



Meeting Agenda and Notice
FACT Board of Directors Meeting
October 22, 2015, 9:00 am
Poinsettia Room, Encinitas City Hall
505 S. Vulcan Avenue, Encinitas, CA 92024
AGENDA

Meeting call to order **9:00**
a.m.

1. Introductions
2. Approval of September Board meeting minutes p-2
ACTION
3. Public Comment p-2
INFORMATION
4. FACT 10-year anniversary Committee Report p-6
POSSIBLE ACTION
5. Board Officer Nominating Committee p-9
ACTION
6. New Board Appointments p-10 DISCUSSION
7. FACT services updates p-11
INFORMATION
8. Monthly Financial Reports
INFORMATION
9. Executive Director's report p-14
INFORMATION
10. **CLOSED SESSION**
 - 10a. Review of FACT's lease agreements
ACTION
 - 10b. Review of proposed agreement with UBER
ACTION
11. Reportable actions taken during closed session, and
Board member comments/proposed agenda items
INFORMATION

ADJOURNMENT

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

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

September 24, 2015

Encinitas City Hall, Poinsettia Room

505 South Vulcan Avenue, Encinitas, CA 92024

Board Members Attending	Hon. Dave Roberts, Phil Monroe, LaVonna Connelly, Hon. John Aguilera, Susan Hafner
TAC Members Attending	Danielle Kochman, Lois Knowlton
Board Members Absent	Norine Sigafoose, Hon. George Gastil, Bob Campbell
Staff Attending	Arun Prem, Budd Anderson, Oswaldo Perez, Meagan Schmidt
Public/Guests	See sign in sheet
Introductions	Chair Dave Roberts called the meeting to order at 9:00AM. Introductions were made.
Approval of July Board Meeting minutes	Motion to approve the July 23, 2015 Board Meeting minutes made by John Aguilera. Second by Phil Monroe. The motion passed unanimously.
Public Comment	None
Review of MOA with HHSA - Medicaid reimbursements	Arun said FACT was making progress with Health and Human Services Agency (HHSA) regarding Medicaid reimbursement and indicated that a Memorandum of Agreement (MOA) may be available for Board review in October. He said preliminary forms were submitted to determine FACT's eligibility for reimbursement.
Review of CTSA contract and performance	Arun indicated that Diane Eidam was wrapping up her report on the CTSA contract and FACT's performance. He said preliminary feedback from Diane regarding FACT's performance had been positive. Danielle Kochman said she read the draft executive summary and felt that Diane's report would be helpful and ultimately lead to a Board level discussion at SANDAG. Arun said he requested that Diane review her report with the FACT Board. Phil asked Arun if anything negative or unexpected could arise from her review. Arun said based on what he has observed and what Diane has explicitly said, it appeared that she was impressed by FACT's productivity and resource management. In response to a question by LaVonna Connelly, Arun reminded the Board that the review was proposed by Gary Gallegos, SANDAG Executive Director and was funded by

	SANDAG.
Review of Lease of 12 FACT owned vehicles	Arun reviewed the issue of Secure Transportation not being able to obtain MTS permits to operate vehicles leased by FACT because the registration was not in their name. Secure had informed FACT beforehand that they may need to return some vehicles if the permits were not obtained. MTS requested a copy of the lease to clarify the relationship between Secure and FACT. FACT, MTS, and Caltrans staff had some discussions and it was agreed that Caltrans would assess the lease agreement and provide an opinion to FACT and MTS. Phil recommended contacting Laurie Berman, Caltrans District 11 Director. Arun said he had been researching contingency plans in case the permit issue was not resolved. He said he was waiting for Secure to indicate how many vehicles they would lease if the permits were not obtained. He discussed the lease opportunity with Matt Tucker, NCTD Executive Director.
Update on software procurement	Oswaldo provided an update on the progress of the VTCLI procurement.
FACT 10-year Anniversary Planning update	The Anniversary Planning Committee including LaVonna, Phil, Hon. George Gastil, and Arun met on September 3 rd . LaVonna said the committee recommended combining the Annual Meeting with the 10 TH anniversary scheduled for December 10, 2015. The Board agreed to hold the Board Meeting from 8:30AM - 9AM, reception from 9AM - 9:30AM, and start the 10 th anniversary celebration at 9:30AM. The committee discussed the following meeting locations: County Operations Center (COC), County Administration Center (CAC), Caltrans, and The San Diego Foundation. Dave indicated that the COC did not have a room available on the December 10 th to accommodate a 100 guests, but there may be a room available for 70 people. He discussed the new HHSA Center in Escondido. LaVonna said she liked the HHSA facility, but noted that the committee proposed central locations due to the perception that FACT was North County focused. The committee recommended posting FACT's history and milestones on the walls of the room instead having everything displayed

via PowerPoint.

