



Facilitating Access to Coordinated Transportation

Meeting Agenda and Notice
FACT Board of Directors Meeting
July 27, 2017, 9:00 am
Poinsettia Room, Encinitas City Hall
505 S. Vulcan Avenue, Encinitas, CA 92024

Meeting call to order

9:00 a.m.

1. Introductions
2. Public Comment INFORMATION
3. Approval of June 22 Board Meeting Minutes p-2 ACTION
4. Board meetings scheduling - August and December 2017 p-6 ACTION
5. Classification of Budgeted expenses as CTSA services
ACTION p-7
6. Revised Title VI resolution for SANDAG grants ACTION
7. Service Development Committee Recommendations P-8
ACTION
 - Veterans Rides
 - Companion Fares
8. FACT Services Updates p-12
INFORMATION
 - Update on discussions with MV
9. Vehicle Safety Monitoring update p-15
INFORMATION
10. Monthly Financial Reports
INFORMATION
11. Standing Item - Updates on initiatives p-17 POSSIBLE
ACTION
 - Outreach to Cities - meeting with City of Vista staff
 - CTSA Contract update
12. Board member updates / proposed agenda items
INFORMATION
13. Executive Director's Report p-18

ADJOURNMENT

FACT Board of Directors Meeting Minutes

June 22, 2017

Encinitas City Hall, Poinsettia Room
505 S. Vulcan Avenue, Encinitas, CA 92024

Board Members Attending	Bob Campbell, LaVonna Connelly, Susan Hafner, George Gastil, Dave Roberts, Phil Monroe, Hon. John Aguilera
TAC Members Attending	Danielle Kochman, Brian Lane, Lois Knowlton
Board Members Absent	Hon. Lorie Zapf
Staff Attending	Arun Prem, Meagan Schmidt, Budd Anderson, Brooke Connell, Jonathan Albarran
Public/Guests	See sign in sheet.
Introductions	Chair Bob Campbell called the meeting to order at 9:05 AM.
Public Comment	None.
Approval of May Meeting Minutes	Motion to approve the May 25, 2017 Meeting minutes made by Dave Roberts. Second by Susan Hafner. The motion passed unanimously.
Business Plan Review	<p>Budd Anderson gave an update on the Business plan. A draft of the Business Plan was sent to the Board for review on June 2. The business Plan includes where staff made updates to the existing Plan elements or introduced new ones. Budd confirmed that when an item is deleted, there is still a record/reference to it for tracking purposes. Budd received positive feedback from the Board for his hard work and making the changes he did.</p> <p>Motion to approve the business plan made by Phil Monroe. Second by Dave Roberts. The motion passed unanimously.</p>
Finance Committee Report	<ul style="list-style-type: none"> • Review of DRAFT 2017-18 Budget <p>Arun Prem and Susan Hafner gave an update on the 2017-18 Budget. Susan provided background which included analyzing budget trends and needing more information which led to more committee meetings. She explained there was a thorough investigation by the committee into revenue and expenses. The FACT budget is complicated due to grant cycles. The Finance Committee recommends adjustments to make the</p>

