



Facilitating Access to Coordinated Transportation

Meeting Agenda and Notice
FACT Board of Directors Meeting
May 28, 2015, 9:00 am
Poinsettia Room, Encinitas City Hall
505 S. Vulcan Avenue, Encinitas, CA 92024
AGENDA

- | | | |
|---|------|-------------|
| Meeting call to order | | 9:00 |
| a.m. | | |
| 1. Introductions | | |
| 2. Approval of April 23 Board meeting minutes | p-2 | |
| ACTION | | |
| 3. Public Comment | | |
| INFORMATION | | |
| 4. Board report on proposed implementation of: | p-10 | |
| ACTION | | |
| • Customer Survey Card | | |
| • Rider Acknowledgement | | |
| • Code of Conduct and Suspension Policy | | |
| 5. Business Plan updates | p-13 | |
| ACTION | | |
| 6. Notice of Availability for Lease of 12 FACT owned vehicles | p-14 | |
| ACTION | | |
| 7. Customer service follow up - Report to the Board | | |
| INFORMATION | | |
| • Use of GPS devices for navigation | | |
| • Complaints Review Committee | | |
| 8. Update on software procurement | | |
| INFORMATION | | |
| 9. FACT services updates | p-17 | |
| INFORMATION | | |
| • Oceanside contract extension | | |
| • Coordinating rides for Special Olympics | | |
| 10. Monthly Financial Reports | p-22 | ACTION |
| (Materials to be mailed under separate cover) | | |
| • Finance Committee Meeting Report | | |
| • Review of DRAFT 2015-16 Budget | | |
| 11. Executive Director's report | p-23 | |
| INFORMATION | | |

12. Board member comments/proposed agenda items
INFORMATION

13. CLOSED SESSION

- Update to the Board on contract discussions with CityLink
- POSSIBLE ACTION
- ED performance review

ADJOURNMENT

Item # 2

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 23, 2015
Encinitas City Hall, Poinsettia Room
505 South Vulcan Avenue, Encinitas, CA 92024

Board Members Attending	Hon. Dave Roberts, Phil Monroe, LaVonna Connelly, Bob Campbell, Hon. John Aguilera, Susan Hafner
TAC Members Attending	Brian Lane-SANDAG
Board Members Absent	Norine Sigafoose, Hon. George Gastil
Staff Attending	Arun Prem, Meagan Schmidt, Budd Anderson
Public/Guests	See sign in sheet
Introductions	Chair Dave Roberts called the meeting to order at 9:00AM. Introductions were made.
Approval of March 26, 2015 Board Meeting minutes	Motion to approve the March 26, 2015 Board Meeting minutes made by LaVonna Connelly. Second by Phil Monroe. Phil said staff did a marvelous job transcribing the Board Meeting minutes. Since the Board Meeting was recorded, he wondered if it was necessary to transcribe the discussion verbatim. He suggested that the Executive Committee discuss what needed to be captured in the minutes. Bob agreed with Phil and indicated that some of the allegations made by the public, could be perceived as facts when read word for word. Arun explained that over the years FACT had moved toward a more detailed transcription of the minutes. Since this practice was implemented, he felt that the public comment section should be consistent with the rest of the

	<p>meeting. In general he agreed with Board feedback that minutes should be a concise version of the discussion. The motion passed unanimously.</p> <p>Dave clarified that the current practice of transcribing the minutes would continue, but would be reviewed by the Executive Committee. Phil said if FACT wanted to move toward a more concise version of the minutes, then all discussions could be summarized and the recording could be reference for further detail. Bob said this would be prudent.</p>
Public Comment	<p>Arun reviewed several commendations from riders regarding FACT's service. He introduced Brian Selwyn, the new ADA Administrator for North County Transit District (NCTD).</p>
New CAM member appointment	<p>Arun explained that the Council on Access and Mobility (CAM) was an advisory committee appointed by the FACT Board. CAM meets bimonthly on second Tuesdays and currently has 24 out of 30 seats occupied. CAM received a membership request from Nansi Kiwanuka, Transportation Coordinator for ElderHelp of San Diego. He discussed Nansi's background and involvement at CAM meetings. CAM members recommended Nansi as a member on April 21, 2015. Staff requested the Board to approve CAM's recommendation to appoint Nansi Kiwanuka.</p> <p>Motion to approve CAM's recommendation to appoint Nansi Kiwanuka made by Bob Campbell. Second by John Aguilera. The motion passed unanimously.</p>
Business Plan updates	<p>Arun explained that FACT's Business Plan was updated annually as required by the CTSA contract. He reviewed new sections added to the 2016-2021 Business Plan. The LIFT paratransit service (NCTD/First Transit), ElderHelp contract, and FACT/2-1-1 Resource Database Integration were incorporated in the Business Plan. The plan update would include MTS Access Paratransit service under proposed short term services (1-2 years) and Medical/Dialysis Transportation Coordination under proposed long term services (3-5 years). Staff requested Board members for approval of the proposed amendments to the Business Plan. Phil asked for clarification if staff was requesting approval to begin working on the proposed amendments and not the amendments themselves. Arun confirmed and said the draft amendments and Business Plan would be brought back for Board Approval. Phil said he was delighted that the Business Plan was being kept as a living document.</p> <p>Motion to approve the proposed amendments to the Business Plan made by Phil Monroe. Second by Susan Hafner. John asked for clarification on what the 3-5 year timeline represented corresponding to</p>

