



Facilitating Access to Coordinated Transportation

Meeting Agenda and Notice
FACT Board of Directors Meeting
May 25, 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 April 27 Board Meeting Minutes | p-2 | ACTION |
| 4. Business Plan Review
ACTION | p-5 | POSSIBLE |
| 5. HHSa (MediCal transportation reimbursement) contract update
INFORMATION | | p-7 |
| 6. Update on Discussions with MTS, MV Transportation
ACTION | p-8 | POSSIBLE |
| 7. FACT Services Updates
INFORMATION | | p-9 |
| • RouteMatch implementation and impacts | | |
| 8. Monthly Financial Reports
INFORMATION | | |
| 9. Standing Item - Updates on initiatives
ACTION | p-13 | POSSIBLE |
| • Outreach to Cities | | |
| • CTSA Contract update | | |
| 10. Board member updates / proposed agenda items
INFORMATION | | |
| 11. Executive Director's Report | | p-14 |

CLOSED SESSION

12. Personnel matter - ED Performance Review Committee report
END of CLOSED SESSION and update on reportable actions

ADJOURNMENT

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

FACT Board of Directors Meeting Minutes

April 27, 2017

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

Board Members Attending	Bob Campbell, LaVonna Connelly, Dave Roberts, George Gastil (phone), Hon. John Aguilera (phone)
TAC Members Attending	Danielle Kochman, Brian Lane
Board Members Absent	Hon. Lorie Zapf, Susan Hafner, Phil Monroe
Staff Attending	Arun Prem, Meagan Schmidt, Budd Anderson, Brooke Connell, Julius Burgos
Public/Guests	None
Introductions	Chair Bob Campbell called the meeting to order at 9:00AM and introductions were made.
Public Comment	<p>Dave Roberts announced he is moving June 25th to Connecticut. June will be Dave's last Board Meeting.</p> <p>Danielle Kochman, SANDAG, announced June will be her last Board meeting as she has accepted a new position at SANDAG in long range transit planning upon her return from maternity leave in September. Brian Lane will be covering for her until the position is filled.</p>
Approval of March meeting minutes	Motion to approve the March 30, 2017 Meeting minutes made by Dave Roberts. Second by George Gastil. The motion passed unanimously.
County NRP Grant	Budd Anderson and Arun Prem discussed the Neighborhood Reinvestment Program (NRP) grant application process. Staff proposed submitting a \$15,000 grant application for FY 16-17 to purchase software and hardware items for dispatching. Currently the manifests for contracted services are not compatible with RouteMatch. There is a software module available for approximately \$12,000 that would make the process more efficient. In addition, the monitors and graphics cards used by Mobility Coordinators lack the resolution to display the RouteMatch software effectively. This improvement is estimated at \$3,000. The requests are one-time expenses which fit the guidelines/criteria for the grant.

	<p>Motion to authorize staff to submit NRP FY 16-17 grant application for \$15,000 made by LaVonna Connelly. Second by John Aguilera. The motion passed unanimously.</p>
FTA Title VI Compliance Plan Update	<p>Arun explained that FACT is required to update and submit its Title VI Plan to the Federal Transit Administration (FTA) every 3 years. FACT already has a plan from May 29, 2014 and Budd has made updates to it from the census data. The updates are primarily demographic information.</p> <p>Motion to approve the updated Title VI Plan and authorize staff to submit the plan to FTA by Dave Roberts. Second by George Gastil. The motion passed unanimously.</p>
Extension of City of Oceanside Contract	<p>Arun Prem informed the Board that the City of Oceanside intends to renew the existing transportation service contract (third extension). Currently 2,100 Oceanside residents are registered for this service. FACT's final pricing will be reviewed with Oceanside staff and they expect City Council approval during May 2017. The expected value of the contract will be approximately \$96,000 each year of the 2 year contract. FACT is expecting to negotiate minor changes to the contract regarding no-shows, but no major changes. The new two year term would be July 1, 2017 through June 30, 2019. FACT has delivered over 17,000 one-way trips under this contract.</p> <p>Dave recognized The City of Oceanside as a great success story for FACT and would make a perfect presentation for California League of Cities. John will talk to appropriate personnel to get FACT on the Agenda in 60+ days for a graphic presentation.</p> <p>Motion to authorize staff to update the terms where necessary and extend the Oceanside Senior Shuttle Transportation Service contract through June 30, 2019 made by LaVonna Connelly. Second by John Aguilera. The motion passed unanimously.</p>
ED Review Committee	<p>Bob appointed Dave, LaVonna, and George to the Executive Director Review Committee.</p> <p>Arun will provide a report to the Committee by Friday.</p>
FACT Services Updates	<p>Meagan Schmidt provided an update on FACT services and reviewed service statistics for RideFACT and contracted services. There were fewer rides in February, but March and April had record LIFT ridership. LIFT is sending FACT same day trips as well as next-day trips. Arun said if FACT would have had the Poway contract, numbers would have been similar to previous months, but it is important to note February is a shorter month</p>

