



Facilitating Access to Coordinated Transportation

Meeting Agenda and Notice
FACT Board of Directors Meeting
November 19, 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 October Board meeting minutes | p-2 | |
| ACTION | | |
| 3. Public Comment | | |
| INFORMATION | | |
| 4. FACT 10-year anniversary updates | p-6 | |
| POSSIBLE ACTION | | |
| 5. Board Officers Nominating Committee Report | p-7 | |
| ACTION | | |
| 6. New Board Appointments | p-8 | DISCUSSION |
| 7. FACT services Updates | p-9 | |
| INFORMATION | | |
| 8. Monthly Financial Reports | | |
| INFORMATION | | |
| 9. Executive Director's Report | p-13 | |
| INFORMATION | | |
| 10. CLOSED SESSION | | |
| Review of FACT's Lease Agreements | | |
| POSSIBLE ACTION | | |
| 11. Reportable actions taken during closed session, and
Board member comments/proposed agenda items | | |
| INFORMATION | | |

ADJOURNMENT

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

ITEM # 2**FACT Board of Directors' Meeting Minutes**

October 22, 2015

Encinitas City Hall, Poinsettia Room

505 South Vulcan Avenue, Encinitas, CA 92024

Board Members Attending	Bob Campbell, Phil Monroe, LaVonna Connelly, Susan Hafner, Hon. George Gastil
TAC Members Attending	Danielle Kochman
Board Members Absent	Norine Sigafoose, Hon. Dave Roberts, Hon. John Aguilera
Staff Attending	Arun Prem, Budd Anderson, Meagan Schmidt, Aaron Aguirre
Public/Guests	See sign in sheet
Introductions	Vice Chair Bob Campbell called the meeting to order at 9:15AM. Phil Monroe led the group in the Pledge of Allegiance. Introductions were made.
Public Comment	None
FACT 10-year Anniversary Committee Report	<p>LaVonna Connelly reported on the 10th Anniversary Planning Committee meeting that took place on October 15, 2015.</p> <p>Motion to award Karen King the 2015 Norine Sigafoose Award made by Phil Monroe. Second by George Gastil. The motion passed unanimously.</p> <p>LaVonna said Phil had recommended a photographer for the event and Budd Anderson volunteered as backup. Ben Macias said his brother was a photographer and may be willing to volunteer for the event. LaVonna said the San Diego (SD) Foundation was available for the event and requested Board feedback regarding the location. Parking at the SD Foundation was discussed. Arun said the SD Foundation did not have dedicated parking, but the parking lot across the street had around 85 visitor parking spaces (3 hour limit), 2 hour parking on Historic Decatur Rd., unlimited parking on side streets, and 3 hour parking in the nearby retail shopping center. SD Foundation staff informed FACT that parking was usually not an issue before noon. Bob said perhaps a parking extension could be granted by the parking enforcement agency. Arun noted that most attendees would not be there for more than 3 hours. He said the parking situation was manageable and staff could provide attendees parking directions as well</p>

as direct guests the day of the event. The Board agreed to hold the 10th Anniversary Celebration at the San Diego Foundation.

LaVonna discussed invitations, media outreach, FACT's video, the commemorative logo, history/milestone posters, proclamations, poll everywhere, and the Annual Report. Invitees were discussed including the NCTD Board, MTS Board, Caltrans Board, and City Mayors. LaVonna said the promotional item discussion needed to be concluded. She said a commemorative mug, magnet, or pen was discussed at the September Board Meeting. George said he felt that a promotional item was a good idea as long as the funding was available. Susan Hafner asked for the total product cost of the promotional items. Arun said the cost depended on the quantity ordered, but for 75 to 100 mugs the cost would be approximately \$1,000. He noted that donations from brokerage partners were discussed in order to assist with the cost. LaVonna said she wanted to ensure that requested donations were voluntary. Susan said she was concerned by the product cost, considering how many rides could be provided with the money. George felt that vendors would be eager to sponsor the event due to the publicity, but if they were to sponsor the mug, they may want their name on it. He noted that a commemorative item that people would hold on to, had long term value. Phil suggested a flash drive as a promotional item. Ben Macias said several committees he participated in referred to sponsors as partners due to their involvement.