	<p>reports so that a non-accounting person can read it easily. There was a discussion on ‘reserves’ and how to reflect them in the budget. Susan on behalf of the Finance Committee recommends approving the budget.</p> <p>Motion to approve the 2017-2018 Budget made by Phil Monroe. Second by George Gastil. The motion passed unanimously.</p> <ul style="list-style-type: none"> • Discussion of the proposed classification of line item expenses as CTSA activities <p>Arun explained that SANDAG is looking at how much of FACT’s budget fits the definition of CTSA activities. FACT created a budget (highlighted in yellow) where SANDAG and FACT both agree on activities that fit the CTSA guidelines. The same was done for expenses. There is information such as spending on transportation services where FACT and SANDAG do not agree at this time. The budget is due to SANDAG in September and Arun requested feedback on how to present CTSA activities.</p> <p>The CTSA contract has four broad covered items that include the referrals process, management of CAM, website referrals and maintenance, and the referral database. Danielle Kochman explained that at the time the contract was set up the four items in the CTSA contract are the four activities that SANDAG was doing at the time. Danielle explained that some costs such as computers, phones, etc. get billed to indirect costs at 20%. Danielle mentioned that including transportation as CTSA would not result in any extra funding. She reinforced that SANDAG does recognize the importance of the brokerage and see the value in it. Brian Lane mentioned SANDAG welcomes everyone’s feedback in what the CTSA’s function is for the region.</p> <p>Arun informed the Board he has a meeting with a staff member from Supervisor Ron Roberts’ team next week. Brian mentioned the CTSA activities are being asked to be singled out is because of the TDA audit. Susan noted the importance of being able to differentiate the costs. There were discussions about potential future Board members that could be appointed by SANDAG. Arun gave some history of working with Danielle through the years, invited her to the annual meeting in the future, and wished her well in future endeavors. Everyone welcomed Brian as the SANDAG representative to TAC, and appreciated his and SANDAG’s commitment to FACT.</p>
<p>100,000th Rider Celebration and Farewell to</p>	<p>Rose and Jack Adamo came from Chula Vista and were celebrated as FACT’s 100,000th riders. They have been using RideFACT for over 3 years, more than once a week.</p>

	<p>Rose: “We appreciate your work, and everything is good. Thank you very much for offering your service. Very pleased. Thank God, God help us a lot with FACT, very wonderful company. We are blessed. Thank God, we are safe with FACT.”</p> <p>Jack: “Almost once or twice a week we use service. They pick us up from home (Chula Vista) to Santee to go to church. Then during the week she might have doctor appointments, hospital, go shopping. So blessed. I had an accident in 2013 (at 90), and sold my car, said no more driving.”</p>
<p>Update on SANDAG Specialized Transportation Workshops</p>	<p>Arun provided an update for the Board on two recent workshops hosted by SANDAG on May 30th and June 14th to review specialized transportation services. Cathy Smith was the facilitator for both meetings. The first meeting held on May 30th was between SANDAG staff, 211, Transit Agencies, FACT, and SANDAG Board representatives. Bob Campbell represented FACT at the first stakeholder meeting. As follow up to some of the discussions FACT provided detailed referral data and information about FACT’s referrals and information about FACT’s transportation provider database to Supervisor Ron Roberts. Arun has a follow meeting with Adrian Granda, Policy Advisor and Community Representative for Supervisor Roberts on June 28.</p> <p>The second workshop on June 14th was attended by multiple stakeholders including Hon. John Aguilera and Arun Prem from FACT. Cathy Smith was seeking feedback on specialized transportation needs in San Diego County; what was working, trends, how to build on successes, etc. It was a two hour workshop with some breakout sessions. John mentioned that the impact of the medical community has on transportation. Sharp Hospital discussed the importance of social rides to give seniors independence to keep them healthy both mentally and physically.</p> <p>Brian mentioned there will be continued outreach once the consultant is on board. This was a small invited list. The next meetings will be open to a larger group. FACT can work with Brian to draft a plan.</p>
<p>Fact Services</p>	<p>Meagan Schmidt and Arun provided an update on FACT services and reviewed service statistics for RideFACT and contracted services. Through April there have been approximately 98,500 one-way rides since FACT began offering rides. The 100,000th ride with the Adamos was provided in May.</p> <p>On June 2, FACT provided 151 free one-way rides to and from the Vital Aging event in San Diego with the help of five brokerage vendors. Staff worked with AIS, County HHS staff as well as riders to coordinate both individual rides and group rides throughout the county. FACT was able to</p>

