



Meeting Agenda and Notice  
**FACT Board of Directors Meeting**  
**June 20, 2012, at 9:00 am**

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

Board Chair Dave Roberts will participate via phone from 400 East River Road, Riverton,  
CT 06065

**AGENDA**

- |   |                     |                 |
|---|---------------------|-----------------|
| 1. Approval of May 16, 2012 Board Meeting minutes               | p-2                 | ACTION          |
| 2. Public Comment   |                     | INFORMATION     |
| 3. Sub-committee meeting updates                                |                     |                 |
| INFORMATION/ACTION  |                     |                 |
| a. Software and Service Development Committee                   | 6/14                |                 |
| b. Employee benefits committee meeting                          | 5/30                |                 |
| c. Finance Committee meeting                                    | 6/6                 |                 |
| 4. FACT/211 coordination MOU - <u>Bill York</u>                 | p-10                | ACTION          |
| 5. Alpha Project presentation by <u>Amy Gonyeau</u>             | p-15                | POSSIBLE ACTION |
| 6. KIDSECO presentation by <u>Milena Chakraverti-Wuerthwein</u> | p-16                | POSSIBLE ACTION |
| 7. Review of proposed employee benefits                         | p-17                | ACTION          |
| 8. Review of DRAFT FY 2013 Budget and May 2012 financials       | p-20                | ACTION          |
| 9. Brokerage services review:<br>RideFACT Pilot<br>MedRIDE      | p-22                | ACTION          |
| 10. SANDAG Coordinated Plan presentation                        | by <u>Phil Trom</u> |                 |
| INFORMATION/ACTION  |                     |                 |
| 11. Executive Director Report                                   | p-26                |                 |
| INFORMATION/ACTION  |                     |                 |

12. Board Member Comments  
INFORMATION/ACTION

Adjournment

## FACT Board of Directors' Meeting Minutes

May 16, 2012

Encinitas Hall, Encinitas, CA 92024

Board Members Attending	Dave Roberts, Teresa Arballo Barth, Bob Campbell, Phil Monroe, Susan Hafner, Norine Sigafoose, LaVonna Connelly
TAC Members Attending	Danielle Kochman - SANDAG, Lois Knowlton - Friends of Adult Day Health Care
Board Members Absent	John Aguilera, Alane Haynes
Staff Attending	Arun Prem, Patty Pauletto (via phone), Meagan Schmidt, Budd Anderson, Novette Buenaflor
Public/Guests	Willie Wahba (Care 4 U Mobility)
Introductions	Chair Dave Roberts called the meeting to order at 9:05 AM. Introductions were made.
Approval of April Board Meeting Minutes	<b>Motion to approve the April 18, 2012 Board Meeting minutes made by Bob Campbell. Second by Norine Sigafoose. The motion passed unanimously.</b>
Public Comment	None
Sub-Committee Report (Standing item, no recent updates)	<p>Arun discussed meeting with the Software and Service Development Committee on May 15, 2012. The committee discussed the marketing for the brokerage service and reviewed the brokerage structure. Bob Campbell said FACT needs a better understanding of the people it serves, how much of a fee they can afford, and FACT's responsibility in assisting these individuals. He said analyzing this data and determining the needs of FACT's clientele is important for future decision making. He felt FACT staff should analyze this data and bring the results to the Board for discussion.</p> <p>Arun said the fares were based on a comparison of fee structures of similar services. The fare structure was discussed with North County Transit District (NCTD) and Metropolitan Transit Service (MTS) in order to ensure FACT's services did not compete with existing services.</p> <p>Arun said there should be a way to subsidize trips for individuals unable to access existing transportation services. He explained that FACT has used</p>

donation money to provide special assistance trips on a case-by-case basis for individuals who are unable to afford transportation. He said discretion is used in determining the special assistance trips provided.

He suggested possibly expanding the RideFACT service area. FACT is unable offer most callers the RideFACT service because their travel is outside the service area or there is an existing service that can accommodate there trip. Callers who require longer trips starting inside but traveling outside the brokerage area are currently being referred to other providers because of the RideFACT service area limitations. Since RideFACT has had low participation, Arun proposed possibly expanding the RideFACT service area to accommodate these individuals. Bob mentioned discussion at the committee meeting regarding possibly expanding the brokerage service County wide.

Arun said in the next couple of months FACT will be signing contracts for the MedRIDE and MedAccessRIDE services and asked whether to expand the brokerage service now or when the MedRIDE service is implemented.

Bob discussed possibly obtaining information from 211 regarding caller demographics and needs. Danielle Kochman expressed the importance of considering the fare structure in the expansion of the brokerage.

Bob asked Arun how the client fares were collected and how this was reported to FACT. Arun said it is the responsibility of the contracted operator to collect the fare and deduct it from the invoice sent to FACT. Arun said if riders are having trouble paying the fare then FACT may need to negotiate this issue with providers. The Service Development Committee will meet and possibly recommend changes to the brokerage parameters at the June Board Meeting for discussion and action.

Lois Knowlton said she hears from people who cannot even afford a \$4 trip which can deter them from traveling to needed appointments.

Arun said the RideFACT fares were set before contracts were signed with providers. It turned out the rates submitted by providers were lower than anticipated. Since FACT is paying less for client trips than expected there may be room for fare restructuring to accommodate rider affordability. He said the brokerage as a whole is reviewed every four months and necessary changes can be discussed by the subcommittee.

Phil asked how many special assistance trips FACT provided to clients unable to utilize other means of transportation. He asked what the referral data showed with regards to people who have no means of transportation.

