that will be open during fiscal year 2013-14; He said managing the grants will be a challenge. The FY 2012-13 Budget was \$849,290 and the FY 2013-14 Budget was \$960,100. The Budget growth was driven by RideFACT; 12,500 trips were projected for FY 2013-14.</p> <p>The Budget incorporated a 16.82% increase in salaries and benefits due to new staff/positions hired in the current year, benefits implemented during the current year, and one part time Mobility Coordinator proposed as full time in the future. Operations direct expenses have a budget increase of 12.03% to efficiently cover grants compliance, safety inspections/compliance, rural service planning, and an increased RideFACT budget;</p>

	<p>there was a reduction in the Budget for community outreach, business plan update, and training workshops. The Budget included a 12.03% increase in operations Indirect due to brokerage software expenses projected at double the budget from FY 12-13 as well as an increase in the travel budget; there was a budget reduction in software development, website support and office support. Operations indirect/overheads expenses have a budget reduction of 2.76% due to financial services being reclassified as operations direct expenses; there was a budget increase for meeting expenses and insurance coverage.</p> <p>Bob said staff have been great stewards of the budget and have spent funds appropriately.</p> <p>Susan said the budget line items were thoroughly reviewed and felt the additional footnotes helped clarify the budget differences.</p> <p>Phil said the budget was well thought out and corresponded adequately to the growth of FACT services. He was excited to see 12,500 trips budgeted.</p> <p>Motion to approve the FY 2013-14 Budget made by Susan Hafner. Second by Phil Monroe. The motion passed unanimously.</p> <p>Dave mentioned Cap and Trade as a potential revenue stream for FACT. He said California Council of Governments (COGs) are responsible for distributing the funding for projects that help reduce greenhouse emissions.</p> <p>LaVonna commended staff for keeping expenses down and securing funding for the upcoming year.</p>
<p>SDC Office of Education - update</p>	<p>Arun introduced Laurie Campbell from Student Support Services, Foster Youth and Homeless Education Serves Department of the San Diego County Office of Education (SDCOE). He reviewed past discussions related to the proposed foster youth transportation service.</p> <p>Arun said the service would be a grant funded pilot project to transport youth between the foster home and the location of their original school. The contract value would not exceed \$80,000 for a 1.25 year term. He said trips were expected to be long, but trip projections and details were not available.</p> <p>Arun said a background check and tuberculosis (TB) screening would be required for drivers. Drivers would need to be certified as County volunteers and issued an ID card. FACT was trying to clarify with the FTA whether 5310 vehicles could be used for the school related transportation. He said bids were accepted from brokerage providers. AAA Transport</p>

withdrew their bid. Another bid is needed from a brokerage provider who can meet the requirements of the service.

Arun compared potential revenue scenarios. FACT would generate revenue if 5310 vehicles are used and break even if other brokerage providers are utilized. He said the number of trips performed for SDCOE would be in addition to the budgeted 12,500 RideFACT trips.

Susan requested an update on the School Pupil Activity Bus (SPAB) certification. Arun said he checked with AAA Transport and they were not familiar with the SPAB certification. He asked them to look into the requirements and report back to FACT. He said any additional certification costs would be billed to SDCOE. Susan suggested referencing the California Highway Patrol (CHP) for further SPAB information. Ben Macias said the SPAB certification comes into play when the vehicle exceeds ten (10) passengers including the driver; City Link provides service for Poway and San Diego Unified School Districts which includes foster youth transportation. Laurie Campbell said she does not expect ridership to exceed 10 passengers per vehicle and was not aware of SPAB requirements. Susan requested that the SPAB certification be researched in order to clarify the requirements. Bob said it may be beneficial to have the SPAB certification even though it may not be a requirement. Ben said SPAB was costly for providers because of the strict record keeping and CHP inspection requirements.

LaVonna asked if there were any hidden costs associated with the service. Arun said any additional costs associated with training or certification would be covered by the contract and reimbursed by SDCOE. Additional costs such as staff time are considered CTSA activities and are not included in the service cost. Ben asked if monitors were required. Laurie said monitors were not required and mentioned that the focus of the program was on students who were deemed appropriate for public transportation; high needs, high AWOL risk, or high injury risk children are not included in the population proposed to be served. She said all the program requirements were reviewed by SDOCE and County of San Diego attorneys and approved by County council.

