



Facilitating Access to Coordinated Transportation

Meeting Agenda and Notice  
**FACT Board of Directors Meeting**  
**9:00 a.m., May 23, 2013**  
Poinsettia Room, Encinitas City Hall  
505 S. Vulcan Avenue, Encinitas, CA 92024

**Introductions**

1. Approval of April 2013 Board Meeting minutes p-2 ACTION
2. Public Comment INFORMATION
3. Board Chair's Report INFORMATION
4. CalACT Outstanding Coordinated Transportation System Award p-8  
INFORMATION
5. Proposed Service Agreement with SDC Office of Education p-9  
INFORMATION/ACTION
6. Relocate FACT Board meetings to County Administration Center p-11  
DISCUSSION/ACTION
7. Brokerage software procurement p-12 ACTION
8. 211 MOU update p-14 UPDATE
9. Services update p-15  
CSUSM report recommendations INFORMATION
10. Application process for FTA Section 5310 capital grants p-18 ACTION
11. Review of financial statements, April 2013 INFORMATION
12. ED report (update on SANDAG TDA Audit) P-20  
INFORMATION
13. CLOSED SESSION: Personnel matter – ED Performance review  
DISCUSSION/ACTION
14. ED Performance – Board Committee report p-21  
INFORMATION/ACTION
15. Board member comments INFORMATION

**ADJOURNMENT**

(NEXT Board Meeting date – Thursday, June 27, 2013)

**FACT's Mission**

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

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

April 25, 2013

County Administration Center

1600 Pacific Highway, San Diego, CA 92101

Board Members Attending	Hon. Dave Roberts, Bob Campbell, LaVonna Connelly, Hon. Teresa Arballo Barth, Phil Monroe, Hon. John Aguilera, Alane Haynes
TAC Members Attending	Danielle Kochman-SANDAG, Kim Thorp-NCTD, Janelle Carey-MTS
Board Members Absent	Susan Hafner, Norine Sigafoose, Milena Chakraverti-Wuerthwein - Ex officio
Staff Attending	Arun Prem, Oswaldo Perez, Meagan Schmidt, Budd Anderson, Franco Coniglione
Public/Guests	Sign in sheet on file.
Introductions	Chair Bob Campbell called the meeting to order at 9:31 am. Introductions were made. Phil Monroe led the group in the Pledge of Allegiance.
Approval of March 2013 Board Meeting Minutes	<b>Motion to approve the March 25, 2013 Board Meeting minutes made by Alane Haynes. Second by Teresa Arballo Barth. The motion passed unanimously.</b>
Public Comment	<p>John Batchelder (Tierrasanta Valley) expressed his concern that the 5310 vehicles would not service the Tierrasanta community. Bob explained that the vehicles would be used for RideFACT which provides service throughout San Diego County. John said Jewish Family Service's (JFS) Rides &amp; Smiles program has provided Tierrasanta residence with transportation. He asked if JFS had an opportunity to apply for the 5310 vehicles. Arun Prem said JFS had the opportunity to apply for 5310 vehicles independently as well as through FACT by submitting a proposal. Dave Roberts summarized FACT's role as the CTSA and reminded guests that FACT services all of San Diego County even though it operates out of Oceanside.</p> <p>Tom Bumgardner discussed his senior transportation service in the Valley Center area and his need for operational funds. Cost effective transportation is difficult in this area due to long distances traveled and dead-head miles. A solution is needed to eliminate dead-head miles associated with transporting individuals to and from desolate locations.</p>

