



Facilitating Access to Coordinated Transportation

Meeting Agenda and Notice
FACT Board of Directors Meeting
June 22, 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 May 25 Board Meeting Minutes p-2 ACTION
4. Business Plan Review p-6 ACTION
5. Finance Committee Report P-8 ACTION
 - Review of DRAFT 2017-18 Budget
 - Review of classification of Budgeted expense as CTSA activities
6. Update on SANDAG Specialized Transportation Workshops P-11
INFORMATION
7. FACT Services Updates p-13
INFORMATION
 - 100,000 rides completed
 - Update on discussions with MV
8. Monthly Financial Reports
INFORMATION
9. Standing Item - Updates on initiatives p-17 POSSIBLE
ACTION
 - Outreach to Cities - meeting with City of Vista staff
 - CTSA Contract update
10. Board member updates / proposed agenda items
INFORMATION
11. Executive Director's Report p-19

ADJOURNMENT

FACT's Mission <i>Assist San Diego County residents with barriers to mobility to achieve independence through coordination of transportation services</i>

ITEM # 3**FACT Board of Directors Meeting Minutes**

May 25, 2017

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

Board Members Attending	Bob Campbell, LaVonna Connelly, Dave Roberts, George Gastil, Phil Monroe, Hon. John Aguilera, Hon Lorie Zapf
TAC Members Attending	Danielle Kochman, Brian Lane, Lois Knowlton
Board Members Absent	Susan Hafner
Staff Attending	Arun Prem, Meagan Schmidt, Budd Anderson, Brooke Connell
Public/Guests	See sign in sheet.
Introductions	Chair Bob Campbell called the meeting to order at 9:00AM and introductions were made.
Public Comment	None.
Approval of April Meeting Minutes	Motion to approve the April 27, 2017 Meeting minutes made by Phil Monroe. Second by Dave Roberts. Dave requested that the first 2 sentences in public comment be deleted. The motion passed unanimously.
Business Plan Review	<p>Budd Anderson gave an update on the annual update on FACT's Business Plan which is required by the CTSA contract with SANDAG. This is a draft plan which does not need approval until June. There has been a lot of restructuring and consolidation over previous drafts. The draft will be sent to Board members shortly and feedback is appreciated prior to the next meeting. The updated Business Plan will be presented to the Board for approval in June 2017 and will cover years 2018-2023.</p> <p>Arun Prem explained that with feedback from Danielle Kochman the Executive Summary now covers the role of contracted services.</p> <p>Arun explained the Foster Youth Student Transportation contract and that it may be removed from the Business Plan because the FACT contract is over.</p>

	<p>Phil Monroe, Bob Campbell, and LaVonna Connelly commented they were impressed with how the Business Plan was updated, including eliminating redundancy and clarifying the CTSA role. Bob asked the Board to give feedback on the Business Plan to staff.</p>
HHS	<p>Arun Prem and Meagan Schmidt gave an update on the MOU with HHS. The MOU for Medi-Cal Administrative Activities (MAA) between FACT and County of San Diego HHS was recently approved. The MOU Qualifies FACT as a Community Based Organization (CBO) to claim Title XIX Federal Financial Participation for Medi-Cal eligible expenses. There is no cap on the amount of rides that can be reimbursed. The reimbursements cover administrative staff time and transportation costs. The MOU has a 5-year term with 3 one-year extensions. Either party can terminate with 30-day notice which is standard in contracts. FACT's attorney has suggested minor revisions regarding arbitration. NCTD LIFT rides would not be eligible for reimbursement as they are being billed directly. Other contracted services are not billing directly such as Elderhelp and Oceanside; FACT needs to confirm the status with Tri-City. FACT will bill quarterly and the first invoice is due in June. There is ongoing training for FACT staff for reporting, invoicing, etc. At this time, FACT does not know the staffing impact this contract will have if any.</p> <p>Arun explained FACT does/will not get calls for rides from medical insurance providers, only from end users.</p> <p>The transportation information collected does not have specific correlation to medical information, therefore FACT does not have HIPAA concerns at this time. Bob requested a FAQ sheet be created. HIPAA may need to be addressed in more detail in the future both for staff and providers.</p>
Update on Discussions with MTS and MV Transportation	<p>Arun informed the Board that FACT wrote to MTS CEO Mr. Jablonski to provide service updates and review potential to utilize brokered taxicab trips as supplemental services for MTS Access program. FACT staff was invited to a meeting May 16, with Mr. Bill Spraul, COO of Transit Services, and other operations staff, to review FACT's contracted services. At the meeting FACT reviewed the history with NCTD LIFT service which is similar to the proposed service, capacity of FACT's brokerage, Lyft, and tentative rates. FACT answered a number of MTS questions including qualifications of drivers, daily trip volume, regulatory compliance issues, service capacity, service area, vehicle types, software, staffing, customer service, etc. Lorie Zapf recommended understanding what MTS needs are and going back to them with a proposal. Bob suggested Arun, Lorie, John, and George meet to brainstorm prior to the next meeting with MTS. Lorie suggested FACT staff research MTS to know the amount of rides, main</p>