	<p>handle the extra 151 rides and maintain normal service with no delays or interruption in service.</p> <p>The Service Development Committee met for the first time in several years. Items for future recommendation and discussion are:</p> <ul style="list-style-type: none"> • Elimination of fare for companion • Lower fare for off-peak trips • Fare changes for shortest and longest trips • Reach out to VA regarding free rides for Veterans with VTCLI Project rollout <p>There will be follow-up at the July meeting. It was discussed at CAM and received favorable feedback.</p> <p>MV Update</p> <p>FACT met with MV on June 14th to discuss contract terms. MV proposed the same rates as the current rates with First Transit. With the increased gas rates expected this fall, FACT has requested a price increase. The contract is being reviewed by FACT's attorney and requests have been submitted to MV for consideration. There are liquidated damage penalties that FACT is not comfortable with. Service is to begin on July 1. MV is planning to work with two vendors, FACT and Sol. FACT will hold a meeting on June 26 with current LIFT (brokerage) vendors to discuss the new contract terms and expectations. MV is not willing to commit to a minimum number of trips.</p>
Standing Item - Updates on Initiatives	<p><i>Outreach to Cities:</i></p> <p>Arun followed up with Councilmember Amanda Rigby from City of Vista regarding placing FACT on League of Cities agenda. She has to consult with the committee as it may not fit with the agenda. Arun followed up with information and is waiting for her to follow up. Bob volunteered to follow up with her.</p>
Monthly Financial Reports	<p>Arun mentioned that FACT has hired a consulting firm to assist with Accounting and financial reporting.</p>
Adjournment	<p>The meeting adjourned at approximately 11:05 AM.</p>

ITEM # 4

TO: BOARD OF DIRECTORS

**FROM: ARUN PREM, EXECUTIVE DIRECTOR, and BROOKE CONNELL,
OFFICE MANAGER**

RE: Board meeting scheduling - August and December 2017

ISSUE:

Staff seeks input regarding scheduling and planning the following meetings:

- August 2017 Board of Directors meeting
- 2017 Annual Board of Directors Meeting

BACKGROUND

August 24 Board Meeting:

In recent years (since 2012) the Board has opted to go dark during the month of August in response to fewer agenda items and increased scheduling conflicts during Summer months. This year we do not anticipate urgent action items for the August meeting agenda at this point.

2017 Annual Board of Directors Meeting:

The Annual meeting is generally scheduled in December as directed by FACT's bylaws. We anticipate the internal financial and TDA audits to be concluded in time for the December meeting. Staff request Board for confirmation of the regular December meeting date (Thursday, December 14) as the Annual Meeting date.

RECOMMENDATION:

Staff requests Board members for direction regarding the August and December 2017 Board meetings.

ITEM # 5

TO: BOARD OF DIRECTORS

**FROM: ARUN PREM, EXECUTIVE DIRECTOR, JULIUS BURGOS,
ACCOUNTANT, and BUDD ANDERSON, GRANTS ANALYST**

RE: CLASSIFICATION of FY 2017-18 BUDGET EXPENSES as CTSA services

ISSUE:

Discussion on the proposed classification of FY 17-18 Budget line item expenses as CTSA activities.

BACKGROUND

The CTSA work plan, which is an annual requirement of the current CTSA contract, was recently updated and forward for SANDAG review. SANDAG staff have asked FACT to identify all CTSA activities on FACT's annual budget; the annotated budget will be appended to the annual CTSA work plans in future. SANDAG requested the information by mid-September 2017.

Board input is needed in order to determine which activities and line-items on FACT's Budget comprise CTSA activities.

The CTSA mandate is a broad one and there is agreement over several activities mentioned in FACT's budget being CTSA related; however, FACT and SANDAG have differing views on whether RideFACT transportation and management of the Brokerage qualifies as a CTSA activity. FACT and SANDAG staff have discussed that the Brokerage function involves coordination of resources, a key CTSA principle, but the involvement of for profit vendors in the brokerage is viewed as a conflict with the language in the CTSA statutes which reference social service transportation as well as clients.

In June 2016 SANDAG's Transportation Committee recommended approval of the regional TDA funding allocations for fiscal year 17-18 including the \$137,000 allocation for FACT; SANDAG staff had requested FACT's budget identifying CTSA expenditures to accompany the CTSA work plan - however due to the timing of the request, FACT's FY 17-18 Budget was still in DRAFT form. SANDAG staff agree to process FACT's CTSA claim and work plan and recommended appending the Board approved FACT Budget as soon as it was available.

CTSA Regulations - Excerpts pertaining to for profit involvement in social services transportation

CTSA regulations state the mandate broadly due to its statewide application; there is language in the various codes that indicates that providing social service transportation was within the CTSA mandate. The language also clarifies that the participation of the private sector in CTSA transportation was allowed in situations where the private entity

acted in the shoes of the CTSA or nonprofit social service transportation service provider organization.

