



Meeting Agenda and Notice  
**FACT Board of Directors Meeting**  
**March 30, 2017, 9:00 am**  
 Carnation 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 Feb 23 Board Meeting Minutes                                | p-2 ACTION  |
| 4. Report on FY 2015-16 Financial Audit & TDA Audit                        | p-5 ACTION  |
| 5. Managing RideFACT demand during FY 17-18 and 18-19<br>POSSIBLE ACTION   | p-7         |
| 6. Vehicle Sharing Status – discussion on FACT’s Policy<br>POSSIBLE ACTION | p-10        |
| 7. Business Plan Update<br>INFORMATION                                     |             |
| 8. Update on Implementation of Rides to Wellness Grant<br>INFORMATION      |             |
| 9. Update on Lift contract<br>INFORMATION                                  |             |
| 10. FACT Services Updates<br>INFORMATION                                   | p-14        |
| 11. Monthly Financial Reports<br>INFORMATION                               |             |
| 12. Executive Director’s Report<br>INFORMATION                             | p-18        |
| 13. Board Member Comments/Proposed Agenda Items<br>INFORMATION             |             |

**ADJOURNMENT**

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

## FACT Board of Directors Meeting Minutes

February 23, 2017

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

Board Members Attending	LaVonna Connelly, Susan Hafner, Phil Monroe, Bob Campbell (via phone), George Gastil, Hon. John Aguilera, Dave Roberts
TAC Members Attending	Danielle Kochman
Board Members Absent	William York, Hon. Lorie Zapf
Staff Attending	Arun Prem, Meagan Schmidt, Budd Anderson, Brooke Connell, Jonathan Albarran
Public/Guests	See sign in sheet
Introductions	Vice Chair LaVonna Connelly called the meeting to order at 9:00AM and led the group in the Pledge of Allegiance.
Public Comment, Driver Recognition	Lois Knowlton thanked FACT for the Partner of the Year Award she was given at the Annual Meeting. She mentioned that it is displayed proudly at her office and was a great honor to receive.
Approval of January meeting minutes	<b>Motion to approve the January 19, 2017 Board Retreat and January 26, 2017 Annual Meeting minutes made by Phil Monroe. Second by Susan Hafner. The motion passed unanimously.</b>
Grants	<p>Arun Prem covered 3 Grant updates.</p> <ol style="list-style-type: none"> <li>1) SANDAG staff made recommendations to their transportation committee and board regarding awards updates. There is no action to take yet.</li> <li>2) Caltrans 5310 grant due March 1. It is 100% funded, a statewide, competitive grant. FACT is requesting \$1,000,000 for FY 17, 18, and 19. The grant will fund salaries, and other expenditures including software, supplies, and travel costs.</li> <li>3) San Diego County Community Enhancement Grant is also due March 1. FACT is requesting \$60,000 and applying in all 5 districts. LaVonna suggested tying it to the older population as well as</li> </ol>

	<p>tourists. Susan Hafner mentioned that tourists who use wheelchairs could be a niche market for FACT to tap into. Meagan Schmidt confirmed that FACT has received requests in the past from tourists or family members calling to get information for someone coming to visit. George Gastil said if FACT is seen as an agency that makes it easier for people with disabilities to visit and get around San Diego it could help FACT's image. Dave Roberts recommended sitting with the Grants Administrator to set FACT apart and educate them. George and LaVonna agreed to meet with Supervisor Dianne Jacob and her staff. Arun said FACT would write the grant to reflect the discussion from the meeting.</p> <p>The Neighborhood Reinvestment Grant was also discussed.</p> <p>Future funding issues were brought up by LaVonna and Arun expanded on the discussion. FACT was awarded ½ the funding requested for the RideFACT services. The board will have to make difficult decision(s) on RideFACT service next year. Other agencies are also being effected by lack of funding. Susan said now is a time to reflect on our mission statement and our expectations as a CTSA.</p> <p><b>Motion for board authorization to submit grant applications to Caltrans and San Diego County made by Dave Roberts. Second by George Gastil. The motion passed unanimously.</b></p>
<p>Report on FY 2015-2016 Financial Audit, TDA Audit</p>	<p>Tabled until March Board meeting.</p>
<p>Vehicle Sharing Status Update</p>	<p>Arun reviewed the status of the vehicles and the recent discussions with Caltrans - Mark Codey and Bruce Plowman. There have been a few issues with the vendors and sharing the vehicles that are being worked out.</p> <p>Arun provided some background information on the non-profit TERI (Training - Education - Research - Innovation) and the possibility of sharing vehicles with them. TERI specializes in serving individuals who have needs which cannot be met by other existing programs. This includes services to persons who have autism, intellectual disabilities, cerebral palsy, epilepsy, brain trauma, severe behavioral disorders, dual diagnoses, and learning disabilities. Based in San Diego, California, TERI has grown to serve over 600 children and adults with developmental disabilities and their families. As a private, non-profit 501(c)(3) California Corporation, the agency relies on donations from the community and foundations in order to continue to set the highest standards and ensure</p>