	<p>routes, length, costs, rules, etc.</p> <p>There was a discussion regarding the guidelines of RideFACT services and who is eligible to use the service and where riders go when they use RideFACT.</p> <p>The current NCTD LIFT subcontract with First Transit ends June 2017. The new ADA paratransit contract with MV is effective July 1, 2017. There is not a draft contract at this time. Arun discussed his conversations with MV and NCTD regarding the potential involvement as subcontractor.</p>
FACT Services Update	<p>Meagan and Arun provided an update on FACT services and reviewed service statistics for RideFACT and contracted services.</p> <p>FACT is unofficially at the 100,000-rider mark based upon unaudited numbers. Audited numbers will be available in June.</p> <p>There were over 2,500 rides in March which is notable given the loss of the Poway contract. The loss in ridership was made up with the Tri-City contract and increases in volume with the Oceanside and LIFT contracts. AAA Transport, AGTS, and Safety First are the largest volume providers right now. The majority of the Oceanside contracted rides go to AAA. Through March there have been 96,219 one-way rides since FACT began offering rides.</p> <p>There was discussion of a media release once audited numbers confirm the 100,000th ride. Lorie recommended Arun contact her media staff and discuss options for media coverage.</p> <p>Arun explained there will be more discussion on ridership, promotions, and marketing related issues at the Service Development Committee Meeting on June 8. FACT will follow up with Lorie and her staff.</p> <p>The implementation of RouteMatch has had pros and cons. The positives include more detailed trip data, saving paper, easier access by coordinators, monitoring service quality, rider demographics, tracking of referrals, complaint modules, to name a few. There also have been a few hiccups along the way including FACT has no access to billing rules, delays in fixes, lack of customization, customer service delays, geocoding, small visuals, and the slow speed. Overall the staff has been happy and it is more efficient than a manual process.</p>
Monthly Financial Reports	Financials were distributed, but discussion held until next month after Finance Committee meeting.
Standing Item -	This is a new item per the recommendation of the Board Chairman.

Updates on Initiatives	<p><i>Outreach to Cities:</i> This year FACT staff has made presentations to both the City Councils in Lemon Grove and San Marcos. On June 1, FACT will meet with City of Vista regarding sharing a vehicle.</p> <p><i>CTSA Contract Update:</i> There are two SANDAG sponsored meetings which will focus on specialized transportation in San Diego and may review CTSA as part of the agenda. The first will be held on May 30 and Bob is attending. The second meeting is June 14 which John and Arun will be attending.</p> <p>The CTSA work plan is an annual requirement of the current CTSA contract. It was recently updated and submitted to SANDAG for review. SANDAG staff have asked FACT to identify all CTSA activities on FACT's annual budget and on include with CTSA work plans. Arun recommends a discussion on the matter after the adoption of FACT's FY 2017-2018 budget. Board input is needed to determine which activities comprise CTSA activities.</p>
Executive Director's Report	Arun and the Board recognized Meagan and Budd for their hard work and dedication to FACT.
Closed Session	Nothing was reported from closed session.
Adjournment	The meeting adjourned at approximately 11:20AM.