Bob asked if there was any historical data to base projections on. Laurie explained that it was a new type of program so track record information or similar program data was not available. Phil asked for clarification regarding the foster youth transportation conducted by City Link compared to the service being proposed. Ben said the transportation City Link performs was intended for homeless/misplaced youth under the McKinney-Vento Homeless Education Assistance Act and was funded

directly by the school district. Laurie said the proposed transportation would be for foster youth only and would be funded by the SDOCE. Laurie explained that most foster youth do not qualify under McKinney-Vento. She said there was some population overlap, but foster youth transportation was not mandated by schools. Bob asked what the timeline was for the starting the project. Laurie said they were ready to start, but a contract would need to be signed with a provider and time was needed to screen drivers and get them through the HHS process. She mentioned that additional funding for the program was anticipated for next year.

Dave clarified that the project was a SDOCE program coinciding with the County of San Diego HHS's Family Strengthening effort which is intended to keep biological families together. He said the funding comes directly from the SDOCE and not the County of San Diego.

Phil asked if FACT would be arranging the rides. Arun proposed having one contractor perform the transportation and FACT or the contractor would handle the reservations process depending on how much notice would be given from the SDOCE.

Bob said there are many unknowns regarding the service. He said FACT should not lose sight of its core mission when considering new opportunities. Arun said he understood the need for caution. He said there is a 30 day clause to extricate FACT from the contract. To add another layer of protection Arun recommended entering into a short term contract with SDOCE which could be renewed with the Executive Committee's authority. He said he was working on acquiring adequate insurance. Dave asked if SANDAG was okay with FACT performing the service. Danielle said it was okay with SANDAG.

Susan said she could not support the services going forward until the SPAB certification was clarified and a contractor was identified in order to establish an accurate cost per trip. She supported the idea and felt it could be accommodated but needed these issues clarified before she could vote on the item.

Arun said staff would follow up with Susan's requests and report back to the Executive Committee. John Aguilera said from his understanding the item was a status update and approval was not requested. He asked why AAA Transport withdrew their bid. He supported having an Executive Committee Meeting after the issues were clarified. Arun noted that the Board took action in May and the Executive Committee was delegated with the decision. Laurie said she was willing to put in writing that the service would not reach the volume of ridership requiring SPAB

	<p>certification. LaVonna said it was important that potential vendors know that the SDOCE would reimburse the cost of any certification, background checks, etc. related to the service.</p> <p>Board members asked for clarification on why drivers were categorized as volunteers when they would be compensated for the service. Laurie said the volunteer status was related to the screening process and was required by the County. She said even though the drivers would be paid they would not be directly compensated by the County of San Diego; the County was aware that the volunteers would be compensated by the SDOCE.</p> <p>Phil asked how many people are included in the population intended to be served. Laurie said the service was intended to address each foster situation as the change occurs so it was difficult to establish an accurate projection. She said children who have already been established in a new school would not be included in the service. Since it was a new service and parents may be unaware of program or their future situation, it was difficult to estimate participation. Ben clarified that it was intended for foster youth in “transition” and not for youth who were already relocated to a new school. Laurie said there were some exceptions and the program would try to help parents who can no longer accommodate the school travel. The program is all about maintaining school stability for foster youth.</p> <p>Dave said from his understanding the SDOCE would request transportation from FACT based on the child’s situation; requests would not come from the parents directly.</p> <p>Laurie thanked the Board for inviting her to participate in the discussion. Bob thanked Laurie for attending the meeting and offering her feedback.</p>
<p>Application process for FTA Section 5310 capital grants</p>	<p>Arun said the item was reviewed at the May Board Meeting. Action was deferred in May pending clarification of the outreach process for solicitation 5310 vehicle vendors. He said the Board requested an outreach process be established and brought to the Board for review. A committee including Alane Haynes and Susan Hafner provided feedback that was incorporated into the recommendation. Arun reviewed the proposed outreach process.</p> <p>Arun said the vendor/s would be identified and included at the time a grant proposal was submitted (Board recommendation). The proposed method of solicitation/outreach for vendors is as follows: Announce the opportunity at preceding Council on Access and Mobility (CAM), SANDAG Social Services Transportation Advisory Council (SSTAC), and Alliance for</p>

Regional Solutions (ARS) meetings; Post notice of solicitation electronically through the FACT website and other websites of allied entities (CalACT, etc.), and email solicitation through the FACT mailing list of 181 contacts. He said an electronic form was created on FACT's website to allow vendors to sign up for future solicitations. His preference was to limit eligibility to vendors who have joined FACT's brokerage. This would serve as incentive to encourage transportation vendors to join the brokerage.