Susan said she would not be able to attend the event due to outside obligations. She noted that early morning may not be the optimal time for some guests and recommended possibly moving the event to the afternoon. Dave said the best time for press coverage was between 10AM to 1PM. He noted that a lot of elected officials had other jobs and seemed to prefer early mornings or late afternoons. Susan discussed sponsorship and fundraising opportunities. LaVonna mentioned confirmed speaker Karen King and proposed speaker Gary Gallegos. Dave said he felt that one speaker was enough for the event. He mentioned that Board member Norine Sigafoose was planning to attend. Phil said the committee discussed inviting Gary to speak, but if he declined then Karen would be the only speaker. The Board decided that Karen would be the main speaker.

LaVonna sought Board input on how to recognize FACT partners during the event. Dave recommended giving partners a framed certificate of recognition. He recommended having a small blurb about each partner on the PowerPoint, announcing the partners, and having each organization representative come up to accept the certificate and for a photo opportunity. He proposed using the meeting room to choreograph the meeting before the event. Dave asked if there were any Norine Sigafoose Partner of the Year award nominees. LaVonna said no nominees were discussed. Dave proposed Karen King as a nominee. Phil said the award was intended for a partner that helped FACT throughout the year. LaVonna said a special award could be awarded to Karen for her early work with FACT. Dave asked staff to provide a list of past Partner of the Year Award recipients.

LaVonna discussed proclamations from the City of Oceanside, City of San Diego, and County Board of Supervisors. She discussed inviting dignitaries from the State and Federal level including Caltrans, CalACT, APTA, and CTAA representatives. Dave discussed obtaining proclamations and mentioned the Board of Equalization, Assembly Members, and State Senators. He proposed announcing the proclamation opportunity and creating a proclamation template. Thyme Curtis said she could coordinate a proclamation from the Mayor/City of San Diego. Dave said he would coordinate a proclamation from the Board of Supervisors. He discussed the following public officials: Joel Anderson, Marie Waldron, Rocky Chavez, Patricia Bates, Toni Atkins, Marty Block, Susan Davis, Juan Vargas, Scott Peters, and Duncan Hunter. He suggested laying the proclamations out on a table, announcing the proclamation representatives, and having each representative come up to award the proclamation and for a photo

opportunity. Alane Haynes recommended inviting early FACT supporters who attended the initial meeting during FACT's formation. LaVonna discussed inviting a FACT rider to the meeting and/or showing FACT's promotional video. John and Dave recommended showing the video.

Dave discussed KPBS as an outlet for media exposure. He said perhaps KPBS could conduct a segment that would spotlight FACT's 10 years of success coordinating transportation. LaVonna discussed having the CAM Chair recognize each CAM member. She said a handout could be provided with CAM's mission, members, organization logos, and a short blurb about each organization. Lois Knowlton suggested holding CAM's bimonthly meeting in a separate room during the Board Meeting to ensure greater attendance for following 10th anniversary event. Dave said as FACT's Chair, he would MC the event and requested a preliminary meeting with Arun before the event to streamline presentations.

LaVonna discussed creating a commemorative give away item and proposed a mug. The committee discussed creating a tagline to be used on all promotional material. Suggested taglines included "Transportation is hope and opportunity" and "Helping people live their lives". A mug design and product were presented. Dave said he liked the design and mug idea. Susan said she was not in favor of spending money on mugs unless there was a third party donation. LaVonna said she understood Susan's concerns, but noted that the event was a big marketing opportunity for FACT. Susan said she felt that a mug gift for event attendees was not the type of outreach she could support and discussed other means of marketing, such as local print advertisements. Arun said it may be feasible for a sponsor to assist with the mug costs. Alane suggested a small promotional products such as a magnet. John said he felt that people tended to throw out little promotional items, but tended to save mugs. LaVonna said a decision was not going to be made during the meeting, but Board feedback needed to be considered in future discussions.

