FACT Board of Directors' Meeting Minutes

November 28, 2012
Encinitas Hall, Encinitas, CA 92024

Board Members Attending	Dave Roberts, Teresa Arballo Barth, Bob Campbell, Phil Monroe, Norine Sigafoose, LaVonna Connelly, Milena Chakraverti-Wuerthwein – Ex officio Board Member
TAC Members Attending	Louis Knowlton, Janelle Carey
Board Members Absent	Susan Hafner, John Aguilera, Alane Haynes
Staff Attending	Arun Prem, Oswaldo Perez, Meagan Schmidt, Budd Anderson
Public/Guests	Pamela Montanile
Introductions	Chair Dave Roberts called the meeting to order at 9:03 AM. Introductions were made. Phil Monroe congratulated Dave on his success in the race for County Supervisor. Dave may be appointed to the Committee on Regional Planning as the San Diego Association of Governments (SANDAG) Board appointee for the County of San Diego. He will also be the alternate county member from North County Transit District's (NCTD) Board of Directors. Dave said this will position him to continue to promote FACT's message.
Approval of October 17, 2012 Board Meeting Minutes	**Motion to approve the October 17, 2012 Board Meeting minutes made by Bob Campbell. Second by Teresa Arballo Barth. The motion passed unanimously.**
Public Comment	Janelle Carey provided an update on Metropolitan Transit System (MTS) services. She announced that the Green Trolley Line travels downtown from Santee. She said most of the bus schedules have change to coincide with the new trolley route. The Blue Trolley Line will undergo rehabilitation in 2013.
Software and Service Development Committee	Item was deferred to later in the meeting.

update	
Amended New Freedom and SMG Grant resolutions	Arun discussed the Board's approval of Board resolutions which accompanied ten (10) grant proposals in support of five (5) projects at the October 17, 2012 Board Meeting. FACT successfully submitted ten (10) grant applications to SANDAG on October 31, 2012. The final amount of the proposed projects was $1,150,000. The projects were structured to be 100% funded by grants. Arun discussed Danielle Kochman's concern with the proportion of funds FACT applied for. Subsequently FACT staff revised six (6) of the final grant proposals as follows: Expand RideFACT Brokerage Service – 2014 (2 proposals) - The grant funding source was changed from New Freedom to Transit Senior Mini-Grant. The match funding source was changed from TransNet Senior Mini-Grant to New Freedom. The total project amount was changed from $150,000 to $250,000. Arun explained that the Budget was originally under estimated and the additional $100,000 added to the application is necessary for future expenses. Sustain RideFACT Brokerage Service – 2015 (2 proposals) – the grant funding source was changed from New Freedom to TransNet Senior Mini-Grant. The matching funding source was changed from TransNet Senior Mini-Grant to New Freedom. RideFACT Trip Reimbursement – 2015 (2 proposals) – The amount requested in the TransNet Senior Mini-Grant proposal changed from $200,000 to $125,000. The amount requested in the New Freedom proposal changed from $50,000 to $125,000. Staff requests the Board approve revised resolutions in support of six (6) updated grant applications. **Motion to approve revised resolutions in support of six (6) grant applications that were updated made by Phil Monroe. Second by Teresa Arballo Barth. The motion passed unanimously.**
Brokerage Service Review: RideFACT October Update Software procurem	Arun presented statistics on FACT referrals and RideFACT ridership for October 2012. Statistics for October are as follows: 1073 referrals, 870 of the referrals were to RideFACT, 684 one way trips were performed on RideFACT, 91% of trips were for seniors, 71% of trips were medically related, and 14% were accessible trips. 20 cities were served, the average trip distance was 10.92 miles, the average cost per trip was $21.93, and an average of 22

ent update	trips were provided per day.

Arun explained that the difference between the 870 referrals and the 684 performed trips was related to no shows, cancelations, and trips unable to be performed by RideFACT providers (Reasons: short notice, no vehicles available, etc.). He said some of the provider rates have been altered throughout the service, but most have remained at a reasonable price.

LaVonna asked if this was a result of provider's anticipating or receiving a volume of trips from FACT that will and/or have offset any unprofitable trips. Arun said to some extent this has occurred and referenced the high volume of trips performed by AAA Transport and Alpha Project compared to earlier in the year. FACT meets with providers every quarter to review service parameters and current issues.

Bob requested that the overhead cost per trip be included in the average cost per trip in order to determine the exact cost to FACT.