	<p>the proposed Medical/Dialysis Transportation Coordination. Arun said this represented an expectation to when a solution may be implemented. He indicated that FACT had ongoing discussions with dialysis stakeholders regarding the dialysis transportation issue. The motion passed unanimously.</p>
<p>Lease of 12 FACT owned vehicles</p>	<p>Arun said Caltrans was moving quickly on the procurement of the 12 vehicles awarded to FACT. He received the purchase orders which meant the vehicles were in the pipeline or at the dealer’s facility where they would be configured to meet FACT’s specifications. He expected the vehicles to be delivered in Summer 2015 and said it was time to consider how the vehicles would be used. The vehicles were funded by Section 5310 capital grant, eligible for seniors and/or accessible transportation, and required a minimum of 20 hours of service per week. The current vehicle lease policy directed FACT to lease vehicles to brokerage vendors. Since brokerage vendors were mostly small agencies, it was difficult for them to lease additional vehicles due to expenses related to operating and maintaining the vehicles. After speaking with vendors it was determined that FACT may not be able to lease all 12 vehicles within the brokerage. An exception to the vehicle lease policy or a revision was needed to lease vehicles to vendors outside the brokerage. It was anticipated that some of these vehicles would be recommended as replacement for older vehicles currently leased by brokerage vendors. Arun noted that interested vendors could join the brokerage and become eligible for lease opportunities. He indicated that any non-profit agency or for-profit agency working for a non-profit could operate the vehicles as long as they met the Caltrans requirements. The brokerage agreement may be a deterrent for some agencies otherwise interested in leasing vehicles.</p> <p>Bob asked what the benefit to FACT would be in leasing vehicles to vendors outside the brokerage. Arun said the benefit would be goodwill and enhancing transportation in the region. He said a small reimbursement or administrative fee could be added to the lease agreement, but any other requirements may make leasing a vehicle unattractive. He mentioned that the grant was unexpected, therefore FACT was unprepared in planning for the use of the vehicles. Bob asked how long the proposed lease term would be. Arun said current leases were structured with a one year term subject to annual extensions based on performance. The state required the vehicles to be utilized for at least 100,000 miles and until the vehicles value dropped below \$5,000 in the open market. Phil wanted to know the status of the first round of leased vehicles and whether the Oceanside Boys and Girls Club needed a replacement vehicle. Arun said past recipients like the Oceanside Boys and Girls Club were included on email announcements of vehicle</p>

	<p>availability, but they had not responded.</p> <p>Dave said if an eligible agency wanted to lease a vehicle from FACT then they could just sign up and join the brokerage. Phil said certain agencies were not structured to provide taxi type services. Susan said the leased vehicles were used as an incentive for agencies to join the brokerage and provide trips for FACT. She said the process of leasing vehicles outside the brokerage with different requirements could lead to perceptions of preferential treatment for certain entities and resentment from current lessees who joined the brokerage and agreed to provide trips for FACT. She said perhaps lease agreements with different obligations could be developed based on the type of operator. She felt that lessees should be part of FACT’s brokerage. Dave noted that his office was approached regularly by people who needed vehicles. He said the vehicle availability announcements needed to reach a wider audience and suggested that staff forward the vehicle lease information to Board members for further distribution.</p> <p>Motion to authorization staff to issue an availability notice to survey market interest and for the Board to reconvene to discuss interested entities made by Susan Hafner. Second by Bob Campbell. Bob and LaVonna discussed the vehicles potentially helping with the dialysis transportation issue. The motion passed unanimously.</p>
<p>Report on software procurement proposals</p>	<p>Arun provided an update on the implementation of the VTCLI project. In January 2015, 2-1-1 issued a procurement notice for all capital purchases covered under the VTCLI grant. Most of the funding would be used to purchase telephony equipment, but part of the funding would fund FACT’s brokerage software. After several discussions and a review by 2-1-1’s consultants, it was determined that FACT’s brokerage software would not be integrated with the telephony system. Proposals were received from Ecolane, 2-1-1 LA, Salesforce, and VisionLink for the brokerage software purchase group. 2-1-1 was following their own procurement and product review process in which FACT and its Software Committee had limited involvement. Arun proposed holding a meeting with 2-1-1 Executive Staff to ensure FACT’s Software Committee’s input was received prior to the purchase recommendation. He reviewed the purchase price and annual fee associated with each software proposal. Unlike Ecolane, It appeared that Salesforce, Visionlink, and 2-1-1 LA were not in the business of transportation scheduling and dispatching, and would have to develop a product to respond to the proposal. He noted that there appeared to be a huge escalation in price compared to FACT’s last software procurement based on the current bid process and budget. He said the MOU with 2-1-1</p>

