



Facilitating Access to Coordinated Transportation

Meeting Agenda and Notice
FACT Board of Directors Meeting
November 20, 2014, 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 September 25 Board Meeting minutes | p-2 |
| ACTION | |
| 3. Public Comment | |
| INFORMATION | |
| 4. FACT Board Meeting Calendar Year 2015 | p-10 |
| ACTION | |
| 5. Caltrans Section 5310 grant application, Board Resolution | p-11 |
| ACTION | |
| 6. Board Officers Nominating Committee Report | p-13 |
| ACTION | |
| 7. Software and Service Development Committee report | p-15 |
| INFORMATION | |
| 8. FACT owned vehicles update; lease recommendations | p-18 |
| ACTION | |
| 9. FACT services updates | p-22 |
| POSSIBLE ACTION | |
| • Monthly services update | |
| • Service Development Committee Report | |
| • 211 stats on call handling | |
| • Status of 7 Section 5310 vehicles | |
| 10. Monthly Financial reports | |
| INFORMATION | |
| • Audits update | |
| 11. Annual Meeting prep | |
| INFORMATION | |
| • FACT Award, Speakers, Video, Annual Report, Sponsors | |
| 12. Executive Director's report | p-26 |
| INFORMATION | |

- Cash flow status

13. Board member comments/proposed agenda items
INFORMATION

ADJOURNMENT

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

Item # 2

FACT Board of Directors' Meeting Minutes
September 25, 2014
Encinitas City Hall
505 S. Vulcan Avenue, Encinitas, CA 92024

Board Members Attending	Susan Hafner, Phil Monroe, Hon. Tony Kranz, Hon. Dave Roberts, Hon. George Gastil, LaVonna Connelly, Bob Campbell
TAC Members Attending	Lois Knowlton-Friends of Adult Day Health Care, Danielle Kochman-SANDAG
Board Members Absent	Norine Sigafoose, Hon. John Aguilera
Staff Attending	Arun Prem, Meagan Schmidt, Budd Anderson, Oswaldo Perez
Public/Guests	Diane Eadam-SANDAG consultant, Thyme Curtis-Office of ADA Compliance and Accessibility, Chris Tovey-First Transit, Bruce McGrath-AAA Transport, Cynthia Sanders-City Link, Jack Barringer-RideFACT rider
Introductions	Board Chair Dave Roberts called the meeting to order at 9:00AM. Introductions were made.
Approval of July 24 Board Meeting minutes	Motion to approve the July 24, 2014 Board Meeting minutes made by Tony Kranz. Second by LaVonna Connelly. The motion passed unanimously.
Public Comment	None
Presentation By Thyme Curtis, Interim ED, Office of ADA	Thyme Curtis made a presentation on ADA compliance and Accessibility for the City of San Diego. She provided a summary on the Americans with Disabilities Act (ADA), statistics on persons with disabilities in San Diego, ADA Title II, complaints, and the cities' compliance and accommodations

<p>Compliance and Accessibility, City of San Diego</p>	<p>for persons with disabilities.</p> <p>LaVonna asked if the City of San Diego prioritized facilities/building rehabilitation projects and if lower priority projects were funded. Thyme said all projects would eventually be funded, but locations with the highest use and the most barriers to accessibility were funded first. Bob asked if slopes for crosswalk access were a maximum of 5%. Thyme said accessible ramps were a maximum of 8%, but a path of travel was 5%. LaVonna asked if Thyme’s office processed access related complaints. Thyme confirmed and explained the procedure. George Gastil asked if there was a relationship between complaints and the projects that were funded. Thyme said the funding was balanced between complaints and the facilities indicated in the transition plan. She said complaints provided leverage when requesting funding.</p> <p>Dave asked if there were opportunities for FACT to partner with the Office of ADA Compliance and Accessibility. Thyme said there were not enough wheelchair accessible taxis in San Diego. She explained that the City of San Diego had five (5) accessible taxis and only two (2) were allowed to pick up at the airport. She was encouraging the City to review the taxi program and help make it accessible. She mentioned that Wayne Landon from Paralyzed Veterans of America would be speaking at the Chamber of Commerce Infrastructure Committee in October regarding wheelchair inaccessibility in San Diego. Dave said FACT wanted to build a relationship with the Office of ADA Compliance and Accessibility and encouraged Thyme to contact FACT when there was a partnership opportunity. He thanked Thyme for her presentation.</p>
<p>Report to Board – follow up information on safety programs</p>	<p>During the May 2014 Board Meeting staff was directed to report back to the Board with an update on FACT’s safety program due to a complaint by rider Jack Barringer regarding a City Link driver. Cynthia Sanders from City Link and Jack Barringer were invited to participate in the discussion.</p> <p>Arun summarized the safety concerns addressed by Jack and the follow up for correcting the issues. He indicated that the CityLink driver who performed Jack’s trip was not a regular driver and did not have adequate training. FACT requested that the driver be removed from the service until the contract requirements were met. CityLink accommodated the request and provided FACT with documentation. Arun summarized FACT’s Safety Program including contractual requirements, vehicle and record inspections, and trip monitoring. He said due to the cost, FACT could only perform vehicle and record inspections once a year.</p> <p>Arun indicated that FACT had performed over 30,000 trips with 10 safety</p>

related complaints. He said FACT promptly followed up with each complaint. He said safety was taken seriously at FACT and was discussed regularly at staff meetings. Dave asked if the safety complaints involved a single vendor and whether they were different types of complaints. Arun said the complaints involved different vendors and a variety of different issues. Meagan said there was a range of incidents including rider conduct, vehicle speed, and the securement of mobility devices. Susan Hafner asked if there had been any accident. Arun said he was aware of two accidents, both of which the vendor driver was not at fault and no injuries occurred. Dave said it was important to note that no accidents had occurred due to the fault of a FACT vendor. Phil thanked Cynthia for attending, addressing the safety issues, and partnering with FACT. He asked Cynthia what her impressions were regarding working with FACT. Cynthia said it was an excellent relationship, FACT was very responsive, and there was good communication.