Arun explained that special assistance trips are determined on a case-by-

case basis. He said FACT limits the amount of special assistance trips offered in order to limit exposure and requests for this informal service. He said it is important to insure that FACT is providing these trips only to individuals who have no other means of transportation. FACT provides less than one such trip a month. The process is very selective and is at the discretion of the Mobility Coordinator handling the call, with approval from the Executive Director.

Phil felt the special assistance service should be formalized. Arun said this could be scheduled for discussion at the Service Development Committee meeting and could possibly be implemented as a new program.

LaVonna Connelly asked that Ramona be considered as a service area for brokerage. She stressed the transportation limitations in Ramona and the needs of its residents. Arun said MedRIDE is being funded by TransNet and does not distinguish between rural, urban, and suburban areas. From the funding perspective there is no limitation to providing service in Ramona, but from the cost prospective it was decided Ramona would receive services later. With increased service options and lower provider rates FACT may be able to serve Ramona sooner than expected.

Arun said the Employee Benefits Committee meeting is being scheduled for the end of the month. Bob requested to be relieved from the Employee Benefits Committee and asked if Norine Sigafoose would like to serve in his place. Norine agreed.

**Motion to replace Bob Campbell from the Employee Benefits Committee with Norine Sigafoose was made by Phil Monroe. Second by Dave Roberts. The motion passed unanimously.**

Arun recommended that the Finance Committee meet before the budget is drafted so a recommendation can be presented to the Board in June. He confirmed that Bob would remain on the Finance Committee.

FACT/211  
coordination  
MOU

Arun said a formal MOU is needed to establish the roles and responsibilities of 211 and FACT in the VTCLI-2 grant partnership. He discussed the proposed MOU and informed the Board that formal feedback has not been received from 211 regarding this document. He requested feedback from the Board and SANDAG (Danielle Kochman) on the MOU.

Phil pointed out a typo in the third paragraph. The word committee should be replaced with committed.

Susan Hafner asked if there was a cost involved when 211 needs to take over FACT call services in the event of an emergency. She wanted to know how additional costs will be addressed if the work load is higher than anticipated. Arun said he would discuss this with Bill York (211) and report back to the Board. He said FACT did not offer any type of reimbursement because FACT is working on the assumption that 211 would not have been able to secure the grant without partnering with FACT. He said FACT is adding significant value by signing on to this agreement. Susan suggested this be clarified in the MOU.

Teresa Arballo Barth discussed attending the Alliance of Regional Solutions and 211 being a member of the alliance. She recommended FACT becoming a member of this regional alliance. She said the alliance has identified FACT as an organization they needed to coordinate with. Arun agreed that FACT should be involved and would look into the requirements for joining. He informed the Board that the alliance has been running a transportation committee. Arun has suggested that they dissolve this committee and join CAM. He said FACT has created a seat for them within the CAM structure, but has not received any formal commitment.

Bob recommended allowing Arun and himself a week to clean up and finish the MOU before the Board takes action.

Dave stressed his concern with the phrasing of the second paragraph of the MOU: *WHEREAS, the FACT and 211 agree on sharing the administration of the grant with respect to products, deliverables, reporting and compliance arising from the Grant.* He felt the sentence could be perceived as FACT having more of a role in the project implementation than proposed by the partnership. Arun said the intention of this sentence was to share the decision making process and not the work related in implementing the project. Phil wanted to clarify whether 211 needs approval from FACT for decision making or do they just need to consult with FACT regarding decisions being made. Arun said decisions regarding the partnership are not to be made without FACT's consent.

	<p>Arun said he would rephrase this sentence.</p> <p>Phil asked how disagreements will be resolved between FACT and 211 in the decision making process.</p> <p>Danielle responded saying that SANDAG is the official grantee and is responsible for continued oversight of the project. It is SANDAG's responsibility to insure that the project is in compliance with Federal procurement requirements, Title VI, etc. SANDAG will be heavily involved in the project. She felt these decisions will need to be reviewed by SANDAG or passed down from SANDAG to 211 and FACT. SANDAG could assist with any disagreements that may arise between 211 and FACT.</p> <p>Dave would like the MOU to clearly spell out FACT's authority as the CTSA designated by SANDAG and its role as a partner in the project.</p> <p>Susan asked Danielle if she had any MOU examples that may assist in the drafting of this agreement. Danielle said she would look for some samples. She reminded the Board that there will be additional agreements between the three organizations after determining how the invoicing to SANDAG will occur. She said this discussion needs to take place before the MOU is formalized between FACT and 211.</p> <p>Dave, Arun, Bob, and Danielle will sort out the MOU details and then meet with 211 to review and discuss finalizing the agreement. The discussion and draft will be brought back to the Board in June for action.</p>
<p>Summer 2012 Board Meeting Schedule</p>	<p>Dave discussed the pre-Board meeting with Arun and Bob. They proposed possibly canceling one of the summer Board meetings. Arun proposed canceling either the July or August Board meeting.</p> <p><b>Motion to cancel the August 15, 2012 Board meeting made by Dave Roberts. Second by Teresa Arballo Barth. The motion passed unanimously.</b></p>
<p>Board letter to US Senate &amp; House of Representatives</p>	<p>APTA encouraged members to contact US Senators and House Representatives to urge them to approve long term transportation funding legislation. Bob Campbell recommended that FACT Board members write to local elected officials to represent FACT's position. Staff requested the Board review the attached letter and provide recommendations/direction. Dave said the letter is a pre-drafted template sent from APTA with minor additions to represent FACT's perspective regarding transportation issues. Dave clarified whether this would be considered lobbying since FACT is 501C3. He said as long as FACT is not asking for a specific grant it would not be perceived as lobbying and FACT could proceed with submitting the</p>