<p>CSUSM Senior Experience student team presentation</p>	<p>Oswaldo Perez introduced the CSUSM Senior Experience team consisting of Theresa Braden, Huixian Li, Maria Nunez, and Mai Yamguchi. The team was assigned to FACT in January 2013 and began working with FACT in February 2013. The team used FACT data to contact riders for a survey; they investigated reasons for late cancelations and no shows during the conversation with riders. The team also made attempts to look for potential new vendors for the brokerage.</p> <p>The Senior Experience team thanked FACT for the opportunity and highlighted the benefits of working on the project. The team reviewed the project objectives for the Board:</p> <p>To achieve the project goals the team used surveys (telephone), benchmarking, workflow analysis, and structured Interviews.</p> <p>The team was in the process of finalizing the data and would report their findings and recommendation for FACT. Each team member briefly shared their personal experience working on the project. The Board thanked the CSUSM team for their work on the project and sharing their experience with the group.</p>
<p>Service Update</p> <ul style="list-style-type: none"> <li>• March 2013 ridership</li> </ul>	<p>Arun said FACT has received a draft report from Halsey King and Associates regarding the brokerage vehicle inspections. He briefly reviewed the findings of the report.</p> <p>Meagan Schmidt provided a service update for March 2013. She said Safety First and Fun, Love, and Care Transportation joined the brokerage; the brokerage now has 2 non-profit and 7 for-profit brokerage providers. She discussed a request from the County Office of Education regarding transportation for displaced foster youth to and from school; potential contract for up to \$90,000. The transportation would require background checks and verification of qualifications for all drivers. A “fee for service” structure was proposed for the service. Proposed terms for the potential service is under review.</p> <p>Arun mentioned that these were preliminary discussions and further clarification regarding the feasibility and FACT’s role would need to be addressed. He said several questions arose regarding the potential contract including: whether the service coincides with FACT’s mission, whether FACT can conform to contract restrictions, and what fee structure should be implemented. He said 5310 vehicles may be used for the service and could lead to a promising revenue stream for FACT.</p> <p>Dave said the County’s goal was to allow foster youth to attend school</p>

	<p>where their biological home was located to help with continuity and reunification. He summarized the County’s initiative under the Live Well San Diego program to strengthen families so youth can remain or reunite with their biological family. He said transportation is an important component to this initiative.</p> <p>Phil said FACT has history of aligning the mission statement with funding sources and felt FACT’s mission would not be an obstacle for providing service. LaVonna Connelly felt the service was in the scope of the CTSA charter and working with local agencies that require transportation was a good model for FACT. Arun said the state CTSA language included youth.</p> <p>Arun said he would reference the County’s grant timeline and report back to the Board regarding further discussion or action.</p>
<p>Executive Director performance review process</p>	<p>Bob said a committee (Bob Campbell, Phil Monroe, and Teresa Arballo Barth) will review the Executive Director’s performance. The committee will most likely present their appraisal in May; any award for performance will be retroactive to the original service date in April.</p>
<p>Review of Mission Statement</p>	<p>Arun summarized past discussions regarding the mission statement. He reviewed feedback from the March 2013 Board Retreat. Arun and LaVonna presented sample mission statements based on the feedback.</p> <p>Teresa Arballo Barth said the mission should focus on San Diego County residents and should not include visitors. She suggested “Assist San Diego County residents with barriers to mobility to achieve transportation independence”. She liked “barriers to mobility” instead of “transportation disadvantaged”. Alane agreed that “transportation disadvantaged” had more of a negative connotation and felt “barriers to mobility” was more encompassing. Phil said the people using FACT services are not “transportation independent” since they continue to rely on others for transportation; he suggested changing this to “meet their transportation needs”. Dave said FACT’s services allow riders the independence to travel at their own discretion without relying on availability of financial resources or personal connections. He proposed “to promote transportation independence for San Diego County residence with barriers to mobility”. John clarified that FACT promotes independence through transportation instead of transportation independence. LaVonna felt it was important to include how FACT conducts transportation assistance in the mission. Phil agreed with John that FACT was promoting independent living through transportation assistance. LaVonna said “independence” should be used instead of “independent living”.</p>