Dave thanked Jack Barringer for attending the meeting. Jack provided a copy of a letter he had sent to FACT and the response letter sent by FACT, for Board review. Jack thanked the Board for taking the time to listen to his concerns. He said FACT had done a tremendous job following up with all of his safety concerns. He said Arun had replied to his letter, but he had some follow up comments. He said he appreciated everything that FACT had done for him. He said he attended the meeting to request from the Board a better relationship with the FACT Mobility Coordinators. He provided details of his interaction with Dorothy Harris and Noah Minner, Mobility Coordinators. He was aware that the service was not guaranteed, but felt it was odd that FACT could not find him transportation for his medical appointment with seven (7) days' notice. He felt that more could be accomplished with the right attitude and respect for persons with disabilities. He requested that the Board form a policy to address the issue. He referenced a statement from FACT's website that stated, "If the available services are inappropriate or unavailable FACT will provide the ride". He said he did not know what this meant or if it was accurate. He said he did not believe that the Mobility Coordinators he mentioned did a sincere attempt to find him transportation. He said he appreciated FACT and indicated that he was available to help in anyway.

Dave asked Arun what the website statement meant and whether it was taken out of context. Arun said the general statement was a philosophical one and meant that riders may be eligible for RideFACT if no other services were available. Dave said the statement needed to be reworded and brought back for Board review. He said Jack mentioned that a friend called a FACT vendor directly and wondered why Jack did not make the call

himself. Jack said his friend made the call on his behalf because he was not supposed to call FACT vendors directly. Dave said he was confused by the situation and asked for clarification. Arun explained that riders have contacted FACT vendors directly and vendors have confirmed their availability without FACT's knowledge. This has caused confusion because riders would call FACT with the notion that the vendor was available to perform their trip, but FACT did not have a trip available because the request was rejected by the lowest cost vendor and the vendor contacted by the rider was too expensive for FACT to purchase. FACT selected the lowest cost vendor and if that vendor was not available then the trip may be denied based on the high cost of the next available vendor. This caused dissonance between what the vendor stated versus what FACT stated. It was difficult for riders to understand the brokerage model. Dave added that a particular vendor may not be used based on other reasons besides cost such as safety. Jack indicated that the vendor was available, but FACT denied the trip. Dave explained that the vendor may have been able to perform the trip, but a FACT funded trip was not available due to the cost of that vendor. Arun explained that Jack's trip was sent to lowest cost provider who was normally available, but they rejected this particular trip. He said FACT was trying to stop vendors from negotiating trips purchased by FACT. Dave reminded the Board that FACT served a large population that included seniors, low income individuals, and persons with disabilities.

Danielle Kochman asked if there was a threshold for how many vendors were contacted per trip and a price threshold for trips being denied. Arun said in the past FACT contacted each vendor until a trip was accepted or denied by all vendors, but with increased demand Mobility Coordinators only had time to send requests to the most likely vendor based on their experience. Mobility Coordinators were unaware of how quickly they would receive a response from a vendor and once the response was received that was the answer for the rider. The reason the policy was not more specific was that the majority of trips were being met and there were very few denials. Jack's situation was an exception and not a normal occurrence.

Dave recalled that FACT planned to have vendors bid on trips electronically. Bob said this feature was part of the software that was being researched. Arun added that bidding on trips was not feasible without software. Dave confirmed that having vendors bid electronically was the direction FACT wanted to go. Phil said he was surprised that FACT was only contacting one (1) vendor for each trip. He said he did not understand why with seven (7) days' notice staff did not reach out to

	<p>other vendors to accommodate Jack’s trip to a medical appointment. He said this was not the FACT he knew and represented as a Board Member. Dave proposed that the topic be brought back for further conversation. He reminded the Board that FACT was a growing organization that took years to provide its first trip and has now provided over 30,000 trips. He said Jack, as a valued customer was pointing out “growth pains” that FACT was going through. He indicated that this was a new issue that needed to be addressed and further highlighted the need for software. He said FACT had great staff, but due to the growth they were overwhelmed and software assistance was needed. Bob said Jack’s feedback was invaluable and he was helping FACT improve its services. Bob suggested the dialogue continue with the Service Development Committee. Jack said he appreciated FACT’s efforts and was there to help.</p>
<p>Revised Vehicle Lease Policy</p> <ul style="list-style-type: none"> • Two 2013 Caltrans vehicles received 	<p>Arun reviewed FACT’s vehicle lease policy that was approved by the Board in July 2013. He explained that a competitive leasing process was not required by SANDAG or Caltrans. Staff made a recommendation to the Board to allow exceptions to the policy and lease vehicles to particular vendors in order to support FACT’s contracts. The Board was in agreement, but requested staff to bring back a clear policy that prioritizes FACT’s objectives. He said the proposed policy was the same, but FACT’s first approach would be to identify FACT’s objectives that could be met by leasing vehicles to particular vendors. The Executive Director would provide the Board justification for awarding the vehicles to vendors based on contractual needs. If a FACT objective was not identified, then the vehicles would be opened up to a competitive bid process. He explained that per the policy vehicles would only be available to brokerage providers, but new vendors were encouraged to join. Staff requested the Board review and approve the revised vehicle lease policy and staff recommendation to enter into negotiations with brokerage vendor(s) for lease of two vehicles. He said once agreement was reached with a provider, staff would bring back the proposal for Board approval. He mentioned that FACT took ownership of the two (2) vehicle recalled from Valley Center that were awarded to FACT. The vehicles were parked at a vendor’s facility and Insurance was purchased until the vehicles were leased to brokerage providers. Phil felt that if a deal was made with a provider after the Board approved step one (1), then there was no need to bring the negotiated deal back to the Board for approval.</p> <p>Motion to approve the revised vehicle lease policy and staff recommendation to enter into negotiations with brokerage vendor for lease of two vehicles made by Phil Monroe. Second by George Gastil. Bob asked Arun if it would be helpful for the subcommittee to be available as a resource to help develop and review</p>

