



Facilitating Access to Coordinated Transportation

Meeting Agenda and Notice  
**FACT Board of Directors Meeting**  
**9:00 a.m., October 24, 2013**  
Poinsettia Room, Encinitas City Hall  
505 S. Vulcan Avenue, Encinitas, CA 92024

**Introductions**

1. Approval of September 2013 Board meeting minutes p-2 ACTION
2. Public comment INFORMATION
3. Board Chair's report INFORMATION
4. New services update p-10  
INFORMATION/ACTION
  - SDCOE Update (Foster youth transportation)
  - City of Oceanside service update
  - Service Development Committee Report
5. RideFACT service update p-13 INFORMATION/ACTION  
Presentation - 10,000<sup>th</sup> rider
6. Bylaws amendment - meeting attendance p-14
7. Award of reassigned Caltrans 5310 vehicle p-15 ACTION
8. Renewal of FACT's office space lease p- 16  
UPDATE/ACTION
9. Policy updates - Whistleblower policy, records retention p-18 ACTION
10. FACT Business Plan Update p-19
11. Software procurement  
INFORMATION
12. Annual Meeting Prep (Dec 12, 2013) POSSIBLE  
ACTION
  - Keynote speakers (No confirmations received)
  - Norine Sigafoose Award - Nominee recommendations
  - New Board, CAM, TAC appointments
  - Bylaws amendments
13. Review of financial statements, Aug, Sep 2013  
INFORMATION
14. ED report P-21 INFORMATION

**ADJOURNMENT****FACT's Mission**

Assist San Diego County residents with barriers to mobility to achieve independence through coordination of transportation services

**ITEM #1****FACT Board of Directors' Meeting Minutes**

September 12, 2013

Encinitas City Hall

505 S. Vulcan Avenue, Encinitas, CA 92024

Board Members Attending	Hon. Dave Roberts, Bob Campbell, LaVonna Connelly, Hon. Teresa Arballo Barth, Phil Monroe, Norine Sigafoose, Susan Hafner, Hon. John Aguilera
TAC Members Attending	Danielle Kochman-SANDAG
Board Members Absent	Milena Chakraverti-Wuerthwein - Ex officio, Alane Haynes
Staff Attending	Arun Prem, Meagan Schmidt, Budd Anderson, Oswaldo Perez
Public/Guests	Ben Macias-City Link Foundation
Introductions	Vice Chair Dave Roberts called the meeting to order at 9:00 AM.
Approval of September 12, 2013 Board Meeting Minutes	<b>Motion to approve the July 2013 Board Meeting minutes made by Teresa Arballo Barth. Second by Phil Monroe. The motion passed unanimously.</b>
Public Comment	None
Board Chair Report	None
RideFACT service update	Arun said RideFACT demand and ridership has continued to increase and provided 1,203 trips in July. 64% of the trips were medical related. The

	<p>average cost per one-way trip has continued to decrease and was \$10.84 for the month of July. Trips performed on Sol operated 5310 vehicles were not included in the calculation. He indicated that the 5310 vehicles would be used for the Oceanside Van Service. He said there has also been increased interest from transportation providers to join the brokerage. From his estimates RideFACT had provided over 10,000 one-way trips. He suggested celebrating this milestone by inviting the 10,000<sup>th</sup> rider to FACT’s Board Meeting.</p> <p>Dave said FACT was mentioned during SANDAG’s presentation on transit services to the County Board of Supervisors. He felt it was a good time to provide an update on FACT’s services to the SANDAG Transportation Committee. He said it was important to continue reminding officials about FACT’s services. Bob Campbell said he had discussed briefing the SANDAG Board of Directors on FACT services with Jack Dale, SANDAG Board Chair. Dave said he could join Bob during the briefing. LaVonna agreed with Dave that FACT needs to continue to promote and reinforce awareness because of the unique and complicated nature of FACT’s services.</p>
<p>New and potential new services</p>	<p>Arun provided a summary and update on the Oceanside Van Service. In early July the City of Oceanside issued an RFP to procure shuttle transportation service know as Van Service, for seniors. FACT submitted a bid after the Board’s approval of the proposal in August. In early August staff from the City of Oceanside informed FACT of the City’s decision to award the contract to FACT, but was not yet formally approved by the Oceanside City Council; the Council was scheduled to meet on September 25, 2013 to discuss the proposal. FACT began accepting reservations for the Van Service on September 9, 2013 and would begin providing transportation on September 16, 2013. Phone call volume has risen and the number of reservations has remained in the projected range.</p> <p>Bob asked if this preliminary arrangement was in writing since the program was not formally approved by the City Council. Arun said he had emails documenting the arrangement. He said even if the contract was not executed the scope of the service coincided with RideFACT services and would not be an issue with compliance or reimbursement. John Aguilera asked if anyone on the City Council was championing FACT to perform the service. Arun noted there were no concerns from the City of Oceanside Staff or any indication of a problem. The Van Service was a long-standing and well established program that has been around for 6 years. Oceanside Staff expected that the City Council would appreciate the competitive rates submitted by FACT.</p> <p>Bob asked if John would attend the Oceanside City Council Meeting in support of the service. John said he would try to attend. There was discussion on whether FACT’s presence was needed or appropriate at the meeting. LaVonna felt it would be beneficial to have a FACT representative</p>

attend the meeting to answer questions. She said it was not uncommon at City Council Meetings for competitive vendors to contest awarded contracts; she said this could result in the item being pulled out of consent until the issue can be resolved. This could be detrimental if a representative is not present to answer question on FACT's behalf. Phil added that it was not uncommon for City Councils to postpone action items due to protests related to awarded contracts. LaVonna asked if there were other vendors who had bid on the contract that may attend the meeting. Arun said American Logistics Company (ALC) had bid on the contract. The Oceanside Van Service procurement agenda item was not available. Arun said he would attend the meeting.

