

## FACT Board of Directors' Meeting Minutes

October 17, 2012

Encinitas Hall, Encinitas, CA 92024

Board Members Attending	Dave Roberts, Teresa Arballo Barth, Bob Campbell, Phil Monroe, Susan Hafner, Norine Sigafoose, Alane Haynes, LaVonna Connelly, John Aguilera
TAC Members Attending	Danielle Kochman - SANDAG, Floyd Willis - AIS,
Board Members Absent	Milena Chakraverti-Wuerthwein - Ex officio Board Member
Staff Attending	Arun Prem, Oswaldo Perez, Meagan Schmidt, Budd Anderson
Public/Guests	Tom Ferris
Introductions	Chair Dave Roberts called the meeting to order at 9:00 AM. Introductions were made.
Approval of August, 29 2012 Board Meeting Minutes	<p>Dave requested Board approval of the August 29, 2012 Board Meeting minutes.</p> <p><b>Motion to approve the August 29, 2012 Board Meeting minutes made by Alane Haynes. Second by Bob Campbell. The motion passed unanimously.</b></p>
Public Comment	None
Review of FACT Mission Statement to include Veterans	<p>Arun said he had suggested that SANDAG include veterans as a group represented in the Coordinated Plan. He saw the VTCLI initiative as direction for the region to include veterans in mobility plans. Stats from 2-1-1 San Diego indicated there were 95,000 uniformed military personnel, 222,348 veterans, and 175,000 family members associated with these groups in San Diego County. Arun reviewed Gallup poll statistics for San Diego County regarding age and gender related to veteran and active duty status. Arun recommended including veterans in FACT's Mission Statement. The current Mission Statement reads: Assist seniors, persons with disabilities, and social service recipients in San Diego County to meet their transportation needs.</p> <p>Alane asked why low income individuals were replaced by social service recipients in the Mission Statement. She said the Coordinated Plan includes low income individuals - since FACT is being consistent with the Coordinated Plan regarding adding veterans to the Mission Statement then the wording should coincide with the other groups represented. Arun recalled the assumption was that low income individuals are receiving or</p>

are eligible for social services. The rationale was that these terms could be interchangeable. Phil recalled that FACT did not want to means test to determine low income. Alane said FACT would still need to determine if they are using social services. Arun said clients are not required to prove eligibility regarding age, disability, income, etc. He clarified that the Mission Statement represents the organizations goals and is not to be viewed as a work plan that would define the grant/program parameters. Alane felt this topic should be revisited. She said people may be low income and are eligible for social services, but pride prevents them from receiving these services. These people are low income but not social service recipients and may require transportation assistance. LaVonna Connelly and Bob Campbell reinforced the issue of pride preventing low income individuals from accepting needed assistance.

Dave recommended an agenda item in the future to clarify the Mission Statement. The discussion will take place at the February Board Retreat.

**Motion to add veterans to FACT’s Mission Statement made by Phil Monroe. Second by Bob Campbell. The motion passed unanimously.**

Review of 2012 New Freedom and SMG Grant proposals /resolutions

Arun reviewed 2012 New Freedom (NF) and Senior Mini Grant (SMG) proposals/resolutions. Board approval for the proposals and corresponding Board resolutions was obtained in August 2012. This item is an update on DRAFT proposals submitted to SANDAG for preliminary review and request for approval of Board resolutions which will accompany final proposals due October 31, 2012.

FACT is planning to submit applications for NF mobility management projects that will fund administration and staffing for the mobility management activities. SMG will be used as match for the NF projects as well as to support expansion of RideFACT.

Arun said there are 5 proposals each with a 2 part project resulting in 10 applications total. There are 4 proposals and 4 corresponding matching proposals under NF; and 1 proposal and 1 corresponding matching proposal under SMG. Arun reviewed the funding sources, projects, funding requested, match source, match amount, and total cost for each of the 5 projects. Staff seeks authorization to submit 10 grant applications outlined above and Board resolution in support of grant applications.

Danielle Kochman cautioned FACT regarding the competitiveness of this round of funding.

Arun said FACT has approximately \$150,000 in reserves that could be used to offset any match proposal that may be denied. Reserves could not handle all the proposals, but could accommodate one or two match