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

Bob asked if a Request for Qualification (RFQ) should be included in order to screen applicants. Arun said the RFQ would be requested for procurements, but was not part of the 5310 application process recommended. He said this could be added if requested. Bob wanted to ensure that applicants were informed of the requirements so unqualified vendors do not waste time applying. Arun said one way of heading this off was to require vendors to join the brokerage prior to being selected as a recipient; this would indicate that they meet all the requirements for 5310 vehicle operation and reporting.

Phil said the recommendation regarding electronic solicitation postings should clearly list the websites of allied entities and eliminate the "etc." He said the same should apply to the meeting announcement recommendation. He said the 181 contacts on FACT's email list could vary and should not be included in the wording. He expressed concern with soliciting 181 contacts when a limited number of brokerage providers would be eligible. He asked why the vendor registration recommendation was in parenthesis. Arun said the vendor registration recommendation was in parenthesis because it was not originally part of the outreach discussion, but was incorporated to be consistent with the procurement process. LaVonna said the wording proposed in the agenda did not specify that vendors had to be part of the FACT brokerage to be eligible. Phil recommended conducting preliminary outreach to the indicated recipients to inform them of the requirements; once these recipients are notified of the process then the 5310 opportunity could be announced to eligible providers only. Arun said it was an issue of balancing FACT's intent to remain transparent and accessible while operating and utilizing resources efficiently. He said there was resistance and scrutiny in the past regarding the limited range of outreach and the selection process for past 5310 cycles. The proposed process requested by the Board was intended to prevent these negative perceptions.

Alane felt that it was a simple process of announcing the opportunity well

	<p>in advance and clearly explaining the requirements. Bob said it seemed to be a timing issue between joining the brokerage and applying for the 5310 program within the timeline. Arun said the major hurdle in joining the brokerage was meeting the insurance requirements. He felt joining the brokerage was simple enough that it would not limit the 5310 selection process.</p> <p>Dave requested that the outreach process and wording be clearly defined and brought back to the Board for approval. Bob requested that the DRAFT process be sent to Board members for feedback prior to the next Board Meeting. The Board stressed the importance of clear and concise language in defining the process. Phil said a timeline for announcements and joining the brokerage should be established.</p> <p>LaVonna clarified that the 5310 vehicles were an incentive to join the FACT brokerage as well as screen qualified vendors. Phil expressed concern that a large number of vendors may join the brokerage in order to be considered for the 5310 vehicles, but may not actually perform rides for the brokerage.</p>
<p>ED report (update on SANDAG TDA audit, new Caltrans vehicle</p>	<p>Arun announced that Caltrans has offered FACT an additional 5310 vehicle that a grantee was unable to operate. He said it was a 2005 8 seat vehicle which could accommodate 2 passengers using wheelchairs. There were no match requirements. If the vehicle was accepted by FACT then the 5310 application process would be followed in order to select a recipient. Arun requested Board feedback on whether to accept the vehicle. The Board approved accepting the 5310 vehicle subject to the 5310 process by consensus.</p> <p>Arun provided an update on the triennial SANDAG TDA audit. The DRAFT audit indicated that FACT met the compliance requirements: appoint 2 members on the SSTAC committee and meet the requirements of the contract with SANDAG. Findings in the DRAFT indicated deficits in FACT's five year expense projections and proposed that SANDAG work with FACT on filling the deficits. He said the next version of the audit did not include the recommendation. He felt the recommendation was important because it made a connection between FACT's deficit and SANDAG's responsibility for funding regional coordination. He said the audit team was reluctant to reinstate the recommendation.</p> <p>The second round of the DRAFT included several recommendations for additional oversight including a requirement for FACT to provide additional financial information. Arun questioned the audit team's logic in requesting additional financial reporting while indicating there were no findings in the</p>

	<p>compliance area. He indicated that FACT met SANDAG’s reporting requirements as well as made available more documentation than requested. He clarified with SANDAG that the reporting requirements have been met so the audit team removed the recommendation in the final DRAFT. The only specific request was to provide FACT’s approved budget information. The audit produced a good resolution. The clean DRAFT audit clearly stated that FACT had met the compliance requirements and had worked closely with SANDAG.</p> <p>Bob said the presentation on CAM by Ben Macias would be tabled for the July Board Meeting.</p>
Adjournment	Bob thanked Board members and guests for attending. Meeting adjourned at 11:15 AM.