**California Codes
Government Code
Section 15985-15986**

15985. Provisions of the Public Utilities Code and orders and regulations of the Public Utilities Commission relating to common carriers of passengers shall not apply to social service transportation delivered by a nonprofit social service transportation provider or to a locally licensed or franchised for-profit transportation provider, which operates, in dedicated vehicles, social service transportation pursuant to contract with a nonprofit social service transportation provider organization.

15986. No county, city, or district may impose a special license or fee for social service transportation provided by a nonprofit social service transportation provider organization or by a for-profit transportation provider, operating under local license or franchise, which provides social service transportation pursuant to contract with a nonprofit social service transportation provider organization.

Immediate and Potential Impacts

The impact of the classification of RideFACT and Brokerage management as other than CTSA activities has immediate impact as well as future implications. For the year 2017-18 FACT was restricted from utilizing CTSA funds to match RideFACT grants. This will result in use of reserves as matching funds.

The CTSA classifications in the budget would create a baseline for future contracts, audits as well as possibly funding decisions.

A narrow view of CTSA eligibility would also have an impact how FACT's services are perceived - it's footprint on San Diego is diminished when the brokerage/RideFACT operations are excluded.

RECOMMENDATION:

Staff requests Board members for direction regarding recognition of FACT's expenses as CTSA activities.

ITEM # 7

TO: BOARD OF DIRECTORS

FROM: ARUN PREM, EXECUTIVE DIRECTOR and MEAGAN SCHMIDT, OPERATIONS MANAGER

RE: SERVICE DEVELOPMENT COMMITTEE RECOMMENDATIONS

ISSUE:

This item responds to feedback regarding outreach and promoting FACT services and creating awareness and understanding about FACT's role and services. Several options were discussed with the Service Development Committee followed by a review by CAM. The following two recommendations which could be implemented in the near term emerged from the discussions:

- Eliminating companion fares for RideFACT riders, and
- providing free rides for veterans (with some time and/or capacity constraints)

BACKGROUND:

COMPANION FARES

Policy

Companions traveling with the eligible rider currently pay full fare to use RideFACT. There is no limit to the number of companions as long as there is capacity in the vehicle and the ride is prearranged. Personal Care Attendants (PCA) are allowed to ride free of cost as per current policy, consistent with the ADA paratransit services policy (RideFACT is not subject to ADA). The designation of PCA is an informal process and is done at the discretion of the rider. Therefore, individuals may be classified as PCA or companion by the rider based on the riders level of awareness (or lack of it) about the policy, fare and the PCA's role.

Contractually the PCA's or companions do not represent an extra cost to FACT; FACT pays vendors a fixed per mile rate irrespective of how many passengers were boarded from one specific location. There is a however, a net reduction in fare collection when the fare is not collected from the PCA or companion.

Impact on Riders

In practice the riders who have chosen to designate companions or spouses as PCA's get the benefit of FACT's free transportation for them irrespective of the determination of a need for a PCA. This process has an unfair impact on riders

who have not designated the companions as PCA's yet rely on them for assistance during the trip or overall travel.

Cost/Benefit

It is not possible to estimate the additional ridership due to this proposed fare change. According to feedback from the Committee and CAM an increase in demand was likely. They also felt this was a step towards eliminating barriers and improving mobility overall for eligible riders.

From the marketing perspective it was felt that eliminating companion fares represents a positive action which has potential for encouraging riders to travel more, and attracting new riders to the service. It would present a significant benefit for riders using FACT for long (20 miles and over) rides who normally pay \$40 for the roundtrip when 2 individuals travel together.

Month	Total Fare	# of Companion Trips
Feb	\$ 165.00	29
March	\$ 153.00	30

PROMOTIONAL FREE RIDES FOR VETERANS

Policy

Veterans are not eligible per se as per FACT's eligibility but based on age or disability a number of veterans qualify for RideFACT transportation. FACT has the ability and discretion to offer rides to individual who are not eligible as seniors or persons with disabilities due to the flexibility within the RideFACT grants. It is generally understood that as long as less than 20% of the rides are offered to individuals who do not meet the criteria, the transportation is considered compliant with the regulations.