	<p>negotiation points. Arun confirmed and indicated that final approval by the subcommittee, which included a Board member was required under the lease policy. In reference to the sentence that reads “The lease will also include the option for FACT to withdraw the vehicles from the particular service if the organizational priority objectives is not met or is no longer valid”, LaVonna asked if adequate notice would be given to the lessee before the vehicles were withdrawn. Arun indicated that FACT’s current lease included a provision regarding a notice period, which would be incorporated in future leases. LaVonna asked if lessees were able to use the vehicles outside of FACT’s services. Arun confirmed. The motion passed unanimously.</p>
<p>2014 SANDAG Grant Applications</p> <ul style="list-style-type: none"> Request for approval of Board Resolutions 	<p>Oswaldo Perez said SANDAG recently announced a call for project for two (2) transportation grants: Section 5310 (Senior and Disabled Specialized Transportation), and TransNet Senior Mini-Grant (SMG). He explained that the Section 5310 program was part of the new Map 21 legislation and included the former New Freedom (NF) program. Under the call for projects there was \$2.1 million per year, for 2 years under Section 5310 grants and \$1.4 million per year, for 2 years under TransNet SMG. Grants could be used to match each other. The projects to be included in the grant proposals were Mobility Management - Transportation Management Coordination Center, RideFACT Transportation - Trip Subsidy program, and Sections 5310 grant for seven (7) vehicles. He reviewed the breakdown of the grant proposal costs for each project and year; total funding was roughly \$1,860,000 for the grant cycle.</p> <p>LaVonna asked if the subsidized rides were for seniors only because of the SMG match. Oswaldo said the 5310 program allowed support for senior and disabled transportation, but from his understanding there was still a 20% threshold to assist other clients per SANDAG’s policy. Staff requested Board approval to submit grant applications and resolutions for FY 13-14 Section 5310 program, and FY 15-16 TransNet SMG funds. Danielle indicated that FACT’s draft proposals were being reviewed and appeared reasonable.</p> <p>Motion to approve staff to submit grant applications and resolutions for FY 13-14 Section 5310 program, and FY 15-16 TransNet SMG funds made by Bob Campbell. Second by Phil Monroe. The motion passed unanimously.</p>
<p>Appointment of Board Officers Nominating Committee</p>	<p>Arun said in accordance with FACT bylaws Board Officer elections were held during the Annual Meeting. The Annual Meeting was scheduled for December 11, 2014. He explained that a nominating committee appointed by the Board would prepare a slate of nominees for Board review and</p>

	<p>approval. Staff requested the Board appoint a Board Officers Nominating Committee tasked with proposing a slate for Board Officer positions. Arun indicated that there was no specified number of Board participants for the Nominating Committee required in the bylaws.</p> <p>Dave asked if there were any volunteers. Tony, LaVonna, and Bob volunteered to join the committee. Dave appointed LaVonna as the Chair of the committee. He said if Board members wanted to be an officer or remain as an officer they should let the Nominating Committee know. Arun said the approval of the slate could be done in October, November, or even early December. Tony asked if the bylaws allowed for the election process to be bypassed if the Board wanted to keep the current officers in place. Phil said the officers would still have to be elected at the Annual Meeting. Bob said unlike in other organizations, succession was not as important as the person’s capability to perform the job and what they brought to the position. Dave said LaVonna would set up a phone conference with Bob, Tony, and Arun to discuss the nominations.</p>
<p>Monthly Financial Reports</p> <ul style="list-style-type: none"> • Finance Committee recommendation on check signing 	<p>Arun said the Financial Reports was a standing item and the reports were provided for Board review. He said the Board had discussed discontinuing the Board signature requirement on checks over \$1,000 in order to streamline the payment process. The Board requested staff to send a recommendation and a check registry for the past two (2) months to the Finance Committee for review. He said John Aguilera indicated that he was comfortable with the recommendation and felt that a meeting of the Finance Committee was not necessary. The recommendation was as follows: Checks will be signed by the Executive Director, Checks drawn in favor of the Executive Director will be signed by a Board Member, and a check registry will be provided to the Board regularly in a format prescribed by the Board. He requested further input or approval of the recommendation by the Board.</p> <p>Motion to approve the Finance Committee’s recommendation regarding revisions to the check signing process made by Susan Hafner. Second by George Gastil. Phil said the wording “in favor of” should be changed to “to the order of”. Bob indicated that the wording “signed by a Board member” should be changed to “signed by an authorized Board member on the checking account”. The motion passed unanimously with indicated changes.</p>
<p>Executive Director’s Report</p>	<p>Dave asked Arun if he would comment on why Diane Eadam attended the Board Meeting. Arun said the agenda included a long list of meetings that took place since the last Board meeting in July. He said he was notified last month that the facility FACT occupied was sold and was under new</p>