	<p>letters.</p> <p><b>Motion to approve sending a final draft of the Board letter regarding the transportation funding legislation to the US Senators &amp; House Representatives on the conference committee in addition to the Representatives for San Diego County; including sending a copy to the local San Diego Senate office made by Teresa Araballo Barth. Second by Susan Hafner. The motion passed unanimously.</b></p>
April 2012 financial statements	<p>Dave asked how Dennis Randall was working out as the new FACT accountant. Arun said he is impressed with his performance and has worked well with Patty and Novette on transitioning the financials from Alison. He has delivered reports on time and is easily reachable. Arun felt he was a good selection and fit for FACT.</p> <p>Dave and Teresa discussed the Leichtag Foundation and its initiative to promote Jewish culture and North County quality of life issues. Dave said FACT should inform the foundation of FACT's services and that local transportation problems are a quality of life issue. He mentioned associating transportation to healthcare as a way of drawing the foundations interest in FACT as a donation beneficiary. He encouraged Arun to consider them as a possible source of funding.</p> <p>Bob said the financial information sent with the Board packet included detailed information not displayed in the handouts. Bob said without more information an accurate analysis of the financials cannot be made. Arun explained the detailed information was not supposed to have been sent with the Board packet. Normally the two financial reports sent and printed for the Board meeting include the Budget Expense and Variance Report and the Balance on Grants. The telephone expenses have exceeded the budget because the budget was based on FACT receiving a 50% CA Teleconnect discount that was denied. He said once FACT signs an MOU with 211 he will discuss having 211 apply for this discount on FACT's behalf. Bob mentioned speaking with John Osborn (Gov. AT&amp;T representative) regarding receiving this discount.</p> <p>Susan Hafner said seeing the monthly actual expenses would be helpful for Board analysis.</p> <p>Bob requested a copy of the Journals that attribute to the financial reports for additional analysis. He requested having these journals sent as a PDF before May 30.</p> <p>There was discussion regarding expense categories and what expenses are included in each category. Arun said FACT is working on cleaning up</p>



	<p>the category definitions so expenses included in each category are accurately reflected by the category title.</p> <p>Susan suggested having the line item definitions and monthly actual expenses included in the monthly report. Arun said this could be accommodated and all the categories will be reviewed with Dennis Randall before the next Budget is drafted.</p>
<p>Review of FACT Policies/Employee Handbook</p>	<p>This item responds to the Board's request to draft an Employee Handbook, containing a comprehensive set of personnel, procurement, travel, attendance, etc. guidelines. Staff completed the draft Employee Handbook, which was modeled after the NCTD Employee Manual completed in 2011. FACT used the consulting services of Scott Transue' to draft the policies. FACT employees had the opportunity to review the draft and provide feedback.</p> <p>Arun gave a brief overview of the draft and highlighted the policy categories. FACT staff requested that the Board review and approve the draft Employee Handbook.</p> <p>Bob asked if there were any unresolved issues between staff opinion and the draft Handbook. Arun said there were some discussions regarding use of Paid Time Off (PTO) and unpaid time off. The draft Employee Handbook specifies that all PTO must be used before taking unpaid time off. Staff felt they should be able to take time off without pay and use their PTO at their discretion. Arun said he does not want to promote taking unpaid time off before using PTO, but it can be dealt with on a case-by-case basis. The policy will recommend that employees use all PTO before taking any unpaid time off, but certain circumstances could be accommodated.</p> <p>Phil asked if there was a system in place for comp time. Arun said FACT does not offer comp time and explained PTO and overtime pay for FACT employees.</p> <p>Susan and Teresa mentioned recent changes in employment law regarding employee breaks and lunch periods (may apply to certain industries only). Arun said he would check to see if any changes have occurred that may apply to FACT.</p> <p>Dave highlighted two items on page 8 that may need revision. The policy says FACT's operating hours are from 8:00 am to 5:00 pm and that all employees work an 8 hour shift including an unpaid ½ hour lunch and two paid 10 min breaks. He said this does not add up to 8 hours of employee work time when excluding the ½ hour lunch break. Arun explained that the office hours are 8:00 am to 5:00 pm, but each employee works a slightly different 8 hour shift. Dave also felt the following policy on page 9</p>

needs revision: *When an employee arrives more than seven (7) minutes after their scheduled start time, they must sign in at the next quarter hour.* Arun said this was implemented to give employees a grace period in the time they arrive and not to penalize them for being a couple of minutes late as far as timecard reporting purposes are concerned. Dave felt employees should sign in when they arrive, work 8 hours, and sign out when they leave. He said the policy is not clearly defined and allows employees to be 7 minutes late everyday without being penalized. He said this sentence should be excluded from the policy as he felt it was the Executive Director's responsibility to insure employees arrive on time; this includes the Executive Director using his discretion to define and penalize tardiness.

LaVonna said since the Employee Handbook was modeled after NCTD's manual it may include more detail than needed for a small organization like FACT. She pointed out that a simpler manual would allow more flexibility as opposed to this detailed document. Susan agreed that the manual could be a little broader based and suggested FACT refer to California employment law to provide the detail not included in the manual.

Arun said the document was modeled after the NCTD policy and to change or simplify the document would require additional work hours.

**Motion to approve the Draft Employee Handbook excluding the following sentence on page 9: *When an employee arrives more than seven (7) minutes after their scheduled start time, they must sign in at the next quarter hour.* Made by Dave Roberts. Second by Bob Campbell with the request that the page numbering be reviewed and the consent forms and electronic voicemail and Internet policies be added.** Arun commended staff for their consistent attendance and informed the Board that attendance and tardiness has not been an issue. **The motion passed unanimously.**

Dave reminded Arun to update the effective date on the cover of the Employee Handbook (currently read April 1, 2012).

