



Meeting Agenda and Notice
FACT Board of Directors Meeting
November 17, 2016, 9:00 am
 Poinsettia Room, Encinitas City Hall
 505 S. Vulcan Avenue, Encinitas, CA 92024

Meeting call to order	9:00 a.m.
1. Introductions	
2. Public Comment, Driver Recognition INFORMATION	
3. Approval of October Board Meeting Minutes ACTION	p-2
4. Schedule for Annual Board Retreat	p-7 ACTION
5. New Service Proposals <ul style="list-style-type: none"> • Palomar Hospital • Sharp Coronado • LIFT subcontract 	p-8
6. Review of possible Service Coordination with Lyft ACTION	P-10
7. FACT Services Updates INFORMATION	p-12
8. Vehicle Sharing Status Update INFORMATION	
9. Rides to Wellness Grant Update INFORMATION	
10. Monthly Financial Reports (n.a. due to early meeting date) INFORMATION	
11. Annual Meeting - Jan 26: <ul style="list-style-type: none"> • Locations • Award / Special Guests & Speakers • Annual Report / Marketing Materials • Possible CAM and Board Appointments / Bylaws Updates 	INFORMATION
12. Executive Director’s Report INFORMATION	p-13

13. 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>

FACT Board of Directors Meeting Minutes

October 27, 2016

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

Board Members Attending	LaVonna Connelly, Hon. Dave Roberts, Hon. John Aguilera, Susan Hafner, Hon. George Gastil, Hon. Lorie Zapf
TAC Members Attending	Lois Knowlton
Board Members Absent	Bob Campbell, Phil Monroe, William York
Staff Attending	Arun Prem, Meagan Schmidt, Budd Anderson, Oswaldo Perez
Public/Guests	See sign in sheet
Introductions	Chair Dave Roberts called the meeting to order at 9:00AM. Introductions were made.
Public Comment, Driver Recognition	None
Approval of September Board meeting minutes	Motion to approve the September 22, 2016 Board meeting minutes made by LaVonna Connelly. Second by Susan Hafner. The motion passed unanimously.
New CAM Member Appointment	Staff recommended appointing Stephen Chavez Matzel, Interim Director of Case Management for Tri-City Medical Center to the Council on Access and Mobility (CAM). Dave discussed the Crisis Stabilization Unit opened by the County of San Diego at Tri-City Medical Center. Motion to approve the appointment of Stephen Chavez Matzel to CAM made by LaVonna Connelly. Second by George Gastil. The

	motion passed unanimously.
Board Officers Nominating Committee Report	<p>During the September Board Meeting the Board appointed a committee to review interest in Board Officer positions for year 2017 and prepare a slate for the Board’s approval. Committee members included Dave Roberts, LaVonna Connelly, and George Gastil. Dave said the committee recommended Bob Campbell – Chair, LaVonna Connelly – Vice Chair, Susan Hafner – Treasurer, and George Gastil – Secretary. A Board vote to appoint Officers would take place at FACT’s Annual Meeting. Board comments and further nominations were requested.</p> <p>Motion to approve the Board Officers Nominating Committee slate of Officers made by John Aguilera. Second by Lorie Zapf. The motion passed unanimously.</p>
Review of possible service coordination with Lyft	<p>In September Board members asked for specifics on safety and liability issues related to contracting with Lyft. Staff met with Lyft on October 10th to review the liability concerns. Meagan Schmidt reviewed Lyft’s Insurance policies, driver background checks, and vehicle inspection requirements. Lyft’s justification for not requiring driver fingerprinting was based on claims that fingerprinting could lead to discrimination of minority groups. Lyft claimed that fingerprinting did not meet the accuracy of Sterling background checks. Lyft did not conduct drug or alcohol testing after driver accidents and deferred accident response procedures to local law enforcement.</p> <p>Meagan said Jewish Family Services (JFS) began using Lyft and had not experienced any issues with the service. Arun said FACT needed to determine if it was willing to waive the strict brokerage requirements for the capacity and service benefits offered by Lyft. The contract details and mutual indemnification needed to be worked out with Lyft. He said unlike UBER, Lyft had been receptive to contract changes and issues addressed by FACT. Staff requested the Board to provide feedback regarding the potential coordination opportunity. John asked what level of insurance was required in FACT’s brokerage contract. Meagan said the brokerage contract required \$2 million general liability and \$1.5 million for auto liability. Arun noted that this level of insurance was a SANDAG grant requirement. He said there was mixed opinions in the transit industry regarding what level of insurance was satisfactory, but most agreed that \$1 million was adequate coverage for 1 to 2 passengers.</p> <p>Susan asked if Lyft had provided a per mile rate and how the service would be structured in order to be eligible for federal reimbursement. Arun</p>