	<p>ownership. FACT had recently renewed the lease for five (5) years with the previous owners. He felt that FACT was in a good position to continue the lease, but in the worst case scenario FACT could be asked to leave with six months' notice. He said there had been no indication from the new owners on their plan for the use of the building. Dave asked if Arun knew what the building sold for. Arun said the building sold for approximately 1.4 million, which included joint neighboring facilities. Tony noted that FACT's locations was an attractive area due to the new street scape and recent improvements.</p> <p>Arun said FACT's Internal Audit was completed and the Auditors were working on the report. He said the TDA Audit commissioned by SANDAG began today. He said the Internal Audit discovered that FACT had spent over \$500,000 of federal FTA funds for the first time and therefore exceeded the threshold for requiring a single audit. The single audit included a more in depth review and cost \$5,000 more than the budgeted amount. It was not feasible to change auditors because the audit process would have to start from the beginning. FACT's CPA Dennis Randall indicated that the audit price was reasonable. Arun explained that Diane Eadam attended the Board Meeting as follow up to a meeting with SANDAG Executive Director Gary Gallegos in regards to scheduling a presentation on FACT's services at the SANDAG Transportation Committee Meeting. During the meeting Gary suggested that FACT meet with Diane for an organizational assessment. Diane recently contacted FACT in order to attend the Board Meeting. Bob said that Phil and himself had worked with Diane for many years and felt she was one of most accommodating, competent, and resourceful executives he has had the privilege of working with. He said it was a tremendous opportunity for FACT because Diane and SANDAG would not charge FACT for her services and it would be difficult to find a consultant of her caliber. He said it was a welcome opportunity. LaVonna complimented Arun for sending staff to meetings and conferences. She also appreciated Meagan making a presentation for Fresenius Dialysis Center social workers. Arun said it was an interesting meeting and when time allowed he would share the details with the Board.</p>
<p>Annual Meeting Prep</p> <ul style="list-style-type: none"> • FACT Award, Speaker, Video, Annual 	<p>Arun said the Annual Meeting was scheduled for December 11, 2014. He said one of the highlights of the meeting was the presentation of the Norine Sigafoose Partner of the Year Award. He requested feedback from the Board on selecting a recipient. Staff also needed assistance with soliciting a speaker. He indicated that there was County Grant Funding available to produce a FACT video and staff was planning on presenting the video at the Annual Meeting. The video would include more detail than the last video and incorporate the ride experience as well as explain the</p>

<p>Report</p>	<p>cost effective approach of FACT’s brokerage. Staff was also working on an Annual Report that would provide an overview of ridership, services, and service statistics.</p> <p>Dave asked the Board to provide Arun suggestions for the award recipient and Annual Meeting speakers. Phil suggested asking Gary Gallegos to speak, but if Gary was unavailable he suggested not having another SANDAG speaker. Bob mentioned that Phil had the honor to speak at the Deming Institute’s Annual Conference and wondered if he would provide a recap at the Annual Meeting. Phil discussed his relationship with Dr. Deming and that he was asked to be the conference’s Saturday night dinner speaker. He said he was trying to get Arun and Meagan to attend the conference and felt it would be beneficial for FACT. George suggested inviting a Mayor or head of an organization that helped seniors or persons with disabilities in one of the cities FACT served as a speaker. He felt this type of speaker could comment on how FACT has made a difference on the local level. Phil said Teresa Barth, former FACT Board member and Mayor may be a good candidate. LaVonna asked for clarification on the type of nominee FACT was seeking for the award. Arun said there was not a well-defined profile for the recipient, but it applied to a person or organization that had been an asset to FACT throughout the year. Arun said passed recipients have included William York from 2-1-1, Floyd Willis from AIS, and County Supervisor Bill Horn. He said the meeting would begin at 8:30AM followed by a meet and greet.</p>
<p>Board member comments/proposed agenda items</p>	<p>LaVonna said OB-GYN services were being cut from the local clinic in Ramona and there were no doctors available that offered these services in the area. She said women needing these services would require transportation to locations outside of Ramona. She wanted to bring the issue to the Board’s attention regarding the need for transportation for low income individuals.</p> <p>Tony said while he was riding in a cab in San Francisco he notice there was a camera on windshield of the vehicle. He wondered if it was feasible to install cameras in FACT’s service vehicles for safety and customer service purposes. Bob said cameras were a great idea and discussed First Transit possibly helping with safety related measures for the LIFT service. Arun said vehicle devices had been discussed including mobile data terminals, but it was complicated because FACT had limited control over and no long term commitment from contractors. He said it would be difficult to require cameras and determine who would pay for the hardware and ongoing data support.</p>

	Due to time constraints and the need for a closed session, Dave requested that all further comments or agenda items be sent to Arun.
FACT services updates	<p>The Board and ED moved into closed session regarding an update on a contract negotiation.</p> <p>The Board reopened the Board Meeting to report on the closed session. Vice Chair Bob Campbell Chaired the remainder of the meeting. Bob said the issue discussed in closed session was not resolved and there was nothing to report as an outcome. The topic would be brought back for discussion at the next Board Meeting.</p>
Adjournment	The meeting adjourned at 11:15AM.