Executive  
Director Report

Arun reviewed meetings and conferences attended by staff and himself. He highlighted the CalACT conference, APTA Bus and Paratransit conference, and APTA Mobility Management conference/committee meeting. Susan and Arun participated on a panel discussing effective Board of Directors during the CalACT conference. Susan and Arun gave a presentation at the APTA conference on the implementation of the FACT brokerage. Phil requested a copy of these PowerPoint presentations.

	<p>Meagan gave a brief update on recent workshops attended by FACT staff. Meagan, Patty, and Novette applied for Rural Transportation Assistant Program scholarships (RTAP) to attend these two events. The scholarships covered 80% of the cost for Novette, Patty, and Meagan to attend.</p> <p>Dave asked Arun if he would like to announce the Executive Director compensation option he selected at the Executive Committee. Arun selected the option that offered a 6% increase on base salary. Arun also indicated that he will inform the Board of any leave longer than 5 consecutive days as requested. Arun thanked the Board for the offer. Dave said the Board felt Arun was doing an exceptional job as Executive Director and wanted make sure this was recorded in the minutes.</p>
Board Member Comments	<p>Phil expressed his disappointment with the new FACT website's search capability. He said the visual appearance of the site was well done, but the search tool is not effective. Dave clarified that the assignment was to fix the feel and look of the website and the internal search engine within the website is separate project that still needs to be addressed.</p> <p>Bob suggested placing text on the webpage explaining that the site is under construction and to call FACT for further assistance. He felt that the average user may get frustrated with the inadequate search tool and never return if the site does not indicate that it is a work in progress. Arun said he would check to see if the website design could accommodate this statement and report back to the Board.</p> <p>Arun explained that the FACT website search engine provided the same search results as the STRIDE website FACT has been using all along. He said the FACT website search engine was not updated simultaneously as the website appearance because SANDAG and FACT were engaged in an exercise to upgrade the entire database of providers. FACT wanted to wait until the data base was complete before updating the search engine. He felt the first draft of the list of providers will be completed by the beginning of Summer 2012. Ninthlink will not be responsible for the search engine upgrade and another specialist will need to be hired to upgrade the search engine tool. Arun will keep the Board updated on the status of this project.</p> <p>Dave asked Arun to check in with John Aguilera regarding his Board meeting attendance.</p> <p>Dave gave a summary of the Board actions and thanked the Board, staff, and guests for attending.</p>
Adjournment	Meeting was adjourned at 10:46 AM.

**ITEM # 4**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director**

**RE: FACT/211 coordination MOU**

**ISSUE:**

During April and May 2012 the Board reviewed the early DRAFTs of the collaborative grant proposal prepared by FACT and 211 San Diego for a project to provide mobility services for veterans, military and families.

The enclosed version of the DRAFT MOU identifies the roles, responsibilities with respect to the products, deliverables and reporting and compliance required by the grant. It includes feedback received so far from Board, SANDAG and 211.

**BACKGROUND:**

In April SANDAG, acting as the sponsor agency, submitted the VTCLI- 2 grant on behalf of FACT and 211. The FACT Board discussed the opportunity in February 2012 and approved the staff recommendation to submit an application.

If approved, the grant will fund capital expenses for:

- Over 20 information kiosks which would be installed at military bases, hospitals and VA facilities, etc.

- Telephone equipment to connect 211 and FACT for purposes of call intake, language line assistance and possibly emergency backup.

- Development of a countywide database of veterans services that will be available as a smart phone app, via information kiosks and for referrals by FACT or 211

The project cost is \$2,585,460 of which 211 will provide \$535,460 in local matching funds, including a \$75,000 cash match. FACT committed to a \$25,000 cash match spread over the life of the project (2-3 years).

Due to the short timeline for the proposal, the MOU between FACT and 211 was deferred until after submission of the grant.

FACT and 211 have discussed the potential of coordination of services in order to optimize operations of both agencies for veterans' mobility services as well as other services. It appears that due to the infrastructure and specialization 211 San Diego has developed in call intake services, they could serve as a portal for all FACT's mobility related inquiries. 211 staff would be trained to handle referrals and would be able to close out most requests and forward the rest to FACT staff for handling. In this scenario of possible coordination, FACT would benefit by having to hire fewer staff in future, have

24/7 coverage of referrals and brokerage calls and access to 211's language translation lines, emergency phone back-up facilities, etc.

During May 2012, Board members suggested a number of clarifications that have been included in the current DRAFT:

Clarify that the emergency backup services provided by 211 for FACT will be provided free of cost; Unless specified, all services mentioned in the MOU will be provided with 211 funds or with grant funds; FACT's contribution to all activities in the MOU will be limited to a maximum of \$25,000 over the projected 3 year life of the project.

**RECOMMENDATION: Staff requests the Board to review the DRAFT FACT/211 MOU and authorize the Executive Director to sign it.**

# DRAFT

## Memorandum of Understanding

### Inter Agency Coordination between FACT and 211 San Diego

WHEREAS, **Full Access and Coordinated Transportation, Inc. (FACT)** and **211 San Diego (211)** have submitted a joint application for a Federal Transit Administration (FTA) grant for **Veterans Transportation and Community Living Initiative (VTCLI-2)** grant (Grant); and

WHEREAS, the FACT and 211 agree on sharing the **administration of the grant with information and decision making with respect to** products, deliverables, reporting and compliance arising from the Grant; and

FACT has committed to funding \$25,000 of the \$535,460 proposed in matching funds, over the life of the project and 211 has committed to providing the remaining \$510,460. The total project amount including match is \$2,585,460.