said the cost per mile would be Lyft's market rate at any given time of day. Lyft indicated that their market rate was competitive to all other services. FACT mapped out several sample rides and it appeared that Lyft's rates were competitive with FACT's brokerage vendors. FACT did not have to use Lyft if they were not the lowest option available in the brokerage. The grant reimbursement process would need to be discussed with FTA, but there were many examples of federal grant recipients using Lyft services. As an example, he said County of LA received a Rides to Wellness grant for a proposal that included the use of Lyft, which was approved by FTA. LaVonna asked about Lyft's accessible vehicle capacity and insurance requirements for larger vehicles. Arun said Lyft had limited accessible vehicle capacity because independent drivers typically did not own these types of vehicles. John asked if FACT had vehicles Lyft could utilize. Arun said initially FACT's vehicle sharing program began the conversation with Lyft, but since then Lyft had not expressed interest. There was still room for discussion with Lyft regarding the vehicles.

Arun said outside of Lyft FACT's options for round the clock on demand service were limited to Yellow Cab. He discussed the pros and cons of using Yellow Cab vs Lyft. Lorie stressed the importance of the Indemnification clause and limiting FACT's and SANDAG's exposure to liability. She asked if all Lyft drivers had sensitively training or if it was a select group of drivers. Arun said a subset of drives had sensitivity training in order to serve specific contracts. Lyft was open to having a subset of drivers trained and available for FACT services, which would need to be addressed in the contract. Lorie recommended confirming the training details. She said she could move beyond the fingerprinting requirement, but did not agree with Lyft's rationalization that fingerprinting was discriminatory. She said on the positive side Lyft could help expand FACT's capacity to provide rides. Arun said staff would follow up with the details regarding the mutual indemnification agreement and driver training. John recommended postponing action until the November Board Meeting when all the details were available and other Board members were present.

Dave said he had never heard that fingerprinting was discriminatory and that he personally would not work with a company that did not fingerprint. He discussed having a level playing field regarding regulations amongst transportation organizations for public safety reasons. LaVonna noted that Sterling background checks were extensive and more comprehensive than other background checks she had encountered. John noted that Little League International required background checks for all coaches and volunteers, but did not require fingerprinting. LaVonna recommended

	<p>readdressing the fingerprinting concerns with Lyft. John said the fingerprinting issue could be used as leverage in developing the indemnification agreement. Lorie wondered if there was a taxi company that would offer competitive rates to Uber or Lyft. Dave and Arun said Yellow Cab had discounted their rates approximately 30% for their corporate clients and restructured their organization in order to compete with Uber and Lyft.</p>
<p>SANDAG meeting re CTSA review</p>	<p>Arun provided background information regarding Diane Eidam’s review of FACT on behalf of SANDAG. Arun had met with Muggs Stoll and Diane on October 21, 2016 to review the feedback from Diane’s assessment. He had not seen the full report, but was provided a list of recommendations. The list of recommendations was reviewed. He said his feedback to SANDAG pertained to one recommendation that limited FACT’s ability to save left over TDA funding. FACT averaged around \$40,000 to \$60,000 in unspent TDA funding that was unrestricted and added to FACT’s reserves. Reserves were used to match other grants, fund other programs, or cover expenditures during lapses in grant funding. He asked SANDAG if there was any flexibility in not relating the SANDAG work plan with FACT’s spending of annual allocated funds. SANDAG took the position that the money had to be spent. Arun indicated that none of the 6 annual TDA audits and 2 triannual TDA audits he had been involved in resulted in any findings or any indication that there was an issue with the way FACT was using TDA funds. FACT complied with the CTSA commitments without spending all the funds by utilizing other grants. He reviewed the other SANDAG recommendations in further detail. He indicated that Muggs agreed to attend FACT’s Board Retreat.</p> <p>Lorie asked if the spending restrictions was a SANDAG policy. Colleen Clements said SANDAG recognized the challenges of the grant reimbursement process. She said the TDA guidelines and rules came from the state. SANDAG was subject to state requirements and had to spend TDA funds, quickly apply the funds to another project, or return the money. She indicated that there had been feedback from TDA audits to look at the spending more closely. Arun said feedback may have been discussed internally at SANDAG, but from FACT’s perspective none of the TDA audits identified an issue with how the unrestricted funds were being used and the audits were 100% clean. Lorie asked if there were other</p>

sources of income that could be used build FACT's reserves. Arun said he was not aware of other sources of funding from SANDAG that could help add to FACT's reserves. He discussed FACT's past discussions regarding an off the top allocation of TransNet Senior Mini Grant (SMG) funding. The request was not accommodated by SANDAG due to potential unintended consequences of revising the allocation process. Currently TransNet funding was competitively awarded.

