



Meeting Agenda and Notice  
**FACT Board of Directors Meeting**  
**May 29, 2014, 9:00 am**  
Poinsettia Room, Encinitas City Hall  
505 S. Vulcan Avenue, Encinitas, CA 92024

## **AGENDA**

### **Meeting Call to Order 9:00am**

1. Introductions
2. Approval of April 24 Board Meeting minutes p-2  
ACTION
3. Public Comment  
INFORMATION
4. Board Chair's Report  
PRESENTATION
5. FACT Business Plan update p-9  
ACTION
6. Cancellation of August Board Meeting p-10  
ACTION
7. Review of FACT's Vehicle Lease Policy p-11  
ACTION
8. Title VI and Compliance Plan, Board Resolution p-12  
ACTION
9. First Transit sub-contract update p-14  
INFORMATION
10. FACT services updates p-18  
INFORMATION  
25,000 trips completed
11. Monthly Financial Reports  
INFORMATION
12. Executive Director's report p-21  
INFORMATION
13. Board member comments/proposed agenda items  
INFORMATION

**ADJOURNMENT**

<b>FACT's Mission</b> <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 24, 2014

Encinitas City Hall

505 S. Vulcan Avenue, Encinitas, CA 92024

Board Members Attending	Bob Campbell, Susan Hafner, Phil Monroe, Hon. John Aguilera, Hon. Tony Kranz, Hon. Dave Roberts, LaVonna Connelly
TAC Members Attending	Kim Thorp-NCTD
Board Members Absent	Norine Sigafoose
Staff Attending	Arun Prem, Meagan Schmidt, Budd Anderson, Oswaldo Perez
Public/Guests	See sign-in sheet
Introductions	Board Chair Dave Roberts called the meeting to order at 9:35AM. Introductions were made.
Approval of March 27 Board Meeting minutes	<b>Motion to approve the March 27, 2014 Board Meeting minutes made by LaVonna Connelly. Second by Susan Hafner. The motion passed unanimously.</b>
Public Comment	<p>Dave discussed his tour of the California State University San Marcos (CSUSM) campus. He said CSUSM had a program that assisted foster youth with acceptance to the university, tuition, and housing. He highlighted the significant growth of the university since its formation.</p> <p>Oswaldo Perez and Arun Prem introduced the CSUSM Senior Experience Team. The team summarized the project objectives and their recommendations for FACT.</p> <p>Bob Campbell volunteered to attend the team's presentation on May 5, 2014 at CSUSM. He requested that staff send a reminder with the presentation details. Phil Monroe suggested having the filmed presentation shown at a FACT Board Meeting.</p>
Board Chair's Report	Dave reported on a meeting Arun, Bob, and himself had with Gary Gallegos, Executive Director of SANDAG, on April 14, 2014. He said the meeting was positive and included in-depth dialogue regarding FACT's services and relationship with SANDAG. He indicated that Gary was pleased with FACT's progress. He said FACT's presentation would be re-added to the SANDAG Board agenda in the near future. Bob discussed SANDAG's Quality of Life Initiative, the ballot Initiative, and SANDAG's

	<p>concern with the public’s acceptance of a bond issue to fund the initiative. He said Gary discussed Diane Eidam, Strategic Policy Advisor to SANDAG, as a resource for FACT. He said a meeting would need to be scheduled with Gary to further discuss working with Diane. Dave announced that FACT was approved for the County of San Diego Community Enhancement Grant which would be used for technology enhancements.</p>
<p>Governance - 2 CAM Appointments</p>	<p>During its April 8, 2014 meeting, Council On Access and Mobility (CAM) endorsed the appointment of two new members to the advisory group - Lois Knowlton, Friends of Adult Day Healthcare Center and Bill York, 2-1-1 San Diego. Staff requested the Board to approve CAM’s recommendation to appoint Lois Knowlton and Bill York.</p> <p><b>Motion to approve CAM’s recommendation to appoint Lois Knowlton and Bill York made by Dave Roberts. Second by Susan Hafner. The motion passed unanimously.</b></p>
<p>First Transit sub-contract update</p>	<p>FACT signed an agreement with First Transit (FT) in mid-March. Arun said the term of the contract was unspecified and may continue through the end of the contract between FT and NCTD, which was a 3.5 year term. It was anticipated that FACT would dispatch 40-50 LIFT trips on average daily, to its subcontractors. He said FACT subcontracted with AAA Transport, Sol, Safety First, and Care4U Mobility to perform the trips. FACT hired a temporary full-time Mobility Coordinator to handle the dispatching, reporting, invoicing, and customer service related to the contract. Phil asked why the new Mobility Coordinator position was temporary. Arun said the FT contract did not guarantee FACT business, so he was reluctant to commit to a permanent employee at this time.</p> <p>Arun said prior to beginning the service, FT inspected and approved driver and vehicle records. He said FACT extended service hours from 5PM to 7PM to accommodate FT’s reservation process. The FT trip manifests were received by 5:30PM via email the day before the trips. The trips were then divided and dispatched by FACT staff to subcontractors via email. He said the first trip manifest was received on Sunday March 30, 2014 for trips occurring Monday March 31, 2014. 144 trips were received the first week of service and on average 25 trips per day were provided by FACT. He said FT originally indicated that 6.8% of LIFT trips would be outsourced. Due to start up issues and unanticipated demand, FT ended up outsourcing 22% of the trips. LaVonna asked if the volume would continue at the indicated level. Arun explained that the volume might subside once FT and NCTD vehicles were ready and additional drivers were trained. Phil asked why FACT was receiving fewer trips than projected when the amount of outsourced trips was more than anticipated. Arun said the trips</p>

were outsourced to other subcontractors and FACT only received a portion of the trips.