LaVonna discussed using Poll Everywhere, an audience response system. Questions could be posted on the screen for the audience to respond via text message and Poll Everywhere would display responses in real time. Dave recommended that Arun meet with him to discuss press releases and other outreach. Phil noted that he did not recommend inviting Rob Carly as stated in agenda item 8. He said the posters to depict FACT's 10 years of milestones needed to be done well and recommended starting the process soon. Dave said his staff informed him that the COC did not have a room available on December 10th for 75 people. Alane suggested utilizing FACT vehicles to transport guests from parking. LaVonna said the other location discussed were The San Diego Foundation or HHSAs Live

	Well center. Alane discussed private facilities as an option. Phil suggested the Coronado Community Center, other City community centers, and local churches. Dave mentioned the Mira Mesa Community Center and Rancho Bernardo Library. LaVonna requested that Arun compile a list of proposed locations and revisit the discussion before the next Board Meeting. The Board discussed the CAC and the center's parking accommodations. Oswaldo provided a demonstration on Poll Everywhere. Phil Monroe took over as Board Chair for the remainder of the meeting.
FACT services updates, new brokerage contract	Arun said Assisted Multicare, Secure Transportation, and Abu Ganti Transportation recently joined the brokerage. Meagan provided an update on FACT's services and reviewed service statistics for June and July 2015. Phil asked why the start date on the charts was July 2012. Arun said RideFACT was implemented County wide in July 2012.
Monthly Financial Reports	Arun noted that FACT had transitioned from Dennis Randall to Julius Burgos for accounting consultant services. The new staff accountant position was offered to Aaron Aguirre who was scheduled to start on September 29, 2015. Julius would handle the financial statements and Aaron would handle the day to day internal accounting functions. There was a delay in the July financial reports as a result of this transition. In the year end financials there was an overrun on legal and insurance expenses due to legal disputes with vendors regarding leased vehicles. He said overall FACT ended the year under spending by approximately 13.9%, which was consistent with projections.
Executive Director Report	Arun said the internal and TDA audits were in progress.
Board member comments/proposed agenda items	Arun suggested that the finance committee hold a quarterly meeting and discuss options for utilizing reserves. Arun said he would follow up with scheduling the meeting.
Adjournment	The meeting adjourned at 11:05AM.

ITEM # 4**TO: BOARD OF DIRECTORS****FROM: Anniversary Planning Committee - Board members LaVonna Connelly, Hon. George Gastil, Phil Monroe, and Arun Prem, Executive Director****RE: 10-Year Anniversary - Board Planning Committee Report**

ISSUE:

The 10-year anniversary planning committee held it's second meeting on October 15, 2015. The discussion from the first Committee meeting is included in the September Board minutes (page-2). A review of the recent meeting is included in this item.

BACKGROUND:

Since the September Board discussion staff contacted Ms. Karen King and confirmed her availability to attend the Anniversary meeting and make a presentation regarding the establishment of FACT. The Committee recommended inviting Mr. Gary Gallegos as an additional speaker.

The Committee discussed potential ideas for involvement of CAM and partners in the event. CAM members agreed to attend the Annual Meeting in lieu of a stand-alone CAM meeting during December 2015. Outreach with media, presentation of proclamations, and presentations by CAM will be planned with help from Chair Dave Roberts.

The Committee recommended the San Diego Foundation as the venue after looking at a number of options. Staff will review the parking availability in detail and report to the Board.

The following is the agenda for the second (October 15th) Committee meeting along with some **notations in red font** to indicate the discussions and recommendations:

FACT 10th Anniversary Planning Committee Meeting
October 15, 2015, 10AM
AGENDA

1. Speakers:

- Karen King - Confirmed
- Gary Gallegos - Invite and allow time for remarks - Schedule Gary if possible - ask him to speak

2. Award Recipients:

- Karen King - proposed recipient of Norine Sigafoose Award

3. Framed Certificates for CAM and Partners:

- CAM (30 seats)
- Contract Partners (5)
- Brokerage Partners (9)
- Other Participation and Recognition:
LaVonna suggested Caltrans, SANDAG, 211, NCTD, PADHC, MTS and City of Oceanside
- **Board Chair will invite CAM Chair to make brief remarks**
 - CAM Chair would recognize members. Provide a handout with CAM's mission, members, organization logos, and a little blurb about each organization. (LaVonna)

- Framed certificates laid out on table, groups come up for recognition and a photo op.
- 10/14 prep meeting – Group picture