	<p>an uncompromised quality of life to this population.</p> <p>Both Dave and Lois have family members who have used TERI’s programs and spoke very highly of their services and contributions. The recommendation is to share 4 vehicles with no expectation of return trips and a possible fifth vehicle with reciprocity for rides.</p> <p>There were discussions of specific groups, both profit and nonprofit, who could also benefit from vehicles and how the Board should move forward if this situation arises again. Currently, everyone who has a FACT vehicle is in the brokerage and provides some RideFACT rides. LaVonna mentioned that there hasn’t been a marketing campaign to all non-profits offering vehicles without giving rides in return and without a requirement to join the brokerage. A discussion regarding a lottery for non-profits for future distribution of vehicles ensued. Danielle Kochman emphasized the importance of the existing vehicles staying in the region and going forward that supply doesn’t exceed demand. Arun explained that the vehicles were not surplus when they were applied for and FACT did not apply for any new vehicles in the most recent SANDAG or Caltrans cycles.</p> <p><b>Motion for board authorization to offer 4 vehicles to TERI with no expectation for return trips and a 5<sup>th</sup> vehicle with reciprocity by Dave Roberts. Second by Phil. The motion passed unanimously.</b></p> <p>Arun requested time to look at the existing policy to see if there was a need to make any changes to the policy before the Board made a second motion.</p>
<p>Brokerage Vehicle Safety Inspections</p>	<p>Jonathan Albarran reported on the inspection process of all brokerage vehicles. FACT has hired a contractor to do a 19 point inspection on the vehicles at the vendor locations. FACT is on target to have inspections completed by July 1 of all 70 vehicles involved in RideFACT. As of February 15, 13 vehicles had been inspected and no major issues found.</p>
<p>FACT Services Updates</p>	<p>Meagan provided an update on FACT services and reviewed service statistics for RideFACT and contracted services. There is continued higher demand for LIFT as the First Transit contract nears its end. The discussions have been on hold with Sharp Coronado Hospital. Coronado Livery Cab joined the brokerage. Palomar Health has not responded to the proposed MOU for transportation services. Tri-City service was implemented on December 5<sup>th</sup>. Most of the rides are from the medical center but looking to add other facilities as well. There is a meeting on the 25<sup>th</sup> with staff from Tri-City. There was follow up meeting with Yellow Cab on February 13<sup>th</sup> to review data, rates, mileage calculations, etc.</p>

	Meagan gave an update on the software implementation process of RouteMatch. The onsite training will be at the end of March and then plan to go live in early April. The importance of training and training materials was discussed.
Monthly Financial Reports	The monthly financial reports were available for Board review. John asked about November office computer support expenses, contracted rides, and salary and wages.
Closed Session	Review of Poway Contract Information. There was no reportable action.
Adjournment	The meeting adjourned at approximately 10:45AM.