ITEM # 4**TO: BOARD OF DIRECTORS****FROM: ARUN PREM, EXECUTIVE DIRECTOR, and BUDD ANDERSON,
GRANTS MANAGEMENT ANALYST****RE: REVIEW OF DRAFT BUSINESS PLAN UPDATE 2018-23****ISSUE:**

FACT's CTSA contract with SANDAG requires an annual update of the Business Plan. The current Business Plan update (2017-2022) was approved in July 2016.

This item provides an opportunity for the Board to review the areas where staff made updates to existing Plan elements or introduced new ones.

The updated Business Plan DRAFT was forwarded for review during May 2017.

BACKGROUND

FACT 2018-2023 Business Plan Update includes the following revisions to projects/status:

CHAPTER	TITLE	CHANGE TYPE	DESCRIPTION OF CHANGE/S
Chapter 1	FACT - An Overview	Update	Update general information, charts and statistics
Chapter 2	Specialized Transportation Needs	Update	Update per most current Coordinated Plan (2016-2020)
Chapter 3	FACT Services - Current	Update	Update general information, charts, and statistics
3.	Role as CTSA	Addition	Add CTSA section under FACT Services -Current: expand on FACT's role and services as CTSA.
3.3	VTCLI Project	Update	Update on project progress including software implementation, forums, etc.
3.7	Poway Adult Day Health Care Center Transportation	Potential Removal	Remove Poway Adult Day Health Care Center Transportation - service discontinued by PADHC on Jan. 31, 2017
3.9	Foster Youth Student Transportation	Potential Removal	Remove Foster Youth Student Transportation - FACT has not provided service since April 2015

3.12	Encinitas Circulator Service	Pending update or removal	Waiting for an update from The City of Encinitas on the status of their Circular Service
3.13	Coordinated Outreach	Move	Move to new section "Outreach & Customer Service"
3.14-3.15	Donating, Sharing, and new vehicles	Move/Addition	Consolidate under new section "Vehicle Sharing"
3.16	New Vehicles	Update	Update on new vehicles received and in the pipeline.
Chapter 4	FACT Services - Proposed	Update	Update general information, data, and statistics
4.1.1	FACT Brokerage	Removal	Redundancy - Info in 3.4
4.1.2	Trip Management software procurement	Removal/move	Redundancy - move any relevant info to 3.3 VTCLI
4.1.6	Contracted Services	Removal/Update	Redundancy - Remove current services and update with potential services. Note CSUSM Team research
4.1.7	Veterans Mobility Initiative	Removal/Move	Redundancy - move any relevant info to 3.3 VTCLI Implementation
4.2.1	Medical/Dialysis Transportation	Update	Update with partnerships with Sharp, Scripps, VA, and Tri-City.
4.3.2	Projects deferred for future consideration	Update	Possibly include Foster Youth Student Transportation?
Chapter 5	Funding		
5.1.1	Grants	Update	Remove past grant funding and update with current and future awarded funding.
5.3.1	Proposed Sales Tax Measure	Removal	Measure did not pass
5.3.2	Regional Plan	Removal	
5.3.3	Contracted Services	Update/Additions	Emphasize funding opportunities and structure (cost sharing, etc..) eliminate service description - Redundancy
Chapter 6	Projects and Managing Demand	Update	Expand on "strategic" elements of Plan and update 5 year projections. Move Dialysis Charts to 4.2.1

RECOMMENDATION:

Staff requests Board members for approval of the Business Plan Update.

ITEM # 5

TO: BOARD OF DIRECTORS

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

RE: FINANCE COMMITTEE REPORT - REVIEW OF DRAFT 2017-18 BUDGET

ISSUE:

Review of

- 1. proposed FY 2017-18 Budget,**
- 2. discussion on the proposed classification of line item expenses as CTSA activities**

BACKGROUND

The Finance Committee – Susan Hafner (Chair), Phil Monroe and Hon John Aguilera - met on April 11 and on June 17. There were several informal phone meetings in the interim to review the draft budget proposals.