	<p>and there was also inclement weather. According to Meagan, Tri-City has been trained on dispatching via Lyft, they have not used the service yet as they had internal IT issues that had to be resolved. Elderhelp is continuing to use Lyft. AAA Transport, AGTS, Safety First, and Eleet are the largest volume providers right now. The majority of the Oceanside contracted rides go to AAA. Through February there have been 93,657 one-way rides since FACT has been offering rides. On April 25th FACT had over 140 rides scheduled.</p> <p>FACT is expecting to meet with MV shortly.</p> <p>Arun reached out to Paul Jablonski at MTS recently about FACT services.</p> <p>Tri-City staff informally reported a 30% reduction in cost since switching to FACT.</p> <p>There was a discussion about NCTD's rates and fixed transit routes for LIFT riders.</p> <p>Bob would like a survey/call back feature someday in the future that would call clients back after a ride is completed and ask them to rate the service.</p>
<p>Monthly Financial Reports</p>	<p>January financials were not available at the time the agenda was sent out.</p>
<p>Executive Director's Report</p>	<p>Arun commended the staff on the transition to RouteMatch. Meagan said overall the Coordinators are finding it easier than the manual system. There have been growing pains as expected, but the RouteMatch team has been great. The roll out will not be complete until July 1, when the Salesforce portion is added.</p> <p>Arun mentioned that due to issues with availability and overall qualifications FACT has switched from IT Contractor Shawn King to San Diego Futures Foundation for IT support.</p> <p>Arun met with Muggs on April 4 and expects to hear about a new Board member appointment soon.</p> <p>The Finance Committee is working on a budget for next year. The budget is balanced, but there is no money for salary adjustments. If the FTA Section 5310 Mobility Management Grant application is successful FACT will be able to adjust salaries, but a response is not expected prior to submitting the budget.</p> <p>Meagan and Arun presented before the City Council in San Marcos on April 11 for 5 minutes regarding Contracted Services.</p>

	<p>The Medi-Cal application is expected to be approved soon and the invoicing may begin in June. The MOU is currently under review.</p> <p>A staff member was sent over to the new Kaiser to familiarize FACT with the facility and location in Kearny Mesa.</p>
<p>Board Member Comments/Propo sed Agenda Items</p>	<p>LaVonna commented that she appreciates the staff.</p> <p>Danielle commented that things are moving slowly since her last update as they wait for the new budget to get approved.</p> <p>Brian stated that he will be taking over from Danielle as the new liaison for FACT.</p>
<p>Adjournment</p>	<p>The meeting adjourned at approximately 10:30AM.</p>

ITEM # 4**TO: BOARD OF DIRECTORS****FROM: ARUN PREM, EXECUTIVE DIRECTOR, and BUDD ANDERSON,
GRANTS MANAGEMENT ANALYST****RE: PROPOSED BUSINESS PLAN UPDATES 2018-2023****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 plans have made updates to existing Plan elements or introduced new ones.

The updated Business Plan will be presented to the Board for approval in June 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 feedback on the proposed DRAFT Business Plan Update.

ITEM # 5

TO: BOARD OF DIRECTORS

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

RE: HHSA (MEDICAID TRANSPORTATION) MOU UPDATE

ISSUE:

An MOU for proposed Medi-Cal Administrative Activities (MAA) between FACT and County of San Diego HHSA is currently under review. This item provides an update for Board members regarding the status and scope of services covered under the MOU.

BACKGROUND

The MOU was recently approved by state HHSA as a result of FACT's application to become eligible as a provider of MediCal administrative services and thereby qualify for reimbursement of some of the expenses. The MOU qualifies FACT as a Community Based Organization to claim Title XIX Federal Financial Participation (FFP) for MediCal eligible expenses. The reimbursements cover administrative staff time as well as cost of transportation. The transportation expenses are reimbursed at 50% of the cost of transportation.

The MOU has a 5-year term with 3 one-year options for extension allowed. The MOU allows either party to terminate the agreement with 30 days' notice for convenience.

FACT's attorney has reviewed the agreement and suggested minor revisions if allowed by HHSA - the revisions would specify the location for any potential litigation and insert an arbitration clause into the agreement. FACT has forwarded the feedback to County HHSA for review.

Once the MOU is completed FACT will be able to invoice the state for eligible expenses. In case of transportation expense claims information regarding the Riders identification, as well as origin and destination of trips is required.

RECOMMENDATION:

None

ITEM # 6

TO: BOARD OF DIRECTORS

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

RE: UPDATE ON DISCUSSIONS WITH MTS AND MV TRANSPORTATION

ISSUE:

Updates for Board on the status contract discussions with MV, and a recent meeting with MTS officials.