This service would be offered for a limited time with some constraints on capacity to avoid excess demand.

Impact on Riders

FACT staff reached out to VA and 211 with the preliminary proposal. Service Development Committee as well as CAM supported this proposal. It is not possible to estimate the potential demand for this service; it is hoped that the limited time promotion will provide some indicators of the demand and need.

Cost/Benefit:

Month	One way trips	Fare collected (\$)
March	84	321
April	78	332
May	67	293

IMPLEMENTATION

Both the policy changes could be implemented in a relatively short time. A September 1, 2017 roll out is recommended for both. The outreach would be handled via email, CAM, media release and FACT call center outreach. The companion fare elimination is recommended as a permanent change; in order to avoid unforeseen outcomes a 4-month pilot is recommended. Free rides for veterans would be offered for a 4-month period; service for veterans would be limited to the equivalent of one free round-trip per person (and companions) during a calendar week or 4 round-trips per calendar month.

RECOMMENDATION:

Staff seeks recommendations from Board members regarding the proposals discussed in this item.

ITEM # 8

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director and Meagan Schmidt, Operations Manager

RE: FACT Services update

ISSUE:

This item presents a monthly RideFACT and contracted services update.

BACKGROUND:

	Apr-17	May-17
SERVICE	ONE-WAY TRIPS	ONE-WAY TRIPS
First Transit	688	793
Oceanside	545	410
Elderhelp	36	32
Tri-City	84	99
RideFACT	996	*1,205
TOTAL	2,349	*2,539

***May RideFACT and Total trips numbers are estimates, pending verification by RouteMatch reporting modules.**

RouteMatch Software Implementation & Impacts

RouteMatch software went live on 4/7/17. Trip scheduling and dispatching for RideFACT and contracted services (Oceanside, Elderhelp), as well as referrals are handled through RideFACT modules. Trips scheduled for First Transit and Tri-City are handled through different mechanisms based on the contracted service preference.

Reporting based on the software began for April's service data. More detailed data is available for referral and trip information through the RouteMatch reporting module.

FACT staff is working with RouteMatch's Client Success team on the best formats for reports as well as verification of accurate billing rules for brokerage provider and contracted service invoicing.

Tri-City Contract

FACT began transportation services for Tri-City Medical Center in December 2016. Discharged patients are provided with rides from all hospital departments to their residence. In the future some trips will be provided in-kind towards the

match portion of the Rides to Wellness Grant which will be executed in the upcoming months.

Currently trips are provided through Yellow Cab and Lyft Concierge. Tri-City staff fill out taxi vouchers and schedule Lyft trips via the Concierge portal. FACT bills Tri-City after adding a small mark up. FACT has provided 489 trips for Tri-City patients between December 2016 - May 2017.

Tri-City recently informed FACT in the near future all taxicab trips would be procured via FACT. Although Tri-City did not quantify the impact of this change, a significant increase in the volume of trips is expected in the near term.

City of Oceanside Senior Van Service:

Contracted service for Oceanside began in September 2013. FACT has invoiced City of Oceanside for 18,741 trips from September 2013 - May 2017.

Oceanside staff recently updated their enrolled members, approximately 1,900 clients are pre registered to use this service.

On June 21st, the Oceanside City Council voted to extend the contract from July 1, 2017 - June 30, 2019. Revisions to the rate structure were approved in the contract extension.

First Transit/MV NCTD LIFT Service:

FACT has provided transportation for NCTD's LIFT program through First Transit since March 2014. A total of 10,556 trips have been provided from March 2014 - May 2017.

LIFT transitioned to a new contractor, MV Transportation, on July 1, 2017. FACT met with MV on June 14th to discuss contract terms. The contract is being reviewed by FACT's attorney and requests have been submitted to MV for consideration. FACT held a meeting with current LIFT brokerage vendors to discuss the new contract terms and expectations.

FACT has not received a final contract and MV has been operating all trips without subcontracting through the present date. FACT staff attended the first ADA Review Meeting on 7/18 discussing the MV service transition.