	<p>would need to be amended because only approx. \$60,000 was currently budgeted for software. He noted that the MOU included language that allowed flexibility based on changing needs.</p> <p>LaVonna wondered if the bid prices increased as a result of the brokerage software being correlated to the overall VTCLI project. Arun said that might have been part of the perception, but noted that a separate scope of work was produced solely for the brokerage software. He said FACT and 2-1-1 may need to request a best and final offer from vendors. He reminded the Board that the last procurement was abandoned because none of the vendors could accommodate the customization required by FACT. Dave asked what software other CTSAs were using. Arun said from his understanding FACT was the only CTSAs operating a brokerage and there was no standard software product available. LaVonna asked if the vendor that did not include an annual fee in their proposal provided technical support. Arun said the vendor’s initial purchase price included ongoing technical support. LaVonna said she was not an expert on the topic, but questioned selecting a product that had not been developed and tested. Arun indicated that vendor experience, product track record, and customer satisfaction would be considered in the review committee’s evaluation. John said he had experience with Salesforce and noted that the company’s software was reliable. Bob and John discussed the learning curve associated with transitioning to a new system and the importance of maintaining the old system until glitches were worked out. Bob said he was concerned with the level of control FACT would have over the product. He wondered if FACT would work directly with the vendor developing the product or the agency that was awarded the contract. Arun said FACT would most likely coordinate with the product developer. LaVonna said these issues needed to be clearly spelled out and understood.</p> <p>Dave asked Arun what he was requesting from the Board. Arun said he was asking Board support to request from 2-1-1 an opportunity to incorporate FACT’s committee’s feedback into the software review process and negotiate pricing with vendors to establish best and final offers. Bob asked what the time pressure was. Arun said there was no specified due date, but after the software demonstrations scheduled during the week of April 27th, there would be a need to make a decision.</p> <p>Arun introduced FACT attorney Danna Cotman, ARC IP LAW.</p>
<p>Accounting Services Contract update</p>	<p>Arun explained that Dennis Randall, FACT CPA would be moving out of state. He said he received a referral for an accounting professional, Julius Burgos who worked for the Lake San Marcos Association as well as an independent tax professional. Julius was interested in a staff position or an</p>

	<p>accounting contract with FACT. He noted that FACT did not have a staff accountant position at the moment. After interviewing Julius and confirming his qualifications, he was offered a temporary arrangement at a weighted average rate based on Dennis's accounting and bookkeeping contracts. He said he wanted to wait until after the Board Meeting to sign a contract, but Julius had begun working at FACT twice a week. After a 90 day probation period is completed successfully, an hourly consultant position with a not to exceed number of hours per month would be offered to Julius. He said there would be a not to exceed cost of \$18,000 per year if FACT continued with the current level of accounting assistance. He said he planned to propose to the Finance Committee hiring a less experienced full time staff accountant to handle growing accounting tasks.</p> <p>Phil said he was under the impression that the Finance Committee approved the hiring of a staff accountant. Arun said a discussion took place and there appeared to be consensus, but it was not proposed as an action item. He felt it would be better to include the topic at the Finance Committee Meeting as part of the budget proposal. Phil said this was fine, but expressed concern with multiple staff handling accounting tasks. Dave asked if splitting the accounting duties between staff was temporary. Arun said it would not have been practical to hire a full-time accountant before contracted services were implemented, but after implementation the work had grown.</p>
FACT Services update	<p>Arun said FACT staff met with Oceanside staff on Monday, April 20th to review extending the contract for another 2 years. Oceanside staff indicated that the Oceanside City Council was happy with the service and price. He indicated that this would be the third contract extension. A revision to the rate structure was proposed to accommodate an increase in administrative costs related to the service growth.</p> <p>Arun discussed working with sponsor agencies for the Special Olympics to coordinate transportation needs for athletes. Transportation would be needed on July 21st and 22nd to transport participants to various activities and trainings. Staff had begun scouting transportation options. He reviewed a breakdown of participants being hosted by each community. Dave indicated that each host community would provide participants with transportation, housing, and food for their stay prior to the Special Olympics scheduled for July 26 - August 2. Arun said the project was a huge undertaking and it was difficult identifying providers that had adequate vehicle capacity. He explained that none of the brokerage providers operated full size 55 seat busses. FACT was working to identify other vendors that operated bus fleets. He said the school districts may be an option. He requested that the Board provide any leads or references.</p>