**ITEM # 4**

**TO: BOARD OF DIRECTORS**

**FROM: ARUN PREM, EXECUTIVE DIRECTOR**

**RE: FY 2016 ANNUAL FINANCIAL AUDIT, and SANDAG/TDA AUDIT**

**ISSUE:**

1. FACT bylaws require that an internal annual audit report, including the corporation's assets and liabilities, be provided to the Board of Directors within 180 days of the fiscal year end (June 30<sup>th</sup> 2015). The Internal Audit report was delayed this year.
2. SANDAG conducts an external audit of TDA 4.5 expenses annually as part of CTSA contract oversight.

**BACKGROUND:**

The Finance Committee – Board members Susan Hafner, Board treasurer, Phil Monroe, and Hon. John Aguilera met with staff and Auditor Inna Stens in Oceanside on February 15, in order to review the Financial Audit and review some recommendations made by the Auditor for improving internal controls. After reviewing the internal controls communications the Finance Committee provided feedback to Sonnenberg in order to finalize the Communication of Internal Control Letter accompanying the report.

**INTERNAL AUDIT**

The annual internal audit was conducted by Inna Stens representing Sonnenberg & Co., during September and October 2106. Due to transition in FACT's accounting support staff the internal audit was delayed. According to the Opinion included in the report, *"In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Full Access & Coordinated Transportation, Inc. as of June 30, 2016 and the changes in its net assets and its cash flows for the year then ended in accordance with U.S. generally accepted accounting principles"*.

**TDA AUDIT**

The TDA 4.5 Audit required by SANDAG was conducted by Davis Farr, CPAs, during September 2016. There were no findings or recommendations in the TDA Audit report which stated, *" In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of the TDA fund of FACT as of June 30, 2016, and the changes in its net assets and its cash flow for the fiscal years then ended in accordance with accounting principles generally accepted in the United States of America."*

**FACT Bylaws Requirements Re. Annual Report: SECTION 6.6. ANNUAL REPORT**

The Executive Director will ensure that an annual report is furnished no later than one hundred and eighty (180) days after the close of the corporation's fiscal year to all directors of the corporation. This report shall contain the following information in appropriate detail:

- (a) The assets and liabilities, including the trust funds, of the corporation as of the end of the fiscal year;
- (b) The principal changes in assets and liabilities, including trust funds, during the fiscal year;
- (c) The revenue or receipts of the corporation, both unrestricted and restricted to particular purposes, for the fiscal year;
- (d) The expenses or disbursements of the corporation, for both general and restricted purposes, during the fiscal year;
- (e) Any information required by Section 6.7 of this Article.

The annual report shall be accompanied by any report thereon of independent accountants, or, if there is no such report, the certificate of an authorized officer of the corporation that such statements were prepared without audit from the books and records of the corporation.

The annual report shall be approved by the Board of Directors.

**RECOMMENDATION:**

**Staff requests Board members to review the 2016 TDA Audit, and the FY 2016 Financial Audit Reports.**

**ITEM # 5****TO: BOARD OF DIRECTORS****FROM: Meagan Schmidt, Operations Manager, Jonathon Albarran, Mobility Coordinator****RE: Managing RideFACT demand during Fiscal Years 17-18 and 18-19****ISSUE:**

As per SANDAG staff recommendations to the Board FACT was approved for 50% less funding for the RideFACT program for the next two years, compared to recent years. Staff seeks recommendations and feedback regarding managing service demand and budget over the next two fiscal years.

**BACKGROUND:**

FY	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18
Budget	\$222,000	\$250,000	\$360,000	\$380,000	\$380,000	\$200,000 + (\$150,000)
o/w Trips	6623	11,922	10,275	8,977	13,000	11,973

FACT provides RideFACT transportation to individuals as social service transportation, and contracted services to agency clients as a revenue service. RideFACT is funded by grants while contracted services are sustained by the revenue generated from the clients.

At the end of FY 2016 FACT had provided a total of 8,977 one way RideFACT rides and 11,756 contracted service rides; a total of 20,733 one way rides were provided.

RideFACT is funded by a combination of Senior Mini Grant (SMG) and Section 5310 funds. Over the past 2 fiscal years FACT's annual RideFACT budget has been approx. \$380,000.00, which is based on the annual funding approved through SANDAG's competitive grant awards. While there is evidence that paratransit services demand is growing sharply, the funding available for RideFACT (SMG and 5310) has not grown.