ITEM #4

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: CAM - Presentation by Ben Macias, Chair

ISSUE:

In April 2013 the Board requested a presentation on CAM at a future Board meeting. Ben Macias, CAM Chair, is planning to present the item before the Board (this item was on the June meeting agenda but was tabled due to lack of time).

BACKGROUND:

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

CAM meets on second Tuesdays on alternate months. CAM has gone through transition in membership, mission, process and meeting schedules during the last three years.

Three years ago CAM initiated specific measures in order to align CAM activities with the Board and FACT activities, and make it a more effective advisory body as well as forum for regional coordination.

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

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

The committee's recommendations lead to establishment of a 25-member structure with defined member categories. The meeting frequency was increased from 4 to 6 per year and a mission statement consistent with Agency mission was established.

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

Current Status:

22 of 25 member seats on CAM are currently occupied. Several new membership requests have been received that are in process. CAM has continued to attract good attendance during meetings. The discussion items include updates on regional and local services as well as grants and coordination opportunities. Recently CAM forwarded a recommendation to FACT's Board for designating a CAM member to represent CAM at training workshops and recommending that FACT assist in locating funds/grants for the purpose; the Board unanimously approved the recommendation. CAM members regularly assist FACT staff during review of procurement information and provide input regarding FACT programs and services.

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

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

CAM - Membership Categories and Members (25 seats + 5 additional proposed seats)

	Regional Agencies/Public Transportation Providers	Member
1	San Diego Association of Governments (SANDAG)	Danielle Kochman
2	Metropolitan Transit System (MTS)	Janelle Carey
3	North County Transit District (NCTD)	Erich Hoch
4	Aging and Independence Services (AIS)	Floyd Willis
5	California Department of Transportation (Caltrans)	Connery Cepeda
	Specialized Transportation Providers	Member
1	San Diego Regional Center (SDRC)	Todd Lordson CAM Vice Chair
2	City of La Mesa	Catherine Hollarn
3	Jewish Family Service	Brenda Bothel
4	City Link Foundation	Ben Macias CAM Chair
5	St. Madeleine Sophie Center	Vivian Carlson
6	Renewing Life	Tony San Nicolas
7	City of Oceanside	Janet Grate
8	City of Vista	Amy Eustace
	Private Sector Service Providers/Consultants	Member
1	Sol Transportation	Arturo Ayala
2	Yellow Cab	Dan Brand
3	Ride Scheduler	Steve Ewart
4	Consultant	Brian Smith
5	Care 4 U Mobility	Willie Wahba
6	VACANT	
	Faith Based Transportation Providers	Member
1	VACANT	

2	VACANT	
	Hospitals/Medical Transportation Providers	Member
1	Sharp Hospital	Debbie Mejia
2	Palomar Pomerado Health	Pamela Montanile
3	VACANT	
4	VACANT	
	Tribal Agency	Member
1	VACANT	
	Rural Transportation Representative	Member
1	Valley Center Recreation Center	Tom Bumgardner
	Open Seats	Member
1	Transportation Advocate	Andrea Monk
2	VACANT	
3	VACANT	

RECOMMENDATION:

None

ITEM #5

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: Senior Shuttle Transportation proposal for City of Oceanside

ISSUE:

The City of Oceanside has issued an RFP for its Senior Shuttle Transportation program. Proposals are due 8/2/2013.

BACKGROUND:

In early July the City of Oceanside issued an RFP to procure shuttle transportation services for seniors. ALC is the current service provider.

Service details:

- **Area:** The service area includes Oceanside as well as medical centers in several neighboring cities including Encinitas, Carlsbad, San Marcos and Vista.
- **Trips:** Approx. 2,100 round-trips per year or 8 round-trips each weekday are planned. The service is for seniors for general-purpose trips but used primarily for medical trips.
- **Trip length:** 10 miles (average)
- **Hours:** 6am to 6pm, 7 days, reservation hours not specified. 1-7 days advance reservation needed.
- **Reservations and scheduling:** to be provided by contractor; need multiple phone lines for quick customer response
- **Language assistance:** multiple language assistance required
- **Fare:** \$5 one way
- **Start date:** September 9, 2013; contract term September 2013 - June 2014.