	<p>FACT had direct negotiation with DTZ to provide transportation for 300 participants and would be compensated for the full cost of the service. Staff wanted to identify more services that could be managed by FACT on behalf of all the sponsor agencies.</p> <p>LaVonna wondered if subcontracting with Greyhound was a possibility. Arun indicated that Greyhound was contacted. John asked if First Transit (FT) was considered. Arun said FT operated NCTD vehicles which may not be available for charter services. Bob noted that FT owned Greyhound. Susan discussed First Student as a potential option. Dave discussed some of the destinations and group activities related to the event. Bob asked if there was a local organizer for the project or if it was being managed by individual cities. Arun said there were several individual who were involved in the outreach and coordination for transportation, but was unaware of an entity coordinating the entire event. Meagan Schmidt said FACT was in contact with the director of the Host Towns Program who was in charge of coordinating host communities. Dave noted that they held regular teleconferences to discuss logistics related to the event. Arun said aside from the transportation, FACT had to consider its overall involvement in the event and how to promote the service. Bob discussed utilizing 2-1-1's office space and resources in helping with the event coordination and scheduling. Dave mentioned that the host communities had to provide a gift bag for each athlete and encourage the group to donate any items.</p>
Monthly Financial reports	Arun said the Monthly Financial reports was an information item. The check register was not available due to a transition in staffing, but would be available at the next Board Meeting.
Executive Directors Report	Arun said FACT had a follow up meeting with SANDAG regarding Warren Lambert. SANDAG indicated that FACT was well prepared for the situation and its follow up was appropriate and helpful in their investigation. He said SANDAG asked if FACT would consider providing special accommodation for Mr. Lambert while waiting for the disposition of the complaint. Arun said his response indicated that FACT wanted to treat every rider the same and did not want to make special accommodations for Mr. Lambert. He explained that the service was available to Mr. Lambert if he chose to use it. He discussed the Finance Committee Meeting tentatively scheduled for May 19, 2015. Bob discussed including a FACT sign or decal on all donated and leased vehicles indicating they were provided by or operated on behalf of FACT. He said this would be helpful in promoting FACT's services and identifying the vehicles while in operation. Arun said the vehicles were required to have a FACT decal, but

	<p>he would confirm that the decals were still present and in good condition.</p> <p>Phil said he was not convinced that FACT’s outreach for vehicle opportunities was reaching the appropriate audiences such as local taxi cab operators. Arun indicated that FACT’s database included all the known transportation contacts, but it may be time to research potential applicants and update the database and distribution list. He said perhaps FACT could approach the Taxi Commission for a list of local taxi companies. Susan mentioned taxicab radio dispatch services as a resource for identifying taxi companies. She suggested asking MTS for a list of radio service providers. Phil said the landscape would change when unlimited cabs were allowed to operate in San Diego beginning in July. He wondered if the vehicle opportunities would be available to small owner/operator taxi services. Arun said the topic would need to be discussed by the Board when the policy was amended. He noted that the vehicles were intended for a specific purpose and general purpose taxis may not fit the requirements. Phil said since there were only two accessible taxi vehicles serving the City of San Diego, it appeared taxi companies could make a profit by operating accessible vehicles and serving the intended population, particularly if they did not have to pay for the vehicles. Arun discussed Yellow Cab as a potential candidate. He said Yellow Cab had a need for accessible vehicles and were eligible to submit a proposal as a brokerage vendor. Their proposal would have to identify how they would meet the vehicle requirement to provide a majority of the trips to seniors and persons with disabilities. He said it was difficult for a taxi service that was available to the general public to focus its services on a specific segment of the market.</p>
<p>Service Dev. Committee recommendation</p>	<p>Arun reviewed a draft Customer Survey Card. The card was updated after receiving Service Development Committee feedback. Staff requested Board feedback regarding the survey content and how the survey should be distributed. He reviewed a draft Code of Conduct and Rider Acknowledgement form. The Code of Conduct would be used to educate riders on the service parameters and inappropriate conduct associated with FACT’s service. The Rider Acknowledgement would be signed by riders to acknowledge that they have read and understood the Code of Conduct. He said the policy was increasingly needed due to some rider’s conduct. The Code of Conduct was borrowed from the City of Oceanside’s rider conduct policy. He said a suspension policy would need to be developed. Staff requested Board for approval of the Customer Survey Card, Rider Acknowledgement, and Code of Conduct.</p> <p>Referring to the first sentence of the Rider Acknowledgement Form that read “I understand that RideFACT transportation is paid for by tax dollars”,</p>