FACT's attorney reviewed the Van Service contract and requested rewording of certain sections. The City of Oceanside did not agree to change the indemnification clause language but would accommodate a language change to indicate that both parties have legal recourse if there is a dispute.

Arun reviewed the discussions with SDCOE regarding a contracted service arrangement to transport foster youth between their home and the "home" school. SDCOE staff discussed the possibility of a contract and requested a new quote be submitted by FACT in order to get the process initiated. FACT submitted a quote similar to the one before but a \$5 administrative expense was added to the cost per trip.

Arun said the agencies who were originally interested in providing transportation have given the service a second thought due to SDCOE certification process. He said Sol Transportation was not confident in their ability to have certified drivers throughout the entire county. Since there was no demand projections available it was difficult to estimate how many certified drivers would be needed for the service. FACT crafted an arrangement to have 2 North County and 2 South County providers available for the service. Due to the lack of information FACT would only commit to a contract that would have no penalties for nonperformance. He said FACT would perform as many trips as possible, but would not commit to performing all the trips. It could take up to 3 months to get all the drivers certified for the service.

Since the transportation was school related most of the resources would be needed around the same time of day. Phil said as the service grows the demand would become clearer and the transportation would be on a consistent schedule. Arun agreed but said the unknown demand level would change as new students are added to the program or students are relocated. Bob and John asked what SDCOE's alternatives would be if FACT

could not perform a ride. Arun said he did not have that information but was aware of SDCOE utilizing taxi cab services in the past. John said that maybe the service would not be available in certain situations until transportation could be arranged with a certified driver. LaVonna noted that the service was new and prior to the program individual schools handled Foster Youth Transportation and not the SDCOE.

Bob asked if it was the subcontractor's responsibility to ensure that the back ground checks were completed and certifications complied with SDCOE requirements. Arun confirmed and said that FACT is in the process of negotiating a one-time certification fee of \$100 to \$150 per driver. The SDCOE has been agreeable to the proposal. LaVonna asked how Sol felt about the proposal. Arun explained that in addition to FACT the SDCOE requested a separate bid from Sol. FACT would have to sign agreements with each subcontractor before a bid would be submitted to the SDCOE. He said it appeared that all 4 subcontractors were comfortable with the price and terms of the agreement. Bob reminded the group that the Board had previously authorized staff to proceed with the contract unless something radically changed.

The Service Development Committee met on September 10, 2013. He mentioned that the attendance was low; Danielle Kochman, Todd Lordson, Katherin Hollarn, and FACT staff were present for the discussion. The Committee would need to reconvene with the same agenda. The agenda items included the following: no show/ cancellation policy, demand management, discounted fares/promotions, eligibility based on disability/age, and expansion into rural areas. No shows and cancellations are difficult to manage due to the limited office hours at FACT and the need for a formal policy. Once a policy is established an outreach campaign would be needed to relay the policy to riders; at the moment clients are only informed of the informal policy after a no show or cancelation has occurred. The amount of notice required for a cancelation needs to be determined; he discussed 2 hours or more as adequate notice. The other issue was handling cancelations after office hours and on weekends; he discussed extended operating hours or round the clock service by utilizing a call center.

The demand management issue mainly had to do with medical needs, predominantly dialysis, consuming a majority of RideFACT trips. The current policy has no limit on the amount of rides a client can schedule. At the current ridership level the amount of rides would exceed monthly projections; 12,500 trips were projected for the year. Discussion would need to take place to determine whether to limit trip distance per month, the amount of trips per month, and/or prioritize or limit certain trip