Susan asked if the carryover restriction on TDA funds applied to transit operators. She recommended learning how MTS and NCTD handled carryover funding. Maybe it was a terminology issue instead of an operating practice. Arun said this maybe a resolution because FACT's reserves were not used for any other purpose except to support its mission. Colleen said potentially FACT could come back with a budget adjustment based on savings and request that the funding be used for another project, but holding onto the TDA funding to make purchase until reimbursed by SANDAG was received, was not an appropriate use of the funds. As an example, if FACT acquired another grant for the same project then the TDA funds saved could be applied to another project. Arun noted that this was the only grant FACT had that was not paid on a reimbursement basis. John said he recalled past discussions regarding the reserve issue. Arun said Danielle had expressed concern with calling the funds reserves for accounting purposes.

Lorie felt that working with Colleen would be helpful. LaVonna said she had hoped for a more positive outcome from Diane's review and perhaps recognition for the work FACT had done as the CTSA. She asked Arun if there were any positive comments during his meeting with Diane and Muggs. Arun said Diane had been very complimentary regarding her perception of how FACT had managed funding and services. LaVonna said hopefully the performance criteria would measure the tasks and undertakings FACT had done well, which could help with requests for additional funding. Lorie said depending on what was being measured the performance criteria could demonstrate the value of FACT. Colleen said the purpose of the review was to assess the existing CTSA contract and amend the contract to more correlate with the tasks FACT was actually performing and how grant funding was used. She said the perception from SANDAG staff was that FACT was doing a fantastic job.

Dave clarified that he was the representative appointed by SANDAG to the FACT Board. He discussed trading his seat on the SANDAG Board with Supervisor Ron Roberts, but keeping his original SANDAG appointments. He wanted to ensure that the Board and SANDAG understood that he was the representative appointed to the FACT Board. Arun said a due date for

	<p>the SANDAG recommendation was not established and follow up with Muggs on the specifics was needed. Lorie said the acronym FACT was difficult to remember and did not say what FACT did as an organization. She said having an acronym that represented FACT's services would be helpful in its branding efforts. George said branding was a good topic for the Board Retreat. Dave said there was a lack of awareness of FACT services. He said FACT needed a better way to tell its story and ensure that residents were aware of services. Awareness was critical to secure additional funding. Arun said in August FACT had the highest ridership to date. He explained that FACT had limited its marketing efforts due to budget constraints. LaVonna added that FACT did not want to over promote services and then have to deny rides based on funding limitations. Arun said the current ridership levels were not sustainable.</p> <p>Arun requested Board feedback on scheduling the 2017 Board Retreat date. The Board decided to hold the Board Retreat on February 23, 2017.</p>
FACT Services Update	Meagan provided an update on FACT services and reviewed service statistics for RideFACT and contracted services. Overall demand for senior and ADA rides had increased. Arun noted that although FACT was performing more LIFT trips, it was still denying a significant amount of requests due to limited vendor capacity. He provided a brief update on the Rides to Wellness grant project with Tri-City.
Vehicle Sharing Status Update	Arun said Care4U Mobility would no longer receive 2 of the grant funded vehicles and instead the vehicles would be shared with Venture Medical and AGTS.
Monthly Financials	The monthly financial reports were available for Board review.
Annual Meeting	Arun said Mr. Chris Van Gorder, CEO of Scripps Health had agreed to speak at FACT's Annual Meeting. He thanked Dave and Bob for reaching out to Mr. Van Gorder. The Annual Meeting Planning Committee would have a follow up meeting soon to continue planning the event. Space at the San Diego Foundation was reserved for the Annual Meeting.
Board Member Comments	LaVonna said she was proud of the FACT Board and how well they have worked together over the years. George said the City of Lemon Grove was looking for ways to expand the usage of FACT.
Adjournment	The meeting adjourned at 10:45AM.

ITEM # 4

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: Schedule for Annual Board Retreat

ISSUE:

The Annual Board Retreat is generally held early in the calendar year. Staff requests feedback regarding the proposed scheduled for 2017.