	<p><b>Motion to adopt the Mission Statement “Assist San Diego County residents with barriers to mobility achieve independence through coordination of transportation services” made by Teresa Arballo Barth. Second by John Aguilera. The motion passed unanimously.</b></p>
Review of the Business Plan	<p>Arun summarized the revisions included in the FACT 2014-2019 Business Plan. FACT updates the Business Plan annually to maintain the plan as a current reference. This plan is the third update to the original Business Plan adopted in 2009. The updates were reviewed during January, February, and March 2013 Board Meetings. Staff recommended the Board adopt the proposed 2014-2019 Business Plan updates or provide feedback to help finalize it.</p> <p><b>Motion to adopt the 2014-2019 Business Plan made by Dave Roberts. Second by LaVonna Connelly. The motion passed unanimously.</b></p>
Governance, Board, TAC and CAM	<p>Arun said this was a carryover item from the March Board Retreat. The intent of the item was to review and discuss FACT governance in addition to hearing from Technical Advisory Committee (TAC) and Council on Access and Mobility (CAM) members. Phil asked if CAM was productive and if any changes were needed to the group structure. Ben Macias (CAM Chair) said CAM was an effective group and mentioned that attendance has improved significantly; he was recently reelected as Chair. Bob thanked Ben for his dedication to CAM. Phil said an update on CAM would be beneficial for the Board; he suggested including recent CAM agenda and action items. Ben Macias offered to give an update on CAM at the next FACT Board Meeting. Arun said there is an oversubscription for CAM membership at the moment. Bob said the high level of interest in CAM is a good testament to how the group is perceived.</p>
Review of Procurement	<p>Bob addressed a procurement issue brought up by Floyd Willis regarding the 5310 vehicle allocation. Arun reviewed past procurement decisions and discussions.</p> <p>Oswaldo Perez summarized the current procurement process and provided an example of the latest procurement for a Grants Compliance Consultant. The process included: Developed a Request for Proposal (RFP), Posted RFP on the FACT website, emailed RFP to CAM and perspective vendors, reviewed proposal and determined it was within competitive range for a Best and Final Offer (BAFO), notified vendor of its eligibility for a BAFO, received BAFO with reduction in hours/cost, staff accepted the BAFO, and a contract was signed with vendor. He reviewed the draft procedure as follows: determine sole source or open competition, form a</p>

review committee if it is a large procurement or if technical assistance is needed, prepare a RFP, determine if limited competition is applicable, notify CAM/Board/TAC and any other known vendors via email, post solicitation on FACT website, evaluate responses, if multiple responses are received – develop rankings based on prices and proposals, if a single response is received – determine and justify Sole Source Approval, interview short listed if appropriate, determine competitive range for BAFO, select firm, and make recommendations to the Board or sign contract.

LaVonna said SANDAG’s website allows users to sign up for RFP notification. She wondered if FACT could implement a process similar to this. Arun said this could be accommodated. John asked if a Request for Qualifications (RFQ) was needed. He said SANDAG typically issues an RFQ. Arun said an RFQ could be issued depending on the scope of the procurement and FACT’s knowledge of vendor qualifications. Alane suggested posting RFP’s on the Caltrans website to ensure adequate exposure. Arun said this could be done. Bob mentioned how important transparency is to FACT, but its size and available resources can limit outreach and exposure. Bob requested that a list of current and proposed RFP’s and RFQ’s be available for Board review.

Alane asked if the contract with Sol Transportation for the 5310 vehicles was ever brought before the Board. Arun said the Board approved the application to Caltrans which indicated Sol as a contractor; the vehicle lease contract was not drafted at the time. Bob said FACT did as much due diligence as possible considering the limited time frame. Danielle Kochman said from a grant administration perspective it is more effective to secure a partner before submitting a grant application. Designating a partner demonstrates how the vehicles will be operated. She understood the importance of transparency, but suggested FACT maintains flexibility for opportunities that require a short turn around. LaVonna said after hearing Danielle’s comments should FACT include a partner in future grant applications. Arun said the application process was not clear cut and Danielle’s comments were cautionary. He agreed with Danielle that applications could be weighted differently if a partner was not established. He noted that it was difficult to find a non-profit agency that is able to commit to grant requirements as well as cover the expenses to maintain and operate the vehicles.