ITEM # 4

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: FACT Board Meeting Calendar Year 2015

ISSUE

Proposed Year 2015 FACT Board meeting calendar is enclosed for review and action by Board members.

Background:

According to FACT Bylaws, regular Board of Directors' meetings are held on the 4th Thursday of each month. Meeting dates are determined by the bylaws and approved by Board members.

2015 Board Meeting Dates (4th Thursdays, except during Nov and Dec)

- January 22
- February 26
- March 26 - tentative date for Annual Board Retreat
- April 23
- May 28
- June 25
- July 23
- August 27
- September 24
- October 22
- November 19 - **3rd Thursday** due to holiday schedule
- December 10 - **2nd Thursday** due to holiday schedule (Annual Meeting)

RECOMMENDATION:

Staff requests Board approval of the meeting calendar for the 2015 calendar year.

ITEM # 5**TO: BOARD OF DIRECTORS****FROM: Arun Prem, Executive Director and Oswaldo Perez, Grants Mgt. Analyst****RE: 2014 Caltrans Section 5310 grant proposal & Board resolution****ISSUE:**

Staff requests Board approval for a grant application and resolution for Caltrans FY 13-14 Section 5310 Program funds.

BACKGROUND:**Overview:**

Caltrans recently announced a call for projects for Section 5310 (Senior and Disabled Specialized Transportation). Up to two years of funding is available in this grant cycle.

There is approximately \$13 million available in Federal funds for Section 5310 projects. There is a 20 percent match requirement for Section 5310 mobility management projects, which is now an eligible activity under the new federal transportation legislation, known as MAP-21. As with previous Caltrans 5310 grant cycles, matching funds are once again made available through Toll Credits, meaning that approved projects are 100% funded.

Final regional applications are due to SANDAG on December 1, 2014. SANDAG will score applications and forward a regional prioritized list with scores and copies of applications to Caltrans by February 2, 2015. The final amount of FACT's proposed project is \$300,000, the maximum allowable grant request amount. The proposed project is designed to be fully funded through the grant and toll credits available in this cycle. Standard agreements are expected to be signed around February 2016.

Summary of Project:Administration of Senior and Disabled Transportation

If funded, this project will support FACT's mobility management services and call center operations. FACT is requesting two years of Caltrans 5310 funding.

PROJECT NAME	GRANT (5310)	MATCH (Toll Credits)	PROJECT TOTAL
Administration of Senior and Disabled Transportation (2 Years)	\$240,000	\$60,000	\$300,000

RECOMMENDATION:

Staff requests Board approval to submit a grant application and resolution for Caltrans FY 13-14 Section 5310 Program funds.

FTA Section 5310 Authorizing Resolution

RESOLUTION NO. 01-1114

RESOLUTION AUTHORIZING THE FEDERAL FUNDING UNDER FTA SECTION 5310 (49 U.S.C. SECTION 5310) WITH CALIFORNIA DEPARTMENT OF TRANSPORTATION

WHEREAS, the U. S. Department of Transportation is authorized to make grants to states through the Federal Transit Administration to support capital projects for non-urbanized public transportation systems under Section 5310 of the Federal Transit Act (**FTA C 9070.1G**); and

WHEREAS, the California Department of Transportation (Department) has been designated by the Governor of the State of California to administer Section 5310 grants for transportation projects for the individuals with disabilities; and

WHEREAS, Full Access and Coordinated Transportation, Inc. (FACT) desires to apply for said financial assistance to permit operation of paratransit service in the County of San Diego; and

WHEREAS, the Full Access and Coordinated Transportation, Inc. (FACT) has, to the maximum extent feasible, coordinated with other transportation providers and users in the region (including social service agencies).

NOW, THEREFORE, BE IT RESOLVED AND ORDERED that the FACT Board of Directors does hereby authorize the FACT Executive Director, to file and execute applications on behalf of Full Access and Coordinated Transportation, Inc. (FACT) with the Department to aid in the financing of mobility management projects pursuant to Section 5310 of the Federal Transit Act (**FTA C 9070.1G**), as amended.

That the FACT Executive Director is authorized to execute and file all certification of assurances, contracts or agreements or any other document required by the Department.

That the FACT Executive Director is authorized to provide additional information as the Department may require in connection with the application for the Section 5310 projects.

That the FACT Executive Director is authorized to submit and approve request for reimbursement of funds from the Department for the Section 5310 project/s.

PASSED AND ADOPTED by the FACT Board of Directors in the County of San Diego, State of California, this 20th day of November, 2014 by the following vote:

AYES: _____ NAYS: _____ ABSTAIN: _____

_____ Hon. Dave Roberts, Board Chair

_____ LaVonna Connelly, Secretary

ITEM # 6

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: Board Officers Elections - Nominating Committee's Report

ISSUE:

FACT Board Officer elections are preceded by appointment of a Board Officer nominating committee in order to prepare a slate of Board Officers for calendar year 2015.

Staff requests the nomination committee (LaVonna Connelly, Bob Campbell, Tony Kranz) to present a report on the discussion and recommendations.

BACKGROUND:

A nominating committee was appointed in September and tasked with contacting Board members in order to solicit nominations and develop a slate for the Board's review.

The committee met via conference call on October 31, and again on November 14, and reviewed interest from board members, including current officers, in being nominated.