BACKGROUND:

During September it was recommended that the Retreat be held at the earliest opportunity in order to review FACT's sustainability, status of grants and the funding options.

At the October Board meeting the scheduled options were discussed and the consensus favored holding the Retreat during February 2017.

Since the October meeting additional feedback from Board members indicated that February meeting may not be feasible due to scheduling conflicts.

RECOMMENDATION:

Staff requests the Board to approve the March 23 Board meeting date for the Retreat or provide feedback regarding alternatives.

ITEM # 5

TO: BOARD OF DIRECTORS

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

RE: New Service Proposals

ISSUE:

Update for Board members regarding several new service proposals in various stages of development.

NCTD LIFT Sub Contract discussions:

Fact has received inquiries from 2 vendors who have submitted bids on the NCTD Lift contract. Both vendors wish to purchase trips from FACT in order to support the proposed contract with NCTD. One of the parties requested FACT for rates which were provided. The second vendor has proposed tentative meeting with FACT staff during the week of November 14 in order to review the capacity and rates.

Sharp Coronado Hospital

Sharp Hospital provided FACT with some information on the cost and nature of trips that were provided for clients. FACT is looking for vendors who are willing and authorized to serve the Coronado Island area. A cost proposal will be submitted after a suitable vendor is found.

Palomar Health

FACT staff met with Ms. Marcy Adelman, Director Clinical Resource Management, Palomar Health and discussed the needs for cost effective and timely rides for discharged patients. There was currently an unmet need for transportation; there was also a specific trip to a rural area in San Diego which the Hospital was unable to serve. FACT is looking for solutions for the single rural ride as well as developing a proposal to implement a pilot project to meet the demand for discharge rides.

Ongoing Discussions and Challenges

In general it has continued to be difficult to get commitments from brokerage vendors to get rides during nights and weekends. Most drivers in the brokerage are employee drivers and they tend to work the regular shifts. One of the brokerage vendors - Yellow Cab (North and South county) have drivers available round the clock. The Yellow cab system includes predominantly independent contractor drivers who voluntarily accept rides that are placed in the Yellow Cab dispatch system. It has proved difficult to work out a system that guarantees

that a ride requested by FACT or by one of the medical service providers will be dispatched. While the system works for RideFACT, it poses credibility issues and liability for FACT if a discharged patient cannot get on demand confirmed transportation. There are also recent indications that the discounts implemented by Yellow Cab that are available for RideFACT rides may not be offered in case of the hospital trips. FACT is working with providers to identify all possible late night and weekend options within the brokerage.

FACT has informed both LIFT (NCTD) bidders that we are anxious to work as a subcontractor with incumbent or whichever entity is awarded the contract. All parties were interested in anticipating and quantifying FACT's capacity to handle paratransit rides; FACT's position was that any levels of service averaging higher than current levels would be possible with clear commitments on the vendors part regarding either a minimum guaranteed number of rides or a commitment to use FACT as the brokerage for all taxicab rides. While the responses and the specific offers will be discussed closer to the contract award date, FACT is working with brokerage vendors in order to position itself to provide the overflow demand service as subcontractor.

BACKGROUND:

RECOMMENDATION:

Staff requests the Board for feedback regarding the service proposals.

ITEM # 6

TO: BOARD OF DIRECTORS

**FROM: Arun Prem, Executive Director, Meagan Schmidt,
Operations Manager, Oswaldo Perez,
Grants Management Analyst**

RE: Review of possible Service Coordination with Lyft

ISSUE:

In September the Board reviewed information about a potential coordination arrangement with Lyft. Board members asked for specifics on some areas related to safety and liability. FACT staff met with Lyft representatives Daniel Trigub and Gyre Renwick on October 10 and reviewed the issues. The discussion below responds to the questions raised during the October meeting and responses as well as other follow-up.

BACKGROUND:

During early September FACT staff had preliminary discussions with Emily Castor, Director of Transportation Policy for Lyft, regarding Lyft's interest in developing collaborative medical transportation solutions in San Diego County.

Lyft is providing medical transportation under contracts with CareMore and MedTrans (managed care services). Lyft has a new service called Concierge which addressed a lot of service issues related to Transportation Network Companies (TNC's). Concierge is a third-party web application that allows its partners to schedule Lyft online on the behalf of someone who may not have a smartphone to do it themselves. The service allows users to book trips a week in advance of the travel date. These features as well as Lyft's interest in working with FACT could lead to an arrangement where Lyft would serve as a part of FACT's brokerage. This arrangement would add needed capacity to the brokerage at reasonable rates. It would also expand FACT's ability to operate during late nights and weekends.

