



FACT

FULL ACCESS &
COORDINATED
TRANSPORTATION

Coordinating Access to Life

Meeting Agenda and Notice
FACT Board of Directors Meeting
October 19, 2011, at 9:00 am
Carnation Room, Encinitas City Hall
505 S. Vulcan Avenue, Encinitas, CA 92024

AGENDA

Introductions

- | | |
|---|--------------------|
| 1. Approval of September 2011 Board Meeting minutes | ACTION |
| 2. Public Comment | |
| 3. Board Chair Report | INFORMATION |
| 4. Board Member Comments | INFORMATION |
| 5. Executive Director Report | INFORMATION/ACTION |
| 6. Website and branding update | INFORMATION/ACTION |

Recommendation:

Staff requests authorization to work with Ninth Link on naming and branding for FACT

- | | |
|--|--------------------|
| 7. Sub Committee reports: | INFORMATION/ACTION |
| • Software and Service Development
-Rancho Bernardo Senior Service Proposal | |

Recommendation:

Staff requests that the Board adopt Committee recommendations and authorize implementation

- CAM Meeting update 10/12/2011

- | | |
|--|-------------|
| 8. Board Officer Elections – Nominating Committee Report | INFORMATION |
| 9. 2011 SANDAG Grants | ACTION |

Recommendation:

Staff requests authorization to apply for 2011 JARC and New Freedom Grants

- | | |
|---|---------------------|
| 10. September 2011 Financials | INFORMATION/ ACTION |
| 11. Annual Meeting Prep | INFORMATION/ACTION |
| Nominations for 2010 Norine Sigafoose Partner of the Year Award | |

Adjournment

ITEM # 2

FACT Board of Director's Meeting Minutes

September 28, 2011

Encinitas City Hall, Encinitas, CA 92024

Board Members Attending	John Aguilera, Teresa Barth, Bob Campbell, LaVonna Connelly, Susan Hafner, Phil Monroe, Dave Roberts
TAC Members Attending	Danielle Kochman / SANDAG
Board Members Absent	Laurie Edwards-Tate
Staff Attending	Arun Prem, Kelly McGrane, Patty Pauletto, Meagan Schmidt
Public/Guests	Arturo Ayala, Marco Cardoso – Sol Transportation; Laura Barish – AltaGolden; Taylor Bowne, Scott Kemp – CSUSM; Alane Haynes – NCTD; Lois Knowlton – Friends of Adult Day Healthcare Centers; Ben Macias – City Link Foundation; Tracy Reid, Jeromy Stallings – Ninthlink; Judy Stern - SSTAC
Introductions	Chair Phil Monroe called the meeting to order at 9:10 a.m. Introductions were made.
Approval of July Meeting Minutes	Phil Monroe asked for any corrections to the August Minutes Motion to approve the August Board Minutes made by Bob Campbell. Second by Dave Roberts. The motion passed unanimously.
Board Chair Report	None
Board Member Comments	Bob Campbell said he would be attending the APTA Annual Meeting in New Orleans. He asked if there were any items from APTA's Board agenda that FACT's Board would like to provide input on. Susan Hafner said she would be attending as well. Susan reported on her participation at the CalACT