The committee reached a consensus decision to nominate the following individuals:

Dave Roberts	Chair
Bob Campbell	Vice chair
Susan Hafner	Treasurer
LaVonna Connelly	Secretary

Committee Chair LaVonna Connelly will provide a report on the discussions and Committee's recommendation during the Board meeting.

According to FACT bylaws Board Officer elections are held during the Annual Meeting scheduled for Tuesday, December 16, 2014.

A nominating committee appointed by the Board prepares the slate of nominees for Board's review.

Portions of FACT bylaws that address Board officer elections are shown below:

**ARTICLE 4
OFFICERS OF THE BOARD**

SECTION 4.1. NUMBER OF OFFICERS The officers of the corporation shall be a Chairperson of the Board (or President), one or more Vice Chairperson (or Vice Presidents), a Secretary, and a Treasurer. The corporation may also have, as determined by the board of directors, assistant secretaries, assistant treasurers, or other officers. Any number of offices may be held by the same person except that neither the secretary nor the treasurer may serve as the president or chairperson of the board. The Executive Director will not be an Officer of the Board.

SECTION 4.2. QUALIFICATION, ELECTION, AND TERM OF OFFICE Only authorized members of the Board may serve as officers. Officers shall be elected by the board of directors at the Annual Meeting. There are no term limits for officers.

SECTION 4.3. SUBORDINATE OFFICERS The board of directors may appoint such other officers or agents as it may deem desirable, and such officers shall serve such terms, have such authority, and perform such duties as may be prescribed from time to time by the board of directors.

RECOMMENDATION:

Staff requests the Board to review the recommendations of the Board Officers Nominating Committee.

ITEM # 7

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: Software and Service Development Committee report

ISSUE:

The Software and Service Development Committee met on October 23, 2014 to review:

- Status of software procurement, and
- Review of demand, and options for managing demand

(Attendees - Peter Battistel, Todd Lordson, Danielle Kochman, Board members LaVonna Connelly, Bob Campbell, and FACT staff).

BACKGROUND

SOFTWARE PROCUREMENT

Since the demonstration by Ecolane before the Board, FACT staff has discussed with them the clarifications and details that came up since. Ecolane's responded to FACT with the assurance the software was capable of handling the current and anticipated needs of FACT's brokerage.

The brokerage software was listed as an expense in the budget FACT negotiated with 2-1-1 under the VTCLI agreement. The procurement process for the software will need to be approved by 2-1-1. It may be necessary to issue an RFQ (Request for Qualifications) in order to identify vendors with software that has capability to manage the needs of FACT's brokerage.

Recently 2-1-1 hired IT Optimizers a consulting firm to review FACT's telecommunications in order to plan for integration with 2-1-1's In-Contact telephone system as well as the database of services. IT Optimizers and FACT met on October 20th; a follow up meeting is anticipated in the near future in order for IT Optimizers to assess the FACT's services and details of brokerage operations.

MANAGING RIDEFACT DEMAND

The number of RideFACT trips is limited by New Freedom and SMG funding. A relatively small number of RideFACT trips is served through the lease agreements for FACT owned vehicles.

Due to the rate of demand growth, it was anticipated that at some point in time in the near future, FACT would need to limit availability of RideFACT service in order to stay within the funding constraints.

The proportion of trips being provided for dialysis related has stayed constant recently however the overall number of dialysis related trips has continued to grow along with overall number of trips.

The discussion over limiting rides included various options – based on mileage, cost, number of trips per rider and other ideas. The committee discussed the impacts on the above options on riders, on the administrative/tracking procedures, and the cost implications.

It was agreed that a uniform process would be used to manage demand for the services, including requests for transportation to dialysis.

There was discussion that all of the options may adversely impact some riders, for example, a **mileage cap** would be unfair to those riders who don't have discretion over the length of their trips. A mileage cap is also difficult to track, particularly in the short term, without software. Riders would not be able to track cumulative mileage of trips used or the balance remaining.

Cost as a criteria was discussed but it also posed problems with tracking as well the problem of explaining the full cost of trips to the riders. Riders would not be able to self monitor or track their trips based on this criteria.

Limited number of trips a month was perceived as equitable and relatively easier to track manually both by riders and by FACT staff. The number of trips to use as a monthly cap was not determined but staff would look at historical ridership data as a basis.

Other potential demand management mechanisms including **trip purpose, Medical priority or means testing** were not discussed.

During the discussion about the unmet needs of those riders impacted by the caps on rides, it was agreed that a second tier pricing structure which would be less than the market rates but more than the Regular RideFACT fares could be offered. Limits on those trips were not discussed.

The committee made follow-up recommendations for staff to be enable committee members to determine the most reasonable trip limits. Accordingly, staff looked up:

- The average number of trips per RideFACT rider
- The average cost per one way RideFACT trip for ambulatory and nonambulatory trips

Determining how many Providers to call before denying a trip:

The discussion was initiated due to a complaint by a rider whose trip request for an accessible trip was denied by FACT. The first (lowest cost) brokerage provider contacted by FACT had denied the trip and the next higher priced provider would have cost significantly more. The rider complained about the denial and questioned the implication on FACT's website that FACT would guarantee transportation if other options were not available. After discussions at the Board meeting, staff amended the website language to indicate that FACT would try to find transportation in these instances.

During the committee's discussion it was discussed that guaranteeing trips was a potentially expensive commitment for FACT and FACT didn't have the means to support such a policy.