	<p>purposes. LaVonna recommended contacting the dialysis centers to inform them of how often their clients are using RideFACT and the impact it has on the service. She recommended working with the dialysis centers to find a solution before imposing trip limitations. Bob agreed with LaVonna and said the dialysis centers should have some accountability and responsibility for getting their clients to and from treatment centers. Meagan Schmidt highlighted the 3 dialysis centers that are predominantly served by RideFACT: DaVita, Fresenius, and Renal Advantage. She said Danielle Kochman was working on mapping the origin of riders and the dialysis destination in order to determine if clients were traveling to the closest dialysis centers. She gave an example of one dialysis client scheduling 30 one-way trips in a month. John suggested possibly imposing a higher fare for clients who have exceeded a certain amount of trips or mileage per month. Teresa asked what the trip capacity was based on. Arun said the capacity was mainly based on Senior Mini Grant funding from SANDAG and 5310 vehicle use. Phil asked if riders were means tested to determine eligibility. Arun said riders were not means tested and eligibility was based on an honor system.</p> <p>Dave said the intent of the agenda item was to report on the Service Development Committee Meeting. He felt that the topic should be added to the next Agenda so that it was adequately announced to the public before detailed discussion took place. Bob said they were merely framing the discussion and clarification was needed because the monthly ridership capacity was an issue and staff would need to know how to respond once the capacity was reached. Teresa agreed with Dave that the topic should come back to the Board as a specific agenda item with detailed information. Bob asked how staff should proceed if the capacity was reached for the month. Danielle said the ridership cap was for the whole year and adjustments could be made from month to month. Bob said the topic would be brought back as an agenda item for discussion. Bob requested staff initiate discussion with the dialysis centers. He proposed holding a Service Development Committee Meeting in early October to discuss these issues; he apologized for not being able to attend the meeting on September 10, 2013.</p>
<p>Bylaws updates - meeting dates; leave of absence policy for Board</p>	<p>Arun said the agenda Item was in response to Board member absences related to scheduling conflicts. The FACT bylaws do not have any provisions regarding Board Member absences. Bob felt there should be a discussion regarding how long a Board Member could be absent and how to handle excessive absences. Dave recommended changing the Board meeting date to possibly mitigate some of the scheduling conflicts; He suggested the 4<sup>th</sup> Monday of each month. Arun asked if a leave of absence prevision could be included in the bylaws; he suggested up to one year of</p>

	<p>leave. LaVonna felt that issues may arise if 2 Board members elect to use the absence provision simultaneously.</p> <p>LaVonna asked if there was a Board Member who was unable to attend the current Board Meeting day. Dave indicated that Alane could not meet on the 4<sup>th</sup> Thursday of each month. Arun said from his understanding Alane Haynes was not able to attend any Board Meetings for the remainder of the year regardless of the day. Phil felt that she should resign from the Board and when feasible and her schedule allowed she could rejoin. Teresa agreed and felt that a year’s absence could potentially create issues with quorum. Dave said he was under the impression that Alane could not make the Thursday date only which is why he proposed changing the day of the week. Bob said he got the impression from speaking with Alane that she would like to step aside from the Board for a year, but was not positive. Norine Sigafoose said that if a Board Member made a commitment to the Board then it was within their commitment not to take on other obligations that have priority. Dave mention that the meeting day of the week changed after Alane committed to the Board. LaVonna noted that Alane attended some of the meetings after the day was changed. The Board came to consensus that the 4<sup>th</sup> Thursday of the month was the most convenient. The Board decided that members should resign from the Board if they cannot commit to attending Board Meetings regularly. Dave said he would contact Alane to clarify her position and relay the Board’s decision. Board members felt that Alane was a great asset to the Board and would like her to remain if her schedule would allow it.</p>
<p>Annual Meeting Prep (Dec 12, 2013)</p>	<p>Bob announced the Board Officers Nominating Committee appointments as follows: Dave Roberts, John Aguilera, and Norine Sigafoose. The Committee’s decision would be brought to the Board in November.</p> <p>Arun said the Annual Meeting was scheduled for December 12, 2013 at Encinitas City Hall Council Chambers. Arun and Bob thanked Teresa and Encinitas staff for allowing FACT to use the facilities. Arun said that invitation letters were sent to potential keynote speakers including Gary Gallegos (SANDAG) as well as some FTA and Caltrans officials. He asked the Board if there were any speakers or guests that should be invited. Bob suggested Harry Mathis (MTS Board Chair); he said this would also act as needed outreach to MTS. LaVonna recommended Jack Dale (SANDAG Board Chair) and/or Mary Sessom (Mayor of Lemon Grove). Susan suggested possibly getting a representative from outside San Diego in order to demonstrate some innovative brokerage models that have helped ADA transportation; she mentioned Las Vegas and Boston as options.</p> <p>Arun asked the Board if they had any nominations for the 2013 Norine</p>

Sigafoose Partner of the Year Award. The award was given to an individual or organization that has supported FACT's efforts and activities. Bob and Norine said the award did not necessarily need to be made every year. Teresa suggested Dave Roberts for bringing FACT awareness to the County level. Phil said the FACT Board and affiliated organizations like SANDAG are not eligible to receive the award. Phil suggested Ben Macias for helping formalize CAM meetings and improving CAM attendance.

Arun asked if the Board had any recommendations for new Board members. He indicated there were several candidates interested in joining CAM; recommendations would be brought to the Board for approval. LaVonna discussed Lois Knowlton as a potential Board member. She asked if there was any criteria/or skills in particular that the Board was seeking. Bob said it would be nice to have a Board member who represents MTS. Phil suggested scouting new City Council members for candidates. Bob discussed Jerry Rindone of Chula Vista as a transportation and education centric candidate. The Board said they would look into the MTS Board for candidates.

Arun said he would bring any recommended bylaw amendments to the Board in October. He asked the Board if they had any recommendations. The Board leave of absence policy or changing the Board meeting date would require bylaw amendments. The Board decided not to include a leave of absence provision and not to change the Board Meeting date. Arun indicated that there was no absence policy in place. Bob said some type of absence policy should be established.