Motion to set a \$1,200 cap including partner donations for a commemorative promotional item and authorize the 10-Year Anniversary Planning Committee to decide on a product made by George Gastil. Second by Phil Monroe. Motion passed with 4 ayes from Bob Campbell, Phil Monroe, LaVonna Connelly, and George Gastil, and 1 nay from Susan Hafner.

A draft Annual Report was provided for Board review. LaVonna said a date needed to be established to rehearse the meeting at the location. Bob thanked the committee for coordinating the meeting planning. Referring to the Annual Report, Phil asked why the average cost per one-way trip was higher than previous figures at \$25. Meagan explained that the number included RideFACT and contracted trips as opposed to past figures which only included RideFACT. She said due to the inclusion of longer contracted trips, the average cost was higher. Arun said contracted LIFT trips were on average longer than RideFACT trips and noted that the figure did not take into account the contract reimbursement that would offset the cost. Phil and Susan said the stats should be presented consistently and there were a number of ways to display the data. Susan suggested including the net average cost per one way trip. For consistency amongst

	services, Arun suggested showing the average cost per mile. He said he appreciated the Boards feedback.
Approval of September Board Meeting minutes	Motion to approve the September 24, 2015 Board Meeting minutes made by Phil Monroe. Second by George Gastil. The motion passed unanimously.
Board Officer Nominating Committee Report	The Board decided to have Chair Dave Roberts appoint the Board Officers Nominating Committee.
New Board Appointments	<p>As per the recommendation of the Exec Committee staff requested Board members for suggestions regarding potential new FACT Board members. Bob said 8 out of 11 Board seats were currently occupied, but noted that there were 7 active Board members. He said due to the size of the Board, establishing quorum could be an issue. Arun said FACT's bylaws allowed for the appointment of 11 voting Board members and 1 ex officio Board member per every block of 5 Board members. Arun said FACT met the elected official requirement, but noted that Diane Eidam had pointed out that FACT did not have an elected official who served on the SANDAG Transportation Committee as required by the CTSA contract. Phil noted that this was up to SANDAG to appoint an official from the Committee. Danielle said there were discussions in the past regarding the topic and at that time it was decided that it was sufficient to have a representative on any SANDAG policy committee. She said the CTSA contract would be amended, which would include how appointments were made. She said SANDAG would be looking into appointing a representative from the Transportation Committee. Phil noted that having a representative from the Transportation Committee provided visibility for FACT in front of the SANDAG Board.</p> <p>Phil discussed Lois Knowlton and Lori Holt-Pfeiler as potential Board Members. George proposed Hon. Mona Rios and Hon. Mary Salas. Board members were in consensus on soliciting Lois Knowlton, Lori Holt-Pfeiler, and Mary Salas. Bob requested that Arun discuss the recommendations with Dave. Phil and Bob volunteered to discuss the opportunity with Mary.</p>
FACT services updates	Meagan summarized incidents of a rider violating FACT's Code of Conduct policy which led to staff having to enforce its suspension policy for the first time. Arun provided further detail on the violations and FACT's efforts to accommodate the rider. Two letters that were sent to the rider regarding the violations were distributed to the Board. Arun said a decision was never made whether to form a Board Committee to handle appeals

related to FACT’s policies and issues that could not be resolved at the staff level. He said there may be a need for a more independent review of client issues in future. He noted that this riders issue had not escalated to that level, but he wanted to be prepared.

George wondered if there was a care provider or social worker who assisted the rider and whether they could help mediate. Arun indicated that FACT had asked the rider if there was someone who could assist with travel arrangements and special needs, but no response was received. Phil asked if FACT phone calls were being recorded. Arun indicated that FACT did not have call recording, but the option would be available when the new phone system was implemented. LaVonna recommended sending these types of letters certified mail. She mentioned the National Conflict Resolution Center as a resource for mediation. George said it appeared to be an issue of the rider needing additional assistance to help with his special needs. He said there should be some type of professional or social service agency that could assist the rider. Bob suggested Aging and Independence Services (AIS). Arun noted that the rider was not a senior. LaVonna noted that FACT could not ask or obtain confidential medical information without the rider’s permission.