FACT had applied for \$800,000.00 combined, for FY years 2017 and 2018; only \$400,000.00 was awarded.

The reduction in funding is expected to limit the RideFACT ride capacity for the next two fiscal years 2017-18 and 2018-19. In order to manage the supply side, staff is looking for feedback and direction in order to establish the parameters for providing RideFACT services as equitably as possible over the next two years and limit the impacts on the riders. Since RideFACT acts as the safety net and service of last resort, it is expected

that the individuals and ride requests for RideFACT that are denied, may not be eligible for any other nonprofit transportation options.

Over the last 6 years since FACT has provided rides the demand has grown - however FACT has limited its marketing outreach in order to limit denials and oversubscription. In most recent years the expenditure and available funding were very closely aligned resulting in a period of low or no net growth in demand. The riders who utilize RideFACT, primarily seniors and people with disabilities who are using the service for medical and quality of life trips.

In order to minimize disruption for riders and manage the budget, staff will seek recommendations from CAM and the Service Development Committee comprised of Board members and stakeholders, and bring feedback/recommendations before the Board later during the current fiscal year.

Some preliminary ideas for discussion:

A Impacts on Riders, Demand:

FACT serves approximately 600 unique riders overall, including RideFACT and contracted services. Given the current proportion of RideFACT rides to total rides provided by FACT - approximately 44% of all the rides are provided under the RideFACT service. Therefore it could be estimated that 264 unique riders are served by RideFACT; we will be able to generate accurate unique rider counts after the implementation of Routematch brokerage software.

50% reduction in RdeFACT trips provided.

The reduction in trips could be evenly spread over the fiscal year, however it would cause major disruption for riders due to the limited time available for creating awareness about the new policies. A process which gradually phases in the service reductions may be in the best interest of riders, however it will negatively skew the availability of rides in the later months of the grant.

Additional Demand from other Agencies' Clients

Several transportation service provider in the social/medical transportation community were affected by the outcome of the recent SANDAG grant cycle. Elderhelp has stated that they will be unable to provide approx. 6,000 rides in the year 2017-18. BAME, a social service agency providing senior rides using FACT's and other vehicles, discontinued their transportation program after their grant was denied. Several other agencies including City of Vista, City of San Marcos may reduce their transportation services since their grant requests were unsuccessful.

B Offsets to trip reductions

Increased referrals

historically as RideFACT grew, referrals to other services were static or declined in volume. The availability of RideFACT may have been a disincentive for some riders who did not wish to negotiate another transportation process or preferred the convenience associated with the eligibility for FACT.

Potential to share rides

Currently the 4 Mobility Coordinators who make trip reservations, work independently and do not have the means to share data effectively in order to identify linked or similar rides. Routematch implementation (planned for April 2017) will make it possible to aggregate ride requests prior to scheduling. Given FACT's Countywide service area the potential for sharing rides is expected to be low.

MediCaid Reimbursements

FACT was recently notified that our request to become eligible for MediCal trip reimbursements was likely to be approved in the near term. While we do not have a good estimate of how many RideFACT rides may qualify for reimbursement, the "refunds" will provide additional funding which would be eligible to pay for additional RideFACT rides.

Offer some trips "at-cost"

When funding is not available to provide rides, FACT has the ability to offer rides at rates that are substantially lower than the market; this might mitigate the impact on riders who need to use the services frequently.

New Revenue through New Same Day service at Premium rates

FACT has not provided same days services except in special circumstances - there is evidence from referrals discussions that same day services would benefit some of the riders. Since the Brokerage now has capacity to handle same day trips, this service could generate net revenue but would also require additional staffing.

Outreach to additional nonprofit vendors to join brokerage

Typically the non profit brokerage partners have lower rates and offer greater value, however the funding climate in San Diego has caused numerous nonprofit partners to drop out or limit services and and the current situation is not conducive to finding brokerage partners. Some agencies who were not funded have already indicated they will refer their clients to FACT.