Alane said since the 5310 application time frame is relatively consistent each year FACT should plan ahead and establish partners in order to avoid last minute decisions. Arun indicated that the 5310 vehicle process was not a procurement but FACT may choose to treat it as a procurement to



	<p>ensure fairness. He felt that if strict procurement procedures are required it may end up hurting FACT in the award process. Arun clarified that the draft procurement process being discussed does not apply to the 5310 application procedure.</p> <p>Dave asked who FACT was partnering with for the next round of 5310 vehicles. Arun said an application was submitted last month for thirteen (13) vehicles. He said in view of feedback from the prior round of vehicles a partner was not identified. He said if the application was successful vendors would be invited to submit bids. Dave understood Arun's concern regarding the recent 5310 allocation, but felt FACT should have included a partner because it could have increased the chance of being awarded. Dave suggested approving the procurement process and revisiting the 5310 application process.</p> <p><b>Motion to approve the proposed procurement process with added suggestions: post RFP's on the Caltrans website and allow users to sign up for FACT RFP notifications via FACT's website, made by Dave Roberts. Second by Alane Haynes.</b> Bob said the 5310 process will be revisited. <b>The motion passed unanimously.</b></p>
<p>Presentation – Julie Kercher's research paper on FACT</p>	<p>Dave introduced Julie Kercher and explained that she will be presenting on her research paper, "San Diego County's FACT Program: A helpful resource for occupational therapists". Julie provided her background and defined occupational therapy. She said one of the key areas assessed by occupational therapists is community mobility in relation to independent living. She said occupational therapist assess client mobility and help locate appropriate transportation. Navigating transportation in San Diego is difficult even for someone who knows about existing resources. She was very happy to learn about FACT and felt it was a good tool for occupational therapists. FACT and occupational therapists assist similar types of clients. She said FACT's services simplify the process for occupational therapists when giving clients transportation options. Transportation is a key component in helping people fully participate in life and live independently. She was an advocate of FACT and offered her assistance where needed. She was still working on the final version of her paper.</p> <p>Dave thanked Julie for presenting on her paper and being an advocate of FACT. Dave mentioned touring the St. Augustine campus and commended the university on its distinguished reputation. Teresa suggested that a summary of Julie's paper be incorporated into grant applications to illustrate the positive impact FACT has on the community.</p>



<p>Review of Financial Statements, March 2013</p>	<p>No discussion</p>
<p>ED Report</p>	<p>Arun introduced Franco Coniglione, FACT’s new Mobility Coordinator.</p> <p>He announced that FACT was approved for California’s Teleconnect Fund discount. FACT’s telephone and internet expenses have been cut in half due to this subsidy.</p>
<p>Adjournment</p>	<p>Dave thanked the group for attending the Board Meeting. He said the press conference was outstanding and thanked staff for their hard work.</p> <p>Meeting Adjourned at 11:08 AM.</p>

**ITEM #4**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director**

**RE: CalACT's 2013 Outstanding Coordinated Transportation System Award**

**ISSUE:**

FACT was awarded the California Association for Coordinated Transportation (CalACT's) 2013 Award for Outstanding Coordinated Transportation System.

**BACKGROUND:**

CalACT is a statewide association of transportation providers and stakeholders. With nearly 350 members, it is the largest of state transportation associations. CalACT holds a call for nominations during the spring and presents several awards to outstanding agencies from across the state. The nominations were reviewed by a committee comprising CalACT Board members.

The awards were presented on May 15, 2013 during CalACT's Spring 2013 conference in the North Lake Tahoe area. Arun Prem and Meagan Schmidt accept the award on behalf of FACT.

During the presentation, CalACT Board vice-Chair Shonna Halterman noted the extensive coordination effort involved in establishment of FACT's brokerage.