Compliance requirements:

- Detailed monthly invoice
- Quarterly complaints summary
- Minimum insurance levels - liability of \$1m with a \$2m aggregate

Feasibility:

The service model for the shuttle service is similar to RideFACT and offers an opportunity to leverage FACT infrastructure to provide the services. Since eligible clients are seniors, the service conforms to FACT's mission. The contract presents an opportunity for FACT to generate revenue that could potentially

become an ongoing source. The additional trip demand would help in the growth of the brokerage.

Proposed service model:

Several requirements in the proposal present challenges for brokerage providers but could be handled by FACT - the ability to have multiple call takers and handle calls in multiple languages were the major barriers. Requirement for 7 day call center operations also presented problems for most vendors. In order to review all possible options to provide the service, FACT consulted with 3 vendors, 2 of whom were unable to meet some of the service requirements. The third vendor met the requirements but offered higher rates compared to the others.

A subcontracting arrangement with one of the brokerage vendors would be feasible but is not recommended. In a subcontracting arrangement the revenue would be passed through to the subcontractors and while it still helps in furthering FACT's mission, it would not lead to any revenues for FACT.

If transportation were providing using FACT owned (section 5310) vehicles operated by Sol Transportation, the revenues generated through this service would be a net gain for FACT. This arrangement also allows us to be competitive since we have greater flexibility in pricing trips. A competitive price structure will help Oceanside meet its goal of lowering the average cost trip cost of the various senior transportation services offered (volunteer driver service, shuttle and taxi scrip). *Senior service is an eligible use for the 5310 vehicles.*

Overview of service proposal:

FACT has the experience, staffing and resources* to perform the services required by the RFP. The primary challenge presented by this RFP is the extended service hours and days for the call center. Currently, FACT's call center operates 9am-4pm Mon-Fri. The proposal requires call center to operate 7 days a week at least between 9am - 4pm, and may involve longer hours (several questions regarding service parameters were submitted to City of Oceanside staff for clarification). *211 indicated that they are willing to partner in this proposal and anticipate that there is sufficient time to put the necessary arrangements in place.

Eligible riders who are preapproved by the City of Oceanside will call the FACT call center to request reservations. FACT staff will confirm eligibility by comparing riders' details against a database provided by the City. The reservations will be confirmed immediately and forwarded via email to Sol transportation at the end of the day. Sol will be able to group and/or share rides due to the availability of batch data. The trips will be routed on FACT owned vehicles.

In addition to routing trips Sol will have the ability to rideshare Oceanside trips with others on FACT owned vehicles. Ride sharing will lower operating expenses for Sol; grouping trips will lower expenses for FACT and the City. Trips will be performed using FACT owned vehicles and no payment is involved unless trip length exceeds 15 miles; the number of

available 5310 trips is limited but exceeds the needs of the Shuttle service. We plan to use the brokerage as a back-up to the service provided by 5310 vehicles.

A contract with Sol for the trips performed using Section 5310 vehicles is already in place. An amendment may be needed to accommodate the specific requirements of the RFP (expanded service hours, days of service, invoicing requirements).

Impacts of FACT Staffing, Revenues (preliminary estimates):

The revenue from 9 months of service is estimated at \$66,150.

There is not expected to be significant impact on staffing due to the 8 additional round-trips each weekday (6 per day in a 7 day week). The value of the MOU with 211 is not known at this time but 211 has committed to providing the backup service at no cost in the beginning. For the long term, in the absence of a cost sharing agreement with 211, staff researched commercial call-center services; those are available for back up services and appear to be cost effective. The commercial services base the pricing on the number of transactions (calls or emails) and given the low volume of calls expected during off hours and weekends, those services should be cost effective.