John wondered if the sentence should be reworded. He said specifying that the service was paid for by tax dollars may lead to perceptions of entitlement by riders who pay or have paid taxes. He also recommended including a disclaimer that indicated that FACT was not part of NCTD or MTS and was private organization. LaVonna suggested wording such as “subsidized by grant funding”. Phil asked if the ADA, MTS, and NCTD enrollment process included a code of conduct acknowledgment. Arun said the paratransit agencies he referenced had a suspension policy, but not a clear code of conduct policy. He said generally these agencies cited ADA regulations when dealing with disruptive rider behavior. He said most of the suspension policies were based on rider cancelations, no shows, or other perceived abuses of service, but not conduct. LaVonna wondered if FACT’s responsibility to the rider should be included in the Code of Conduct. She complimented staff for updating the policy with plain language that can be clearly understood by riders. She recommended incorporating a link on the policy document where riders could reference further policy detail if available. Bob recommended adding the policy information on FACT’s website as well as inform riders via phone at the time of booking transportation of the policy and acknowledgement statement that would be required to be signed. He suggested that riders and brokerage providers receive a copy of the signed acknowledgement form for reference.

Dave suggested adding the following sentence after the first sentence: “We are not part of a government transportation service provider, such as MTS or NCTD”. He recommended removing the word “We” in the second sentence and replacing it with “Part of our mission is to”. He said the first sentence in the Rider Acknowledgement should be changed to “I understand that RideFACT transportation is subsidized by grant funding – the fare paid by riders is a very small share of the total cost”.

Motion to approve the Code of Conduct and Rider Acknowledgment Form with indicated changes to the Rider Acknowledgement Form as follows: rewording according to Board feedback, ensure FACT, riders, and brokerage providers receive a signed copy of the Rider Acknowledgment Form; incorporate the Code of Conduct on the back of the Rider Acknowledgement Form, and inform riders via phone at the time of booking transportation of Code of Conduct policy and the requirement to sign an Rider Acknowledgement Form made by John Aguilera. Second by Bob Campbell. Bob recommended that FACT’s attorney review the policy before the document is distributed. **The motion passed unanimously.**

CLOSED SESSION	The Board went into closed session to discuss the threat of legal action by Warren Lambert and the cure notice sent to CityLink.
Adjournment	There was no reportable action taken during the closed session. The meeting adjourned at 11:00AM.

ITEM #4

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: Board report on proposed implementation of:

- **Customer Survey Card**
- **Rider Acknowledgement**
- **Code of Conduct and Suspension Policy**

ISSUE:

Report to the Board on proposals discussed during the April meeting.

BACKGROUND:

Updated version of the Rider Acknowledgement Form:

FACT is a nonprofit agency operating within San Diego County. FACT is not part of a governmental transportation service, such as NCTD or MTS. Part of our mission is to assist seniors and occasionally others who are unable to find suitable transportation.

We began providing transportation in 2010. So far, we have provided over 50,000 trips for medical, social or other purposes.

This document briefly explains our service. We ask that you read this document and sign it if you would like to request transportation.

(All riders must sign this Acknowledgement to be able to request transportation after July 1, 2015)

Acknowledgement

I understand that RideFACT transportation is subsidized by grant funding – the fare paid by riders is a very small share of the total cost. Therefore RideFACT transportation is only offered to those individuals who have no other suitable means of transportation.

I also understand that FACT cannot guarantee that a trip will be available when I request it. Occasionally trips that have been confirmed may arrive late or be canceled due to reasons beyond FACT's control.

I understand that RideFACT is a shared ride service.

I have read the above statements. I agree to comply with FACT's policies and Code of Conduct (see back of form).

Please Print Full Name

Date

Signature

(Back of Acknowledge Form)

Code of Conduct:

“All RideFACT staff and riders shall act with respect towards others, observing their privacy and safety. Physical or verbal harassment or abuse of any kind towards staff, contractors or riders will not be tolerated and will result in the participant being asked to leave the program.”

For more detailed information about FACT’s Code of Conduct and enforcement policy please visit the FACT website at (Link to any detailed related information on website).

IMPLEMENTATION PLAN:

Customer Survey Card:

The Rider Survey will be tested with the help of one of the brokerage providers, beginning July 1, 2015. FACT will print copies of the post card size surveys that will be handed out to riders by the driver. The cards may be returned to the driver or mailed directly to FACT.

Rider Acknowledgement:

The Rider Acknowledgement was approved by the Board with amendments during the April 2015 meeting. The amended version is included in this report.

FACT staff will begin informing riders of the Acknowledgement in May 2015 and request that they send us a signed version of the acknowledgement by July 1, 2015 in order to continue to utilize RideFACT.