<p>CAM update - presentation by Ben Macias, Chair</p>	<p>Bob introduced Ben Macias. Ben provided an overview of the history and structure of the Council on Access and Mobility (CAM). He said 22 of 25 member seats on CAM were currently occupied and several new membership requests have been received. CAM was a good resource for the community, has helped build relationships, and has assisted in developing programs. He reviewed CAM members, the agency each member belonged to, and their membership category. He said there was 1 vacant seat in the Private Sector Service Providers/Consult category, 2 vacant seats in the Faith Based Transportation Providers category, 2 vacant seats in the Hospital/Medical Transportation category, and 2 vacant seats in the Open Seats category. Arun discussed Elyse Lowe (Move San Diego) and Craig Jones (Interfaith) as potential CAM members. Phil asked if Alpha Project was interested in joining CAM. Arun said Alpha Project has attended meetings in the past, but may have staffing limitations.</p> <p>Bob asked Danielle if she could look into the status of the Quality of Life Initiative. He also asked if she could look into SANDAG possibly providing a line of credit for FACT in order to avoid cash flow issues. Danielle said she would look into it.</p> <p>Phil discussed the Tribal Chiefs Association and the Interagency Technical Working Group on Tribal Transportation Issues as a good source for soliciting a Tribal CAM representative. Teresa encouraged CAM to reach out to Alliance for Regional Solutions. Ben said he would research the organizations for potential members. Bob said he would speak with Nick Macchione regarding Aging and Independence Services (AIS) involvement in CAM. Bob thanked Ben for his presentation.</p>
<p>Award of reassigned Caltrans 5310 vehicles</p>	<p>Arun said FACT has agreed to accept a reassigned Caltrans 5310 vehicle that would be leased to a brokerage vendor as per the policy approved by the Board in July 2013. The vehicle was originally awarded to the Southern Indian Health Council. Caltrans recalled the vehicle and requested that FACT accept the vehicle. FACT announced the opportunity and Request for Proposal (RFP) via email to FACT's contact list, posted on FACTs website, discussed at CAM, and sent it to CalACT to be posted on their website. So far there have been no responses. A committee would need to be formed to review the applications. Arun requested that a Board member be appointed to the committee per the policy. LaVonna volunteered to join the committee. LaVonna asked if the vehicles were limited to a certain service area. Arun indicated that there were no service area restrictions. Ben recommended ensuring that the selected provider has the necessary licenses to operate the vehicle. Bob wanted to ensure that the vehicle usage was reported. Arun said reporting requirements were proposed and would be included in the contract between FACT and the provider. He</p>

	<p>noted that the vehicle could be recalled if it was improperly used or underutilized as indicated in the agreement.</p>
<p>Review of financial statements, July and August 2013</p>	<p>Arun explained that there would be a month’s delay in the reporting of the financial statements due to the timing of provider invoices. He said as a result the July statements were available but the August statements would not be ready until October.</p> <p>John asked for an explanation for the high variance In payroll taxes; he said this item should have been easily predicted and should be set for the year. Arun said from his understanding the variance should even out over the year, but could get further clarification from Dennis Randall (FACT CPA) if needed. John said maybe the payroll tax was paid quarterly. Arun said the security expense was high but would decrease over the next month as a result of bimonthly payments instead of monthly. Arun indicated that the insurance budget was underestimated for the year. He said FACT overhauled its insurance coverage and purchased additional umbrella coverage to adequately cover the increase in transportation. He said an adjustment would be made to the next Budget. Bob noted that in general commercial insurance rates have risen. Phil asked for an explanation for the amount of money spent for legal services. Arun explained that it was not a typical amount, but legal services were needed to review proposed service contracts.</p>
<p>ED Report</p>	<p>Arun said FACT’s internal audit was completed by Sonnenberg &amp; Company. Preliminary discussions with the auditor indicated that FACT needed a whistle blower and record retention policy in place. He said it was a clean audit and no findings were expected. Arun said draft information regarding the policies would be presented at the next Board Meeting. The Board indicated that they were contacted by Sonnenberg to answer questions regarding FACT.</p> <p>Meagan Schmidt announced the National Transit Institute (NTI) workshop that FACT would be hosting on October 10<sup>th</sup> and 11<sup>th</sup> at the County Operations Center. The workshop topic was Managing Community Mobility. She asked if any Board members were interested in attending or if they had recommendations for additional attendees. Bob said he would like to attend. Arun said unfortunately only a few people from local agencies have enrolled in the program. For potential conflict of interest reasons Susan disclosed that she worked for the National Transit Institute. She mentioned that most of the workshops begin with opening remarks from Board leadership of the hosting agency; she recommended accommodating this. She said it was an excellent program and was disappointed that local agencies were not taking advantage of the</p>

	opportunity.
Adjournment	Bob thanked Board members and guests for attending. Meeting adjourned at 11:15 AM.