**RECOMMENDATION:**

None.

**ITEM #5**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director**

**RE: Proposed Service Agreement with San Diego County Office of Education**

**ISSUE:**

Review request for contracted Foster youth transportation service

**BACKGROUND:**

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

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

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

**Transportation Provider Requirements:**

**Insurance**

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

**Background Checks**

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

### **TB Certification**

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

### **Driver Training**

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

### **Pricing**

Transportation services will be provided based on a per mileage rate of \$2.10 per mile (\$20 minimum per one-way trip). Total contract amount will be \$80,000.00, including reimbursement for the background clearance and other special requirements.

### **Service Plan**

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

Due to the contractual requirements and our experience with brokerage providers, the service could be handled by AAA or Sol Transportation. The contracting opportunity is not a competitive procurement subject to FACT procurement policy. Both aforementioned providers are experienced in handling student as well as special needs transportation, have reasonable rates and capacity for the services and trained/qualified staff. It would be a benefit for FACT to use the new 5310 vehicles to provide the foster youth transportation services – in that scenario the revenue from the agreement would accrue to FACT. FACT has initiated discussions with Caltrans and FTA to confirm the eligibility of the trips for 5310 vehicles.

### **Term of Contract**

The term of the contract, if approved, will be June 1 - September 30, 2013. Renewal terms are subject to mutual written agreement of both parties after acceptance of a new proposal.

### **Status of Negotiations**

The department has indicated that they may be ready to proceed with a contract award in the near future. FACT requested clarification of some generic compliance language in the contract which has not been provided yet. All of the remaining requirements can be met by the two brokerage contractors. The department also indicated that their staff would provide 1-2 hours of training to drivers prior to commencement of the contract.

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

## **RECOMMENDATION**

**Staff requests Board authorization to enter into contract with San Diego County Office of Education to provide foster youth transportation services and select a brokerage vendor to provide the services.**

**ITEM #6**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director**

**RE: Relocate Board meetings to County Administration Center  
in City of San Diego**

**ISSUE:**

The item was requested by Board members for discussion on merits of relocation. An assessment of impacts on the budget and staff is included in order to facilitate a comprehensive review.

**BACKGROUND:**

FACT Board meetings are attended by stakeholders from diverse areas of the County.

Current and proposed venues:

FACT has held most Board meetings at the Encinitas City Hall during recent years. The City of Encinitas offers a relatively central, convenient and spacious facility with staff and equipment support at no cost. The alternative location, at the County Administration Center would also offer a spacious and well equipped meeting room with adequate staff support. Both facilities offer adequate free parking and meet all the requirements for FACT board meetings.

Since access to County meeting facility requires security clearance, we would need to confirm that entry for persons with disabilities is convenient and quick.

The impacts on budget/staff are anticipated to be as follows:

Additional expenses:

Approx. 100 additional miles of travel reimbursement - \$50/meeting

Approx. 3 additional hours of additional staff travel time - \$100/meeting

Other impacts:

Due to the varying travel times during the morning rush hour, staff may need to travel to the meetings earlier to ensure on-time arrival. This added expense could be avoided by delaying the start time.

**RECOMMENDATION:**

**Board members are requested to provide input regarding possible impacts as well as alternatives, in order to make a determination.**

**ITEM #7**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director**

**RE: Brokerage software procurement**

**ISSUE:**

The software procurement process begun in September 2012 did not result in a good match between the brokerage's unique requirements and the products and prices offered.

**BACKGROUND**

The software procurement efforts predate the establishment of the brokerage in January 2012. During 2011 FACT had invited several vendors to demonstrate products that were designed to manage brokered transportation services before the CAM group. Two vendors, Routematch and Shah Software presented workshops during CAM meetings. Two other vendors presented web demonstrations for FACT staff.