	<p>Conference where she and Arun spoke on a panel that discussed Board communications.</p>
<p>Executive Director Report</p>	<p>Arun announced that FACT won the WTS Innovative Solutions – Small Programs Award, LaVonna Connelly accepted the award at the WTS Annual Awards Dinner on September 22nd.</p> <p>Arun re-introduced some attendees that would be represented in the current agenda items. Laura Barish from AltaGolden was in attendance, as well as two students from CSUSM, Taylor Bowne and Scott Kemp who are working on the brokerage project.</p> <p>FACT submitted the VTCLI grant September 16th, without a successful mutual agreement with NCTD or SANDAG. Arun spoke to FTA Ambassador David Cyra who said this was not an unusual situation in regards to the feedback given about this grant across the nation.</p> <p>Arun said he has been elected to the American Public Transportation Association (APTA) Board of Directors.</p> <p>Arun reported the statistics for August, with the highest rides for RideFACT trips at 52. The website hits were the highest to date at 1,901 as well as the referrals at 90 for the month of August. Phil asked what FACT attributes this rise to; Arun said both the renewed connection with 2-1-1 and staff marketing/outreach.</p>
<p>Subcommittee Reports:</p> <ul style="list-style-type: none"> • Vehicle Disposition • Software and Service Development <ul style="list-style-type: none"> ◦AltaGolden Service Proposal • Brokerage Implementation 	<p>Arun met with the subcommittee on Vehicle Disposition, Bob and Susan, on September 6th. Their recommendation was to dispose of the vehicles through an open and equitable process, create a policy for future vehicle disposition and ask NCTD to remove any logos and identification from the vehicles. They also recommended considering craigslist as an option to advertise the vehicles and to contact NCTD and MTS for assessments of the value of the vehicles. Arun said FACT staff has contacted the transit agencies and was ready to move onto the next step with a decision from the Board. Bob asked for Board Members to be notified as soon as possible regarding any details for vehicle disposition to pass along information to contacts. Phil asked if CAM members would be good candidates for the vehicles, Arun said that two CAM members have already expressed interest and all CAM participants as well as all transit stakeholders FACT is aware of will be notified. Phil asked if there were any restrictions on the process, Arun said NCTD has not made any restrictions. Phil asked Bob and Susan for any comments on selling versus donating the vehicles. Susan said the bottom line is the concern to make sure a fair and equitable process is followed and staff time is used efficiently, selling would expedite the disposal and generate some funding for matching. Susan recommended approving this as an ongoing policy. Teresa Barth asked how many vehicle there are to dispose of, Arun said this is a batch of 6 vehicles and they are the last out of the 34 FACT inherited from NCTD.</p> <p>Motion to sell the 6 vehicles and establish a policy of selling in the future made by Susan Hafner.</p> <p>Second by John Aguilera. Motion passed unanimously.</p> <p>Dave suggested that staff recommendations be included in the agenda in the future to clearly inform Board Members about the actions required.</p> <p>Arun said the Software and Service Development Subcommittee was not able to meet this month. In lieu of this, Arun met with AltaGolden regarding a proposal for another service program at the conclusion of RideFACT. He explained that AltaGolden is an adult day care provider in Rancho Bernardo set to commence in early October and serve approximately 25 seniors. The service area would be Rancho</p>

Bernardo, Poway and Escondido. AltaGolden is willing to share the cost of transportation. Arun asked for the Board’s feedback on this proposal. Phil said it seemed unusual to focus a grant on a set group of 25 people. Arun said this is an opportunity to test services in another part of San Diego County. He presented a projected number of trips and cost for this proposal. Phil asked for Board Member comments. LaVonna said that it is important for FACT to provide service in areas with gaps instead of where service already exists. She said that Poway Adult Day Healthcare Center (ADHC) has a senior mini grant and vehicle and asked if they would have the capacity to service this program. Lois Knowlton of (ADHC) said the center has 3 busses and 4 vans to provide transportation for the center and to find use for them when they are not being used there. She believed they could handle the amount of trips needed. Phil asked how much the center’s mini grant was, Lois said it is a 2 year grant, approximately \$130,000 for each year. Phil said FACT’s vision is to serve those within the social services net and asked about the population in Rancho Bernardo. Lois said 90% of their clients were on Medi-Cal. Danielle Kochman asked when the vehicles would be needed to transport for AltaGolden. Laura Barish of AltaGolden said trips to and from the center with occasional mid-day trips would be needed. Danielle said depending on specifications of the capacity and the scope of the senior mini grant there may be opportunities for coordination. Susan said Rancho Bernardo and Poway have experience service cuts by MTS over the years and she has attended public hearings where the need has been expressed. She said FACT’s mission is to serve the public, not one specific group, and would prefer a program that would include more of the general public. Teresa asked if starting up RideFACT in Ramona again was a possibility and what type of organization AltaGolden was. Arun said it is early to determine if NCTD will pull services out of Ramona, they are still waiting for feedback as the services are so recent. Laura said it is a for profit organization that will be establishing a non-profit that the Memory Center will be put into in the future. Bob said he didn’t believe it would be a good time to put FACT into a smaller niche population and mentioned the same needs in Del Mar. He said FACT needs to serve on a broader scale. Judy Stern, from the Social Services Transportation Advisory Council (SSTAC), said FACT being a county-wide agency a way to serve more along those lines could be to spread the funds among the 21 Adult Day Healthcare Centers throughout the County with vouchers. Arun said the cost factor would be different from RideFACT with 50% subsidy. LaVonna asked if Jewish Family Services (JFS) served the Rancho Bernardo area. Laura said JFS was not able to provide transportation on a regular scheduled basis. Bob asked how long the senior mini-grant funds were available; Danielle said these funds are under the old policy and could be extended. For future meetings, Dave suggested subcommittees be formed and detailed discussions held before adding these items to the Board Meeting. Phil said more meetings and discussion need to take place and to bring the item back once it is ready for a decision.