The committee discussed the need for a process that would be:

- written
- consistently applied, and
- reasonable

In practice, the trips requested of the RideFACT program varied widely in cost, geographic area and special requirements including accessible vehicles and vehicle size. The variety of trip needs makes it difficult for the mobility coordinators to process each trip request in the same manner to ensure consistency and fairness. There are also time constraints involved due to the workloads each mobility coordinator is trying to complete. In some parts of San Diego County where many competitively priced providers were available, it was easier to shop for rides between vendors; in case of accessible trip requests specially when travelling from south to North County, the choices were limited and price differentials between the cheapest and next higher priced vendor were considerable.

In order to look at a cost effective and equitable resolution the committee asked staff to research the full cost of an average RideFACT ride.

Rider acknowledgement of FACT commitment:

Some riders have complained to FACT and the Board when a trip request is denied and threatened to complain to funding agencies and oversight agencies. FACT is not legally required to guarantee transportation and our brokerage based service is not designed to guarantee trips. The issue is a result of assumptions made by riders based on their history with RideFACT. FACT does not have a formal eligibility process or any other opportunity to communicate formally with riders about the limits of FACT's obligations as a transportation provider. Staff asked the CSUSM Team to look at samples and develop a prototype statement stating FACT's commitment, that FACT would send to all active users to be acknowledged by them, for the record. It may be done by mail - where a rider would sign the statement and

return it to FACT. It may also be possible to accomplish this via telephone and by using some form of electronic confirmation by rider. Staff recommends that in the near future all riders be provided with the statement that would be acknowledged and serve as a statement limiting FACT's obligation to providing services as per the policy.

ITEM # 8

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director and Meagan Schmidt, Service Development Manager

RE: FACT owned vehicles update - lease recommendations

ISSUE

FACT has several vehicles that are available for leasing immediately and a few more that we expect will become available by the yearend.

This item reviews the status of the vehicles for the Board as well as includes staff's recommendations for leasing some of the vehicles.

BACKGROUND

Nine (9) vehicles currently in FACT's possession:

- 7 2013 Dodge Minivans, accessible - owned by FACT
- 2 2013 Ford small buses, accessible - transferred to FACT from another grantee

Three (3) vehicles expected during the next few weeks:

- 2 2014 Ford vans, accessible - on order with dealer; funded by SANDAG grant
- 1 small bus likely to be transferred to FACT from another grantee

FACT's POLICY ON LEASING

During August the Board amended the vehicle lease policy to make it possible to prioritize FACT objectives in the selection of vendors for lease of vehicles.

DEMAND FOR VEHICLES AND PREFERRED OPTIONS

After Board approval of the policy, and authorization to award two small buses, FACT initiated discussions with CITYLINK regarding the 2 small buses recently transferred from another grantee to FACT. CITYLINK has the ability to support the large vehicles requiring commercial driver's B Class license, and will use the vehicles to support FACT's transportation services.

At a recently held brokerage provider meeting FACT staff announced the availability of the 7 minivans for leasing. Several vendors have responded with interest in the vehicles. The 4 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 and 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 who have shown interest in participating in other potential ADA paratransit trips. There is currently interest from 4 brokerage vendors - AAA, CityLink, Safety First and Renewing Life.

RECOMMENDATION

Staff requests Board authorization to proceed with negotiations with brokerage vendors for the lease of seven (7) 2013 minivans.

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

This item presents a monthly RideFACT and contracted services update.

BACKGROUND:

Aug-14		Sep-14
ONE-WAY TRIPS	SERVICE	ONE-WAY TRIPS
347	First Transit	482
464	Poway	466
305	Oceanside	380
61	SDCOE	118
1,177	TOTAL	964

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 1,400 clients are pre registered to use this service.

From September 2013 - September 2014, FACT has invoiced City of Oceanside for 3,397 trips for \$42,306.03.

The feedback from the City of Oceanside staff has been positive. FACT staff recently met with Oceanside staff to review renewing the contract from July 1, 2014 - June 30, 2015 and provided a revised rate structure with a provision for payments for No-shows, and small adjustments to the rate. The contract extension was approved by the Oceanside City Council in August 2014. The contract amount is \$73,500.

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.

FACT planned to procure trips for this service from two brokerage vendors - CityLink and Care4U Mobility. Care4U had difficulty with scheduling drivers for this contract.

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 and FACT staff met in July to review the extension of the contract through February 1, 2015. The feedback regarding the service has been positive.

At the direction of the Board, Arun sent an e-mail to SDCOE requesting an amendment to the contract to include reimbursement for deadhead mileage, driver availability expectations and payment terms. A meeting was requested if these terms were not accepted. An amendment from SDCOE with the revised terms was received and signed in early September. The amendment will go into effect October 1, 2014.

In late August, FACT received an RFP notice from SDCOE for a new contract term to provide transportation services to foster youth from October 1, 2014 - October 1, 2015 with up to four one-year options to renew. FACT submitted a proposal including the terms of the amendment on September 17th. On October 7th FACT received a letter naming it as one of the vendors awarded the contract for Foster Youth transportation. There are 2 other vendors who have also been awarded this contract.

From February - September 2014, FACT has invoiced SDCOE for 1,133 trips for \$51,011.52.

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 order 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. A total of 7,715 trips have been provided from January 2013 - September 2014, \$101,566.04 has been invoiced. As of August 1, 2014 FACT has provided the service with the help of a new contractor, Safety First, who took over the service from Sol Transportation.