Kim Thorp from NCTD said that since LIFT changed transportation contractors, FT and NCTD had to hire new operators and dispatchers to replace ALC's subcontractors. She said the new staff needed to be eased into the service and new vehicles needed to be purchased, which resulted in a higher level of trips being outsourced for the start of the service. She said the amount of trips outsourced would decrease as staff became more efficient. She said overall the service was going well. John Aguilera added that NCTD marketing efforts led to a dramatic increase in call volume. Kim noted that service delays due to the startup process had also contributed to the increase in call volume.

Arun said copies of the manifests were forwarded to 2-1-1 so they could respond to LIFT service related calls during FACT's off hours from 7PM to 8AM. When a trip is completed the driver fills out a trip report and sends it to FACT the day after the trip was performed. The daily reports are assembled and sent to FT as an invoice; the invoice and payment timeline has not been established.

Arun said due to the round-the-clock customer service needed for the contract, FACT required additional support. He said he contacted Bill York from 2-1-1 for call center services. He said he was amazed how quickly 2-1-1 designed, planned, and implemented the call center support. 2-1-1's help allowed FT related calls to be responded to 24/7. He thanked Bill and 2-1-1 for their amazing effort and assistance. LaVonna asked for clarification on the type of work 2-1-1 was performing for FACT. Arun said 2-1-1 was responding to service related inquiries from FT and brokerage providers when the FACT office was closed. Bill said setting up the call center support was a team effort between FACT and 2-1-1. He indicated that the collaboration was going well. He said all FACT calls were monitored and so far the call volume was low. He said eventually FACT would benefit from the telephony system 2-1-1 uses (inContact) as a result of the VTCLI partnership. He reviewed some of the inContact features that would benefit FACT.

Phil said he was pleased with the partnership and thanked 2-1-1 for their support. He asked what the reimbursement situation was for the call center service. Arun said 2-1-1 had offered the service free of charge during the pilot project phase. Once a track record was established and costs were determined an agreement would be discussed with 2-1-1. Bill said as a non-profit 2-1-1 tried to lead by the services offered and not the cost. He said it was difficult to assign a cost to the service until it was

implemented and assessed. He said 2-1-1 already had 24/7 call center support, so the main cost was 2-1-1 staff time setting up the support line. He said FACT and 2-1-1 would assess the service and determined whether it was cost effective.

Bob said he appreciated 2-1-1 taking on the pilot project and urged them to provide feedback related to the process. Bob asked if clients were confused by the involvement of FACT, FT, NCTD, brokerage providers, and 2-1-1. Bill said 2-1-1 was responding to FT and provider calls only and not front end clients. He said the calls were seamless to FT and brokerage providers because 2-1-1 established a phone number specifically for FACT calls; the calls go to 2-1-1 and are automatically forwarded to FACT during operation hours. He said the 2-1-1 team could recognize the number being called and respond as a FACT representative. Dave thanked Bill for his assistance and his work in the veteran's community.

Arun said from preliminary email discussions FT indicated that FACT would receive 40 to 50 trips per day, but were only receiving on average 25 trips per day. FT originally proposed a 45 day payment cycle, but since the cycle did not work for brokerage providers, FACT suggested a monthly payment; FT was amenable to the change and was working on the payment cycle. He said after the first week of service, FACT informed FT that subcontractors had developed additional capacity and could provide over 100 trips per day. He noted that more trips could be provided with additional resources if the number of trips were guaranteed by FT. FT staff indicated that service was going well. The only issue that had occurred was miscommunication and lack of information on the manifest regarding drivers waiting with passengers at service transfer points.

Arun said FACT was under the impression that all the outsourced trips would be brokered by FACT regardless of the volume. FT staff explained that due to a large discrepancy between planned services and the demand, the startup process deviated from the plan by outsourcing trips with other vendors; Sol was performing a portion of the outsourced trips. He explained that while initially FACT subcontractors were not prepared to handle excess demand, they had added additional vehicles and drivers to accommodate the volume of trips. Since the implementation issues were smoothed out, it was time to move toward the initial plan to procure outsource trips through FACT. He said he had discussed the issue with FT, but their response was not reassuring. FT indicated that there was no commitment of any kind to outsource a certain volume of trips to FACT; Arun said email conversations stated otherwise. He said the disagreement would have to be worked out over time, but was unclear on how to approach the issue. He said there appeared to be miscommunication or a

difference of opinion between FT executive staff and local level staff regarding the commitment to FACT.