WHEREAS, the partners herein desire to extend mutual collaboration to other projects and tasks not included in the grant proposal; the projects were based on a desire to optimize the use of existing county resources and delivering services cost effectively.

WHEREAS the partnership will expand the existing transportation resource center by integrating the CTSA (FACT) and the region's information and referral provider for health and human services (211 San Diego).

WHEREAS, the partners herein desire to enter into a Memorandum of Understanding setting forth the roles and responsibilities in the collaboration.

#### **1) Description of Partner Agencies**

FACT, the Consolidated Transportation Services Agency (CTSA) for San Diego County manages a call center that provides referrals to transportation services in San Diego County; FACT also operates a transportation brokerage and provides transportation for seniors in some parts of San Diego County.

211 San Diego, the County's information and referral provider for all health and human services is the California Public Utilities Commission's designated 2-1-1 provider for San Diego County. It connects 200,000+ people with services through a free, 24/7 confidential phone service and searchable online database of 6,000+ programs.

NOW, THEREFORE, it is hereby agreed by and between the partners as follows:

#### **2) Roles and Responsibilities**

211 will act as the lead for implementation of all the projects included in the grant. 211 staff will initiate actions, monitor and report on the progress and compliance related to the three implementation phases:

**PHASE 1 - Planning and Contracting** - Conduct comprehensive assessment of veteran's mobility needs and analyze transportation gaps. Produce an inventory of transportation available for veterans and military/families as well as for the civilian population, including people with disabilities. Requests for Proposals will be developed and released in the first three months of this project. Vendors will design, develop, and test telecommunication upgrades, smart phone application and kiosk software for self-service solutions. Administration and staffing related to the execution of Grant funded projects will be the responsibility of 211.

**PHASE 2 - Integrating and Implementing** - This project will create a smart application that can be downloaded for free onto any smart phone and utilized to access the online database portal. This portal is another technological improvement that will result from this project and will be accessible by multiple nonprofit and government agencies providing information and referrals to their clients. Kiosks will be installed throughout San Diego County. Kiosks will be purchased and installed at convenient locations. More than 30 locations have been identified to potentially host the kiosks.

The Steering Committee and Key Stakeholder Committee will prioritize the locations based on needs assessed. FACT will be a member of the Steering Committee as well as the Key Stakeholder Committee.

**PHASE 3 - Evaluate and Report** - 211/FACT call specialists will provide Mobility Management Services 24/7 via the 211 phone line. Call specialists will have been trained in mobility management, be AIRS certified, and utilize new software to select and assign trips to the most appropriate provider for the rider. All veteran and military needs and referrals given will be tracked through portal utilization; needs that were unmet, meaning no service was found to fit the need, will also be tracked. Trends will be reported back to SANDAG to address the challenges of Veterans and Military Families when updating the Coordinated Plan.

### **3) Coordination Activities:**

#### **a. Grant Related**

1. The decisions regarding design of the kiosks, database and smart phone application design and procurement will be handled by 211 with input and subject to concurrence from FACT.
2. Any product design elements and marketing materials related to the Grant will include 211, FACT and SANDAG logos and any pertinent information.
3. 211 will incorporate the FACT transportation provider database into the 211 database; the data will be used by 211 personnel to provide referrals to individuals seeking mobility related assistance.

4. 211 will provide transportation information and referrals on behalf of FACT and make the call and referrals statistics available to FACT on a monthly basis.
5. 211 will provide language line assistance to FACT callers seeking information or assistance with any of FACT's services.
6. 211 will provide emergency backup facilities for FACT's call center

**b. Additional Coordination Activities:**

1. 211 will collaborate with FACT to include FACT staff in training for telephone response, database management and other areas including disaster response etc.
2. FACT and 211 may agree to amend this agreement to incorporate specific coordination opportunities that become feasible in the future.
3. 211 and FACT will collaborate on Joint Marketing activities including developing a communications plan and advertising new products including consolidated telephone and online tools, kiosks, and mobile applications.

**4)** Unless specified, all grant related as well as other collaborative services mentioned in the MOU will be provided with 211 funds or with Grant funds; FACT's contribution to all grant related activities in the MOU will be limited to a maximum of \$25,000 over the projected 3 year life of the VTCLI-2 project. Specific hourly rates will be established for any additional services performed by 211 that are not covered in this MOU.

**5) Timeline**

The roles and responsibilities described above are contingent on 211 receiving funds requested for the project described in the VTCLI-2 grant application. Responsibilities under this Memorandum of Understanding would coincide with the grant period, anticipated to be summer 2012 through 2016.

We, the undersigned have read and agree with this MOU.

By \_\_\_\_\_  
Arun Prem  
Executive Director, **Full Access and Coordinated Transportation, Inc.**  
Date \_\_\_\_\_

By \_\_\_\_\_  
John Ohanian  
Chief Executive Officer, **211 San Diego**  
Date \_\_\_\_\_



**ITEM #5**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director**

**RE: Alpha Project Presentation**

**ISSUE:**

Alpha Project and FACT are in the process of completing an agreement that would include Alpha Project as a transportation provider for the brokerage. This item is an update on the ongoing collaboration with Alpha Project. Amy Gonyeau, Chief Operating Officer will present the update.