	<p>rejections.</p> <p>Bob asked that more important proposals be prioritized and brought to the forefront if possible.</p> <p>In response to Danielle’s recommendation FACT will not apply for the full amount available for each grant. Arun has spoken with SANDAG staff and has confirmed FACT’s proposals as being consistent with the Coordinated Plan. The proposals highlight the means to help implement the Coordinated Plan. Alane stressed the importance of highlighting the amount of rides performed in the grant application.</p> <p>Arun thanked Danielle for volunteering to review pre applications and providing valuable feedback.</p> <p><b>Motion to submit grant proposals outlined above and Board resolutions in support of grant application made by Phil Monroe. Second by Bob Campbell. The motion passed unanimously.</b></p> <p>Bob said some non-profit Boards have found a way to apply a value to Board member time as part of the grant match. He did not know the value assigned or the success rate of this process. Arun said if any of the matching grants are not approved then and in-kind match would be proposed.</p> <p>Arun requested that Dave and Teresa sign the 10 Board resolutions to be included with the grant applications.</p> <p>Arun introduced Oswaldo Perez as Grants Analyst. Bob asked if SANDAG was ok with Oswaldo joining FACT and working on SANDAG related grants. Arun said SANDAG’s legal department was consulted and no conflict of interest was found. The Board welcomed Oswaldo to the FACT team.</p>
<p>Brokerage Services Review</p> <p>RideFACT update</p> <p>Inauguration –October 11, in Escondido</p> <p>Software procurement update</p>	<p>Arun gave a detailed Brokerage service review and highlighted important service statistics. He recapped the history of the brokerage starting as a Pilot project serving Escondido, Poway, and Rancho Bernardo to its expansion to serve all 18 cities in San Diego county including Ramona and Spring Valley.</p> <p>5 contractors have joined the brokerage and two contractors are in the process of signing contracts; one of the contractors, Alpha Project is a nonprofit. Another non-profit has applied to become a brokerage contractor.</p> <p>The amount of FACT referrals given per month are as follows: June - 181, July - 416, August - 423, and September - 653. The amount of RideFACT rides performed per month are as follows: June - 5, July - 142, August - 368 and September - 403. October is estimated to exceed September</p>

Staffing

numbers.

Update on meeting with ALC

John Aguilera asked why RideFACT trips expanded at a slower rate from August to September than in previous months and whether it corresponded to staffing levels and call volume. Arun was not sure why the growth rate had slowed down, but indicated it did not correspond to trips being denied due to staffing levels. He felt the growth pattern will stabilize in the future. Meagan Schmidt said the higher growth rate for July through August may be due to out of town clients visiting San Diego and using the service for the Summer. LaVonna said the weather may be a factor in the fluctuating growth rate.

Floyd Willis asked if the 653 referrals given in September included the 403 trips performed by RideFACT. Arun said the number of trips provided is included in the number of referrals given per month. The majority of trips (140) occurred in City of San Diego. No trips were performed in Coronado, Del Mar, Imperial Beach, and Lemon Grove. Arun said FACT needs to follow these trends and focus its marketing efforts in these cities. During September 92% of trips were provided to seniors, 65% were medical related, and 3.5% used accessible vehicles; the average trip distance was 10.89 miles, the average trip cost was \$18.94, and average number of trips provided per day was 13.43.

Arun expects the average trip length to increase as the program grows because FACT will perform any trip across city limits while other agencies have limited service areas. He said the service will be efficient but expensive when it matures in order to accommodate longer trips.

Phil asked if the 250 calls that did not receive rides on RideFACT received travel resulted in a FACT referral. Arun said FACT has no way of knowing if referrals given actually result in trips being provided, but FACT informs clients that our service is available if referred providers cannot perform the trip.

Bob asked Arun to clarify what expenses were included in the average cost per trip. Arun clarified that the average cost per trip of \$18.94 includes the cost invoiced by the provider and does not include any overhead expenses. Bob said at some point these expenses will need to be incorporated into the costing.

LaVonna commended Arun for his work in setting up the brokerage and negotiating reasonable rates from contracted providers.

Arun gave a summary of the RideFACT Inauguration that took place on October 11, 2012 at the Escondido Joslyn Senior Center. Attendees included representatives from SANDAG, TAC, NCTD, and CAM as well as FACT Board members and elected officials (Ed Gallo of Escondido was

mentioned). Sol Transportation provided a vehicle for the ribbon cutting. Arun estimated there were 50 attendees. Dave thanked the Board members who attended the Inauguration.

Arun talked about preliminary discussions regarding software procurement. Bids were invited from several vendors including Trapeze, Routematch, Shah Software, Ridescheduler and Mabilitat. Arun said vendors were requested to submit a proposal for either server based software or cloud based software in order to indicate which route would be more cost effective and efficient. Vendors may have opted to bid on both server and cloud based software. Responses to the Request for Proposal (RFP) were due on October 16. Software would expedite the reservation and record keeping process. A consultant was hired to write the scope of work, research the market, and assist in the software selection. 4 bids were received from Routematch, Mabilitat, Ridescheduler, and Shaw Software. The Software and Service Development Committee will review the proposal prices and specifications. The process will include interviewing perspective vendors and bringing a suggestion to the Board at the November 28<sup>th</sup> Board Meeting.

Dave asked what the projected dollar amount was for the software procurement. In the RFP a budget of \$30,000 was indicated. The proposals have not been reviewed. Bob requested the expenses associated with software installation, training, and 1<sup>st</sup> year upgrades and support be included in the budget projection.