4. Promotion, Media, and Invitations:

- KPBS (Peggy Pico) spotlight – **Work with Board Chair**
- Press Release – **Work with Board Chair – Voice of San Diego reporter – should we invite him ?**
- **A media release before and after event**
- Invitations:
 - Save the Date notices: 2 notices – Mid to late October and early December; **include TAG line -75000 rides and counting!**
 - Dignitaries from the State and Federal level including **Caltrans, CalACT, APTA, and CTAA – Others suggestions from Board and have Board assist with invitations – Seek SANDAG assistance with a list of officials with transportation connections – Include SANDAG Board/ alternates, TC, SSTAC representatives. (LaVonna)**
 - FACT’s mailing list
 - All regional elected officials (**focus on those involved in transportation planning**)
 - SANDAG Board
 - Show video

5. Coffee Mug commemorative give away :

- Decide whether to produce - Sponsor or donation funding?
- 75-100 recipients?
- Decide on a tagline and final design
- Options for a commemorative giveaway – mug or pen
- **Request Brokerage Vendors to sponsor giveaway**

6. Posters on Walls: (LaVonna)

- Historical Milestones
- Include Partner of the year Award Recipients (Phil)
 - o 2014 – No award given
 - o 2013 – Ben Macias, Chair, CAM
 - o 2012 – William York, Chief Operating Officer, 211 San Diego
 - o 2011 – Floyd Willis, Aging and Independence Services (AIS)
 - o 2010 – Bill Horn, Supervisor District 5, County of San Diego
 - o 2009 – Lori Holt-Pfeiler, former Mayor of Escondido

7. Proclamations:

*Proclamations laid out on a table, Board Chair announce the proclamations and representatives

Request proclamations from:

- City of San Diego (Thyme Curtis volunteered to coordinate)
- City of Oceanside

- Board of Supervisors
- Announce Opportunity to solicit interest
- Board Chair recommended proclamations: Joel Anderson, Marie Waldron, Rocky Chavez, Patricia Bates, Toni Atkins, Marty Block, Susan Davis, Juan Vargas, Scott Peters, and Duncan Hunter

8. Proposed Locations: (2ND date - dry run in room before event) **PARKING details**

*LaVonna requested that Arun compile a list of proposed locations and revisit the discussion before the next Board Meeting. (Note: FACT parking shuttle was discussed)

- ~~County Operations Center (COC)~~ - no room available that day to accommodate 75 to 100 guests
- ~~County Administration Center (CAC)~~ - Dave in favor, but Board conflicted on parking situation
- SD Foundation - Concerns regarding location, parking, and lack of transit - (facility available)
- HHS Live Well Facility (Escondido) - North County location (perception of FACT being N. County centric)
- Coronado Community Center (Phil) - Location and traffic over the bridge
- Caltrans - Parking issues
- Community Centers and Churches - Phil
- Private Facility - Alane
- Mira Mesa community center - Dave
- Rancho Bernardo Library - Dave
- ~~SDG&E Energy Innovation Center~~ - Not available in December

9. Poll Everywhere (an audience response system) **estimate cost for 50-75 participants**

- Oswaldo to set up, explain, and operate
- Question Ideas? How many questions?
- **% increase in rides year to year**
- **Oceanside cost savings due to using FACT services**
- **How many cities in SD use RideFACT**
- **How many unique individuals have been served**
- **Overall 3-5 questions**

10. Annual Report

- Draft completed with updated stats and picture - **make copies for all attendees**
- **Power point presentation for Annual Meeting**

11. Photographer

- Budd or outside Photographer - Phil offered to provide a recommendation

RECOMMENDATION

Staff requests Board members to review the Committee's recommendations for the 10th anniversary event.

ITEM # 5

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: Board Officers Elections - Appointment of Nominating Committee

ISSUE:

FACT Board Officer elections are preceded by appointment of a Board Officer nominating committee in order to prepare a slate of Board Officers for calendar year 2016.

BACKGROUND:

As per FACT bylaws Board Officer elections are held during the Annual Meeting (December 10, 2015).

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

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

**ARTICLE 4
OFFICERS OF THE BOARD**

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

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

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

RECOMMENDATION:

Staff requests the Board to appoint a Board Officers Nominating Committee tasked with proposing a slate for Board Officer positions.

ITEM # 6

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: New Board Appointments

ISSUE:

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

BACKGROUND:

FACT Bylaws:

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

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

RECOMMENDATION:

None

ITEM # 7

TO: BOARD OF DIRECTORS

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

RE: FACT Services update

ISSUE:

This item presents a monthly RideFACT and contracted services update.