**BACKGROUND:**

Alpha Project provides services for the low income individuals and seniors. Its services include housing and job related assistance as well as transportation. Until early 2012 Alpha Project operated a free senior transportation service funded by a Transnet Senior Mini Grant over an extensive service areas including North County and many areas in Southern San Diego County.

After the transportation service ended, the seniors were referred to FACT for assistance.

FACT and Alpha have had discussion about possible collaboration to continue senior transportation as a component of the brokerage, as well as providing new grant funded transportation services in future.

**RECOMMENDATIONS:**

**None.**

**ITEM #6**

**TO: BOARD OF DIRECTORS**  
**FROM: Arun Prem, Executive Director**  
**RE: KIDSECO presentation**

**ISSUE:**

Board Chair Dave Roberts recommended that FACT invite a representative from KIDS ECO CLUB to introduce the Board to their mission and explore ways to work together in future on issues of common interest.

Milena Chakraverti-Wuerthwein will make a presentation.

**BACKGROUND:**

KidsEcoClub is a 501(c) 3 nonprofit organization providing environmental education programs for K-12 schools. KEC is driven to inspire, educate, connect, and empower youth to make decisions to support a sustainable planet. The organization was founded by Susan Guinn and her son Max.

Collaborating with school districts, schools and organizations nationwide, KEC has combined the best in educational tools, youth leadership programs, innovative technology, state approved curriculum and resources to establish a nation of school based environmental clubs and a cutting edge social networking system to connect volunteers, students and educators. In addition to supporting the EEI curriculum, KEC connects scientific professionals, businesses, foundations, other non-profits, students, educators and philanthropists in a network of projects and programs designed to raise the collective eco-consciousness of K-12 students.

**RECOMMENDATIONS:**

**Staff requests feedback and suggestions regarding ongoing involvement with KidsEcoClub.**

**ITEM #7****TO: BOARD OF DIRECTORS****FROM: Arun Prem, Executive Director****RE: Proposed Employee Benefits; Benefits Committee Report****ISSUE:**

On May 30<sup>th</sup>, 2012 the Employee Benefits subcommittee (Dave Roberts and Norine Sigafoose) met with staff to review the health care and retirement savings plan options. The following plans and budget proposals were developed as part of the Board recommendation:

Kaiser Permanente HMO	Maximum Annual Expense	<b>\$9,600</b> FACT contributes \$200 per employee each month (4 staff)
IRA "Simple Plan"	Maximum Annual Expense	<b>\$7,890</b> FACT contributes 3% of total employee salaries as match

The estimated maximum expenditures were used a projections in the FY 2013 budget.

**BACKGROUND:**

Current FACT employee benefits include 10 holidays during a calendar year and 2 weeks Paid Time Off (PTO) for a year of service. Medical, retirement or deferred compensation benefits are not offered at this time (The Executive Director is paid a monthly medical allowance).

FACT staff and Employee Benefits subcommittee reviewed several benefits options including retirement, health care and deferred compensation plans.

The Board held a preliminary discussion on employee benefits in March 2011. The Board wished FACT staff to have access to basic employee benefits. Benefits help attract and retain staff and help employees meet their healthcare and financial security needs.

In October 2011 an Employee Benefits subcommittee (Dave Roberts and Bob Campbell) was appointed to work with staff in reviewing the options.

On January 5, 2012 Arun and Dave reviewed healthcare options offered by Community Transportation Association of America CTAA through Gallagher Insurance Services. Nick Kitchell from Gallagher explained the low cost limited medical coverage (also known as mini-med or medi-med options) offered by Gallagher and compared it to pricing for a traditional comprehensive plan offered by Kaiser. The subcommittee was interested in identifying some comprehensive medical and deferred savings options which would offer FACT employees some incentive to sign up. A comprehensive health policy was not an option with Gallagher.

Additional options researched by the subcommittee and staff were reviewed during the Board workshop in February 2012. Peter Cross from Payroll Benefits Insurance Solutions and Britney Oates from State Farm presented information on the available medical and deferred compensation savings options.

Later staff met Peter Cross to review the detailed plans and expenses and enrollment process.

The board as well as subcommittee felt that the FACT contributions should be equitable and not discriminate between employees based on age, marital status or other factors that determine expense. The Board and committee also preferred a benefits process that promoted health coverage and did not favor incentives in lieu of coverage.

A set of health care plan and retirement savings plan approved by the Employee Benefits subcommittee of the Board is presented for Board review. The projected expenses were included in the proposed DRAFT 2012-13 Budget and reviewed with the Finance committee (Susan Hafner, Bob Campbell and John Aguilera).

Retirement plans are not feasible for small organizations and therefore are not presented for this discussion. In the long term it may be possible for FACT employees to join another organization's retirement plan.

The table presented above shows the two benefits options recommended by the Committee.

### **Expense and Budget projections:**

#### Healthcare Plan – Kaiser HMO:

This plan would cost \$21,432 per year for four employees. A \$200 per employee per month contribution for four employees was suggested by the committee, i.e. an annual contribution of \$9,600 by FACT. The ED would not receive this benefit. While \$9,600 is

the maximum contribution from FACT, at the present time, 3 of the 4 eligible employees have alternate coverage options and have not indicated an interest in this plan. The likely budget impact of this action is \$2,400 for FY 2012-13.

Retirement Savings - Simple Plan (IRA):

Employees can contribute up to \$11,500 each (additional \$2,500 for those over 50 years old). FACT will contribute up to 3% of employees' annual compensation as match - i.e. upto \$7,890 for FY 2012-13.

Revenues - Mobility Management funds are eligible for funding this expense; the expenses would qualify under existing grant agreements.