FACT initiated an RFP for procurement of brokerage software in September 2012. The scope of work was developed with the assistance of a consultant who looked at FACT's technology, brokerage workflow and researched the marketplace. An RFP was issued in September 2012. Staff contacted Mobilitat, Shah Software, RouteMatch, Trapeze and Ride Scheduler to notify them of the process. FACT's publicized its budget for the procurement (\$30,000) as part of the procurement notification. Vendors were encouraged to propose software based and/or "cloud" based solutions. A review committee including Danielle Kochman, Floyd Willis, Todd Lordson, and Bob Campbell was formed. Amy Eustace from the Volunteer Driver Coalition was invited to join the committee.

The response period for the RFP closed on October 16, 2012. 4 bids were received from Routematch, Shah Software, Mobilitat and Ride Scheduler. Staff met with the consultant to review the proposals; the consultant recommended that two of the proposals be considered for further evaluation as they presented greater potential for meeting FACT's unique requirements - Shah Software and RouteMatch. The proposal from Mobilitat appeared to conform more to a service model involving dedicated providers. The fourth proposal by Ride Scheduler was not based on an existing application but one that would be developed after the contract award.

Vendor/Price	Base price	Recommended add-ons	Annual Maintenance
Ride Scheduler	\$0	NA	\$9,588
Mobilitat	\$29,650	None	\$5,000
RouteMatch	\$29,829	Communications module; \$10,000	\$5,500
Shah Software	\$29,990	Text/email notification; \$2,500 (approx.)	\$17,500



A meeting with the review committee was held in early January 2013 where all the proposals were discussed. The review committee included additional volunteers from the Board - Alane Haynes and Susan Hafner.

Given the nature of software procurements in general and FACT's nontraditional brokerage model, the products were non uniform and difficult to assess and compare. The committee recommended asking all vendors to complete a matrix that prioritized FACT's needs and inquired about the proposal's ability to meet those requirements. The matrix was requested and responses were received on January 8, 2013. The responses were combined in a spreadsheet which was shared with the committee. A follow up meeting was scheduled on January 15 to review the responses.

The responses to the matrix questions clarified that all the base proposals lacked a means to automatically transmit the trip request generated by FACT staff to a brokerage vendor. The process was considered an add-on to the base proposal requiring additional expenses. After reviewing the matrix, the committee recommended follow-up demonstrations from Routematch and Shah Software. The demonstrations were held during a software review committee meeting on April 2, 2013. Bob Campbell, Arturo Ayala, Danielle Kochman, Todd Lordson, Dan Brand and FACT staff participated. The committee did not reach a decision during the meeting but provided feedback over the next few days. Based on the feedback there was lack of consensus regarding the prioritization of the proposals.

The committee's feedback indicated that the proposals and demonstrations did not establish clearly the ability of the products to schedule trips according to a trip-cost based priority system. Ability of the software to automatically notify the selected vendor and confirm the trip was also not clear. The proposals and demonstrations indicated that the brokerage software products were predominantly designed to dispatch trips to dedicated vehicles or contractors. Unlike FACT's brokerage, a typical brokerage controls vehicles or certain quantities of trips that are available to the broker on demand. Due to FACT's low trip volume, we do not have leverage to command dedicated vehicles or trips. Therefore the work of the software is rendered more complex - it needs to select the low priced vendor who is *willing* to accept the trip, which may take several queries of different vendors.

#### Issue arising from FACT's brokerage structure and status:

The software selection began during the infancy of the brokerage. Increases in the number of brokerage vendors (more than doubled) have increase the cost of licenses needed. The reservation process has become more complex with the introduction of dedicated FACT owned vehicles in the mix recently. The reservations process has continued to evolve as the trip volume has continued to grow. Other changes in the reservations and trip delivery processes were warranted due to new agency services that have different pricing and requirements compared to individual trips.