BACKGROUND:

	Aug-15
SERVICE	ONE-WAY TRIPS
First Transit	150
Poway	375
Oceanside	420
SDCOE	0
Elderheip	47
TOTAL	992

City of Oceanside Senior Van Service:

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

From September 2013 - August 2015, FACT has invoiced City of Oceanside for 8,049 trips.

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

SDCOE Foster Youth transportation contract

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

Poway Adult Day Health Care Transportation Service Contract

FACT has provided transportation for Poway Adult Day Healthcare Center clients since January 2013. The clients are all seniors who are unable to use other modes of public transportation due to varying degrees of physical and/or cognitive disabilities. The agreement involved transportation of clients from their homes to the Center in the morning and back home during the afternoon. Due to the large group of clients, FACT was able to work with a provider to group riders on a few buses in a cost effective manner.

Poway ADHCC owns and operates several grant-funded vehicles for their remaining clients. The Center has added new clients to the FACT service due to the relatively low cost of transportation compared to their own service.

Safety First is the current provider for these trips. A total of 11,996 trips have been provided from January 2013 - August 2015.

Elderhelp Program

Contracted service for Elderhelp began on March 12th. The Board approved the extension of the Elderhelp contract on March 26th. 398 total trips were provided between March and August. 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 - August 2015

RideFACT + Contracted	RideFACT One way trip requests	Referrals-external	Referrals to RideFACT	RideFACT + Contracted	RideFACT Av. trip cost	RideFACT Av trip
FISCAL YEAR 2012-13						

SubTotal	14541	2242	12299	6623		
Contracted				1051		
FISCAL YEAR 2013-14						
Subtotal	31,284	1874	29,410	11,922		
Contracted				9,361		
FISCAL YEAR 2014-15						
July	2,763	172	2,591	891	\$19.13	11.9
Aug	2,700	140	2,560	870	\$18.15	12.1
Sep	2,768	123	2,645	857	\$18.75	12.1
Oct	2,976	118	2,858	1,038	\$19.63	11.9
Nov	2,702	89	2,613	794	\$20.36	12.3
Dec	2,549	102	2,447	905	\$20.96	13.2
15-Jan	2,694	128	2,566	882	\$17.99	12.2
Feb	2,558	113	2,445	819	\$16.19	11.7
Mar	2,879	156	2,723	917	\$15.63	11.7
Apr	2,733	146	2,587	865	\$14.78	11.4
May	2,488	73	2,415	748	\$16.40	11.7
June	2,444	90	2,354	689	\$18.53	12.4
SubTotal	32,254	1450	30,804	10,275		
Contracted				14,046		
FISCAL YEAR 2015-16						
July	2,542	138	2,404	793	\$17.36	12.2
August	2,137	108	2,029	566	\$17.60	12.6
SubTotal	4,679	246	4,433	1,359		
Contracted				2,035		
Contracted Total				26,493		
TOTAL	82,758	5,812	76,946	56,672		

***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.

ITEM # 9

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

Meetings and Events 9/24/15 - 10/21/2015

9/24	Conference call with UBER - Meagan and Arun
9/28	AGTS review of vehicle lease
9/29	The New Economy of Aging Baby Boomers event
9/29	Aaron Aguirre, Staff Accountant joined
9/30	The 2nd North County CEO Breakfast - Alliance for Regional Solutions
9/30	Oswaldo attended Caltrans' 5310 Successful Applicant Workshop
10/5	Conference Call w/ Patrice Carroll and Bruce Plowman (Caltrans)
10/5	APTA Mobility Management Meeting - Meagan
10/6	RouteMatch (Web Demo) - Oswaldo, Meagan, Budd, and Arun, Bob Campbell
10/7	FACT Agenda Planning Meeting - with Dave and Bob
10/4-10/7	APTA Conference - Arun and Meagan
10/13	CAM Meeting
10/14	Review of Anniversary Planning Committee AGENDA - LaVonna, Arun, Budd
10/15	10 th Anniversary Planning Committee Meeting - Phil, LaVonna, Arun, and Budd
10/19 - 10/22	CalACT Conference - Arun, Oswaldo, and Jonathan
10/20	VTCLI Site Visit - Meagan and 211 - LA County Department of Public Social Services

Upcoming Meetings and Events:

11/11	CLOSED for Veterans Day
11/19	FACT Board Meeting (*holiday schedule)
11/26-11/27	CLOSED for Thanksgiving and Black Friday
12/10	FACT Annual Meeting/10 th Anniversary Event