**RECOMMENDATION:**

**Staff requests Board to review recommended healthcare and IRA retirement savings options as well as recommended FACT contributions, and provide feedback and direction.**

**ITEM # 8**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director**

**RE: DRAFT FY 2012-2013 Budget; Finance Committee Recommendations; May 2012 Financials**

**ISSUE:**

The Fiscal Year 2013 begins July 1, 2012. FACT staff has proposed a Budget (attached) which identifies all revenues and expenses. The proposed budget is balanced. The total budgeted expenses and revenues equal \$819,290.

Board approval is needed in order to implement the Budget for the next fiscal year.

**BACKGROUND:**

The Board Finance Committee (Bob Campbell, Susan Hafner and John Aguilera; Phil Monroe was not available) met with staff on June 6, 2012 and reviewed the DRAFT FY 2012-13 Budget.

The 2013 budgeted expenses are categorized under SALARIES & BENEFITS, OPERATIONS DIRECT, OPERATIONS INDIRECT, and OVERHEADS expense categories.

Other than salaries, the major expenses occur in the DIRECT or INDIRECT OPERATIONS areas, and include costs of brokered trips for RideFACT and MedRIDE, brokerage software procurement, software programming and website upgrades. Increased travel expenses reflect increased staff and FACTs engagement with APTA Board. Projected benefits expenses are included in the DRAFT budget.

The Finance Committee reviewed the proposed expenses and sought clarifications of several expense categories including Benefits/retirement, Mobility Planning, RideFACT and MedRIDE services, Website expenses, Travel etc. The format of the budget was discussed and amended at the recommendation of the committee. The revised budget shows 2012 expenses alongside 2013 projections. The projections for brokered trips were increased at the recommendation of the committee. Revenues were separated in allocated and unallocated column in order to balance the budget.

The following recommendations were addressed in the revised budget DRAFT:

- Insert a column with prior year's expenses next to proposed FY 2013 expenses
- Identify revenue sources for all expenses and define all expense categories
- Balance revenue and expenses

In order to accommodate the multi-year terms of most approved grants, revenues were allocated in 2013 or shown as unallocated revenues in a separate column.

The above recommendations were incorporated in the attached DRAFT Budget.

The Finance Committee also discussed cash flow and monthly updates to monthly financial statements.

**RECOMMENDATION:**

**Staff requests Board to review and approve the DRAFT FY 2012-13 Budget.**

**ITEM # 9**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director**

**RE: Brokerage Services Review - RideFACT Pilot and (proposed) MedRIDE**

**ISSUE:**

RideFACT status:

RideFACT was implemented in January 2012 after Ramona RideFACT was discontinued in October 2011; a quarterly review of the service parameters and contractor rates was planned to allow for timely adjustments.

MedRIDE status:

According to SANDAG staff MedRIDE grant contract is ready to be signed and a service plan is needed to plan for implementation.

In May 2012, the board held preliminary discussions regarding the planning for changes to pilot brokerage and implementation of MedRIDE. In June (6/14), the Service Development Committee met to review the detailed parameters of both services.

This item addresses plans for both services. The Service Development Committee recommends a single set of criteria and policies in order to streamline implementation and marketing.

If approved this action would transition RideFACT into MedRIDE seamlessly from the rider's perspective.

**BACKGROUND**

RideFACT Brokerage was implemented as a pilot in January 2012. The one year pilot was intended to test the brokerage concept and operate the service in a limited area which would be expanded when MedRIDE was implemented.

During the planning process for the brokerage it was decided to review the service parameters including fares, service boundary, days and hours of service etc. periodically in order to ensure that the service was responsive to the community's needs.

The providers were concerned that the rates that they committed to needed to be reviewed in order to ensure they correspond with market conditions.

**RideFACT Service - Proposed changes**

Since January, while the call volume has steadily risen, the number of brokered trips provided remained small. Most trip requests were referred to other services but many were denied because the requests did not fit the current service criteria. Typically the requested trips originated or ended outside the pilot brokerage area. There are other limitations including weekdays only service. Some callers perceive the fare high enough to present a barrier. RideFACT fares are \$4 for 5miles, \$8 for up to 10 miles and higher for longer trips.



During the Service Development Committee's meeting in May and at the May Board meeting, there was preliminary discussion regarding adjusting service parameters (service area, fares and possibly days and hours) in order to meet demand more effectively. The committee favored expansion of the pilot brokerage and possibly lowering fares to increase demand. The current brokerage fares were set in anticipation of higher average per trip expenses - however actual contractor rates are significantly lower due to the competition inherent in the brokerage process.

The Service Development Committee met again on June 14, 2012 to finalize the RideFACT service change recommendations for the Board. **Bob Campbell, Floyd Willis, Danielle Kochman, Amy Eustace, Laura Barish, Todd Lordson and Arun, Meagan and Patty** participated. Amy Eustace from the City of Vista represented the Volunteer Driver Coalition.

The committee reviewed the following parameters for RideFACT brokerage:

### **Service Area:**

Three factors favor the expansion of the service area beyond Escondido, Rancho Bernardo and Poway:

1. Referrals data indicates that trips requested span a larger area than the pilot brokerage.
2. SANDAG has recently informed FACT that the Senior Mini Grant funding the pilot brokerage will expire prematurely in December 2012. In order to draw down on funds which are available for countywide services, the service area needs to be revised.
3. As per SANDAG MedRIDE grant award is imminent - the MedRIDE grant funds brokered services for seniors which will be phased in urban areas of San Diego County followed by suburban and rural communities.