RECOMMENDATION:

Staff requests the Board for:

- 1. approval to submit a service proposal for Senior Shuttle Transportation to the City of Oceanside**
- 2. approval of Resolution designating the Executive Director as the approved signatory for FACT**

**RESOLUTION OF THE BOARD OF DIRECTORS
of**

Full Access & Coordinated Transportation, Inc. (FACT)
THE SUBMITTAL OF A PROPOSAL APPLICATION TO THE
City of Oceanside

FOR Senior Shuttle Transportation Services
COMMITTING THE RESOURCES FOR THE PROJECT AND STATING THE ASSURANCE
OF

Full Access & Coordinated Transportation, Inc. (FACT)
TO COMPLETE THE PROJECT

WHEREAS, the City of Oceanside issued a Request for Proposals (RFP) on July 3, 2013 for Senior Shuttle Transportation Services; and

WHEREAS, Full Access & Coordinated Transportation, Inc. (FACT) wants to submit a proposal application to the City of Oceanside for Senior Shuttle Transportation Services.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of Full Access & Coordinated Transportation, Inc. (FACT):

1. Confirms that Full Access & Coordinated Transportation, Inc. (FACT) is a 501(c)(3) non-profit California corporation and is eligible to submit a proposal application and enter into an agreement with the City of Oceanside for the Senior Shuttle Transportation Services project.
2. Approves the submittal of a proposal application to the City of Oceanside for the Senior Shuttle Transportation Services project; and
3. Authorizes the person(s) listed below to sign the proposal submission form and sign an agreement with the City of Oceanside for Senior Shuttle Transportation Services.

Name (print): Arun Prem

Title: Executive Director

Signature _____

PASSED AND ADOPTED by the FACT Board of Directors this 25th day of July, 2013.

Bob Campbell, Board Chair

ATTEST:

LaVonna Connelly, Secretary

ITEM #6

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: San Diego County Office of Education Update

ISSUE:

Status update on the proposed service contract for Foster youth transportation

BACKGROUND:

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

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

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

Transportation Provider Requirements:

Insurance

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

Background Checks

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

TB Certification

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

Driver Training

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

Pricing

Transportation services will be provided based on a per mileage rate of \$2.50 per mile (\$20 minimum per one-way trip). Total contract amount will be \$80,000.00, including reimbursement for the background clearance and other special requirements.

Service Plan

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

FACT staff had discussions with AAA Transport, Sol Transportation, Care 4U Mobility, and Fun Love and Care. The use of 5310 vehicles owned by FACT was also considered. In the interim, FACT plans to use Sol Transportation as the subcontractor. It would be a benefit for FACT to use the new 5310 vehicles to provide the foster youth transportation services - in that scenario the revenue from the agreement would accrue to FACT. FACT has initiated discussions with Caltrans and FTA to confirm the eligibility of the trips for 5310 vehicles.

Term of Contract

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

Status of Negotiations

The department has indicated that they may be ready to proceed with a contract award in the near future. FACT has received clarification of all compliance issues including SPAB certification which did not apply. The department also indicated that their staff would provide 1-2 hours of training to drivers prior to commencement of the contract.

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

In May 2013, the Board authorized the Executive Committee to approve the contract if appropriate after all of the contract and compliance related clarifications became available. On June 14 additional clarifications/requirements regarding background checks and driver registration with the County HHAS were

received from SDCOE staff. FACT reviewed the requirements with the attorney and determined that they were feasible.

In June 2013, the Board asked staff to provide the Executive Committee with an update within 2 weeks on whether:

1. Rates had been negotiated with Sol transportation. The rates were confirmed and provided to the Board.
2. School Pupil Activity Bus (SPAB) regulations of the CA motor vehicle code were applicable and feasible for the contractor from the compliance perspective - SPAB certification is not applicable in providing the transportation service if the vehicles were manufactured to seat fewer than 10 individuals and to accommodate no more than 1 wheelchair.

The Exec Committee recommended that staff negotiate with the Office of Education for an administrative fee in addition to the pass through cost of purchased transportation. If the department were not amenable to the proposal, FACT would not proceed with the contract. The department decided to work directly with Sol Transportation and as of the date of this update it appeared that they had a tentative agreement with Sol.

RECOMMENDATION: None.

ITEM #7**TO: BOARD OF DIRECTORS****FROM: Arun Prem, Executive Director, and Meagan Schmidt, Manager, Service Planning****RE: RideFACT update****ISSUE:**

Provide the Board with updates on RideFACT service through June 2013.

BACKGROUND:**1. RideFACT update:**

In June 2013 RideFACT completed 1 year of countywide services.