C Impacts on vendors/Brokerage

Due to recent growth in the overall demand for contracted rides, the trip volume for brokerage vendors has been growing; although we are unable to accurately project ridership for ADA paratransit subcontract, we anticipate the demand to grow due to higher projections for ADA paratransit demand. Therefore it is expected that the impact of the reduction in RideFACT trips will be felt in the brokerage but will not be strong enough to impact the brokerage.

D Impacts on Staffing

As in case of the brokerage, if there is continued growth in contracted services, as well as potential new medical service contracts, we do not expect to have any changes in staffing. The increase in external referrals is also expected to offset the reduced demands on staff time from reduced RideFACT service volume.

E Implementation Plan

In order to develop a plan for the reduction in RideFACT services staff will hold discussions with CAM members and convene the Service Development Committee in the next few weeks. The discussions and recommendations will be forward to the Board during April and May for discussion and action.

F Other impacts?  
Discussion.

**RECOMMENDATION**

**Staff requests Board members for feedback and direction regarding the impending changes to RideFACT service in view of the funding shortfall.**

**ITEM # 6**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director and Budd Anderson,  
Grants Management Analyst**

**RE: Vehicle Sharing status update - discussion on FACT's Policy**

**ISSUE**

A status update for the Board regarding the grant-funded vehicles that are available for shared use; report on recent discussions with Caltrans and Teri Inc.

**BACKGROUND**

Vehicle update

As of the date of this item FACT had five new vehicles (Dodge minivans) that were available for sharing. (Caltrans staff met with FACT after the Annual meeting and requested that FACT review the status of vehicles and provide Caltrans with an update on proposed usage.)

Since the meeting with Caltrans, staff contacted a number of agencies recommended by Board members Bob Campbell and Dave Roberts including City of Vista, Teri Inc. and City of San Marcos. Teri Inc. has expressed interest in at least 4 vehicles as well as additional vehicles, if any were available. One of FACT's Brokerage providers also requested one vehicle; the request is under review.

FACT staff had discussions with City of Vista as well as City of San Marcos staff - several coordination options were discussed - however there has not been specific interest in sharing vehicles as of now.

A draft MOU was forwarded to Teri for review; during a phone meeting on March 15 FACT and Teri representatives reviewed the MOU and agreed that overall there was agreement on the language subject to some clarifications re. insurance, Drug & Alcohol program and reporting requirements. We plan to finalize the MOU within a week and forward it to Caltrans for approval.

FACT has asked Teri COO Mr. Bill Mara for another meeting in the near future to review potentially sharing another (5<sup>th</sup>) vehicle - as per the Board action in February 2017, this vehicle will be offered conditionally based on a reciprocal sharing agreement. Staff is considering award of the last remaining minivan to AGTS, a member of the Brokerage, and currently the leading provider for First Transit rides.

Vehicle Sharing policy discussion:

In July 2013 the Board approved the Vehicle Lease Policy to promote the availability of vehicles to transportation stakeholders and select vendors who would lease grant funded vehicles from FACT.

The original Vehicle Lease Policy did not anticipate the need to place vehicles with specific vendors in order to support FACT's contracted services and organizational objectives.

At the June 2014 meeting, the Board expressed interest in revising the Policy to accommodate FACT's organizational priorities where FACT would lease or otherwise utilize vehicles in order to support its objectives, for example - support a transportation service contract by providing the contractor vehicles to add or create capacity for specific transportation services.

Below is the full Vehicle Lease Policy adopted in July 2013 with proposed revisions highlighted:

#### METHOD OF SOLICITATION

*The Method of Solicitation will be used by FACT when it has committed in a grant proposal to hold an open competitive process for selecting vendors to lease new grant-funded vehicles.*

*Consistent with grant program guidelines, an open competitive process is not required if:*

- *Identifying vendors to partner with FACT on a joint grant application for new vehicles - FACT may pre-qualify a vendor at the time it submits a grant application for a new grant-funded vehicle.*
- *FACT is identified as a recipient of an underutilized vehicle - If FACT is transferred an underutilized vehicle from another organization, the federal grant programs (5310/New Freedom/JARC) allow FACT to select a viable vendor and execute a third-party lease agreement / MOU to operate the transferred vehicle.*

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

#### *Outreach for Open Competitive Process*

- Both verbal and written announcements will be made if feasible at bimonthly Council on Access and Mobility (CAM), bimonthly SANDAG Social Services Transportation Advisory Council (SSTAC), and quarterly Alliance for Regional

Solutions (ARS) meetings at least once each during the solicitation process unless a meeting is cancelled.