Bob noticed that trips were offered to people who were not San Diego County residents. He wondered if funding should be restricted to assist county residents only. Arun said currently anyone who meets the service parameters and have no other resources available will be granted a ride on RideFACT as long as the travel occurs within San Diego County.

Dave was under the impression that FACT served only the major 18 cities in San Diego County, but the graph depicting trips by city of origin included unincorporated areas. Arun explained that FACT expanded to unincorporated areas that were densely populated and easily served by current brokerage contractors. He said unincorporated areas are being added to the service area according to the feasibility of cost and provider availability.

Bob said FACT needs to determine the cost associated with cancelations and no shows as well as determine how to prevent or penalize these actions. Arun explained that it is administratively expensive to track, monitor, and following up with riders and providers regarding no shows and cancelations. With current staffing levels it is difficult to dedicate a staff member to audit and compare data to provider invoices. The software will assist with this issue.

Phil wanted to clarify that the number of trips counted are one-way trips and that a majority of rides were roundtrip, so they were counted twice. Arun confirmed Phil's statement. Phil said the chart shows 1073 calls and 870 RideFACT trips. He said if a majority of callers were requesting roundtrip rides then the call volume should be about half the number depicted. A customer calls once for a round trip ride, not twice. Dave said as a brokerage FACT is not providing rides to all callers due to eligibility |

	requirements and referrals to other services. Arun clarified that the 1073 number does not refer to call volume; the number includes each one way RideFACT trip being counted as a separate referral.
	Phil felt the presentation of the data was misleading. He felt the referral stats were skewed considering the client calls once, but is counted twice for each leg of the roundtrip. Phil suggested including total calls as a statistic to be reported. LaVonna recommended altering the names of the statistics so there is no confusion regarding what it represents. Arun said he will look into a more clear and accurate way to collect, audit, and report referral data.
	Dave highlighted the growth of FACT since its inception and commended FACT on the amount of trips currently being performed.
	Arun said referrals increased by 64% and RideFACT trips by 70% from September to October. Accessible trips increased significantly. The percentage of senior and medical related trips has remained stable and the average trip mileage appears to be stabilizing. He said the average cost per trip to FACT and average trip length is expected to increase due to client travel needs, service limitations of other agencies, increased gas prices, and provider rate structures.
	Bob said the average trip mileage for August on the RideFACT monthly data says 21.43 and the service statistics located on the Board agenda shows the number at 12.43. Arun said the 12.43 is the accurate number representing the average trip length.
	LaVonna asked if FACT knew the reason for the dramatic increase in referrals from September to October. Arun felt this may be due to transit agencies referring clients to FACT.
	Arun said the software proposals have been reviewed by the software consultant and FACT staff. Copies of the proposals were mailed to the Software and Service Development Committee. The Committee will meet on December 5, 2012 to discuss the proposals and hopefully make a selection to bring to the Board for action in January.
2013 Board Meeting Schedule	Staff requested the Board to review the proposed Board meeting dates for calendar 2013. Due to scheduling conflicts the Board meeting dates needed to be changed from the 3rd Wednesday of each month. Discussion took place regarding alternative dates.
	The 2nd or 4th Thursday of the month were proposed. Phil said the Board Meeting was originally moved to the 3rd Wednesday of each month due to the timing of financial reporting. Phil asked if this would still be an issue. Arun said the 4th Thursday would be better because it would allow

	adequate time to prepare the financials. Bob had a scheduling conflict on the 2nd Thursday of the month. The Board decided to schedule the monthly Board Meetings in 2013 for the 4th Thursday of each month. Due to the Holidays the November meeting will be held on the 3rd Thursday (21st) and the December meeting will be held on the 2nd Thursday (12th). **Motion to approve the 2013 Board Meeting scheduled outlined above made by Norine Sigafoose. Second by Phil Monroe. The motion passed unanimously.** Teresa suggested editing the bylaws to indicate that Board Meetings take place at a regular determined day and time instead listing the exact day and time. This will eliminate changing the bylaws each time the day and time are changed.
CAM Recommendations New member appointment Subcommittee recommendations re. travel to conferences	CAM has reviewed and approved the appointment of Pamela Montanile, Tony San Nicolas, and Tom Ferris. Arun said he is waiting for credentials from Tom Ferris to clarify his relationship to transportation needs or services in his community. Arun said the Board could table this until Tom's credentials have been received. He said Pamela and Tony could be appointed at this time and Tom could be appointed at a later date. CAM proposed delegating a representative to attend regional conferences and training opportunities. Arun discussed a subcommittee meeting with Alane Haynes and Floyd Willis regarding the topic. FACT will not subsidize the expenses but support the effort by identifying new grants and/or scholarship to cover the expenses. Staff requested Board comments/feedback on CAM's proposals. Arun felt it may be better to table this discussion until Floyd and Alane are present to represent their opinions. **Motion to appoint Pamela Montanile and Tony San Nicolas to CAM made by Phil Monroe. Second by Norine Sigafoose. The motion passed unanimously.**
December 12 – Annual Meeting Prep.	Arun said Pamela B. Smith, Director, Aging and Independence Services (AIS) and Jeffery T. Gering, CEO, VA San Diego are planning on attending the Annual Meeting and delivering a brief address. Phil reported the Board Officer Nominating Committee's recommendation for Board member appointments for 2013. He thanked LaVonna and Norine for their help in selecting the recommendations. The recommendations were as follows: Bob Campbell – Chair, Dave Roberts – Vice Chair, LaVonna Connelly – Secretary, and Susan Hafner – Treasurer. The Board will vote on the nominees at the Annual Meeting on December