Code of Conduct and Policy

The Code of Conduct was approved by the Board in April 2015. The policy for compliance with the Code of Conduct is included in this report.

Code of Conduct policy for RideFACT riders:

When a violation of FACT’s Code of Conduct is reported by a Brokerage service provider, a RideFACT rider or another party, FACT staff will investigate the issue and document the report as early as possible.

If a rider is found in violation of the code of conduct, FACT will suspend the rider from all FACT services for a consecutive 30-day period starting the day after the violation. If a second violation is reported within a consecutive 12-month period, the rider will be permanently disqualified from using FACT.

A written notification will be provided to the rider as soon as at the time of suspension of service.

A rider who has been suspended from service may request a review of the suspension by writing to FACT. The appeal will be reviewed by a Board appointed committee comprising FACT staff, CAM members and members of the FACT Board of Directors. The committee's recommendations will be forwarded to the Board for review.

Code of Conduct Policy for Staff, Contractors and other stakeholders:

A violation of the Code of Conduct by FACT staff or Brokerage service providers or other stakeholders will be documented by the Executive Director as early as possible and presented to the Board of Directors for review and appropriate action.

RECOMMENDATION:

Staff requests the Board to review the revised Rider Acknowledgement and the proposed Code of Conduct enforcement policy.

ITEM #5

TO: BOARD OF DIRECTORS

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

RE: FACT 2016-2021 Business Plan update

ISSUE:

The Business plan update 2016-21 DRAFT will be finalized in June 2015 after receiving input from the Board of Directors.

BACKGROUND

In April 2015, the Board approved a list of all proposed revisions to projects/status in the 2016-21 Plan. The updated DRAFT Plan will be distributed during the May Board meeting. Board members are requested to provide feedback on the DRAFT document during the June 25, 2015 Board meeting.

RECOMMENDATION:

None

ITEM # 7**TO: BOARD OF DIRECTORS****FROM: Arun Prem, Executive Director****RE: Notice of Availability for Lease of 12 FACT owned vehicles****ISSUE**

Staff requests Board approval for the notification regarding lease of FACT owned vehicles to brokerage vendors, and to other nonprofits if there is not enough capacity for the vehicles within FACT's brokerage.

BACKGROUND

Currently, all vehicles owned by FACT are leased to providers in the brokerage. The table below shows active (currently under lease agreements) vehicles and "pending" vehicles that are earmarked for FACT based on recently awarded grants:

Status	Grant	Vehicle Type	Quantity	Condition	Lessee/Provider
ACTIVE	5310	Minivan	3	New	AAA Transport
ACTIVE	5310	Minivan	4	New	CityLink
ACTIVE	5310	Minivan	1	New	Renewing Life
ACTIVE	5310	Small Bus	2	Used	CityLink
ACTIVE	5310	Type I Bus	1	Used	Home of Guiding Hands
Pending	NF	Medium Bus	1	Used	TBD
Pending	NF	Minivan	1	New	TBD
Pending	5310	Minivan	7	New	TBD
PROCUREMENT	5310	Minivan	12	New	TBD
TOTAL			32		

FACT's POLICY ON LEASING

In August 2014, the Board amended the vehicle lease policy to make it possible to prioritize FACT objectives in the selection of vendors for lease of vehicles. However the policy directed FACT to lease vehicles to brokerage vendors.

At the time the policy was adopted the availability of vehicles was not expected to exceed the capacity of the brokerage.

DEMAND FOR LEASED VEHICLES

The 5-seat accessible minivans are the most popular vehicle for paratransit services and there have been requests from several vendors for these vehicles. The vehicles are also suited for ADA paratransit trips due to the limited seating, smooth rider experience, and lower cost of operations.

FACT staff recommends leasing these vehicles to brokerage vendors who are involved in the LIFT service and other contracted services, and who have also shown interest in participating in other potential ADA paratransit trips.

It is anticipated that some of these vehicles will be recommended as replacements for FACT owned vehicles currently leased to vendors.

FACT recently leased 11 vehicles to brokerage vendors. The majority of brokerage vendors are small operators and do not have capacity for expanding the fleets further.

Due to the timing of this round of procurement for 12 vehicles staff anticipates that FACT will need to consider agencies that are currently not in FACT's brokerage.

During the April Board meeting the Board authorized staff to proceed with preparing the notice of availability of the vehicles. The Board planned to continue the discussion on the specifics of the lease arrangements for the vehicles that may be offered to transportation providers who may not be a good fit for the RideFACT brokerage.

DRAFT AVAILABILITY NOTICE

Full Access & Coordinated Transportation, Inc. (FACT) invites interested transportation providers to submit an Expression of Interest (RFEI) to lease accessible vehicles for elderly and disabled transportation.