Susan asked if the rider was eligible for ADA services. Meagan explained that the rider was ADA certified, but was no longer in the LIFT service area due to the recent boundary changes. Susan asked what the mediation would resolve the issues considering the rider would be off the suspension before it was implemented. Arun said he felt that the rider’s behavior may not improve after the suspension. Bob said RideFACT may not be an appropriate service for this individual. Susan said from her experience implementing policies, suspensions were well received by riders and their behavior improved. Bob recommended having LaVonna review the situation with staff instead of forming a committee. Susan suggested referencing NCTD’s and MTS’s suspension policies. She said the Board needed to discuss a policy for weighing the cost of providing special accommodations for individual’s vs providing more rides for more people. Arun said based on his research NCTD and MTS did not have a detailed suspension policy and suspensions only applied to disruptive and unsafe rider behavior. Susan said technically this was a no show policy issue. Phil recommended sending the same vendor to pick up the rider and paying the vendor for wait times for the first few months the rider is back on the service. Arun said this may not be practical based on the brokerage structure, but he would discuss the idea with vendors. Bob stated that FACT would not tolerate abuse of staff.

CLOSED	The Board met in closed session to review FACT’s lease agreement and
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SESSION	proposed agreement with UBER.
Adjournment	The Board authorized staff to negotiate the coordination agreement with UBER. The meeting adjourned at 11:05AM.

ITEM # 4

TO: BOARD OF DIRECTORS

FROM: Anniversary Planning Committee - Board members LaVonna Connelly, Hon. George Gastil, Phil Monroe, and Arun Prem, Executive Director

RE: FACT 10-Year Anniversary Planning updates

ISSUE:

A number of updates on recommendations from the 10-year anniversary planning committee and from the October Board discussion are presented in this item.

BACKGROUND:

- Ms. Karen King and confirmed her availability to attend the Anniversary meeting and make a brief presentation regarding the establishment of FACT.
- Staff has informed CAM officers about the plan to recognize CAM’s members with certificates of recognition during the celebration.
- Two save the date notices sent; detailed parking information was included in the notice. Approx. 50 individuals expected to attend (including Staff and Board members).
- Site visit to the SD Foundation planned in order to plan the displays and arrangements.
- Give away items order placed; Annual Report DRAFT finalized, print order placed.
- 10-year timeline Posters will be ordered this week.
- Photographer confirmed, contract signed.
- Requests for Proclamations were sent.
- Media release to be sent a week before event and after the event.

RECOMMENDATIONS

None

ITEM # 5

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: Board Officers Nominating Committee 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 2016.

BACKGROUND:

As per FACT bylaws Board Officer elections are held during the Annual Meeting (December 10, 2015). A nominating committee appointed by the Board prepares the slate of nominees for Board's review.

The nominating committee includes Board members Susan Hafner, Hon. John Aguilera, and Hon. George Gastil.

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 Board Officers Nominating Committee's recommendations regarding a slate of Officers for 2016.

ITEM # 6

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: New Board Appointments

ISSUE:

As per the recommendation of the Exec Committee staff requests Board members for suggestions regarding potential new members for the FACT Board.

BACKGROUND:

FACT Bylaws:

According to FACT bylaws up to 11 Board members may be appointed. Currently FACT has eight Board members. New appointments may be made by Board action.

SECTION 3.1. NUMBER *The corporation shall have no less than five (5) and no more than eleven (11) directors; ex-officio nonvoting board members may be appointed at the discretion of the board; the number of ex-officio board members may not exceed 1 per block of 5 regular board members, or a total of 2. Collectively they shall be known as the board of directors. The number may be changed by amendment of this bylaw, or by repeal of this bylaw and adoption of a new bylaw, as provided in these bylaws. One member of the board of directors will be a sitting member of the SANDAG Transportation Committee appointed by SANDAG.*

RECOMMENDATION:

None

ITEM # 7

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director and Meagan Schmidt, Operations Manager

RE: FACT Services update

ISSUE:

This item presents a monthly RideFACT and contracted services update.