Bob asked how many FACT owned 5310 vehicles Sol received and operated. Arun said 7 vehicles were leased to Sol. Bob said this was an issue because Sol was using FACT owned vehicles to compete with FACT. He felt the arrangement was unethical and future contracts should address the matter to prevent the situation from occurring again. Arun said the contract with Sol indicated that FACT had priority over the use of the vehicles. FACT could potentially block Sol from using the vehicles for the contract by assigning 12 FACT rides per vehicle per day. He noted that the vehicles could be recalled if Sol was in violation of the contract. He said he was currently not in favor of this obstructionist approach because the issue was mainly a result of FT's decision to outsource to other subcontractors. Arun said he would like to wait a couple of weeks to see how the issue unfolded. He said discussion with FT management would need to take place to determine whether they view the email conversations as a commitment. Based on the outcome FACT would have to make internal decisions regarding the contract; he mentioned the temporary employee who was hired specifically to handle the contract.

Dave requested that the FT emails be sent to the Executive Committee for review. Susan suggested scheduling a meeting with FT and NCTD to explain FACT's effort to accommodate the contract and discuss the commitment discrepancy. She said she would be happy to participate in the discussion. She felt it was a great collaboration and the issue should be handled cautiously. The Board agreed to set up a meeting to include FT, NCTD, Arun, and a FACT Board member to address the issue. Bob and Susan disclosed that they have worked with FT and NCTD in the past.

Kim said from NCTD's perspective they were informed and under the impression that FT would subcontract with 2 providers, FACT and Sol. She said it was the first time hearing that FACT would solely procure all the outsourced trips. She mentioned that she did not have any information on the contractual agreements between FT and subcontractors. LaVonna asked why FACT was engaged in the contract in the first place if Sol had the capacity to handle the entire contract. Kim said FT subcontracted with Sol because they had a larger fleet of accessible vehicles. Arun said this was true, but a majority of Sol's accessible capacity belonged to FACT. He felt that the preference to use Sol was based on FT local level management's relationship with Sol. He was sure FACT offered a more competitive rate than Sol.

<p>May Board meeting schedule change</p>	<p>Due to conflicting dates for the CalACT conference, staff requested the Board to move FACT's May Board meeting from Thursday 5/22/14 to Thursday 5/29/2014.</p> <p><b>Motion to move FACT's May Board meeting date from Thursday 5/22/2014 to Thursday 5/29/2014 made by Susan Hafner. Second by John Aguilera. The motion passed unanimously.</b></p>
<p>FACT Business Plan update and 2014-15 Goals</p>	<p>Per the Board's request, the Business Plan was sent to Board members prior to the meeting for review. Arun requested Board feedback regarding the goals that were updated with Board recommendations from the March retreat. He said the Business Plan would be brought to the May meeting for Board approval. Arun reviewed the revisions.</p> <p><b>Motion to approve the revised 2014-15 goals made by Bob Campbell. Second by John Aguilera. The motion passed unanimously.</b></p>
<p>MTS inquiry regarding additional Vehicle Donations</p>	<p>Arun said MTS staff enquired about a possible collaboration to donate 10 vehicles similar to the ones donated in 2013. The vehicles seat up to 16 passengers and could accommodate up to 4 passengers in wheelchairs. Similar to the 2013 arrangement, MTS would like to donate the vehicles to agencies in their service area for transporting ADA-eligible clients. FACT would need to solicit interest, hold an information workshop; and receive, assess, and help prioritize the applications. A review committee including one FACT Board member would need to be formed to assist with the selection of recipients. A follow up process to monitor and report on the usage of the vehicles would be managed by FACT staff. He explained that similar to 2013 arrangement, FACT would not be reimbursed for the work required to select vendors and track vehicle usage. He said the staffing hours required for the reporting would be a challenge. Staff requested direction from the Board regarding the request for collaboration on MTS vehicles donations.</p> <p>LaVonna asked if it would be appropriate to request a stipend from MTS to cover FACT's administrative expenses related to the donation process. Bob felt that FACT should bear the cost in order to develop its relationship with MTS and gain publicity for FACT. Susan agreed with Bob, but suggested FACT charge vehicle recipients a nominal annual fee to help with FACT's expenses. She proposed dividing the cost to FACT amongst the vehicle recipients. She recommended briefing MTS regarding the fee. Phil asked who FACT was coordinating with at MTS. Arun said he has been in contact with Dan McCaslin.</p>



	<p><b>Motion to approve FACT entering into collaboration with MTS to donate 10 vehicles and reserve the right to add an annual fee to be divided amongst recipients to cover FACT’s administrative expenses related to the donation and reporting process made by Bob Campbell. Second by Susan Hafner. The motion passed unanimously.</b></p>
<p>ED performance appraisal</p>	<p>The Board met in closed session to review the Executive Directors performance.</p> <p>Chair Dave Roberts left the meeting and Vice Chair Bob Campbell headed the remainder of the meeting.</p> <p>Bob reported on the Board’s decision regarding the Executive Directors performance appraisal and contract compensation. He said a subcommittee including LaVonna, Phil, and himself met before the Board Meeting to discuss Arun’s goals, initiative, competence, operational performance, succession, communications, and accommodation of the Board’s needs. He said in the last 18 months Arun had exceeded the Board’s expectations. The Board voted to award Arun a \$10,000 one-time recognition for his past year performance. He said the Board was proud to be associated with Arun and grateful for his work. As a caveat Bob said it would have to be reflected in the budget, hopefully it could; For the upcoming year the Board awarded Arun a \$7,000 increase in his base salary, a continuation of medical benefits, a \$5,000 year-end performance bonus, and an option for an auto allowance of \$400 a month with mileage reimbursement for business travel outside San Diego County or to remain with the current mileage reimbursement.</p> <p>Phil said it had been a great year for FACT and appreciated the dedication of FACT staff. He noted that the success of FACT was a team effort and acknowledged staff for their contributions. Bob said the Board and Arun would review the budget and determine FACT’s latitude for compensation. He said compensation and staff’s perception of their work was important for retention and the success of FACT. Arun agreed with the Board and looked forward to an exciting new year. He thanked the Board for recognizing his accomplishments. He acknowledged that his success was based on the support of the FACT team. He thanked the Board for the support and dedication.</p> <p>Brian Lane said SANDAG was pleased with Arun’s performance and leadership. He said SANDAG was preparing to renegotiate the CTSA contract to update terms based on the TDA audit performance. He said as a result of FACT’s performance, the perpetual CTSA contract would</p>