Approx. a month ago MV informed FACT that 2 vendors including FACT had received DRAFT agreements for review; recently it was stated that MV is engaged in negotiations with 3 vendors. The high levels of insurance required by the agreement was being reviewed by MV; there was no feedback yet on FACT's other objection to addition of liquidated damages in the draft agreement. The contract revisions were expected to be made within 2 weeks of the July 1 contract start date, however at this time, 3 weeks after service implementation

the agreement with MV has not been concluded and subcontracted service remains suspended.

Elderhelp Program

Contracted service for Elderhelp began on March 12th, 2015. The Board approved the extension of the Elderhelp contract on March 26th. 1,421 total trips were provided between March 2015 and May 2017. Trips are provided by FACT brokerage providers as well as Lyft while monitored during business hours. Any trips that Elderhelp cannot accommodate due to their limited monthly budget are referred to RideFACT.

CTSA, RideFACT & Contracted Service statistics as of July 1, 2016

	Referrals	Web hits	Agencies in Database	New Agencies in Database	RideFACT Trips	Contracted Trips	Total Trips	RideFACT Avg Mileage	RideFACT Avg Trip Cost
Jul-16	90	1,658	145	0	1,029	1,164	2,822	11.7	\$17.35
Aug	99	1,733	145	0	1,365	1,412	3,145	11.2	\$16.92
Sep	121	1,593	145	0	1,273	1,194	2,787	11.7	\$15.66
Oct	78	1,712	145	0	1,186	1,412	3,124	11.7	\$15.14
Nov	102	1,493	145	0	1,044	1,230	2,723	11.9	\$15.66
Dec	94	1,378	145	0	973	1,261	2,639	12.5	\$16.57
Jan-17	83	1,534	145	0	1,026	1,224	2,758	11.5	\$12.29
Feb	74	1,459	146	0	999	918	2,377	10.5	\$13.06
Mar	72	1,489	147	1	1,223	1,339	2,828	10.9	\$11.56
Apr	52	1,480	147	0	996	1,353	2,349	11.5	\$16.74
Subtotal	865	15,529	-	1	11,114	12,507	23,621	-	-
TOTAL	7,883	132,165	147	1	48,911	49,657	98,568		

RECOMMENDATION:

Staff seeks the Board's feedback regarding the information presented in this item.

ITEM # 9

TO: BOARD OF DIRECTORS

**FROM: MEGAN SCHMIDT, OPERATIONS MANAGER AND
JONATHAN ALBARRAN, LEAD MOBILITY COORDINATOR**

RE: VEHICLE SAFETY MONITORING

ISSUE:

This Item provides updates on recently concluded safety inspections of all vehicles participating in FACT's brokerage.

BACKGROUND:

FACT hired a consultant, Kevin Ekdahl, owner of On Call Mechanic, to conduct on-site inspections of all vehicles utilized in FACT's brokerage. He developed a comprehensive safety and maintenance checklist identifying any findings and developing recommendations on the safety and maintenance of the vehicles operating FACT trips. The first inspection took place on January 10, 2017 with a goal to complete the review of all vehicles by July 1st, 2017.

SUMMARY:

On Call Mechanic inspected a total of 54 vehicles currently in the brokerage. The last inspection was completed on July 2nd 2017. FACT staff monitored several of the inspections in person and were in frequent communication over the 6-month period.

Common issues found included low oil level, paint and body damage, dirty batteries, tire wear, oil and transmission leaks, a/c service needed, suspension wear, rats in the engine, check engine lights on, belt noises, burned out head lights, broken wheel bearings and a wheelchair tie-down that was damaged. A report for each vehicle inspection was provided to FACT. In the instance that any vehicles posing a safety issue were being operated on the road FACT was informed immediately and directed the provider to remove the vehicle from service. Some of the things observed and noted included battery condition, air conditioning functioning, headlights, brake lights, leaks under vehicles, engine check lights, tire wear, cracked windshields, body damage, seat belts, and first aid kits. Wheelchair vehicles were checked for the condition and operating functions of WC lifts/ramps, handrails, barriers, platforms, and tie-downs. The inspection report included a photo of each vehicle. FACT staff worked with brokerage vendors to rectify all reported issues.