- Post notice of solicitation electronically through the FACT and CalACT websites
- Allowing a minimum of 30 days to respond.
- Email solicitation to all addresses in the FACT mailing list. The contact list is updated on an ongoing basis as needed. All Board of Directors, CAM and TAC (Technical Advisory Committee) members and current brokerage vendors are included in this mailing list.

## VENDOR SELECTION PROCESS

1. FACT may select vendors that specifically address a FACT organizational priority:

FACT Organizational Priorities – FACT operational and service needs, which include but are not limited to:

(a) Contracted services support - Subcontractors (transportation service providers) involved in any of FACT’s contracted services that would require assistance to expand their capacity to perform trips as needed by the agency contracted with FACT.

(b) Rural area support - A vendor within or near a non-urban/rural area that would require a vehicle to assist FACT with rural area trips and provide transportation to rural area residents

**Demonstrating the ability to support a FACT organizational priority may in itself serve as a qualification for vendor selection irrespective of the other criteria.** The Executive Director will report to the Board a detailed rationale for the vendor selection. The commitment to meet the organizational priority will be incorporated into the third-party lease agreement / MOU between FACT and the selected vendor. The lease will also include the option for FACT to withdraw the vehicle from the particular service if the organizational priority objective is not met or is no longer valid.

If an organizational priority is not identified, FACT will use the following criteria for evaluating prospective vendors:

2. 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
3. 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

#### 4. 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 and final recommendations will be forwarded to the Board for approval.

#### Discussion:

*The current policy does not specifically address a situation where a vehicle may be donated to an agency outside the FACT Brokerage, without requiring the agency to join the brokerage or provide any services for a FACT program.* There was some discussion during the February Board meeting regarding the decision of the Board to share vehicles with Teri Inc. and whether the process was consistent with the policy.

It appears that there is some language in the policy that allows for the situation raised during Board discussion.

It should also be noted that the vehicles are not subject to federal procurement guidelines in this scenario and the FACT policy is a voluntary gesture on the part of the Board to ensure fairness in the vehicle sharing process while securing the business interest of FACT.

#### **RECOMMENDATION:**

**Staff requests the Board's feedback regarding the current language in the Vehicle "Lease" Policy being adequate to address the decision to share vehicles with Teri Inc.**

**ITEM # 10**

**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:**

	Jan-17
<b>SERVICE</b>	<b>ONE-WAY TRIPS</b>
<b>First Transit</b>	<b>447</b>
<b>Poway</b>	<b>143</b>
<b>Oceanside</b>	<b>517</b>
<b>Elderheip</b>	<b>20</b>
<b>Tri-City</b>	<b>97</b>
<b>RideFACT</b>	<b>1,026</b>
<b>TOTAL</b>	<b>2,250</b>

**New Tri-City Contract**

FACT began transportation services for Tri-City Medical Center in December 2016. Discharged patients are provided with rides from all hospital departments to their residence. In the future 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 all trips are provided through Yellow Cab, utilizing taxi vouchers that are charged to a FACT/Tri-City account with a negotiated rate. FACT bills Tri-City after adding a small mark up. FACT has provided 145 trips for Tri-City patients between December 2016 – January 2017.

**City of Oceanside Senior Van Service:**

Contracted service for Oceanside began in September 2013. FACT has invoiced City of Oceanside for 16,705 trips from September 2013 – January 2017.

Approximately 2,100 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.

**First Transit/NCTD LIFT Service:**

FACT has provided transportation for NCTD's LIFT program through First Transit since March 2014. A total of 8,153 trips have been provided from March 2014 - January 2017.

### **Poway Adult Day Health Care Transportation Service Contract**

FACT has provided transportation for Poway Adult Day Healthcare Center clients since January 2013. Due to funding constraints Poway decided to end the contract January 31, 2017.