	<p>continue with FACT and there was no need for negotiations or a bid process. He said the CTSA arrangement between FACT and SANDAG was working perfectly and the renewal with FACT was a “no-brainer”. Bob said Brian’s statement meant a lot to him personally and appreciated SANDAG’s guidance and support.</p> <p><b>Motion to approve the Board’s Executive Director performance review report and contract updates made by Phil Monroe. Second by Tony Kranz. The motion passed unanimously.</b></p>
Service update	<p>Arun said ridership had begun to level out and 1,577 trips were provided in February 2014. He said due to the new FT contract, ridership would begin to increase. Bob requested an agenda item be included on cancelations, no shows, and the absorption of services by dialysis clients. Arun said staff was working on scheduling a Service Development Committee meeting where the issues would be discussed.</p> <p>Due to time constraints the Board decided to review the remainder of the service updates and financial overview on their own and contact FACT staff if clarification was needed.</p>
Adjournment	<p>The meeting adjourned at 11:30AM.</p>

**ITEM #5**

**TO: BOARD OF DIRECTORS**  
**FROM: Arun Prem, Executive Director**  
**RE: FACT Business Plan update**  
**ISSUE:**

The Business plan update 2015-20 is ready for adoption by Board.

**BACKGROUND**

During the ongoing review of changes made to the Business Plan 2015-20 update, board members approved all the changes. In March 2014 it was recommended that the Plan be sent to the Board with prior notice so the Board has time for review the document. The completed DRAFT plan was enclosed with April 2014 Board agenda. The DRAFT plan is now ready for adoption.

**RECOMMENDATION:**

**Staff requests the Board to adopt the Business Plan Update 2015-20.**

**ITEM #6**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director**

**RE: August 2014 Board meeting schedule**

**ISSUE:** Staff requests Board members for feedback regarding a recommendation to cancel the August Board of Directors' meeting.

**BACKGROUND:**

It is customary for many Boards to skip one meeting during the summer due to vacation schedules and in general the difficulty in getting good attendance at meetings. During year 2013 FACT's Board decided to cancel the regular meeting during August.

At this time staff is not aware of time sensitive items that need to be addressed during August 2013. In the event that a situation arises unexpectedly, the Executive Committee has been entrusted to deal with issues on behalf of the Board.

The next regularly scheduled Board meeting will take place on September 25, 2014.

**RECOMMENDATION**

**Staff recommends the Board cancel the August 28, 2014 Board meeting.**

**ITEM #7**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director**

**RE: Review of FACT's Vehicle Lease Policy**

**ISSUE:**

Staff requests the Board for a review of the vehicle lease policy in view of recent developments.

**BACKGROUND**

In June 2013 the Board approved a formal process for determining recipients of vehicles leased by FACT. The proposed method of solicitation/outreach for vendors is summarized as follows: Announce the opportunity at preceding Council on Access and Mobility (CAM), SANDAG Social Services Transportation Advisory Council (SSTAC), and Alliance for Regional Solutions (ARS) meetings; Post notice of solicitation electronically through the FACT website and other websites of allied entities (CalACT, etc.), and email solicitation through the FACT mailing list of 181 contacts. Vendors who were in the brokerage would be able to apply for vehicles and a committee would select the successful applicant(s) and make a recommendation to the Board. Vendors who were not in the brokerage would be allowed sufficient time to become eligible.

The above policy was implemented in order to streamline the process and ensure consistency and equity when dealing with a diverse set of potential vendors including for profit companies, nonprofits and social services.

The policy did not anticipate current need to place vehicles with specific vendors in order to support FACT's contracted services. Subsequent to the Board action on the policy, FACT began offering several new contracted services. The most recently implemented contract was with First Transit, for LIFT service. The success of this contract depends on adequate capacity to perform trips as and when needed by First Transit. In order to assist the subcontractors in expanding capacity, FACT would like to lease vehicles to the subcontractors involved in the LIFT service. It could be accomplished by a waiver of the policy on leasing on an as-needed basis, or a change in policy.

**RECOMMENDATION:**

**Staff requests the Board to waive the vehicle lease policy in order to enhance the capacity for LIFT trips.**

**ITEM #8**

**TO: BOARD OF DIRECTORS**

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

**RE: Approval of FACT Title VI Plan and Compliance Program**

**ISSUE:**

Staff seeks Board approval of the FACT Title VI Plan and Compliance Program.