Twelve (12) Class D Minivans will be available for lease through FACT in late 2015. The vehicles are available at no upfront cost and no monthly/annual lease payment. In lieu of lease payment, the vehicles are expected to provide some transportation for FACT.

Description of vehicles:

Year: 2015 or later
Make: Dodge/Braun Entervan
Size: Minivan (Low-Floor - Class D)
Capacity: 5 Ambulatory Passenger/2 Wheelchair (Non-Ambulatory)
Additional Features: Freedman Rear Lowered Seat

Condition: New
Mileage: 0

OVERVIEW OF FACT

FACT serves as a ONE STOP mobility center for San Diego County. It provides free telephone and web referrals to transportation services, as well as a dial-a-ride service, RideFACT, for seniors and persons with disabilities.

Since 2006, SANDAG has designated FACT as the CTSA (Consolidated Transportation Services Agency) for San Diego County, responsible for coordinating transportation throughout the County to reduce gaps in transportation services.

SUBMITTING RESPONSES

Interested parties are invited to respond to this RFEI by submitting a one-page statement of interest to Oswaldo Perez, Grants Management Analyst at operez@factsd.org before **5:00 p.m.** on **Friday, June 12, 2015**, with the subject line "RFEI 0515: ACCESSIBLE VEHICLE LEASE". The statement should include, at a minimum: *Agency Name, Point of Contact, Mission Statement/Objective, Service Area, and Description of Transportation Currently Provided*. After this time, applications will be sent to those providers who have submitted an Expression of Interest, unless there is sufficient interest to initiate a competitive bidding opportunity. Providers should monitor the FACT website (www.factsd.org) for such opportunities, which will be open to all providers.

RECOMMENDATION

Staff seeks:

- **Board approval for the enclosed notice of availability, and**
- **Feedback from the Board regarding potential lease arrangements with agencies outside the brokerage.**

ITEM # 9**TO: BOARD OF DIRECTORS****FROM: Arun Prem, Executive Director and Meagan Schmidt, Service Development Manager****RE: FACT Services Updates****TO: BOARD OF DIRECTORS****ISSUE:**

This item presents a monthly RideFACT and contracted services update.

BACKGROUND:

	Mar-15
SERVICE	ONE-WAY TRIPS
First Transit	161
Poway	410
Oceanside	501
SDCOE	314
Elderhelp	36
TOTAL	1,422

City of Oceanside Senior Van Service:

This service is available to Oceanside residents for trips within the city and neighboring cities and some medical destinations. Approximately 1,800 clients are pre registered to use this service. This contracted service began in September 2013.

The feedback from the City of Oceanside staff has been positive. The contract was renewed from July 1, 2014 - June 30, 2015 with a revised rate structure and a provision for payments for No-shows. The contract extension was approved by the Oceanside City Council in August 2014. The contract amount is \$73,500. FACT staff met with Oceanside staff Monday, April 20th to discuss extending the contract for 2 years. Revisions to the rate structure and service details were discussed at this meeting.

SDCOE Foster Youth transportation contract

The San Diego County Office of Education (SDCOE) contracted with FACT to provide transportation for eligible foster youth in December 2013. Service was implemented in February 2014.

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.

The value of the initial contract was \$150,000 for a term ending in September 30, 2014. SDCOE and FACT staff met in July to review the extension of the contract through December 31, 2014. The feedback regarding the service has been positive.

The current contract is from October 1, 2014 – July 30, 2015 with up to four one-year options to renew. There are 2 other vendors who have also been awarded this contract.

From February 2014 - March 2015, FACT has invoiced SDCOE for 2,090 trips.

Poway Adult Day Health Care Transportation Service Contract

FACT has provided transportation for Poway Adult Day Healthcare Center clients since January 2013. 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.

This contract generated approx. \$60,000.00 net revenue for FACT during the first completed year of service (calendar 2013). Safety First is the current provider for these trips. A total of 10,557 trips have been provided from January 2013 - April 2015.

Elderhelp Program - New Service Contract

During February 2015 the Elderhelp Program based in San Diego (6150 Mission Gorge Road), approached FACT for contracted transportation services. Elderhelp provides personalized services and information that help seniors remain independent and live with dignity in their own homes. They provide transportation services – Seniors-A- Go-Go, as well as volunteer services.

Elderhelp was seeking approx. 20 one way trips a week to supplement the transportation they already provide. The trips are in the southern San Diego County including City of San Diego. FACT would provide individual rides from home to destination and back. The request also included occasional group rides.

Elderhelp requested FACT to respond immediately to the request for a quote. FACT consulted with vendors and prepared a proposal which would offer services using a FACT owned vehicle operated by Renewing Life (brokerage member).