Safety First was the recent provider for these trips. A total of 17,528 trips were provided from January 2013 - January 2017.

### **Elderhelp Program**

Contracted service for Elderhelp began on March 12<sup>th</sup>, 2015. The Board approved the extension of the Elderhelp contract on March 26<sup>th</sup>. 1,260 total trips were provided between March 2015 and January 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 - January 2017**

<b>RideFA CT + Contracted</b>	<b>RideFA CT One way trip requests</b>	<b>Referrals- external</b>	<b>Referrals to RideFA CT</b>	<b>RideFA CT</b>	<b>Contracted</b>	<b>Total Trips</b>	<b>RideFACT Av. trip cost</b>	<b>RideFA CT Av trip</b>
<b>FISCAL YEAR 2012-13</b>								
<b>SubTotal</b>	<b>14,541</b>	<b>2,242</b>	<b>12,299</b>	<b>6,623</b>	<b>1,505</b>	<b>8,128</b>		
<b>FISCAL YEAR 2013-14</b>								

<b>Subtotal</b>	<b>31,284</b>	<b>1,874</b>	<b>29,410</b>	<b>11,922</b>	<b>9,361</b>	<b>21,283</b>		
<b>FISCAL YEAR 2014-15</b>								
<b>July</b>	<b>2,763</b>	<b>172</b>	<b>2,591</b>	<b>891</b>	<b>1,211</b>	<b>2,102</b>	<b>\$19.13</b>	<b>11.9</b>
<b>Aug</b>	<b>2,700</b>	<b>140</b>	<b>2,560</b>	<b>870</b>	<b>1,177</b>	<b>2,047</b>	<b>\$18.15</b>	<b>12.1</b>
<b>Sep</b>	<b>2,768</b>	<b>123</b>	<b>2,645</b>	<b>857</b>	<b>1,446</b>	<b>2,303</b>	<b>\$18.75</b>	<b>12.1</b>
<b>Oct</b>	<b>2,976</b>	<b>118</b>	<b>2,858</b>	<b>1,038</b>	<b>1,347</b>	<b>2,385</b>	<b>\$19.63</b>	<b>11.9</b>
<b>Nov</b>	<b>2,702</b>	<b>89</b>	<b>2,613</b>	<b>794</b>	<b>1,112</b>	<b>1,906</b>	<b>\$20.36</b>	<b>12.3</b>
<b>Dec</b>	<b>2,549</b>	<b>102</b>	<b>2,447</b>	<b>905</b>	<b>880</b>	<b>1,785</b>	<b>\$20.96</b>	<b>13.2</b>
<b>15-Jan</b>	<b>2,694</b>	<b>128</b>	<b>2,566</b>	<b>882</b>	<b>996</b>	<b>1,878</b>	<b>\$17.99</b>	<b>12.2</b>
<b>Feb</b>	<b>2,558</b>	<b>113</b>	<b>2,445</b>	<b>819</b>	<b>1,250</b>	<b>2,069</b>	<b>\$16.19</b>	<b>11.7</b>
<b>Mar</b>	<b>2,879</b>	<b>156</b>	<b>2,723</b>	<b>917</b>	<b>1,422</b>	<b>2,339</b>	<b>\$15.63</b>	<b>11.7</b>
<b>Apr</b>	<b>2,733</b>	<b>146</b>	<b>2,587</b>	<b>865</b>	<b>1,283</b>	<b>2,148</b>	<b>\$14.78</b>	<b>11.4</b>
<b>May</b>	<b>2,488</b>	<b>73</b>	<b>2,415</b>	<b>748</b>	<b>1,184</b>	<b>1,932</b>	<b>\$16.40</b>	<b>11.7</b>
<b>June</b>	<b>2,444</b>	<b>90</b>	<b>2,354</b>	<b>689</b>	<b>1,220</b>	<b>1,909</b>	<b>\$18.53</b>	<b>12.4</b>
<b>SubTotal</b>	<b>32,254</b>	<b>1,450</b>	<b>30,804</b>	<b>10,275</b>	<b>14,528</b>	<b>24,803</b>		
<b>FISCAL YEAR 2015-16</b>								
<b>July</b>	<b>2,542</b>	<b>138</b>	<b>2,404</b>	<b>793</b>	<b>1,043</b>	<b>1,836</b>	<b>\$17.36</b>	<b>12.2</b>
<b>August</b>	<b>2,137</b>	<b>108</b>	<b>2,029</b>	<b>566</b>	<b>1,001</b>	<b>1,567</b>	<b>\$17.60</b>	<b>12.6</b>
<b>September</b>	<b>2,259</b>	<b>128</b>	<b>2,131</b>	<b>661</b>	<b>921</b>	<b>1,582</b>	<b>\$18.47</b>	<b>12.7</b>
<b>October</b>	<b>2,535</b>	<b>146</b>	<b>2,389</b>	<b>734</b>	<b>917</b>	<b>1,651</b>	<b>\$17.05</b>	<b>12.1</b>
<b>November</b>	<b>2,326</b>	<b>113</b>	<b>2,213</b>	<b>578</b>	<b>848</b>	<b>1,426</b>	<b>\$17.24</b>	<b>11.8</b>
<b>December</b>	<b>2,282</b>	<b>139</b>	<b>2,143</b>	<b>616</b>	<b>815</b>	<b>1,431</b>	<b>\$16.48</b>	<b>11.7</b>
<b>January</b>	<b>2,496</b>	<b>133</b>	<b>2,363</b>	<b>776</b>	<b>819</b>	<b>1,595</b>	<b>\$16.29</b>	<b>11.8</b>
<b>February</b>	<b>2,473</b>	<b>109</b>	<b>2,364</b>	<b>692</b>	<b>937</b>	<b>1,629</b>	<b>\$16.32</b>	<b>12.3</b>