**ITEM #4**

**TO: BOARD OF DIRECTORS**  
**FROM: Arun Prem, Executive Director**  
**RE: New services update**  
**ISSUE:**

Provide the Board with status updates on:

- Oceanside Van Service contract award, implementation
- Foster youth transportation, update on discussions
- Service Development Committee report on Sep 10 meeting

**BACKGROUND:**

**City of Oceanside Senior Van Service:**

Service began as planned on September 16. While overall impact on reservations was manageable, the number of trips booked for the first two weeks (83) were slightly higher than anticipated. The average trip distance for the Oceanside Van Service was approximately 5.3 miles, one-way, which was lower than anticipated. Oceanside staff was in contact with FACT through the start up and satisfied with the start up. FACT staff stayed in contact with the contractor to ensure the service was operating smoothly. New riders were added to the registered rider list initially provided by the City.

During September, the first month of service, 80 one-way trips were provided.

**SDCOE Foster Youth transportation contract**

During ongoing discussions, SDCOE staff informed FACT that due to the lack of qualified providers they had decided to extend the existing service contract with Sol for a month, through the end of October.

FACT was informally asked to submit a bid for a potential longer-term contract. FACT solicited current prices from several vendors who had expressed interest in working with FACT as subcontractors for the foster youth transportation.

FACT worked with Sol Transportation, Care4You Mobility and CityLink on process and various terms required in the proposal, including service area coverage, number of drivers to be certified for the program as well as other terms. Sol's prices were not competitive compared to other vendors and therefore were not included in the final proposal. FACT submitted a proposal to SDCOE on September 24.

On October 7, we were informed via email that SDCOE needs to follow a formal procurement process, and that a bid notification will be issued in the near future.

**Service Development Committee Report:**

The service Development Committee met at SANDAG HQ on October 8, 2013. Bob Campbell, Phil Monroe, Todd Lordson, Danielle Kochman, Arun Prem, Meagan Schmidt, Oswaldo Perez and Budd Anderson attended the meeting.

Discussion:

1a. No Shows and Cancellations:

The committee looked at the date on no shows and discussed the current practice of reviewing each no show with the riders to identify the riders and specific causes. There was discussion on need for improved access for riders who need to cancel rides after hours or during weekends.

Phil asked for more information on whether the same set of riders were responsible for most no shows or cancellations. Meagan explained that that didn't appear to be the case but that she would look at the database to determine if that was the case. Phil felt the no shows were a small percentage of trips that appeared to be a reasonable cost of doing business. There was general agreement on this assessment. The cancellations that were more numerous did not result in expenses because recurring riders who cancelled trips represented most of the cancelled rides. Danielle recommended counting the cancellations differently to correspond more closely to number of riders who cancelled than the number of one way rides that were canceled.

1b. Recurring trips:

Danielle provided a chart showing sample origins and destinations of some trips to dialysis centers. There was general support for continuing to meet the need for dialysis transportation, and the small sample represented on the chart indicated that the riders were travelling to dialysis centers that were close to their home. It was recommended that we advise riders to choose closer locations when it appeared that options were available.

While recurring trips and overall number of trips continues to rise, the demand is manageable in the short run. The cost of purchasing trips through the brokerage has been lower than anticipated therefore the number of trips available will exceed earlier projections. In view of the growth in demand Bob said he would like to see a policy in place soon, preferably by the close of calendar 2013.

1c. Discounts and promotions:

There may be some opportunity to increase shared rides without incurring additional cost by offering incentives to riders who travel in pairs or groups from the same origin to the same destination. FACT's contracts with vendors allow for additional riders without additional cost. If a fare based incentive is used, there would be some revenue loss based on the level of incentive offered. There was support for this proposal and some possible incentives were discussed - including fare-free riders for additional riders, lower fares, or incentives during off-peak travel hours. The incentives would be discussed with CAM in order to avoid impacts on other regional services.

## 2. Eligibility

Disability based eligibility is not an immediate issue because FACT has not yet implemented MedAccessRIDE for persons with disabilities. It was recommended that eligibility for the service could be established by SSI/SSDI documentation, NCTD LIFT or MTS ACCESS eligibility for a majority of riders. Todd Lordson recommended looking at MTS ACCESS eligibility application for other suggestions regarding eligibility criteria. Bob recommended discussion with 211 and County HHS regarding eligibility criteria used by those agencies.

Age based eligibility was proposed in order to reduce the call center interaction and referrals caseload. While staff did not propose a specific age threshold above which a rider would automatically qualify for RideFACT, it was generally observed that older callers had more problems with following up with a referral. There was no clear consensus on this issue.

## 3. Expansion of service into non-urban areas

This discussion continued past the scheduled meeting time; a couple of committee members had to leave due to other commitments. There was support for extending services to areas where there were unserved communities, and providers who were willing to provide service in those areas.

**RECOMMENDATION: None.**

**ITEM #5****TO: BOARD OF DIRECTORS****FROM: Arun Prem, Executive Director, and Meagan Schmidt,  
Manager, Service Planning****RE: RideFACT service update****ISSUE:**

Provide the Board with updates on RideFACT service through September 2013.

**BACKGROUND:****1. RideFACT update:**

In June 2013 RideFACT completed 1 year of countywide services.