#### RECOMMEDATION

*Based on the opinions of committee members, staff and proposers, it is understood that some of the products were expected to work with some modifications and purchase of additional modules. The review committee does not feel the desired level of comfort with the potential abilities of the products to meet the requirements. The vendors felt that the proposed budget did not allow for customization or modular enhancements that they feel would yield the desired outcomes. The cost and timeline of customization/changes to meet all the needs was not possible to estimate at this time.*

*Proposers informed FACT staff that in general they are willing to entertain requests for customization however if the degree of customization alters the fundamental algorithm of their products, they may not be willing to make the adaptations because it leads to problems with long term product support.*

*The imminent implementation of the VTCLI grant has presented an opportunity for a procurement later in 2013 or sometime during 2014.*

*A delay in the procurement would allow FACT to develop an updated scope of work that would factor in the growth in ridership, number of brokerage vendors, agency services, FACT owned dedicated vehicles, and updated procedures.*

**Staff requests the Board for authorization to terminate the brokerage software procurement process.**

**ITEM #8**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director**

**RE: 211 MOU Update (VTCLI Grant Implementation)**

**ISSUE:**

FACT and 211 staff have continued to discuss the implementation of the Veterans Transportation and Community Living Initiative (VTCLI). This item serves as a status update.

**BACKGROUND:**

The most recent meeting with 211 staff was held on April 26, 2013. The grant contract between FTA and SANDAG was not concluded at the time. SANDAG plans to sign an agreement with 211 to define the scope and terms of implementation. 211 and FACT would sign an agreement designating FACT as a sub recipient and identify the scope of FACT's involvement.

During the recent meeting FACT and 211 discussed the potential expense items that would be included in the grant by both agencies.

**RECOMMENDATION:**

None.

**ITEM #9**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director, Oswaldo Perez, Grants Analyst, and CSUSM Senior Experience Team**

**RE: Services update, and CSUSM Senior Experience Team presentation**

**ISSUE:** Provide the Board with updates on:

- 1 RideFACT and other services during April 2013.
- 2 Outcomes of study “Report of Customer Surveys and Benchmarking” - by the CSUSM Senior Experience student team

**BACKGROUND:**

**1. RideFACT/Services update:**

In April 2013 RideFACT completed 10 months of countywide services. A brief service update/report will be presented during the meeting.

**2. The CSUSM Senior Experience Team Report:**

In January 2013, a student team from the Cal State San Marcos (CSUSM) Senior Experience Program was assigned to FACT. The student team began work in February 2013 as goals, objectives, and rider survey tools were developed.

The team used FACT data to contact riders for a survey; they investigated reasons for late cancellations and no shows during the conversations with riders. The team also made attempts to look for potential new vendors for the brokerage. A summary of the report is included in this item.

The main objectives for this project were to:

- 1) Develop, test and implement three different surveys for FACT customers (Customer Service Only, Cancellation and Customer Service, and Referral).
- 2) Conduct initial assessment of service providers and current FACT operations.
- 3) Research industry background and benchmark comparable transportation coordination systems.

In March 2013, the student team concluded their survey and began their assessments and benchmarking. In April 2013, their results were compiled and recommendations were developed based on an analysis of findings.

## **DISCUSSION:**

The recommendations proposed by the CSUSM Senior Experience Team were based on conversations with FACT employees, users of FACT's services, observations by the student team and through research. In addition, conversations between the student team and individuals from senior and/or transportation organizations offered insight in developing the recommendations.

Below is a table listing each recommendation followed by FACT's proposed next steps:

### **Short-Term Recommendations**

<b>RECOMMENDATION</b>	<b>PROPOSED NEXT STEPS</b>
Dedicated 24-hour cancellation phone line	Staff to discuss feasibility Seek input from Service Development Committee Seek coordination with 2-1-1
Update of internet and marketing materials	Review information currently available and update as necessary
Create a comprehensive description of services to be marketed to medical offices and senior centers	Forward to Service Development Committee for review and input
Change to policies regarding confirmation of transportation requests (instant confirmations)	Staff to discuss feasibility
Follow-up on referrals	Staff to discuss feasibility
Offer more flexibility (for short notice changes)	Staff to discuss feasibility
Create a culture of service among	Staff to seek opportunities for

mobility coordinators	elderly sensitivity training and role-playing exercises to address challenging customer interactions and scenarios.
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Contd.