Due to time constraints update on Brokerage Implementation was deferred until the next Board Meeting.

Website Development Update

Jeromy Stallings of Ninthlink web development company presented an outline of their design and website components for the combination of the STRIDE and FACT websites.

Phil said the new website has brought up the issue of changing FACT’s name and that it is time to review this, Teresa agreed and commented that explaining what FACT does is difficult. LaVonna said the STRIDE database is very important to this region due to the scarcity of transportation available in San Diego County. Bob suggested brighter colors and positive messages to be associated with FACT. Dave said the San Diego Foundation is trying to get people engaged to participate in discussions on the future of San Diego, including transit and asked if FACT has involvement with this. LaVonna said she was involved before her new job. Phil asked FACT to look into the foundation.

<p>CSUSM Student Team Project</p>	<p>Taylor Bowne and Scott Kemp introduced their student project and gave an update as to the research their team has been doing on the brokerage options.</p> <p>Arun said the team members are very diverse with majors including Finance and Accounting and working with the students has already been a great experience.</p> <p>Bob asked that Board Members be updated with presentation dates are known as they become known.</p>
<p>Documentation of FACT Policies</p>	<p>Arun thanked Bob for bringing the Whistleblower, Document Retention and Conflict of Interest policies to his attention. Arun recommended reviewing FACT's existing policies as well as new policies and suggested the development of a policy handbook for FACT which would be brought for approval at the Annual Meeting.</p> <p>Motion to review the FACT policy handbook at the December 14th Annual Meeting made by Dave Roberts. Second by Teresa Barth. Motion passed unanimously.</p>
<p>Annual Meeting Prep:</p> <ul style="list-style-type: none"> • 2011 Norine Sigafoose Partner of the Year • Other awards/recognition • Updates • CAM appointments <p>August 2011 Financials</p>	<p>Phil said recommendations for the Norine Sigafoose Partner of the Year award should be given to Arun. Arun also asked if there were any recommendations for individuals to be recognized to speak with him. Dave suggested recognition for Dan Levy and the support he provided FACT.</p> <p>Arun said CAM appointments will be made at the Annual Meeting.</p> <p>Phil said officer elections will be held for the 2012 Board at the Annual Meeting he listed the nominations for Bob Campbell as Chairman, Dave Roberts as Vice Chair, Susan Hafner as Treasurer and Teresa Barth as Secretary. Bob said he would like Dave Roberts to be considered for Chairman and be happy to serve as Vice Chairman. Dave said that if the Board approves he will be pleased to take the position as Chairman.</p> <p>Arun said the New Freedom 07 Grant was recently extended close to 2 years for \$600,000.</p> <p>Bob asked what the timeline for the financial statement was. Arun said it was an August end date and that the next financial print out will be labeled with the month's end date.</p>
<p>Adjournment</p>	<p>Meeting was adjourned at 11:04 a.m.</p>

ITEM # 5

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: Executive Director Report September/October 2011

Outreach and Events:

9/29 Meeting with Phil Paule, Congressman Darrell Issa's Office
9/30 Meeting with Dave Schumacher, SANDAG
10/6 Ride Scheduler software Demonstration
10/11 Software and Service Development Committee meeting
10/12 CAM
10/1-10/4 APTA Conference and Expo
10/13 NCTD Board Meeting
10/13-14 SANDAG TDA Audit

ITEM # 6

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: Website Development Update – Name and Branding

ISSUE:

During the September 2011 Board meeting Ninth Link presented the proposed website “wireframe” outlines and presented preliminary recommendations regarding branding. The Board asked staff and Ninth Link to prepare some options for the renaming and provided feedback on some branding ideas.