**RideFACT Service statistics - July 2013**

<b>RideFACT</b>	<b>One way trip requests</b>	<b>Referrals-external</b>	<b>Referrals to RideFACT</b>	<b>RideFACT Trips One way</b>	<b>Cancelled rides</b>	<b>No shows</b>	<b>Pending rides</b>	<b>Av. trip cost</b>	<b>Av trip Length (miles)</b>
<b>FISCAL YEAR 2012-13</b>									
<b>Jul 2012</b>	<b>416</b>	<b>203</b>	<b>213</b>	<b>142</b>	<b>17</b>	<b>2</b>	<b>0</b>	<b>\$24.86</b>	<b>13.8</b>
<b>Aug</b>	<b>642</b>	<b>226</b>	<b>416</b>	<b>368</b>	<b>47</b>	<b>3</b>	<b>0</b>	<b>\$21.53</b>	<b>12.43</b>
<b>Sep</b>	<b>653</b>	<b>169</b>	<b>484</b>	<b>403</b>	<b>45</b>	<b>6</b>	<b>30</b>	<b>\$18.94</b>	<b>10.89</b>
<b>Oct</b>	<b>1,073</b>	<b>203</b>	<b>870</b>	<b>684</b>	<b>87</b>	<b>16</b>	<b>83</b>	<b>\$21.93</b>	<b>10.92</b>
<b>Nov</b>	<b>1,184</b>	<b>179</b>	<b>1,005</b>	<b>535</b>	<b>133</b>	<b>8</b>	<b>329</b>	<b>\$21.30</b>	<b>10.6</b>
<b>Dec</b>	<b>1,004</b>	<b>138</b>	<b>856</b>	<b>467</b>	<b>98</b>	<b>12</b>	<b>274</b>	<b>\$26.35</b>	<b>11.6</b>
<b>Jan 2013</b>	<b>1,444</b>	<b>226</b>	<b>1,218</b>	<b>831</b>	<b>134</b>	<b>22</b>	<b>212</b>	<b>\$19.77</b>	<b>12.6</b>
<b>Feb</b>	<b>1,289</b>	<b>176</b>	<b>1,113</b>	<b>671</b>	<b>108</b>	<b>35</b>	<b>272</b>	<b>\$18.77</b>	<b>13.2</b>
<b>Mar</b>	<b>1,426</b>	<b>196</b>	<b>1,230</b>	<b>885</b>	<b>124</b>	<b>27</b>	<b>163</b>	<b>\$16.70</b>	<b>12.6</b>
<b>Apr</b>	<b>1,753</b>	<b>162</b>	<b>1,591</b>	<b>955</b>	<b>178</b>	<b>23</b>	<b>392</b>	<b>\$18.25</b>	<b>12.6</b>

<b>May</b>	<b>1,758</b>	<b>224</b>	<b>1,534</b>	<b>1,055</b>	<b>108</b>	<b>15</b>	<b>346</b>	<b>\$14.89</b>	<b>12.2</b>
<b>June</b>	<b>1,899</b>	<b>140</b>	<b>1,759</b>	<b>1,132</b>	<b>169</b>	<b>13</b>	<b>428</b>	<b>\$11.25</b>	<b>11.9</b>
<b>TOTAL</b>	<b>14,541</b>	<b>2,242</b>	<b>12,289</b>	<b>8,128</b>	<b>1,248</b>	<b>182</b>			

<b>FISCAL YEAR 2013-14</b>									
<b>Jul</b>	<b>2,067</b>	<b>194</b>	<b>1,873</b>	<b>1,203</b>	<b>157</b>	<b>26</b>	<b>473</b>	<b>\$10.84</b>	<b>12.2</b>
<b>Aug</b>	<b>2,308</b>	<b>162</b>	<b>2,146</b>	<b>1,395</b>	<b>154</b>	<b>26</b>	<b>559</b>	<b>\$10.91</b>	<b>12.7</b>
<b>Sep</b>									

**RECOMMENDATION:**

None.

**ITEM #6****TO: BOARD OF DIRECTORS****FROM: Arun Prem, Executive Director****RE: FACT bylaws updates - Board meeting attendance****ISSUE:**

Staff requests the Board to review the staff recommendations for bylaws update pertaining to Board meeting attendance.

**BACKGROUND:**

FACT's current bylaws do not address Board meeting attendance.

During the September 2013 Board meeting FACT Board members recommended that some provisions specifying the expectation regarding meeting attendance be included. Given the small size of the Board and the need for quorum at all FACT Board meetings, it was felt that the bylaws should be updated to prioritize the commitment to attend meetings.

The following language was used by CalACT in the bylaws to address the:

**CalACT bylaws:**

**Section 3:** When a Board member of CalACT has missed three (3) consecutive Board meetings, that office shall be deemed vacant by a motion of any member of the Board at the next Board



Meeting. The Board shall notify the Board member in advance of this action and in writing upon passage.

**RECOMMENDATION:**

**Staff requests Board members for feedback regarding:**

- **Alternative Board meeting dates, and a leave of absence policy for Board members**
- **Authorization to amend bylaws accordingly**

**ITEM #8**

**TO: BOARD OF DIRECTORS**

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

**RE: Award of reassigned Caltrans 5310 vehicle**

**ISSUE:**

Caltrans recently offered to transfer a van, previously awarded to another recipient in San Diego County, to FACT. The vehicle was underutilized and therefore in violation of the grant agreement. FACT has agreed to accept the vehicle that will be leased to a brokerage vendor as per the policy approved by the Board in July 2013.