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
SubTotal	21,282	667	20,615	7,896	8,897	16,793		
<b>TOTAL</b>	<b>129,769</b>	<b>7,685</b>	<b>122,084</b>	<b>45,693</b>	<b>46,047</b>	<b>91,740</b>		

**\*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.

**RECOMMENDATION:**

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

**ITEM # 12**

**TO: Board of Directors**

**FROM: Arun Prem, Executive Director, Brooke Connell, Office Manager**

**RE: Executive Director Report**

**TO: Board of Directors**

**Meetings and Events 2/21/2016 - 3/29/2017**

- 2/21 Vehicle Sharing Meeting - Arun and Meagan with TERI
- 2/21 CSUSM Senior Experience Team Meeting - Budd
- 2/21 Safe Harbors Regulation and NEMT Webinar - Meagan
- 2/23 FACT Board Meeting
- 2/23 Vehicle Sharing Meeting - Arun and Meagan with TERI
- 2/24 Tri-City Meeting - Arun, Meagan, Budd, Danielle Kochman, and Stephen Chavez Matzel
- 3/6 CSUSM Senior Experience Team Meeting - Budd
- 3/8 Presentation at Silver Crest Senior Community - Leticia
- 3/8 Meeting with City of San Marcos - Meagan
- 3/9 MTS/ADA - Jonathan
- 3/10 ADARide phone Conference with Art Hulscher - Arun
- 3/11 APTA Board of Directors Meeting Phone Conference - Arun
- 3/14 Tri-City Meeting - Arun, Meagan, Budd, and Stephen Chavez Matzel
- 3/14 GoToWebinar - Developing a Risk-Aware Culture - Jonathan
- 3/14 Agenda planning meeting - Arun, Bob, LaVonna
- 3/14 Presentation at JFS - Leticia
- 3/14 GoToWebinar - Screening Services - Jonathan
- 3/15 Follow up MOU discussion with TERI - Arun, Meagan, and Budd
- 3/20 SSTAC - Meagan
- 3/20-3/24 Routematch Onsite Training

**Upcoming Meetings and Events**

- 4/11 CAM Meeting
- 4/27 FACT Board Meeting
- 5/25 FACT Board Meeting
- 5/29 CLOSED Memorial Day