**Long-Term Recommendations**

<b>RECOMMENDATION</b>	<b>PROPOSED NEXT STEPS</b>
Policies and Procedures Manual and/or “Rider’s Guide”	Forward to Service Development Committee for review and input
Establish relationships with referral programs to offer 3-way connections	Forward to Service Development Committee for review and input
Extended hours of operation	Forward to Service Development Committee for review and input
Share information with other San Diego County organizations	Forward to Service Development Committee for review and input

Each proposed recommendation made by the CSUSM team will be reviewed internally with staff, vetted through the Service Development Committee, and forwarded to the CAM for review and recommendations. Any recommendations that are determined to be feasible and appropriate will be forwarded to the Board for consideration and/or approval at a future date.

**RECOMMENDATION:**

**None.**

**ITEM #10**

**TO: BOARD OF DIRECTORS**

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

**RE: FACT - Application process for FTA Section 5310 capital grants**

**ISSUE:**

Staff seeks Board approval for proposed Section 5310 capital grants application process.

**BACKGROUND:**

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

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

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

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

**VENDOR SELECTION PROCESS**

The criteria for evaluating prospective vendors:

Proposer's Qualifications and Information

Nature, quality, and relevance of previous and/or current services



Experience, competence, and role of key staff  
Financial strength and stability

#### Technical Experience and Service Capabilities

Demonstrated experience of the VENDOR in relation to the scope and quality of service provided to target customers

Demonstrated technical capacity to inspect and maintain accessible vehicles and equipment.

Innovative approaches to use and integrate equipment or potential for system flexibility and upgradeability [*e.g. communication systems and/or mobile data terminals (MDTs)*]

Commitment to the project for the minimum required timeframe

Demonstrated ability to meet or exceed the project objectives

Demonstrated ability to comply with all applicable regulations

#### Cost/Best Value

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

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

### **RECOMMENDATION**

**Staff recommends the Board to approve the FTA Section 5310 vehicle recipient process as outlined.**

**ITEM # 11**

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

**Meetings and Events 4/24 - 5/23:**

4/26 Meeting with 211  
4/29 Meeting w/ Ernie Navarro, Conrad Wear, Kenny Nakayama, Councilmember Lorie Zaph's office  
5/2 Sol/5310 invoice Meeting  
5/1 Oswaldo - RideFACT presentation at the Scripps Ranch Library  
5/2 NCTD Board Meeting  
5/5 -5/8 Arun attended the 2013 APTA Bus & Paratransit Conference, and Mobility Management Committee meetings in Indianapolis  
5/6 Oswaldo attended the CSUSM Senior Experience Team Presentation  
5/9 Oswaldo attended ARS General Membership meeting  
5/15 Arun and Meagan accepted CalACT 2013 Award during CalACT Conference in Truckee  
5/20 Oswaldo and Meagan attended SSTAC

**Upcoming Meetings and Events:**

6/11 CAM Meeting  
6/27 Board Meeting

**ITEM #14**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director**

**RE: Executive Director performance - update on closed session discussion**

**ISSUE:**

Review Board action(s) from closed session.

**BACKGROUND:**

The ED performance appraisal is done in March or April each year to coincide with the anniversary of hiring date (late April). During April 2013, Board Chair Bob Campbell formed a committee (Bob Campbell, Phil Monroe, Honorable Teresa Arballo Barth) to conduct the review and develop recommendations for the Board.

A self-appraisal by the ED was forwarded to the committee for review. The committee plans to discuss the performance with the Board during closed session.

Any reportable action will be presented after closed session.

**RECOMMENDATION:**

**None.**