**BACKGROUND:**

The 5310 Program was established by the Federal Transit Administration (FTA) for meeting the transportation needs of elderly persons and persons with disabilities in areas where public mass transportation services are otherwise unavailable, insufficient, or inappropriate. It allows for the purchase of accessible vans and buses, communication equipment, and computer hardware and software for eligible applicants.

In July 2013 FACT adopted a policy to promote the availability of vehicles to transportation stakeholders and a process for selection of vendors who would lease grant funded vehicles from FACT.

The vehicle in question is a used grant funded vehicle. It will be awarded to one of the brokerage vendors as per the policy.

A short application was developed to get information from applicants about their background, service and information about proposed services using the grant funded vehicle. The application was issued with a notification inviting vendors to apply as well as join the brokerage. The information was disseminated as per FACT policy.

Applications were due on October 7, 2013.

As per the approved policy, a committee including one member from the Board will approve the staff recommendation to select a vendor. During the September 2013 Board meeting, Board member LaVonna Connelly was appointed to the committee to review and forward recommendations to the Board.

**RECOMMENDATION**

**Staff requests the Board to review the Committee recommendation regarding the award of the 5310 vehicle.**

**ITEM #8**

**TO: BOARD OF DIRECTORS**

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

**RE: Renewal of FACT's office lease**

**ISSUE:**

Staff requests Board direction regarding the extension of office space lease beyond April 1, 2014.

**BACKGROUND:**

Current Lease Terms:

FACT's current office space lease expires on April 1, 2014, which marks the end of the third year of occupancy.

A longer term lease was not signed initially due to uncertainty about the amount of space that would be needed in future and lease terms. The current lease provides for extensions for up to 2 option years. The rent for the option years would be determined at the time of the extension based on the prevailing rates. The current rent is \$2,560/month.

In recent discussions with the agent representing the landlord, it appears that the landlord is willing to extend the lease at or close to current rates and is amenable to a longer term on the lease.

Experience with current space:

The current location has proved suitable for commuting as well as for business for all staff. The space has proved to be user friendly for staff as well as visitors. The immediate vicinity is safe and well connected to freeways and transit. The lease came with one parking space which was found to be inconvenient. The landlord was requested to eliminate the parking option in lieu of a reduction in future rent.

Future space requirements:

Based on FACT's current business Plan, no major staffing expansion is expected in the next few years. The call center activity is projected to grow due to the increase in trips being provided, however in view of the Board's direction to limit staffing, we are looking at outsourcing call center functions to handle additional needs. The current location allows the flexibility of expanding the space by

annexing the next-door office space which belongs to the same landlord. Since some other tenants have month to month leases, FACT's additional space needs could be accommodated in the same building at existing rates, given a few months' lead time.

Proposal and terms for extension:

A preliminary proposal was received from the agent in early October that established the base rent at \$2,637 and 3% annual increases thereafter for the duration of the lease (April 1, 2014 - Mar 31, 2019)

FACT's proposal was to have no increase in the first 2 years and increases equivalent to the CPI for the San Diego region for the last 3 years of the lease. The agent responded with a revised set of numbers. While the base stayed at \$2,637, a 1% increase in rent was proposed after the first year. During year 3, 4 and 5 of the lease, a 2% increase in rent would apply each year.

While the last proposal submitted by the agent was presented as the final one, the agent was asked to consider a lower base rent and further reductions in annual increases in view of the longer lease term.

**RECOMMENDATION:**

Staff recommends extending the lease at the current location at the proposed terms.

**ITEM #9**

**TO: BOARD OF DIRECTORS**

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

**RE: Updates to FACT Policies/Employee Handbook**

**ISSUE:**

This item responds to the FACT internal auditor's requests to include a records retention and whistleblower protection policy in the FACT Employee Policy Handbook.

**BACKGROUND:**

The FACT Employee Policy Handbook was approved by the Board in May 2012. In August 2013, FACT's internal auditor, Sonnenberg & Company, identified the need to include a records retention and whistleblower protection policy.

*Records Retention*

Staff reviewed the records retention requirements from the CTSA contract, grant agreements with SANDAG, and standard agreements with Caltrans. Certain record types not addressed by these retention requirements defer to the California Government Records Management Program as guidance. After review, staff is proposing a retention schedule of five (5) years for all FACT records, including:

- Correspondence (general/public, email, reports)
- Financial (expense reports, budgets, audits, invoices, fees/receipts)
- Equipment inventories
- Personnel
- Policies/Procedures
- Public Relations (press releases)

All SANDAG and Caltrans grants require records retention throughout the project length plus three (3) years after the final report has been submitted. All CTSA records must be retained for five (5) years from the date of the last CTSA payment.

*Whistleblower Protection*

The Whistleblower Protection Policy is intended to encourage and enable employees and others to raise serious concerns internally so that FACT can address and correct inappropriate conduct and actions. It is the responsibility of all board members, officers, stakeholders, employees, contractors, and volunteers to report concerns about violations

of FACT's code of ethics or suspected violations of laws or regulations that govern FACT's operations.