Floyd suggested including urbanized and non urbanized areas in the service areas due to equity considerations. Arun and Bob felt the phased approach would work better due to several concerns including staffing and lack of identified contractors in non urban areas. A compromise was reached to include urban and suburban areas, as well as Ramona and Spring Valley, communities that do have transportation contractors available and willing to work with the brokerage. Other regions will be added as and when it is feasible.

There was limited discussion on demand for travel outside San Diego; it was decided to limit services within the County at this time and look for reciprocal arrangements with neighboring jurisdictions in future.

### **Fares:**

Current brokerage fares were set at \$4 increments for 5 mile segments. The following factors lead to a review of Fares:

1. Feedback from callers indicating fares were unaffordable
2. MedRIDE grant submitted in 2010 had proposed lower fares. At the time MedRIDE was proposed, the brokerage didn't exist. After MedRIDE was approved and when the

brokerage was implemented, fares were set higher in anticipation of higher contractor rates.

There was consensus that fares should be lower than current levels.

Proposed one-way fares:

5 miles	\$2.50
5.1-10 miles	\$4.00
10.1-20 miles	\$5.00
20 miles +	\$10.00

Amy discussed a 150 mile/month mileage cap used by City of Vista's service and a \$10 surcharge for trips longer than 50 miles (round trip). The 150 mile a month cap was approved as a discretionary measure to prevent abuse or disproportionate use.

Bob asked that round trips fares not involve use of small change for expediency and convenience.

The fare collection process was reviewed - drivers collect cash round trip fare at the time of boarding the passenger; the contractor invoices FACT after deducting fare from the established trip rate.

Other premium fares were discussed in the context of additional services, but were not included in the proposal. Door-to-door and door-through-door requests will be handled on a case basis at the same fare.

**Days and Hours of Service:**

Currently service is available 5 days a week, 8am-6pm, except on holidays.

The proposed service will be available 7 days a week, 7 am to 8pm. It will be booked at least a day in advance; same day service will be provided only when feasible. A no-strand policy will continue to be part of the service.

**Trip Purpose:**

Trips will be prioritized based on medical purposes. General purpose trips will be provided after demand for medical trips was met.

**Marketing:**

The committee members offered suggestion regarding marketing venues and content. A draft marketing plan is available and could be implemented at short notice.

**Implementation Timeline:**

FACT has 5\* contractors in the brokerage who are available to serve urban and suburban areas of San Diego. Since the contractors and rates are already established, the transition to a new service could be immediate. FACT staff is familiar with the service proposals and have been involved in the planning discussions.

**Other Criteria:**

There was some discussion with respect to requirement of attendants and PCA's and whether people who appeared to be unable to travel alone would be excluded - since those decisions are subjective, it was decided to handle them on a case basis.

FACT would handle call intake and determine which contractor would serve the trip based on rates and availability etc.

211/San Diego may assume the call in-take after the mutual agreement is effective in case the FACT/211/SANDAG grant is awarded. It was discussed that FACT does not have the call center capacity to handle the trips projected in MedRIDE.

Grants background - MedRIDE

MedRIDE is a senior dial a ride service funded by Senior Mini Grant (SMG) and New Freedom Funds approved in 2010. This grant is separate from the SMG grant awarded earlier, in 2008, which funds RideFACT. While the services were scoped as separate grant applications, the current Business Plan envisioned that the RideFACT pilot would serve as a launching pad for the MedRIDE service which is identical in most respects but has a larger service area (urbanized San Diego County and some non urbanized areas).

Both RideFACT and MedRIDE services are for seniors to assist with accessing medical services; general purpose trips can be provided as long as medical trips are prioritized. The fare structure for MedRIDE was different since it was presented in the grant application prior to development of RideFACT fares. At this point staff feels that the MedRIDE and RideFACT service parameters should be transparent to riders to avoid confusion. It would also make marketing and outreach more effective.

**RECOMMENDATION**

**Based on the Subcommittee's recommendation, staff seeks Board approval to expand the service area of the brokerage to include the proposed MedRIDE service area - (urban and suburban San Diego County as well as Ramona and Spring Valley) with immediate effect. Approval is also needed to amend the fares and other abovementioned service parameters.**

**ITEM # 11**

**TO: BOARD OF DIRECTORS**  
**FROM: Arun Prem, Executive Director**  
**RE: Executive Director Report May/June 2012:**

**Meetings and Events:**

- 5/17 NCTD Board Meeting
- 5/21 Alpha Project Meeting
- 5/22 NORCAN Meeting
- 5/30 **Employee Benefits and Agenda Planning meeting with Dave and Norine (Benefits Committee)**
- 5/31 Presentation at Caregiver Coalition meeting in San Diego
- 5/31 FTA 5310 Vehicle Procurement Workshop at SANDAG
- 5/31 Meeting with Phil Trom, Laurie Gartrell, SANDAG re. Coordinated Plan comments
- 6/5 Meeting with Aly Evans, Phil Trom and Danielle re. future NCST etc. grants
- 6/6 **Meeting with Finance Committee (Bob, Susan, John) to review DRAFT FY'13 Budget**
- 6/12 **CAM in Encinitas, presentation of City of La Mesa's senior transportation services**
- 6/12 **Meeting with Ernie Navarro, Councilmember Lori Zapf in San Diego**
- 6/14 **Software and Service Development Meeting re. brokerage parameters and MedRIDE**
- 6/15 **SANDAG Transportation Committee Meeting; meeting with Phil Trom- Request from Supervisor Horn for wounded warrior transportation**
- 6/19 Meeting with Jake Romo, veteran

**Grant Updates**

2012 New Freedom, Job Access and Reverse Commute, and Senior Mini Grant call for projects.