**BACKGROUND:**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs receiving federal financial assistance.

As a recipient of federal grants, FACT is subject to Federal Transit Administration (FTA) Title VI requirements. In addition, *Caltrans requires all federal grant recipients to submit a Board-approved Title VI plan by no later than June 30, 2014.*

In 2013 FACT hired a consultant to develop a comprehensive compliance program, including Title VI elements. The Compliance Program is structured to identify and address all relevant federal regulations and associated requirements necessary for FACT and its contractors to maintain compliance and to provide an in-depth understanding of what is required.

The Compliance Program provides specific guidance for FACT on the following requirements:

- FTA Certifications and Assurances
- Federal Drug and Alcohol Program
- Accident/Injury Response and Reporting
- Language Assistance Plan

The Title VI Plan outlines FACT procedures that are in compliance with the following required plan elements:

- Providing a Title VI Notice to the Public
- Non-Discrimination Policy, Title VI Complaint Procedures, and Complaint Form
- Summary of Outreach Efforts Made
- Outreach Plan to Engage Minority and LEP Populations
- Language Assistance (LEP) Plan with a four-factor analysis
- Non-Discrimination Data Collection and Reporting

The complete DRAFT of the Compliance Plan is attached for review.

**RECOMMENDATION:**

**Staff requests the Board approve the FACT Title VI Plan and Compliance Program and approved the following Board Resolution.**

**RESOLUTION OF THE BOARD OF DIRECTORS**  
of  
**FACILITATING ACCESS TO COORDINATED TRANSPORTATION (FACT)**

RESOLUTION AUTHORIZING THE TITLE VI PLAN FOR THE AGENCY

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WHEREAS, FACT desires to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients,"

WHEREAS, the Board of Directors wishes to authorize approval of the compliance plan developed by staff to comply with necessary provisions of the Civil Rights Act,

NOW, THEREFORE BE IT RESOLVED, by the Board of Directors of FACT as follows:

1. The Executive Director is authorized to implement the components of the plan in order to meet Federal requirements.
2. The Executive Director is authorized to implement policies that may be necessary to comply with subsequent revisions or interpretations to the Civil Rights Act.

PASSED AND ADOPTED by the Board of Directors of FACT in the State of California on this 29th day of May, 2014.

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Hon. Dave Roberts, Board Chair

ATTEST:

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LaVonna Connelly, Board Secretary

**ITEM #9**

**TO: BOARD OF DIRECTORS**  
**FROM: Arun Prem, Executive Director**  
**RE: First Transit sub-contract update**

**ISSUE:**

Status update on implementation of sub contract with First Transit for LIFT service. In the first full month of service, April 2014, FACT provided 819 one-way trips.

**BACKGROUND:**

**Pre-implementation:**

In February 2013, FACT's Board authorized staff to follow up in order to enter into agreement with First Transit (FT). Under this agreement FACT would provide curb to curb transportation for NCTD clients as a subcontractor to FT, the contractor for LIFT service.

FACT signed the agreement in mid-March 2014. The term of this contract is unspecified and may continue through the end of the contract between FT and NCTD, which has a 3.5 year term. It was anticipated that FACT will dispatch all outsourced next day trips, 40-50 LIFT trips on average daily, to its sub contractors.

FACT presented First Transit with a proposal based on purchasing the transportation through its Brokerage at a negotiated per mile rate. The cost of the purchased trips would be passed on to FT along with a mark-up for FACT.

FACT is primarily using AAA Transport and Safety First to provide trips for the LIFT service.

**Implementation - March 2014**

First Transit began operating the service on Saturday, March 30, 2013.

**Process Overview**

FT planned to provide approx. 145,000 trips a year, of which 6.8%, approx. 10,000 would be outsourced. It appears that initial demand was 20%, considerably above the projected levels. Consequently the amount of outsourced trips was much greater



than the 40-50 trips per day that FT projected during discussions with FACT. At present (April 2014) it appears that 70-80 trips per day are being outsourced. NCTD and FT are reviewing the initial statistics in order to determine what level of services should be purchased for future.

The FT call center receives all reservation and customer service calls. At the end of the business day approx. 5:30 pm FT sends FACT a spreadsheet with a list of trips that are needed the next day.

FACT staff confirms the trips immediately and sends them to either AAA or Safety First. The trips are sorted to look at pick up times, and whether accessible vehicles will be needed. FACT staff group the trips accordingly and dispatch them to subcontractors and ask them for confirmation.

FT staff call FACT when any of the trips are cancelled by the rider or if riders request expected time of arrival (eta) or have other service issues. FACT staff respond by calling the subcontractor that received that trip to request a cancellation, or ask them for a trip status, which is then forwarded to FT.

After FACT providers complete the trips, they are expected to complete the manifest (trips information sheet), update it with the actual pick up time, the driver's name and vehicle #, and send the completed form to FACT next morning. FACT staff compile the manifest information received from providers and forward them to FT on the day after the trips were provided.

### Initial Requirements

Prior to beginning service, FACT provided subcontractors (AAA, Safety First and Sol) driver and vehicle files to FT staff for review. The driver files included drivers license, background check information, training certifications, enrollment in drug testing pool, and contact information etc. Vehicle files included insurance, registration and copies of quarterly preventive maintenance records. After the files were approved by FT staff, the vehicles were brought in for physical inspections by FT and NCTD staff. There were other requirements including clearance for drivers to enter Camp Pendleton.