## ITEM #11

**TO: BOARD OF DIRECTORS**

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

**RE: FACT 2015-2020 Business Plan Update**

### ISSUE:

FACT's CTSA contract with SANDAG requires an annual update of the Business Plan. The current Business Plan update (2014-2019) was approved in April 2013.

This item provides an opportunity for the Board to review preliminary updates that will be incorporated into the 2015-2020 Business Plan Update and provide input prior to finalizing the update.

### BACKGROUND

FACT 2015-2020 Business Plan Update includes the following revisions to projects/status (*new sections underlined*):

#### **FACT Services:**

Section 3.7 Donating Paratransit Vehicles to Community

Section 3.8 Leasing FACT-owned Vehicles to Service Providers

Section 3.9 Safety Program

Section 3.10 Compliance

*Section 3.11 Oceanside Senior Transportation Van Service*

#### **Projects Implemented - during FY 2013-14:**

Section 3.8 Leasing FACT owned vehicles to service providers

#### **Proposed Short Term Services (1-2 Years)**

Section 4.1.2 Trip Management Software Procurement

Section 4.1.3 Expansion of RideFACT to nonurban areas

Section 4.1.7 Technical Assistance workshops

Section 4.1.9 Veterans' mobility initiatives - coordination with SANDAG and 2-1-1

*Section 4.1.10 Foster Youth Student Transportation*

#### **Potential Short-Term Funding Sources**

Section 5.2.1 Agency Contracts

Section 5.2.4 Small Grant Programs and Awards

#### **Service Projections**

Updated 5-year budget and ridership projections; identify trends in demand and propose strategies to manage demand to fit within service projections.

FACT updates the Business Plan annually to maintain the plan as a current reference. This plan is the fourth update to the original Business Plan adopted in 2009.

The 2009 Business Plan was a comprehensive review of FACT's purpose, the business environment, the community and stakeholders. It identified potential services and collaborations that would contribute towards FACT's previous mission of meeting as many unmet needs for specialized transportation as possible. Due to the timing, the project proposals introduced in the original plan were presented in concept, without identified budgets, resources and/or service parameters.

#### *2014-2019 Business Plan*

The 2014-2019 Business Plan Update was an "action plan" that focused on current transportation needs and current FACT projects and services. The plan included strategies to respond to the mobility needs based on priorities established by regional consensus and the availability of funds. The transportation needs described in the plan were derived from SANDAG's 2010-2014 Coordinated Plan.

The plan prioritized projects by readiness. Projects were classified as "short term" or "long term" priorities or "projects deferred for future consideration". The 2014-2019 Business Plan Update included a comprehensive update on funding/revenues and service projections. New projects and transportation services updates in the 2014-2019 Business Plan included: Countywide RideFACT implementation, integrated with MedRIDE and MedAccessRIDE programs; safety and maintenance program; comprehensive compliance program; trip management software procurement.

#### *2015-2020 Business Plan Update*

The 2015-2020 updates includes several new elements –updated 5-year service projections with proposed demand management strategies; 5-year expense and revenue projections; procurement policy and method of solicitation/outreach plan for FACT-owned vehicles; expansion of RideFACT to nonurban areas; agency service contracts (Poway and Oceanside); and updates to programs such as Veterans Mobility and Technical Assistance Workshops.

The following Business Plan programs are deferred for future consideration:

#### **Projects deferred for future consideration:**

- Section 4.1.9\* Mobility Management for Diverse Seniors
- Section 4.3.3\* Volunteer Driver Program Resource Allocation
- Section 4.3.4\* Older Driver Wellness Program
- Section 4.3.5\* DMV Guaranteed Ride Home Program
- Section 5.3.3\* Highway 5 Mitigation Measures

Following discussions in January through March 2013, it was decided to retain all of the above initiatives with the understanding that these are not funded and are not likely to be implemented in the near term.

#### **RECOMMENDATION:**

**Staff recommends the Board review the proposed DRAFT 2015-2020 Business Plan Update elements and provide feedback.**



**(After the various DRAFT Business Plan elements are approved, staff will incorporate the final products in the Update and finalize the plan)**

**ITEM # 15**

**TO: BOARD OF DIRECTORS**  
**FROM: Arun Prem, Executive Director**  
**RE: Executive Director Report**  
**Meetings and Events 9/13 - 10/23:**

- 9/16 SSTAC
- 9/18 Meeting with Steve Ewart; demonstration of scheduling software
- 9/19 Superior Messaging Service, San Marcos, discussion on backup services
- 9/24 APTA (special) Board meeting
- 9/25 John Aguilera, Arun Prem at Oceanside City Council meeting
- 9/28 APTA Board meeting and conference, Chicago
- 10/4 Presentation by Oswaldo at San Diego Braille Club
- 10/8 Service Development Committee meeting at SANDAG
- 10/8 Meeting with Bill York, 211
- 10/10-11 NTI workshop managing community mobility, at County Operations Ctr
- 10/15-18 CalACT and CTA Conference, Anaheim
- 10/21 Meagan at CPAG meeting at SANDAG
- 10/22 Meeting with Cynthia Sanders, CityLink

**Upcoming meetings:**

FACT Board – November 21, 2013  
CAM – Nov 13, 2013\* (tentative)

**Other updates:**

Arun on leave October 28-Nov 15.