BACKGROUND:

NCTD LIFT- end of First Transit contract and status of contract with MV Transportation:

The NCTD LIFT subcontract with First Transit is one FACT's major contracted services; the demand for FACT's services under this contract has grown over the past several months. Due to the substantial size of this contract it has an impact on FACT's staffing, brokerage operation and budget.

The current LIFT contract ends in June 2017; NCTD's new ADA paratransit service contract with MV is effective July 1, 2017. FACT has had several preliminary discussions with MV personnel; it is expected that a formal agreement will be developed during the next few weeks.

MTS ACCESS - utilizing taxicabs to supplement contracted ADA paratransit:

In late April FACT wrote to MTS CEO Mr. Jablonski to provide some service updates, as well as to review potential for utilizing brokered taxicab trips as supplemental service for MTS Access program. FACT staff was invited to a meeting on May 16, with Mr. Bill Spraul, COO of Transit Services, and other operations staff, to review FACT's contracted services options. During the meeting we reviewed the history with NCTD Lift service which is very similar to the proposed service, capacity of FACT's brokerage, new service options including LYFT, and provided tentative rates. MTS staff had a number of questions about the qualifications of drivers, the regulatory compliance issues, service capacity, vehicle types, software, staffing, customer service and other aspects of the service. We look forward to responding to any follow-up questions and continuing the discussion.

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:

	Mar-17
SERVICE	ONE-WAY TRIPS
First Transit	563
Oceanside	631
Elderhelp	52
Tri-City	93
RideFACT	1,223
TOTAL	2,562

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.

A list of the impacts of RouteMatch implementation will be presented for discussion at the Board Meeting. Reporting based on the software will begin in June for April’s service data.

Tri-City Service

FACT began transportation services for Tri-City Medical Center in December 2016. Discharged patients are provided rides from all hospital departments to their residence.

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 mark up. FACT has provided 306 trips for Tri-City patients between December 2016 – March 2017.

City of Oceanside Senior Van Service:

Contracted service for Oceanside began in September 2013. FACT has invoiced City of Oceanside for 17,786 trips from September 2013 – March 2017.

Oceanside staff recently updated their client data, 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 effective July 1, 2017 – June 30, 2019. A rate change was included in the amendment for the new contract term.

First Transit/NCTD LIFT Service:

FACT has provided transportation for NCTD’s LIFT program as a subcontractor to First Transit since March 2014. A total of 9,075 trips have been provided from March 2014 – March 2017.

LIFT will transition to a new contractor, MV Transportation, on July 1, 2017.

Poway Adult Day Health Care Transportation Service Contract (discontinued)

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 12th, 2015. The Board approved the extension of the Elderhelp contract on March 26th. 1,353 total trips were provided between March 2015 and March 2017. Any riders that Elderhelp cannot accommodate due to their limited monthly budget are referred to RideFACT.

RideFACT Service statistics ytd for fiscal year July 2012 – March 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
SubTotal	26,402	813	25,589	10,118	11,154	21,272		
TOTAL	134,889	7,831	127,058	47,915	48,304	96,219		

***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 will provide Board members with ongoing updates on key initiatives. For the May update the following items were prioritized:

- Outreach to Cities regarding contracted services
- CTSA contract update

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.

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.

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 4/27/2017 - 5/24/2017

4/28 AGTS Vehicle Leasing Meeting - Arun and Meagan
5/1 Salesforce User Acceptance Testing Kick-off - Meagan, Arun
5/2 Oceanside Contract Renewal meeting with Janet, Cecilia -

Arun and Meagan

5/2 APTA Conference Call - Arun
 5/3 APTA Board Meeting - Arun
 5/4 FACT/SANDAG CTSA Claim Discussion - Arun, Budd, Brian, and Danielle
 5/5 APTA Conference Call - Arun
 5/7-5/10 APTA Conference - Arun and Meagan
 5/8-5/12 USDOT Fundamentals of Bus Collision Investigation Training Course -

Jonathan

5/9 ED Review Committee Meeting - Dave, LaVonna, Arun
5/9 TERI Vehicle Pick-up - Leticia
 5/9 One Call One Click Project Team Meeting - Budd
5/11 May Agenda Planning Meeting - Arun, Bob, and LaVonna
 5/15 SSTAC Meeting - Meagan
5/16 Meeting with Bill Spraul, COO Transit Services and MTS staff,

Arun and Meagan

5/16 NCTD ADA Review Group - Jonathan
5/16 FACT/SANDAG CTSA Claim Discussion - Arun, Budd, Brian,

and Danielle

5/18 Salesforce/211 Meeting - Arun, Meagan, Budd, and Jonathan
5/18 NCTD Board Meeting - Arun
 5/23 Understanding Language and Cultural Barriers - Budd and Jonathan
 5/24 Not Just a Ride - Learning Collaborative Meeting - Arun

Upcoming Meetings and Events

5/29 CLOSED Memorial Day
 6/6 Finance Committee Meeting
6/8 Service Development Committee Meeting

6/13 **CAM Meeting**
6/22 Board Meeting