### Staffing and coverage

Since FT operates LIFT service 7 days a week, FACT staffed the office during additional hours during evenings and weekends to handle the requirements of the contract.

Additional staffing was needed between 5:00am and 8:00 am as well as 5pm and 7pm, 7 days, to receive the manifest from FT and forward it to sub contractors. After the first two weekends FACT staff have begun working from home during weekends to receive and dispatch trips. Weekday staff schedules were staggered to ensure there was coverage until 7pm. On weekends staff needed to be on call to receive cancellation requests, status inquiries and requests for changes to trips.

The volume of calls was relatively very high during start up. Generally calls were spread between 5am and 9pm.

During early April FT informed FACT that we would not be given weekend trips. At this time FACT is providing trips during weekdays only.

### 211 Backup support

On 4/10 FACT made an emergency request to 211 for support with back-up call center support between 7pm and 8am daily. In less than a day 211 was able to mobilize a new phone line, staff and a call handling protocol to handle FT calls during off hours. On 4/11 FACT and 211 staff tested the new line and reviewed the process of sharing dispatch information to ensure FACT and 211 staff have access to the same information to be able to respond effectively.

On Friday 4/11 the 211 backup support was implemented and FACT informed FT that 24/7 call center coverage had been activated. FACT and 211 have been monitoring the back up system and it is working well.

### ISSUES

Tracking and invoicing trips - Initial tracking and invoicing issues have been resolved. FACT staff is reporting daily trip completion data to FT as required. The April invoice was submitted in early May.

Payments LIFT fares are \$3.50 one way; fare is paid in cash or scrip (coupon). The scrip is collected by subcontractors is sent to FACT along with invoices. The cash fares are deducted from the invoiced amounts. FACT is working with FT to streamline the invoicing/reports and payments. FACT collects the coupons from subcontractors and forwards them to FT.

Capacity -initial projections from FT indicated 40-50 trips would need to be outsourced daily. The projections were considerably understated due to unexpected increase in demand Approx. one week notice was given by FT for getting the materials ready.

After the first week of service, FACT informed FT that subcontractors had developed additional capacity and could provide over 100 trips per day effective April 7.

Service issues service provided by FACT sub contractors has been good and the relatively few complaints were due to misunderstanding of policies regarding hand to hand drop off requested for some riders. FT prefers that their dispatch staff have quick access to vendors and drivers in order to respond quickly to e.t.a. inquiries and trip status inquiries. FACT has offered to share the dispatch information to FT in order to provide them with details on which trips were dispatched to each subcontractor for quick access. We are also looking at technology options involving tablets/smart phones that will be placed on vehicles and used for real time communications and status checks.

FACT's role- FACT and FT staff met on 4/10 to review contractual issues. FACT was intended as the sole broker for the outsourced trips however it did not appear to be the case. FT staff explained that due to the large discrepancy between planned service and the demand, the start up process deviated from plan by sourcing trips with other vendors. FACT staff explained that while initially FACT subcontractors were not prepared to handle excess demand, they had added additional vehicles and drivers and were able to handle a higher volume of trips. It was agreed that as the implementation issues were smoothed out it would be possible to move towards the initial plan to procure trips through FACT.

During late April and early May 2014 FACT Board member Susan Hafner and Arun Prem met separately with FT management to discuss the above commitments and issues. FT reiterated the intent to source all next day trips through FACT and said it would happen sometime in the near future, possibly after other start up issues had been addressed. At this time the volume of trips dispatched to FACT is still lower than expected.

#### April 2014 data

During the month of April FACT received 859 trips requests. The total amount billed to FT for April was approx. \$41,000. 17.4% of the trips required accessible vehicles. Trips were 19.79 miles long on average. According to NCTD staff the services procured through FACT were good quality and comparable to other services being procured.

#### On going discussions with FT

During May FACT Board members and staff had separate discussions with NCTD staff as well as with various FT personnel. Many of the discussions were focused on the cost of trips being provided by FACT and how they compared to other services being procured. It was still early for FT to assess the cost data but it was being watched closely by NCTD as well as FT in order to determine which provider was best suited for the service. There were other decisions that NCTD was looking at that would affect FACT's future level of service under this agreement. NCTD and FT are reviewing the optimum fleet size in order to optimize productivity and expenses.

FACT was informed that our service and administrative support was good quality and met the standards and expectations. The response time on the phone was mentioned as a minor issue - however, NCTD was looking into technology solutions that would address the current issue with phone response time. FACT has also proposed an interim solution that would address the issue effectively, which was well received, and may be implemented shortly.

FCAT staff met with FT management and reviewed the commitments to route all purchased trips through FACT. FT confirmed that that was still their intent and as long as the cost of trips were comparable, they would prefer to source ALL trips through the brokerage.

The initial cost data was not very clear on the cost advantage of FACT. FACT has requested FT to wait until another month's data (May 14) becomes available before make any decisions based on the cost of trips. FT agreed with the recommendation.

**RECOMMENDATION**

**None**

**ITEM #9**

**TO: BOARD OF DIRECTORS**  
**FROM: Arun Prem, Executive Director**  
**RE: FACT Services update**  
**ISSUE:**

This item presents a monthly RideFACT and contracted services update.