Summary of DRAFT FY 2017-18 Budget Proposal:

The proposed Budget is balanced - income and expenses are \$1,599,280.00; overall income is 8.1% higher than the FY 16-17 budget. Current year expenses are projected at 3% under budget.

This is the first budget where some FACT reserves are shown as part of the income for the purpose of matching RideFACT grants on the income side, as well as the net income from contracted services is identified as reserves on the expense side of the budget. These recommendations were a result of ongoing discussions with SANDAG re. FACT's CTSA activities.

Next to the line items on the far right, there are Explanations of Variances, to explain variance between the Combined Total FY 16-17 Expenses and the DRAFT FY 17-18 Budget amounts. At the bottom of the spreadsheet are Notes numbered 1-32 which explain the Proposed Budget line item amounts.

Income

Major revenue sources for purchased transportation/RideFACT are 5310, SMG and Reserves - in the past, CTSA funds were allowable as match for any other grant - this year SANDAG has taken a position that since transportation is not a CTSA activity, the CTSA allocation cannot be used as match towards grants that pay for rides. Therefore \$300,000 is budgeted for RideFACT (\$272,000 from 5310 and SMG grants; \$28,000 from Reserves, for matching purposes).

Major sources of Mobility Management income are SANDAG grants (\$300,000 New Freedom, \$300,000 SMG) as well as \$151,000 from Caltrans 5310.

Contracted services gross revenue is the largest item under income - \$386,280.00. CTSA contract revenue is \$137,000.

All income other than RideFACT is designated as MM – Mobility Management, along with the name of funding source. The Caltrans 5310 Mobility Management grant is subject to CTC approval in late June 2017. Rides to wellness contract execution is expected in late June as well. VTCLI income is minimal this year, since the bulk of FACT’s project has been implemented.

Expenses

The largest expense line item is Salary and Wages - \$575,780. It is 5.8 percent higher than current year expense projections. There is no increase in ED compensation; other staff will receive small increases and adjustments where necessary. There is also need for contingencies including overtime payments, and potentially a temporary or part time mobility coordinator. A Performance Adjustment pool of \$5,920 is proposed in a separate line item to accommodate mid-year adjustments for hourly staff. Against the Health insurance benefit, a 25% increase (from \$200 monthly to \$250 monthly) is proposed for hourly employees. There has not been an increase in this allowance since it was implemented in 2011.

Proposed Contracted service expenses are \$299,500; RideFACT expenses are \$300,000.

Lease expense will increase 2% as per the agreement - the total outlay is \$37,000 which includes funds for facility maintenance and repairs. Insurance costs are substantially lower this year (\$20,700 for FY 17-18) due to vehicle insurance being covered by vendors. In view of higher recent spending, the legal fees are projected at 25% higher than last year’s budget - \$15,000 is recommended for FY 17-18. Audit fees are expected to increase from \$10,500 to \$17,500 to cover the additional expense of the Single audit.

The travel budget is the same as last year - \$14,000. The spending so far is under budget due to less travel and some travel subsidies from APTA and CalACT.

The projected net revenue from contracted services in FY 17-18, \$86,780 has been presented as an expense on the last line item under Expenses.

Discussion

During the first meeting the Finance Committee looked at expense projections for the current year FY 2016-17 and sought several clarifications regarding the vehicle expenses, VTCLI expenses and the timing of recording of the expenses, and the timing of drawdown on mobility management grants. Staff reviewed the feedback and responded to queries and updated expense projections and revised the budget proposal. The Budget proposal was revised further after Caltrans Mobility Management funding was recommended for FACT in late April. Some other changes were recommended by SANDAG staff during review of FACT’s budget proposal as part of CTSA funding request approval - including

identifying net contracted services revenues as Reserve. *More discussion on the SANDAG feedback is needed after the approval of the Budget in order to classify income as well as expenses as CTSA or otherwise.*

The Finance Committee looked at the contracted services revenues and expenses and discussed in detail the recommendation to report net contracted service revenues as Reserves. The use of reserves as income for grant matching was discussed as well. There was some concern about the timing of the Caltrans recommendation for funding FACT's Mobility Management grant; while the recommendation was made in late April 2017, the confirmation by California Transportation Commission is expected to take place during the June 28-29 meeting in Sacramento. FACT staff has been in touch with the Caltrans Federal Transit Grants department to confirm the status of the recommendations forwarded to CTC. The committee reviewed the health insurance benefit and the proposed change to the amount. A few edits and typos were also reviewed during the discussion. The Finance Committee concurred that the Budget was ready to be forwarded for Board review.