Other Lyft service characteristics include potential for real time trip updates, drivers with sensitivity training, awareness of HIPPA and confidentiality. Utilizing Lyft would help increase FACT's capacity to meet our objective of expanding service for individual and contracted medical transportation needs.

September Board Discussion and October 10 meeting with Lyft

Board members asked for clarification and specifics regarding several operational areas. The primary concerns pertained to the thoroughness of background checks, including fingerprinting. There were also concerns about liability, insurance and indemnification, based on the attorney's review of the proposed Lyft agreement.

Meagan and Oswaldo met with Lyft representatives Daniel Trigub and Gyre Renwick on

October 10 and reviewed the Board feedback in detail. They were receptive to the feedback and responded to the concerns with detailed information. The discussion is summarized below.

In addition to background checks FACT needs to review the contractual issues with indemnification in more detail with the attorney.

Review of the recent meeting with Lyft

Lyft representatives provided an overview of their insurance requirements, criminal background check policies, vehicle inspections procedures, and driver training/mentorship program. Lyft's Concierge service was also demoed.

Insurance - Drivers must carry valid personal auto policies to be approved as a Lyft driver. Lyft, Inc. also provides insurance coverage during all parts of the Lyft ride, covering Contingent Liability (\$50,000 per person), Primary Automobile Liability (\$1 million), Contingent Comprehensive & Collision (\$100,000 per accident, \$25,000 property damage), and Uninsured/Underinsured Motorist (UM/UIM)(\$1 million)

Background Checks - Lyft conducts criminal background checks through Sterling, a third party, which determines a driver ineligible on the Lyft platform if any of the following are found on the record: (1) More than three moving violations in the past three years (e.g. accidents, traffic light violations); (2) A major moving violation in the past three years (e.g., driving on a suspended license, reckless driving); (3) A DUI or other drug-related driving violation in the last seven years; or (4) Any driving-related, drug-related, violent crime, sexual offense, or theft/property damage convictions in the last seven years (e.g. hit-and-run, felonies involving a vehicle). Any violent crime or sexual offense disqualify a person from being a driver. These background checks do not include fingerprinting.

Vehicle Inspections - Lyft conducts a 19-point vehicle inspection. Beyond that, Lyft relies on customer feedback through its in-app rating system if the vehicle condition is visibly less than excellent.

From the discussion, Lyft seems to rely heavily on its rating system for various types of feedback including vehicle condition and driver behavior. Lyft does not perform drug & alcohol testing after accidents/incidences as per USDOT regulations. Instead, it defers any accident response procedures to local law enforcement.

November Meeting with Lyft - On 11/2 Arun and Meagan spoke to Dan Trigub following the October Board Meeting to gain further insight into the background check and driver training processes. More information on the Sterling Background Check was provided along with documentation on Lyft's non-fingerprinting position. Three main reasons were given, including third party data supporting inaccuracy of fingerprinting processes, lack of proof of conviction from fingerprinting results and the cost/time burden involved. In response to specific questions about mandatory driver training Dan informed us that all Lyft drivers participate in a mandatory mentor session with an experienced Lyft driver. FACT staff contacted several agencies that have partnered with Lyft in order to understand the applicability of USDOT Drug and Alcohol regulations.

FACT staff reached out to several transit agencies to understand the potential compliance issues with DOT Drug and Alcohol regulations.

RECOMMENDATION:

Staff requests the Board to provide feedback regarding the potential coordination opportunity.

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:

	Sep-16
SERVICE	ONE-WAY TRIPS
First Transit	321
Poway	351
Oceanside	470
Elderheip	52
TOTAL	1,194

Contracted Services Inquiries

City of Encinitas - FACT submitted a proposal for a management contract type arrangement where FACT will provide oversight as well as transportation services under a subcontract.

A response from the City has not been received as of yet.

City of Oceanside Senior Van Service:

Contracted service for Oceanside began in September 2013. FACT has invoiced City of Oceanside for 14,778 trips from September 2013 – September 2016.

Approximately 1,900 clients are pre registered to use this service.

The current contract was extended from July 1, 2015 – June 30, 2017. Revisions to the rate structure were approved in the contract extension.

First Transit/NCTD LIFT Service:

FACT has provided transportation for NCTD’s LIFT program through First Transit since March 2014. A total of 6,473 trips have been provided from March 2014 – September 2016.