RideFACT Service statistics ytd for current fiscal year July 2013 - September 2014

RideFA CT	One way trip requests	Referrals-external	Referrals to RideFA CT	RideFA CT Trips One way	Cancelled rides	No shows	Pending rides	Av. trip cost	Av trip Length (miles)
FISCAL YEAR 2012-13									
Jul-12	416	203	213	142	17	2	0	\$24.86	13.8
Aug	642	226	416	368	47	3	0	\$21.53	12.4
Sep	653	169	484	403	45	6	30	\$18.94	10.9
Oct	1,073	203	870	684	87	16	83	\$21.93	10.92
Nov	1,184	179	1,005	535	133	8	329	\$21.30	10.6
Dec	1,004	138	856	467	98	12	274	\$26.35	11.6
Jan-13	1,444	226	1,218	831	134	22	212	\$19.77	12.6
Feb	1,289	176	1,113	671	108	35	272	\$18.77	13.2
Mar	1,426	196	1,230	885	124	27	163	\$16.70	12.6

Apr	1,753	162	1,591	955	178	23	392	\$18.25	12.6
May	1,758	224	1,534	1,055	108	15	346	\$14.89	12.2
June	1,899	140	1,759	1,132	169	13	428	\$11.25	11.9
SubTotal	14541	2242	12289	8128	1248	182			
FISCAL YEAR 2013-14									
Jul-13	2,067	194	1,873	1,203	157	26	473	\$16.74	12.2
Aug	2,308	162	2,146	1,395	154	26	559	\$16.95	12.7
Sep	2,608	115	2,493	1,486	163	37	787	\$20.43	12.1
Oct	2,655	165	2,490	1,696	244	63	469	\$21.06	12
Nov	2,582	170	2,412	1,568	180	27	630	\$21.39	12.2
Dec	2,389	115	2,274	1,585	198	42	445	\$20.77	12.1
Jan-14	2,690	174	2,516	1,653	197	48	617	\$16.31*	11.7
Feb	2,570	140	2,430	1,577	180	41	628	\$19.45	11.7
Mar	2,725	120	2,605	1,683	181	26	682	\$19.52	12.2
Apr	2,711	151	2,560	1,633	238	32	644	\$18.97	12.1
May	2,970	154	2,816	1,787	263	36	689	\$19.53	11.7
June	3,009	214	2,795	1,770	315	40	621	\$19.68	11.5
July	2,763	172	2,591	1,769	198	32	512	\$19.13	11.9
Aug	2,700	140	2,560	870*	245	35	588	\$18.15	12.1
Sep	2,768	123	2,645	857*	164	53	624	\$18.75	12.1
SubTotal	39,515	2309	37,206	22,532	3077	564			
TOTAL	54,05	4551	49,495	30,660	4325	746			

	6								
--	---	--	--	--	--	--	--	--	--

***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.

As of August 2014 the Oceanside and Poway trips are not included under RideFACT.

RECOMMENDATION: None

ITEM # 12**TO: Board of Directors****FROM: Arun Prem, Executive Director****RE: Executive Director Report****Meetings and Events 9/25/14 - 11/19/14**

9/25	Invoicing and audit review mtg. with Danielle Kochman
9/29	CSUSM Student Team observed Mobility Coordinators
9/30	Mtg. with FACT attorney Ariel J. Sabban and Sol
Transportation	
10/3	Oswaldo and Budd participated in a conference call with 2-1-1 regarding inContact
10/7	Arun and Meagan attended Interfaith's Annual Meeting
10/8	CalACT Audit Committee conference call
10/9	Mtg. with FACT Attorney Ariel J. Sabban
10/9	Arun and Megan met with AAA Transport regarding vehicle lease opportunity
10/9	Arun, Budd, and Oswaldo met with photographer Kole
Montross	
10/12-10/15	Arun and Oswaldo attended APTA's 2014 Annual Meeting and Expo in Huston
10/14	Mtg. with Mark Wells
10/16	Meagan and Arun met with Jim Byrne and Todd Lordson from MTS Access
10/18	Phil, Meagan, and Arun attended the Deming Institute Fall Conference in LA
10/20	Mtg. with 2-1-1 and IT consultant regarding tech. integration
10/21	CAM Meeting
10/21	Arun, Bob, and Dave met with Diane Eidem, SANDAG
Consultant	
10/21	Meagan and Oswaldo attended VTCLI mtg. at 2-1-1
10/23	Software and Service Development mtg.
10/23	Leticia attended Volunteer Driver Coalition recognition event
10/24	Oswaldo submitted Senior Mini and 5310 grants to SANDAG
10/26-10/26	Arun and Megan attended National Conf. on Rural Public & Intercity Bus Trans.
10/31	FACT Officers Nomination Committee mtg. - LaVonna, Tony, Bob, and Arun
10/31	Vehicle lease discussion with CityLink
11/3	Oswaldo attended Caltrans 5310 Workshop
11/5	Mtg. with Mark Maloney, First Transit
11/7	Senior Mini grant and New Freedom review - SANDAG site visit
11/7	Ben Macias and Noah inspected and picked up 5310 vehicles from Sol

11/7 and photographer	Leticia and Budd coordinated FACT video shoot with riders
11/11 Working Group Call	APTA Mobility Management Committee: Integrated Mobility
11/12 phone intake process	Oswaldo and Budd - conference call with 2-1-1 regarding
11/13	Brokerage provider mtg.
11/14	Agenda planning mtg.

Upcoming Meetings and Events:

11/27 Meeting	Closed for Thanksgiving	12/16	FACT Annual
11/28	Closed for Black Friday	12/29	CAM Meeting
12/25	Closed for Christmas Day		