RECOMMENDATION:

Staff requests Board members for feedback and approval of the FY 2017-18 Budget proposal.

ITEM # 6

TO: BOARD OF DIRECTORS

FROM: BOB CAMPBELL, HON JOHN AGUILERA, BOB CAMPBELL

RE: UPDATE ON SANDAG SPECIALIZED TRANSPORTATION WORKSHOPS

ISSUE:

Updates for Board on two recent workshops hosted by SANDAG on May 30th and June 14th to review specialized transportation services, and to set the stage for the development of a Specialized Transportation Strategic Plan by Fall of 2018.

BACKGROUND:

The two workshops were hosted by SANDAG. Attendees included a cross section of stakeholders. 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 referrals data and information about FACT's transportation provider database to Supervisor Ron Roberts.

The discussions during both workshops were led by a facilitator and lasted 2 hours. The second workshop on June 14th was attended by the following stakeholders:

Elected Representatives:

□ Hon Ron Roberts, Hon Terry Sinnott, Hon Jim Desmond, Hon Bill Sandke, Hon Mary Salas and Hon Kristine Alessio,

□ *Transit Agency Representatives:*

□ Paul Jablonski, MTS; Damon Blythe, and Ron Kilcoyne, NCTD

□ *Social Service Agencies:*

□ John Ohanian and Bill York, 211
Mark Sellers, Acting Director, HHSA
Floyd Willis, AIS

Social Service Consumers:

Anthony Ferguson, Transportation Manager, SD Regional Center

SANDAG Grant Recipients:

Arun Prem, Hon John Aguilera, FACT
Natalie Ford, Transportation Specialist, City of La Mesa
Meredith Morgenroth, JFS
Laura Purdom, St. Madeline Sophie's Center
Marilyn Greenblatt, Manager for Jewish Family Service Volunteer Driver Coalition
Debbie Mejia, Fleet/Transportation Manager, Sharp Healthcare Foundation

Regional Planning Agency:

Gary Gallegos, Executive Director
Muggs Stoll, Director of Land Use and Transportation Planning
Coleen Clementson, Principal Planner for Transit Planning and Land Use Coordination
Brian Lane, Senior Transit Planner

Danielle Kochman, Associate Regional Planner
Audrey Porcella, Regional Planner II
Tedi Jackson, Senior Public Outreach Officer.

Facilitator:

Cathy Smith, Communications Partner, CityWorks

The Workshop was led by Cathy Smith who sought comments from all participants on what the perceived specialized transportation needs were for San Diego County.

Participants responded to structured questions including:

- Current statistic and demographics
- Insights about clients
- Trends
- What is working now, and how to build on success
- What are customers expecting; are these expectations changing?
- What options do customers have; are these options changing?
- What are customer's needs; are these needs changing?
- What is working well now?
- How can we build on what's working well to address emerging trends?
- Next Steps

RECOMMENDATION:

None

ITEM #7

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
SERVICE	ONE-WAY TRIPS
First Transit	688
Oceanside	545
Elderhelp	36
Tri-City	84
RideFACT	*1,086
TOTAL	*2,439

***RideFACT and Total trips numbers are estimated. FACT is working with RouteMatch to verify RideFACT data.**

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 will begin in June 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 on the best formats for these reports as well as verification of accurate billing rules.

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 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 using Yellow Cab and Lyft. FACT has provided 390 trips for Tri-City patients between December 2016 – April 2017.

City of Oceanside Senior Van Service:

Contracted service for Oceanside began in September 2013. FACT has invoiced City of Oceanside for 18,331 trips from September 2013 – March 2017.