RECOMMENDATION:

Staff request that the Board provide feedback on the website redesign and authorize preparation of naming and branding options for the Board’s approval in November 2011.

BACKGROUND:

Ninth Link presented some outlines of the proposed integrated STRIDE and FACT website during the September Board meeting.

There were suggestions from the board to include maps, web based reservations, to have a low key donation message and a hopeful and positive image in the message and color scheme.

Ninth Link recommended that FACT consider a name change, as a result of feedback from staff and some board members. They also felt that a name change could be integrated with the project for consistency and cost effectiveness. A few examples of names that reflected FACT’s mission were demonstrated.

There was tentative approval from board members for reviewing more names and further discussion on the recommendation.

ITEM # 7

TO: BOARD OF DIRECTORS

FROM: ARUN PREM, EXECUTIVE DIRECTOR

RE: Rancho Bernardo Senior Transportation

ISSUE:

During the September meeting the Board requested the Software and Service Development Committee to review the Senior Mini Grant funded service proposal for transportation in the Rancho Bernardo area.

The Committee met on October 11, and discussed:

1. whether the service proposal was consistent with FACT Mission, and
2. the service model for the proposed transportation

STAFF RECOMMENDATION:

Staff requests that the Board adopt Committee recommendations and authorize implementation:

COMMITTEE RECOMMENDATIONS:

1. Use Senior Mini Grant to provide transportation for all seniors living in the Poway, Escondido, and Rancho Bernardo area
2. The service will operate as a brokerage where FACT refers riders to existing providers in the proposed service area before using contracted services.
3. Prioritize medical trips, but not make it exclusively a medical service

BACKGROUND:

The Software and Service Development Committee met on Tuesday, October 11, 2011. Participants included Bob Campbell, Floyd Willis, Todd Lordson and Danielle Kochman. The agenda included a brief update on the software procurement, the involvement of CUSUM student team in the review of software procurement as well as the brokerage model.

Consistency with FACT Mission:

The Committee reviewed the mission and the basic parameters of the proposed service. Given that the recipients of the service would be seniors and the need for transportation services in the proposed region, the committee felt the proposal was consistent with the mission.

Danielle confirmed that the use of SMG was appropriate for the service and that the term of the grant agreement could be extended if necessary.

There was discussion regarding the MTS services that were eliminated or reduced (including ADA paratransit services). Bob mentioned that a few years ago the community in Rancho Bernardo had petitioned FACT to provide additional

services in lieu of the reductions. Bob discussed the impacts of reduction and stricter interpretation of MTS' ADA paratransit services in the communities in Rancho Bernardo. Todd, who represents the San Diego regional Center located within the proposed service area, agreed that the Rancho Bernardo area was underserved for senior transportation and was an appropriate setting for an SMG funded service.

There was consensus in the committee regarding the proposal being consistent with the FACT Mission.

Service Model:

The committee agreed that the transportation service should be available to all seniors in the service area that AltaGolden serves, including Poway, Escondido and Rancho Bernardo. Committee members felt that while it is important to delineate a clear service area, it was not necessary to adopt city boundaries as the service boundary. It was agreed that the area will be determined after more discussions with stakeholders and will be amended when necessary.

The committee also felt strongly about any model that would benefit one agency more than other agencies or residents. There was agreement in making the service available to all seniors in the area and it was agreed that trips that benefited agencies were not precluded. The fares may be set in manner that would pass on some of the costs of providing the services to the agencies that generated large volumes of trips. Riders would pay a reasonable fare that would be determined by reviewing the interests of other service providers in the region where possible. FACT will solicit input from service providers to ensure the fares did not unfairly impact other services. ADA fares as well as service boundaries would also be considered.