FOLLOW-UP:

FACT staff reviewed the inspections with all brokerage providers' management, providing them a copy of the detailed notes On Call Mechanic documented for each vehicle. Two vehicles were removed from service due to safety issues. One tie-down was damaged

and the rear a/c was not working. The second vehicle had a front left wheel bearing broken, worn out belts, ramp needed repair, sliding door locks and handles were broken and vehicle was misfiring. The first vehicle's damaged tie-down was replaced immediately, the provider is working on fixing the a/c. The second vehicle was removed from the fleet permanently as the owner of the company decided not to repair the issues.

ONGOING:

FACT staff are working to develop an ongoing safety monitoring program to review vehicle and driver information. FACT plans to conduct inspections by qualified mechanics for all brokerage vehicle fleets annually.

RECOMMENDATION:

None

ITEM # 11

TO: BOARD OF DIRECTORS

FROM: ARUN PREM, EXECUTIVE DIRECTOR

RE: STANDING ITEM - UPDATES ON KEY INITIATIVES

ISSUE:

This Item provides Board members with ongoing updates on key initiatives.

BACKGROUND:

Outreach to Cities:

During 2016 FACT prioritized outreach to Cities as a means towards promoting and expanding specialized services in a cost-effective manner. Expansion of brokerage based Contracted services similar to the City of Oceanside service model would enhance the capacity for specialized service in San Diego. It would make transportation more affordable due to the competitive nature of the brokerage. In January 2017 FACT developed marketing materials which describe the contracted services and provide some examples of the benefits and potential cost savings for Cities. FACT staff made presentations before the City Councils in Lemon Grove and San Marcos. A meeting with the staff from City of Vista is planned during early June, to discuss potential for sharing a FACT owned vehicle with Vista. A future presentation during the meeting of the League of Cities was tentatively discussed during FACT's April Board meeting.

During August 2017 FACT will research all cities, senior centers, Adult Day Care Centers, Medical Centers and other organization that need transportation for resident or clients and follow up with a direct mailing campaign. FACT's marketing brochure and contact information will be included in the mailer. The project is expected to last 4-6 weeks, through end of September 2017.

Update

Meagan and Arun met with Donna Meester from City of Vista and discussed FACT and Vista services in order to review collaboration opportunities. Vista plans to expand some medical and other travel options for residents by possibly sharing the use of a FACT owned vehicle in the near future. Some other options included review of cost of scrip and preliminary discussions on whether the funding could be optimized by used brokerage based taxicab services providers.

RECOMMENDATION:

None

ITEM # 13

TO: BOARD OF DIRECTORS

FROM: ARUN PREM, EXECUTIVE DIRECTOR and BROOKE CONNELL, OFFICE MANAGER

RE: EXECUTIVE DIRECTOR REPORT

TO: BOARD OF DIRECTORS

Meetings and Events 6/26/2017 - 7/26/2017

6/26 FACT/LIFT Provider Meeting - AGTS, Safety First, AAA, Arun, and Meagan
6/27 Laura Keyes, Ride Connection, Phone Meeting - Arun
6/27 MTS Travel Training Input Meeting - Meagan and Jonathan
6/28 County Supervisor Ron Roberts Representative Adrian Granda Meeting -
Arun
6/29 RouteMatch Troubleshooting- Arun and Meagan
6/29 MAA FY 17/18 Training - All staff
6/29 Staff Meeting
7/4 Office Closed 4th of July
7/11 One Call One Click Project Team Meeting - Meagan
7/12 Meeting with Meredith Morgenroth from JFS - Arun and Meagan
7/13 RouteMatch Troubleshooting- Arun and Meagan
7/17 SSTAC Meeting - Meagan
7/18 NCTD ADA Review - Arun, Meagan and Jonathan
7/18 CalACT Conference Committee Meeting - Arun, Meagan, and Budd
7/19 Drug and Alcohol Reasonable Suspicion Training - Meagan, Jonathan,
and Christian
7/24 Meeting with Bill Roth - Arun
7/26 Sensitivity Training - Christian, Kalin, Jonathan, and Leticia

Upcoming Meetings and Events

8/8 CAM Meeting
8/24 Board Meeting
9/4 Office CLOSED Labor Day