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

The current contract was extended from July 1, 2015 – June 30, 2017. Revisions to the rate structure were approved in the contract extension.

Oceanside staff met with FACT staff in early May to extend the contract for another 2 years from July 1, 2017 – June 30, 2019. A rate change is being included in the amendment for the new contract term. City of Oceanside staff recommended a \$97,000 contract extension per year for years 2017-18 and 2018-19. The Oceanside City Council will review the recommendation under Consent Calendar on June 21st.

First Transit/NCTD LIFT Service:

FACT has provided transportation for NCTD’s LIFT program through First Transit since March 2014. A total of 9,763 trips have been provided from March 2014 – April 2017.

LIFT will transition 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 will hold a meeting with current LIFT brokerage vendors to discuss the new contract terms and expectations.

Elderhelp Program

Contracted service for Elderhelp began on March 12th, 2015. The Board approved the extension of the Elderhelp contract on March 26th. 1,389 total trips were provided between March 2015 and April 2017. Any trips that Elderhelp cannot accommodate due to their limited monthly budget are referred to RideFACT.

RideFACT Service statistics ytd for fiscal year July 2012 - April 2017

RideFA CT + Contracted	RideFA CT One way trip requests	Referrals- external	Referrals to RideFA CT	RideFA CT	Contracted	Total Trips	RideFACT Av. trip cost	RideFA CT Av trip
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FISCAL YEAR 2012-13								
SubTotal	14,541	2,242	12,299	6,623	1,505	8,128		
FISCAL YEAR 2013-14								
Subtotal	31,284	1,874	29,410	11,922	9,361	21,283		
FISCAL YEAR 2014-15								
July	2,763	172	2,591	891	1,211	2,102	\$19.13	11.9
Aug	2,700	140	2,560	870	1,177	2,047	\$18.15	12.1
Sep	2,768	123	2,645	857	1,446	2,303	\$18.75	12.1
Oct	2,976	118	2,858	1,038	1,347	2,385	\$19.63	11.9
Nov	2,702	89	2,613	794	1,112	1,906	\$20.36	12.3
Dec	2,549	102	2,447	905	880	1,785	\$20.96	13.2
15-Jan	2,694	128	2,566	882	996	1,878	\$17.99	12.2
Feb	2,558	113	2,445	819	1,250	2,069	\$16.19	11.7
Mar	2,879	156	2,723	917	1,422	2,339	\$15.63	11.7
Apr	2,733	146	2,587	865	1,283	2,148	\$14.78	11.4
May	2,488	73	2,415	748	1,184	1,932	\$16.40	11.7
June	2,444	90	2,354	689	1,220	1,909	\$18.53	12.4
SubTotal	32,254	1,450	30,804	10,275	14,528	24,803		
FISCAL YEAR 2015-16								
July	2,542	138	2,404	793	1,043	1,836	\$17.36	12.2
August	2,137	108	2,029	566	1,001	1,567	\$17.60	12.6
September	2,259	128	2,131	661	921	1,582	\$18.47	12.7
October	2,535	146	2,389	734	917	1,651	\$17.05	12.1
November	2,326	113	2,213	578	848	1,426	\$17.24	11.8

December	2,282	139	2,143	616	815	1,431	\$16.48	11.7
January	2,496	133	2,363	776	819	1,595	\$16.29	11.8
February	2,473	109	2,364	692	937	1,629	\$16.32	12.3
March	2,873	112	2,761	930	1,150	2,080	\$15.56	11.5
April	2,925	91	2,834	857	1,064	1,921	\$17.17	11.6
May	2,829	124	2,705	847	1,107	1,954	\$16.20	11.6
June	2,731	111	2,620	927	1,134	2,061	\$18.39	12.4
SubTotal	30,408	1452	28,956	8,977	11,756	20,733		
July	2,956	90	2,866	1,029	1,164	2,193	\$17.35	11.7
August	3,518	99	3,419	1,365	1,412	2,777	\$16.92	11.2
September	3,398	121	3,277	1,273	1,194	2,467	\$15.66	11.7
October	3,254	78	3,176	1,186	1,412	2,598	\$15.14	11.7
November	2,953	102	2,851	1,044	1,230	2,274	\$15.66	11.9
December	2,635	94	2,541	973	1,261	2,234	\$16.57	12.5
January	2,568	83	2,485	1,026	1,224	2,250	\$12.29	11.5
February	2,355	74	2,281	999	918	1,917	\$13.06	10.5
March	2,765	72	2,693	1,223	1,339	2,562	\$11.56	10.9
April		52		1,086	1,353	2,439		11.6
SubTotal	26,402	865	25,589	11,204	12,507	23,711		
TOTAL	134,889	7,883	127,058	49,001	49,657	98,658		