Consistent with FACT's practice of promoting coordination and existing services, FACT would broker trip requests to existing services in the region if suitable options were available. The trips that could not be appropriately served by existing means would be served by contracted transportation procured by FACT.

Regarding trip purpose, there was some discussion over whether services offered by adult day care centers were medical services. Based on comments from Todd and Bob, the group agreed that they were not. While the Committee wished to include all trip needs – Floyd emphasized the importance of transportation in performing routine chores – there was agreement that given our limited means, medical trip be prioritized.

Summary:

Overall the Committee concluded that the proposed service was an opportunity for FACT to develop a brokerage based service model and gain experience in the implementation. It was felt that the project was significant to FACT's mission as a model which could be replicated in other areas of San Diego County when MedRide and MedAccessRide services are implemented in the near future.

ITEM # 8

TO: BOARD OF DIRECTORS
FROM: Arun Prem, Executive Director
RE: Board Officer Nominating Committee Report
ISSUE:

This item is a status update.

BACKGROUND:

FACT bylaws specify that Board officer elections will be held during the Annual Meeting.

During the August 2011 Board meeting a Nominations Committee (Susan Hafner and Phil Monroe) was appointed to accept nominations and prepare a slate for Board officer elections. In September the committee presented a slate:

Dave Roberts - Chair
Bob Campbell – Vice Chair
Teresa Barth - Secretary
Susan Hafner - Treasurer

FACT Board Officer Elections will be held at the December 14, 2011 Board Meeting. Nominations will be accepted from the floor as well.

**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.

ITEM # 9

TO: BOARD OF DIRECTORS

**FROM: ARUN PREM, EXECUTIVE DIRECTOR
KELLY McGRANE, SERVICE DEVELOPMENT MANAGER**

RE: Request to Submit Applications for Available JARC and New Freedom Funds

ISSUE:

SANDAG released a call for projects to provide transportation services for low income, reverse commuters, and persons with disabilities through the JARC and New Freedom grant programs. There is approximately \$1.8 million available for JARC and \$900,000 for New Freedom projects. There is a 50 percent match requirement for operating projects, and 20 percent match requirement for capital and mobility management projects.

RECOMMENDATION:

Staff seeks the authorization of the Board to apply for both grants.

BACKGROUND:

FACT staff will prepare grant applications to apply for both New Freedom and JARC funds. Project proposals include:

1. **New Freedom Mobility Management**— \$240,000— to sustain and enhance our mobility management operations.
2. **MedAccessRIDE**—\$240,000 — to sustain MedAccessRide program and provide medical related trips to persons with disabilities. FACT will purchase vehicle(s) and partner with an agency who is willing to provide trips for the cost of the vehicle(s). The vehicle(s) will be transferred to the partnering agency once the useful life and mileage criteria are met and the cost of vehicles has been recovered.
3. **WorkRIDE**— \$240,000 — to provide transportation for low income individuals to get to and from work or work related destinations. FACT will partner with agencies that are willing to provide transportation for the cost of the vehicle(s). This project is included in the business plan and was not funded during the 2010 grant cycle due to competition.

There is a \$240,000 cap on each grant application (including a 20% match requirement). The deadline to submit applications is December 8, 2011

JARC and New Freedom

The JARC and New Freedom programs are funded through the Safe, Accountable, Flexible, Efficient, Transportation Equity Act: A Legacy for Users (SAFETEA-LU). SANDAG has been designated by the governor of California as the recipient of the JARC and New Freedom federal funding programs for the San Diego urbanized area.

JARC is eligible to fund employment-related transportation projects serving low-income individuals and reverse commuters. There is one year of funding available, totaling approximately \$1.8 million.

New Freedom funding may be used to provide new or expanded transportation services for individuals with disabilities, that go beyond the requirements of the Americans with Disabilities Act (ADA). One year of New Freedom funding is available, totaling approximately \$900,000.