BACKGROUND:

	Aug-15	Sep-15
SERVICE	ONE-WAY TRIPS	ONE-WAY TRIPS
First Transit	159	150
Poway	375	338
Oceanside	420	400
SDCOE	0	0
Elderhelp	47	33
TOTAL	1,001	921

New Brokerage Provider Added:

Venture Medical Transportation joined the brokerage on November 5, 2015 as the newest member. Venture provides transportation throughout San Diego County to ambulatory passengers as well as those utilizing folding mobility devices.

City of Oceanside Senior Van Service:

This service is available to Oceanside residents for trips within the city, neighboring cities and some medical destinations outside of the tri-city area. Approximately 1,900 clients are pre registered to use this service.

From September 2013 - September 2015, FACT has invoiced City of Oceanside for 8,449 trips.

The feedback from the City of Oceanside staff has been positive. A two-year contract extension was approved by the Oceanside City Council on June 24, 2015. The contract amount is \$326,850, extending the contract from July 1, 2015 - June 30, 2017. Revisions to the rate structure were approved in the contract extension.

SDCOE Foster Youth transportation contract

Contract is inactive due to lack of service providers who are willing to meet contract requirements.

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 new clients to the FACT service due to the relatively low cost of transportation compared to their own service.

Safety First is the current provider for these trips. A total of 12,334 trips have been provided from January 2013 - September 2015.

Elderhelp Program

Contracted service for Elderhelp began on March 12th. The Board approved the extension of the Elderhelp contract on March 26th. 431 total trips were provided between March and September. Any trips that Elderhelp cannot accommodate due to their limited monthly budget are referred to RideFACT.

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

RideFA CT + Contra cted	RideF ACT One way trip reque sts	Refer rals- exter nal	Refer rals to RideF ACT	RideFA CT + Contra cted	RideFA CTAv. trip cost	RideF ACT Av trip miles
FISCAL YEAR 2012-13						
SubTo tal	1454 1	2242	1229 9	6623		
Contra cted				1051		
FISCAL YEAR 2013-14						
Subtot al	31,28 4	1874	29,41 0	11,922		
Contra cted				9,361		
FISCAL YEAR 2014-15						
July	2,763	172	2591	891	\$19.13	11.9
Aug	2,700	140	2560	870	\$18.15	12.1
Sep	2,768	123	2645	857	\$18.75	12.1
Oct	2,976	118	2858	1,038	\$19.63	11.9
Nov	2,702	89	2613	794	\$20.36	12.3
Dec	2,549	102	2447	905	\$20.96	13.2
15-Jan	2,694	128	2566	882	\$17.99	12.2
Feb	2,558	113	2445	819	\$16.19	11.7
Mar	2,879	156	2723	917	\$15.63	11.7
Apr	2,733	146	2587	865	\$14.78	11.4
May	2,488	73	2415	748	\$16.40	11.7
June	2,444	90	2354	689	\$18.53	12.4
SubTo tal	32,25 4	1450	30,80 4	10,275		
Contra cted				14,528		
FISCAL YEAR 2015-16						
July	2,542	138	2404	793	\$17.36	12.2
Augus t	2,137	108	2029	566	\$17.60	12.6
Septe mber	2,259	128	2131	661	\$18.47	12.7
SubTo tal	6,938	374	6564	2,020		
Contra				2,965		

cted						
Contra cted Total				27,905		
TOTAL	85,01 7	5940	79,07 7	58,745		

***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.

RECOMMENDATIONS:

NONE

ITEM # 9

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

Meetings and Events 10/22/2015 - 11/18/2015

10/28	VTCLI Site Visit, Austin Texas - Meagan
10/28	IRA account reviews and new employee enrollment
11/5	Meeting w/Venture Transportation - Meagan
11/5	10 TH Anniversary Planning Meeting - LaVonna, Budd, and Arun
11/6	Mtg. with Jim Byrne, MTS
11/9	APTA Mobility Management Steering Committee conference call
11/10	Agenda planning Mtg. with Dave and Bob
11/10	Top 10 Employment Law Mistakes webinar - Budd and Arun
11/10	VTCLI One Call One Click Project Team Meeting - Meagan

Upcoming Meetings and Events:

11/26, 11/27	CLOSED for Thanksgiving and Black Friday
12/10	FACT Annual Meeting/10 th Anniversary Celebration
12/24, 12/25	CLOSED for Christmas Eve and Christmas