***Highlighted information for RideFACT and total trips are based on estimated data. FACT needs assistance from RouteMatch to verify accurate RideFACT trip data.**

***NOTES**

As of January 2014 we are reporting the average per trip cost based only on trips that were purchased from the Brokerage at regular Brokerage rates; those trips comprise the majority of RideFACT trips. July '13 onwards numbers were updated to reflect the new process.

February highlighted columns are based on estimated trip information.

RECOMMENDATION:

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

ITEM # 9

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.

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.

CTSA Contract Update:

The CTSA contract update has been included on the proposed agenda for some workshops planned by SANDAG during summer 2017. 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 which would be appended to the annual CTSA work plans in future.

FACT staff recommends a Board discussion on the matter after the adoption of FACT's FY 2017-18 budget (expected in June 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 most of the activities mentioned in FACT's budget being CTSA related; however, FACT and SANDAG have differing views on whether 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. Board members Bob Campbell and Hon John Aguilera, and Arun were invited to attend SANDAG sponsored meetings during June 2017 which are focused on specialized transportation and may review CTSA services as part of the agenda.

Update

Arun and Board members Bob Campbell and Hon John Aguilera participated in SANDAG's specialized transportation workshops. Arun attended the SANDAG Transportation Committee meeting on June 16 where the Committee recommended approval of the regional TDA funding allocations for fiscal year 17-18 including \$137,000 for FACT.

RECOMMENDATION:

None

ITEM # 11

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 5/25/2017 - 6/20/2017

- 5/29 Office CLOSED for Memorial Day
- 5/30 Meeting with District 1 Rep - Budd
- 6/1 **City of Vista Meeting with Donna Meester - Arun and Meagan**
- 6/2 **AIS Vital Aging Event - Free rides provided by FACT**
- 6/5 FACT/SANDAG Quarterly Update - Muggs, Colleen and Arun
- 6/7 Oceanside City Council Meeting - Meagan
- 6/7 MAA Meeting - Arun, Budd, Meagan and Julius
- 6/7 Meeting with Julie Austin - Arun
- 6/7-6/8 CalACT Maintenance Conference -Christian and Omar Sharif from Golden State
- 6/8 MTS Board Meeting - Meagan
- 6/8 **Service Development Committee Meeting - LaVonna Connelly, George Gastil, Danielle Kochman, Brian Lane, Meredith Morganroth, and FACT staff**
- 6/8 SANDAG Successful Grant Applicant Workshop - Budd
- 6/9 Meeting with Cecilia Brandaran - Arun
- 6/12 LIFT Inspection - Jonathan
- 6/12 SANDAG RS RTP Meeting - Meagan
- 6/12 Community Enhancement Grant Hearing - Budd
- 6/13 **CAM Meeting - Arun, Budd, Meagan, and Jonathan: meeting at OEM**
- 6/13 One Call One Click Project Team Meeting - Meagan
- 6/14 SANDAG Specialized Transportation Workshop -John
- 6/14 **MV Contract Review Mtg - Laura Rigney, Ron Barnes, Byron Barrientos, Arun & Meagan**
- 6/15 **NCTD Board Meeting - Arun and Meagan**
- 6/16 **SANDAG Transportation Committee Meeting - Arun**
- 6/20 NCTD ADA Review Group - Jonathan

Upcoming Meetings and Events

- 7/4 CLOSED 4th of July
- 7/22 Board Meeting
- 8/8 CAM Meeting