Due to the timing of the request (no Board meeting between Feb 5 and March 26), staff offered Elderhelp a temporary service contract (March 9 – April 9, 2015) which would be extended subject to review and approval by the Board.

Service began on March 12th. Elderhelp is pleased with the quality of the service. This service allows us to offer competitive prices because there is no cash reimbursement for the brokerage vendors and the revenue generated by this service will be net revenue except for the allocated overheads and fixed expense.

The Board approved the extension of the Elderhelp contract on March 26th. For the month of March, 36 one-way trips were provided. The trip volume has grown in April and May to approx. 20 one-way trips per week.

RideFACT Service statistics ytd for fiscal year July 2012 - March 2015

RideFACT + Contracted	RideFACT One way trip requests	Referrals-external	Referrals to RideFACT	RideFACT + Contracted	RideFACT Av. trip cost	RideFACT Av trip
FISCAL YEAR 2012-13						
SubTotal	14541	2242	12289	6623		
Contracted				1051		
FISCAL YEAR 2013-14						
Jul-13	2,067	194	1,873	860	\$16.74	12.2
Aug	2,308	162	2,146	1,062	\$16.95	12.7
Sep	2,608	115	2,493	1,020	\$20.43	12.1
Oct	2,655	165	2,490	1,097	\$21.06	12
Nov	2,582	170	2,412	968	\$21.39	12.2
Dec	2,389	115	2,274	959	\$20.77	12.1
Jan-14	2,690	174	2,516	995	\$16.31*	11.7
Feb	2,570	140	2,430	944	\$19.45	11.7
Mar	2,725	120	2,605	996	\$19.52	12.2
Apr	2,711	151	2,560	956	\$18.97	12.1
May	2,970	154	2,816	1,057	\$19.53	11.7
June	3,009	214	2,795	1,008	\$19.68	11.5
Subtotal	31,284	1874	29,410	11,922		
Contracted				9,361		
FISCAL YEAR 2014-15						
July	2,763	172	2,591	891	\$19.13	11.9
Aug	2,700	140	2,560	870	\$18.15	12.1
Sep	2,768	123	2,645	857	\$18.75	12.1
Oct	2,976	118	2,858	1,038	\$19.63	11.9
Nov	2,702	89	2,613	794	\$20.36	12.3
Dec	2,549	102	2,447	905	\$20.96	13.2
15-Jan	2,694	128	2,566	882	\$17.99	12.2
Feb	2,558	113	2,445	819	\$16.19	11.7
Mar	2,879	156	2,723	917	\$15.63	11.7
SubTotal	24,589	1141	23,448	7,973		

Contracted				10,359		
TOTAL	70,414	5257	65,147	47,289		

***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’s feedback regarding the information presented in this item.

ITEM # 10

TO: Board of Directors

FROM: Finance Committee - Board members Susan Hafner, Phil Monroe and Hon John Aguilera, and Arun Prem Executive Director

RE: Monthly Financial Reports

- **Finance Committee Meeting Report**
- **Review of DRAFT 2015-16 Budget**

(Materials to be mailed under separate cover)

ITEM # 11

TO: Board of Directors
FROM: Arun Prem, Executive Director
RE: Executive Director's Report

Meetings and Events 4/24/2015 - 5/27/2015

- 4/27-4/29 VTCLI Software vendor demos - Arun, Oswaldo, Meagan, and Budd
- 4/29 CityLink services review meeting with ARC IP Law, PC - Meagan and Arun
- 4/30 - 5/1 Mobility Coordinator Interviews - Meagan, Budd, and Arun
- 5/3-5/6 APTA Bus & Paratransit Conference, Fort Worth, TX - Oswaldo and Arun
- 5/4 Meagan attended VTCLI Mtg.
- 5/8 Mobility Coordinator Interview - Budd, Meagan, and Arun
- 5/8 Mtg. with Ben Macias, CF services
- 5/11 Oswaldo attended Interfaith Task Force Mtg.
- 5/12 FACT/Spedsta discussion
- 5/12 Johnathan - CFS site visit
- 5/12 One Call One Click Project Team Meeting - Meagan, Oswaldo, and Arun
- 5/14 APTA Webinar - Kick-Off Meeting for Cross-Cutting Working Group on Integrated Mobility
- 5/14 Oswaldo attended ARS General Mtg. & Grant writing Workshop
- 5/18 Meagan attended SSTAC mtg.
- 5/19 FACT May Board agenda review mtg. - Dave, Bob, and Arun
- 5/19 FACT Finance Committee Mtg. - Susan Hafner, Hon John Aguilera, Phil Monroe, and Arun
- 5/25 Memorial Day - Office Closed
- 5/27 The San Diego Foundation - presentation before Committee.

Upcoming Meetings and Events:

- 6/9 CAM Meeting
- 6/25 FACT Board Meeting