	12, 2012.
	The Board thanked the committee for their effort and nominations.
Review of Financial	Bob requested that a list or report be created to summarize the expense exceptions that led to wide budget variances. He said this will help the Board track funding coming in and being expended. Arun said the only large variance he found in the Budgeted Expense and Variance Report for July 1, 2012 – October 31, 2012 was in the meeting expense section. Arun explained there were unexpected maintenance repairs on the copy machine that were recorded in the meeting expense section.
	Phil and Bob asked if the copier expense was recorded in the office computer support section because the budget variance was 159.48%. Arun explained that the percentage represented variance due to software purchased at a discounted price, but reported at licensed value according to accepted non-profit accounting practices. Arun said he would forward the Board an explanation on why it was recorded this way. Phil said when he looks at the Budget and Variance Report he would like to see the actual money taken in and expended by FACT. He said there are other ways to show these exceptions without altering the real money being reported. Arun said he will discuss the issue with Dennis Randall.
	Board Members asked why copier maintenance was being recorded in FACT meeting expenses. Arun explained it was recorded this way due to the high volume of copier use for meeting preparation. He said past reports have had random expense categories. He has been working on organizing the expenses into standard categories, but indicated it still needs improvements.
Executive Director Report	Arun highlighted important meetings that occurred during the month of October 2012.
	He discussed the Volunteer Driver Coalition (VDC) Training & Appreciation Event in Vista that Patty Pauletto, John Aguilera, and he attended.
	He discussed a meeting with Dan McCaslin and Jim Byrne at MTS regarding a proposal for donating retired paratransit vehicles. MTS would like to implement this in collaboration with FACT, perhaps as a pilot project. The vehicles will remain in MTS's service area and be donated to agencies that would support ADA Para transit services. FACT would assist with the planning, selecting agencies, vehicle title transfers, and vehicle registration. Experience with FACT's past vehicle donation preparation will assist with implementation process.
	Arun mentioned his meeting with Bill York from 2-1-1 to review the VTCLI schedule. Arun mentioned that Bill had informed him that the grant

	process has slowed down and the signing of documents by FTA will occur after January 2013. He said 2-1-1 is interested in exploring a pilot project to handle a limited number of calls for FACT. FACT and 2-1-1 will need to look into a system for transferring calls between the agencies as well as train 2-1-1 staff to handle FACT calls.
Board Member Comments	Teresa discussed attending the Holiday Basket Program at the San Diego County Fairgrounds which hosted Project Homeless. Social service agencies and other services (humane society, cosmetologists, dentists, doctors, etc.) were available for a one stop shop. The program was organized by Alliance for Regional Solutions (ARS) and hosted by CRC staff. She recommended FACT get involved in the future to assist with transportation issues.
	Phil mentioned a similar program for veterans called "Stand Down" which takes place annually in San Diego. He suggested FACT become involved as well. Dave mentioned that the program is put on by Veterans Village. Dave said Harold C., retired three star general, is the president of the Veterans Village Board. Dave could put FACT In touch with Harold.
	Dave discussed attending the San Diego Rescue Mission which served homeless people Thanksgiving lunch.
	The Board congratulated Dave on his successful campaign for County Supervisor.
	Dave passed along his "what you do makes a difference" badge to Arun to commemorate the success of FACT in making a difference in the community. The badge is associated with the International organization "Difference Makers" started by Helice "Sparky" Bridges of San Diego.
	Dave thanked the Board and guests for attending.
Adjournment	Meeting was adjourned at 11:20 AM