**BACKGROUND:**

**City of Oceanside Senior Van Service:**

In August 2013, FACT was awarded a contract to provide transportation for the City of Oceanside’s Senior Van Shuttle. The contract amount is \$ 66,150 for an 11-month contract ending June 30, 2014. This service is available to Oceanside residents for trips within the city and neighboring cities and some medical destinations. Approximately 1,000 clients are pre registered to use this service.

Since September 2013, FACT has invoiced City of Oceanside for 1,702 trips for \$19,237.66. There are now approximately 1,400 registered users.

The feedback from the City of Oceanside staff has been positive and it appears likely that the contract will be extended.

**SDCOE Foster Youth transportation contract**

The San Diego County Office of Education (SDCOE) recently contracted with FACT to provide this new service. The SDCOE received a grant that funds efforts to enable foster youth to continue to attend the “home” school after they are relocated to foster homes. The agreement between SDCOE and FACT involves getting drivers qualified for the special requirements and proving trips from home to school and back.

This agreement was completed in December 2013 and service implemented in February 2013. Trips for this service are procured from two brokerage vendors - CityLink and ~~Care4U Mobility~~.

FACT proposed a flat per mile rate for transportation based on quotes received from vendors with an add-on for FACT’s administrative expenses and overheads.

The value of the contract is \$150,000 for a term ending in September 30, 2014. SDCOE has indicated that it is likely that the contract may be extended if more funds become available. SDCOE recently indicated that the transportation service contract would be extended.

Since February 2014, FACT has invoiced SDCOE for 196 trips for \$10,172.52.

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

In January 2013 FACT entered into an agreement with Poway ADHCC in order to provide transportation to approximately twenty four (24) of the Centers clients. The clients are all seniors who are unable to use other modes of public transportation due to varying degrees of physical and/or cognitive disabilities. The agreement involved transportation of clients from their homes to the Center in the morning and back home during the afternoon. Due to the large group of clients, FACT was able to work with a provider to group riders on a few buses in a cost effective manner.

Poway ADHCC owns and operates several grant-funded vehicles for their remaining clients. The Center has added many new clients to the FACT service due to the relatively low cost of transportation compared to their own service.

The agreement was preceded by a one month pilot during which FACT ran the service in orders to review the feasibility. FACT provides the trips using Sol transportation as the sub contractor.

This contract generated approx. \$60,000.00 net revenue for FACT during the first completed year of service (calendar 2013). It is likely that the services provided under this contract will be extended to include new riders from Ramona. To date FACT has provided 4,989 trips and invoiced \$66,255.04.

### **RideFACT Service statistics ytd for current fiscal year July 2013 - January 2014:**

<b>RideFACT</b>	<b>One way trip requests</b>	<b>Referrals-external</b>	<b>Referrals to RideFACT</b>	<b>RideFACT Trips One way</b>	<b>Cancelled rides</b>	<b>No shows</b>	<b>Pending rides</b>	<b>Av. trip cost</b>	<b>Av trip Length (miles)</b>
<b>FISCAL YEAR 2012-13</b>									
<b>Jul-12</b>	<b>416</b>	<b>203</b>	<b>213</b>	<b>142</b>	<b>17</b>	<b>2</b>	<b>0</b>	<b>\$24.86</b>	<b>13.8</b>
<b>Aug</b>	<b>642</b>	<b>226</b>	<b>416</b>	<b>368</b>	<b>47</b>	<b>3</b>	<b>0</b>	<b>\$21.53</b>	<b>12.43</b>
<b>Sep</b>	<b>653</b>	<b>169</b>	<b>484</b>	<b>403</b>	<b>45</b>	<b>6</b>	<b>30</b>	<b>\$18.94</b>	<b>10.89</b>