RideFACT Service statistics - July 2012 - June 2013 (June statistics were not available at the time the agenda was prepared, ridership is estimated):

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)
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	340	23	392	\$18.25	12.6

May	1,758	224	1,534	1,055	332	15	346	\$14.8 9	12.2
June	n.a.	n.a.	n.a.	1,000	n.a.	n.a.	n.a.	n.a.	n.a.
TOTAL				7,996					

RECOMMENDATION:

None.

ITEM #8

TO: BOARD OF DIRECTORS

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

RE: Application process for FTA Section 5310 capital grants

ISSUE:

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

Staff seeks Board approval for the revised Section 5310 capital grants application process, which was updated in consultation with Board members.

BACKGROUND:

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

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

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

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

VENDOR SELECTION PROCESS

The criteria for evaluating prospective vendors:

Proposer's Qualifications and Information

- Nature, quality, and relevance of previous and/or current services
- Experience, competence, and role of key staff

- Financial strength and stability

Technical Experience and Service Capabilities

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

Cost/Best Value

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

METHOD OF SOLICITATION/OUTREACH PLAN

The opportunities for partnerships involving grant funded vehicles will be limited to vendors who are contractors in the brokerage. Potential vendors must register and be approved to be a FACT contractor in the brokerage before applying for grant funded vehicles. The solicitation process will begin as early as possible and allow sufficient time if possible to complete the brokerage contract within the notification period. FACT also will encourage prospective contractors to join the brokerage contract on an ongoing basis.

- Both verbal and written announcements will be made if feasible at bimonthly Council on Access and Mobility (CAM), bimonthly SANDAG Social Services Transportation Advisory Council (SSTAC), and quarterly Alliance for Regional Solutions (ARS) meetings at least once each during the solicitation process unless a meeting is cancelled.
- Post notice of solicitation electronically through the FACT and CalACT websites allowing a minimum of 30 days to respond.
- Email solicitation to all addresses in the FACT mailing list. The contact list is updated on an ongoing basis as needed. All Board of Directors, CAM and TAC (Technical Advisory Committee) members and current brokerage vendors are included in this mailing list.

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

RECOMMENDATION

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

ITEM # 9

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: August 22, 2013 Board meeting schedule

ISSUE: Staff requests Board members for feedback regarding a proposal to cancel the August meeting.

BACKGROUND:

Some Board members have indicated a preference for cancelling the August 22, 2013 Board meeting. It is customary for many Boards to skip one meeting during the summer due to vacation schedules and in general the difficulty in getting good attendance at meetings.

FACT has not canceled meetings during summer months. The majority of the Board preferred to meet each month; there have not been opportunities to defer Board business due to the project timelines.

At this time staff is not aware of time sensitive items that need to be addressed during August 2013. In the event that a situation arises unexpectedly, the Executive Committee has been entrusted to deal with issues on behalf of the Board if necessary.

The next regularly scheduled Board meeting will take place on September 26, 2013.

RECOMMENDATION

Staff requests the Board to review the suggestion to cancel the August 22 Board meeting.

ITEM # 11

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

Meetings and Events 6/27 - 7/24:

6/28 Meeting with SD Medical Transport, Inc. Aurelio Santillan
7/1 Ride Coordination Mtg. - Megan Crooks, City of Oceanside Neighborhood Services
7/1 Mtg. w/SOL to review service proposal
7/1 Laurie Campbell, SDC Office of Education - Follow up MTG.
7/2 Halsey King - review of Final Report on vehicle inspections
7/4 Closed for the 4th of July
7/9 APTA Board of Directors Virtual Meeting
7/10 Staff performance reviews
7/11 Meet with S. Galbraith retirement savings plans
7/11 CalACT/CTA Joint Conference Committee planning meeting
7/15 2013 Social Services Transportation Advisory Council (SSTAC) meeting at SANDAG
7/16 Renewal and additional insurance - Linh Campero, Account Manager Alliant Insurance
7/16 Oceanside Main St. Mixer
7/18 NCTD Board Meeting
7/19 Transportation Committee approved TDA triennial audit
7/22 Meeting with Yellow Cab, potential service coordination
7/23 Superior Msg. Center Mtg - Kevin McCormic

- FACT Awarded County Community Enhancement Grant - District 3

Upcoming Meetings and Events:

8/13 CAM Meeting
8/22 Board Meeting