Poway Adult Day Health Care Transportation Service Contract

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

Safety First is the current provider for these trips. A total of 16,296 trips have been provided from January 2013 – September 2016.

Elderhelp Program

Contracted service for Elderhelp began on March 12th, 2015. The Board approved the extension of the Elderhelp contract on March 26th. 1,117 total trips were provided between March 2015 and September 2016. 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 2016

RideFA CT + Contracted	RideFA CT One way trip	Referrals- external	Referrals to RideFA CT	RideFA CT	Contracted	Total Trips	RideFACT Av. trip cost	RideFA CT Av trip
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FISCAL YEAR 2012-13								
SubTotal	14,541	2,242	12,299	6,623	1,505	8,128		
FISCAL YEAR 2013-14								
Subtotal	31,284	1,874	29,410	11,922	9,361	21,283		
FISCAL YEAR 2014-15								
July	2,763	172	2,591	891	1,211	2,102	\$19.13	11.9
Aug	2,700	140	2,560	870	1,177	2,047	\$18.15	12.1
Sep	2,768	123	2,645	857	1,446	2,303	\$18.75	12.1
Oct	2,976	118	2,858	1,038	1,347	2,385	\$19.63	11.9
Nov	2,702	89	2,613	794	1,112	1,906	\$20.36	12.3
Dec	2,549	102	2,447	905	880	1,785	\$20.96	13.2
15-Jan	2,694	128	2,566	882	996	1,878	\$17.99	12.2
Feb	2,558	113	2,445	819	1,250	2,069	\$16.19	11.7
Mar	2,879	156	2,723	917	1,422	2,339	\$15.63	11.7
Apr	2,733	146	2,587	865	1,283	2,148	\$14.78	11.4
May	2,488	73	2,415	748	1,184	1,932	\$16.40	11.7
June	2,444	90	2,354	689	1,220	1,909	\$18.53	12.4
SubTotal	32,254	1,450	30,804	10,275	14,528	24,803		
FISCAL YEAR 2015-16								
July	2,542	138	2,404	793	1,043	1,836	\$17.36	12.2
August	2,137	108	2,029	566	1,001	1,567	\$17.60	12.6
September	2,259	128	2,131	661	921	1,582	\$18.47	12.7
October	2,535	146	2,389	734	917	1,651	\$17.05	12.1

November	2,326	113	2,213	578	848	1,426	\$17.24	11.8
December	2,282	139	2,143	616	815	1,431	\$16.48	11.7
January	2,496	133	2,363	776	819	1,595	\$16.29	11.8
February	2,473	109	2,364	692	937	1,629	\$16.32	12.3
March	2,873	112	2,761	930	1,150	2,080	\$15.56	11.5
April	2,925	91	2,834	857	1,064	1,921	\$17.17	11.6
May	2,829	124	2,705	847	1,107	1,954	\$16.20	11.6
June	2,731	111	2,620	927	1,134	2,061	\$18.39	12.4
SubTotal	30,408	1452	28,956	8,977	11,756	20,733		
July	2,956	90	2,866	1,029	1,164	2,193	\$17.35	11.7
August	3,518	99	3,419	1,365	1,412	2,777	\$16.92	11.2
September	3,398	121	3,277	1,273	1,194	2,467	\$15.66	11.7
SubTotal	9,872	310	9,562	3,667	3,770	7,437		
TOTAL	118,359	7,328	111,031	41,464	40,920	82,384		

***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 # 12

TO: Board of Directors
FROM: Arun Prem, Executive Director, Budd Anderson, Office Manager
RE: Executive Director Report

Meetings and Events 10/27/2016 - 11/16/2016

10/27 Presentation at Interfaith - Leticia
10/31 Conference Call w Scripps staff - Arun and Budd
11/2 Mtg. with Palomar Health - Arun and Meagan
11/2 Mtg. with Lyft - Arun and Meagan
11/4 Budgeting and Financial Management class - Budd
11/7 Conference call with Yellow Cab - Arun and Meagan
11/8 VTCLI One Call One Click Project Team Meeting - Meagan
11/10 ARS General Mtg. - Oswaldo
11/10 Agenda planning mtg. - Dave, and Arun
11/11 Closed for Veterans Day
11/15-11/16 California Transit Association Conference

Upcoming Meetings and Events

mtg. 11/17 Annual Meeting Planning Committee - Following Board
11/24-11/25 Closed for Thanksgiving and Black Friday
12/8 FACT Board Mtg
12/17 CAM Meeting
1/26 FACT Annual Meeting