<b>Oct</b>	<b>1,073</b>	<b>203</b>	<b>870</b>	<b>684</b>	<b>87</b>	<b>16</b>	<b>83</b>	<b>\$21.93</b>	<b>10.92</b>
<b>Nov</b>	<b>1,184</b>	<b>179</b>	<b>1,005</b>	<b>535</b>	<b>133</b>	<b>8</b>	<b>329</b>	<b>\$21.30</b>	<b>10.6</b>
<b>Dec</b>	<b>1,004</b>	<b>138</b>	<b>856</b>	<b>467</b>	<b>98</b>	<b>12</b>	<b>274</b>	<b>\$26.35</b>	<b>11.6</b>
<b>Jan-13</b>	<b>1,444</b>	<b>226</b>	<b>1,218</b>	<b>831</b>	<b>134</b>	<b>22</b>	<b>212</b>	<b>\$19.77</b>	<b>12.6</b>
<b>Feb</b>	<b>1,289</b>	<b>176</b>	<b>1,113</b>	<b>671</b>	<b>108</b>	<b>35</b>	<b>272</b>	<b>\$18.77</b>	<b>13.2</b>
<b>Mar</b>	<b>1,426</b>	<b>196</b>	<b>1,230</b>	<b>885</b>	<b>124</b>	<b>27</b>	<b>163</b>	<b>\$16.70</b>	<b>12.6</b>
<b>Apr</b>	<b>1,753</b>	<b>162</b>	<b>1,591</b>	<b>955</b>	<b>178</b>	<b>23</b>	<b>392</b>	<b>\$18.25</b>	<b>12.6</b>
<b>May</b>	<b>1,758</b>	<b>224</b>	<b>1,534</b>	<b>1,055</b>	<b>108</b>	<b>15</b>	<b>346</b>	<b>\$14.89</b>	<b>12.2</b>
<b>June</b>	<b>1,899</b>	<b>140</b>	<b>1,759</b>	<b>1,132</b>	<b>169</b>	<b>13</b>	<b>428</b>	<b>\$11.25</b>	<b>11.9</b>
<b>Sub total</b>	<b>14,541</b>	<b>2,242</b>	<b>12,289</b>	<b>8,128</b>	<b>1,248</b>	<b>182</b>			
<b>FISCAL YEAR 2013-14</b>									
	<b>One way trip requests</b>	<b>Referrals External</b>	<b>Referrals to RideF ACT</b>	<b>RideF ACT trips One Way</b>	<b>Cancelled Rides</b>	<b>No shows</b>	<b>Pending Rides</b>	<b>Av. Trip Cost</b>	<b>Av Trip Length (miles)</b>
<b>Jul-13</b>	<b>2,067</b>	<b>194</b>	<b>1,873</b>	<b>1,203</b>	<b>157</b>	<b>26</b>	<b>473</b>	<b>\$16.74</b>	<b>12.2</b>
<b>Aug</b>	<b>2,308</b>	<b>162</b>	<b>2,146</b>	<b>1,395</b>	<b>154</b>	<b>26</b>	<b>559</b>	<b>\$16.95</b>	<b>12.7</b>
<b>Sep</b>	<b>2,608</b>	<b>115</b>	<b>2,493</b>	<b>1,486</b>	<b>163</b>	<b>37</b>	<b>787</b>	<b>\$20.43</b>	<b>12.1</b>
<b>Oct</b>	<b>2,655</b>	<b>165</b>	<b>2,490</b>	<b>1,696</b>	<b>244</b>	<b>63</b>	<b>469</b>	<b>\$21.06</b>	<b>12</b>
<b>Nov</b>	<b>2,582</b>	<b>170</b>	<b>2,412</b>	<b>1,568</b>	<b>180</b>	<b>27</b>	<b>630</b>	<b>\$21.39</b>	<b>12.2</b>
<b>Dec</b>	<b>2,389</b>	<b>115</b>	<b>2,274</b>	<b>1,585</b>	<b>198</b>	<b>42</b>	<b>445</b>	<b>\$20.77</b>	<b>12.1</b>
<b>Jan-14</b>	<b>2,690</b>	<b>174</b>	<b>2,516</b>	<b>1,653</b>	<b>197</b>	<b>48</b>	<b>617</b>	<b>\$16.31*</b>	<b>11.7</b>
<b>Feb</b>	<b>2,570</b>	<b>140</b>	<b>2,430</b>	<b>1,577</b>	<b>180</b>	<b>41</b>	<b>628</b>	<b>\$19.45</b>	<b>11.7</b>
<b>Mar</b>	<b>2,725</b>	<b>120</b>	<b>2,605</b>	<b>1,683</b>	<b>181</b>	<b>26</b>	<b>682</b>	<b>\$19.52</b>	<b>12.2</b>
<b>Sub total</b>	<b>22,594</b>	<b>1,355</b>	<b>22,594</b>	<b>13,846</b>	<b>1,654</b>	<b>336</b>			

<b>Cumulative</b>	<b>37,135</b>	<b>3,597</b>	<b>34,883</b>	<b>21,974</b>	<b>2,902</b>	<b>518</b>			
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**\*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**

**None**



**ITEM #11**

**ITEM #13**

**TO: BOARD OF DIRECTORS**

**FROM: Arun Prem, Executive Director**

**RE: Meetings and Events 4/24/14 - 5/28/14**

4/28 Meagan and Jonathan attended NCTD Orientation  
5/1 APTA Mobility Management and Meeting Dialysis Trans. Needs webinar  
5/1 Meeting with Matt Tucker and Mike Wygant (NCTD) regarding FACT  
service options  
5/4-5/7 Meagan and Arun attended APTA's Bus & Paratransit Conference in  
Kansas City  
5/5 APTA Mobility Management Committee meeting  
5/5 Oswaldo, Dave, and Sachiko attended the CSUSM Senior Experience  
Presentation  
5/9 Meeting with John Osumi re software selection  
5/13 Oswaldo attended one-call one-click VTCLI meeting at 2-1-1  
5/15 NCTD Board Meeting  
5/19-5/22 Arun, Budd, Oswaldo, and Meagan volunteered and attended the CalACT  
Conference  
5/19 CalACT Board Meeting  
5/19 Meagan - SANDAG SSTAC Presentation  
5/19 May agenda planning meeting with Bob and Dave  
5/20 CalACT conference Welcome by Conference Hosts - Dave Roberts, Paul  
Jablonski  
5/20 Presentation One Click - One Call Centers session at CalACT  
5/26 Office closed for Memorial Day

**Upcoming Meetings and Events:**

6/10 CAM Meeting  
6/26 FACT Board Meeting

**Updates**

**APTA Presentations, FACT Profile on NMMC website and materials**  
**Caltrans Vehicles update**  
**Rancho Santa Fe Grant Update**  
**FTA MSAAG Grant update**  
**MTS vehicle donations - cost vs. benefit**  
**CalACT. APTA conference updates (NMC, Easter Seals)**  
**Office Space planning**  
**Finance/Budget Committee meeting in June**

## Impact of Fires