Susan asked if software will coordinate with ADA, NCTD, and MTS systems. She asked how ADA coordinates with FACT to help serve their underserved or ineligible clients. The integration of agency systems was not addressed. FACT has provided trips for clients who are ineligible for ADA as well as eligible clients requiring travel not accommodated by ADA. Both NCTD and MTS participate in Council on Access and Mobility (CAM) and Technical Advisory Committee (TAC) discussions. Susan mentioned possibly providing supplemental trips for ADA. Arun mentioned the Regional Center proposal scheduled for discussion later in the meeting as an example of coordination between agencies by providing supplemental trips.

Arun said an additional part time Mobility Coordinator is needed to manage the increased call volume. There are funds in the current year's (FY 2013) budget under "contracted consultant services" that can be utilized for the remainder of FY 2013. Based on a review of funding projections through the end of FY 2015 (June 30, 2016) funds are available to cover this expense.

Staff requests the Board to approve the budget revision to transfer \$18,000 from FY 2013 budget line "contracted consultant services" to

section “salaries and benefits”, and approve addition of a part-time Mobility Coordinator position as of October 2012. The total number of staff will increase to 7. If the part time mobility coordinator transitioned to full time the yearly cost including benefits would be around \$40,000. Dave wanted to ensure hiring an additional part time employee was legally appropriate. Arun said Patty Pauletto has no interest in working full time and the additional part time employee will most likely have the opportunity to move to full time as a result of increasing call volume. Future budget projections will include the cost of additional employee in the budget line “salaries and benefits”.

Arun mentioned that morale has been low due to the strain of call volume and increased information handling, but does not want to over-staff FACT in response. He felt current staffing levels may not be enough, but is not comfortable proposing additional staff until it can be justified.

**Motion to add a part time Mobility Coordinator to increase staff to include 2.2 full time employee Mobility Coordinator positions made by Phil Monroe. Second by Teresa Arballo Barth. The motion passed unanimously.**

Dave asked who was on the Software and Service Development Committee. Arun said Bob Campbell, Danielle Kochman, Floyd Willis, Todd Lordson, and Amy Eustace are on the Software and Service Development Committee. Dave requested adding an additional Board member to the committee. Susan Hafner and Alane Haynes volunteered to join the committee.

Bob and Arun reviewed their meeting with American Logistics Company (ALC). Bob and Arun met with Craig Puckett, President of ALC, and Mike Dunne, Business Development Manager. The discussion was about relative costs of operating a brokerage in house vs. contracting with ALC. Bob mentioned that ALC is a for-profit organization. Arun and Mike had a follow up meeting on October 5. Mike provided an ALC rate sheet for call taking, dispatching, and performing trips. Arun said if ALC joined the brokerage they would receive few trips due to their high cost compared to other providers. Arun said ALC’s rates were inclusive of call handling; transportation services could not be offered separately. This means FACT would be using a different brokerage model with ALC than with other providers. Bob did not recommend ALC for handling FACT services. Arun said the consistent message from ALC was that FACT does not have the call volume needed for them to be seriously interested. Arun said the rates were also significantly higher than the rates NCTD had established with ALC.

LaVonna felt FACT may experience a disconnect between regional

agencies and clients if FACT's services are outsourced.

Arun said an open bid process would be required if it were decided to outsource FACT's call center. ALC would have to submit a bid before FACT could select them as a provider.

San Diego  
Regional Center  
Service  
Proposals

The San Diego Regional Center (SDRC) has asked FACT to join the list of transportation providers approved to provide transportation for SDRC clients. Arun gave a review of SDRC and the transportation network they use to transport clients with developmental disabilities.

SDRC currently uses a similar brokerage model as FACT but they pay a flat rate to providers as opposed to selecting the lowest cost provider and paying accordingly. SDRC has a fixed reimbursement rate of \$6.50 per ambulatory trip and \$12.50 per non ambulatory trip. The per-trip rate is relatively low and may not be feasible unless the trips can be grouped effectively to lower contracted expenses. According to existing FACT contracts with vendors, there is no additional expense for shared rides as long as the origin and destination addresses are the same. Arun said he is looking at this as a business opportunity to provide trips at cost. The Center was interested in the brokerage as a means to meet the demand for longer trips that tend to be expensive due to the rate structure in place. FACT may be able to provide SDRC with better rates on long trips that are grouped. Since FACT is not obligated by the agreement to accept all or any of the trips, it would retain the ability to leverage the agreement for services that are mutually beneficial.

Susan Hafner asked that administrative costs associated with this contract be accounted for. She said these costs are typically higher than anticipated. Susan said the SDRC has a high level of expectation regarding transportation parameters in terms of trip scheduling, client delivery, and nuances with individual clients. She feels the expectations may exceed the service FACT currently provides. She indicated that she is not against the proposal but wanted to ensure FACT is ready to handle the expectations. She cautioned the group that this could lead to a public relations disaster. Phil reiterated the point that FACT is not obligated by this contract to perform any trips for SDRC and can choose its level of involvement.

John asked Arun to clarify what opportunity this offers FACT by signing the agreement. Arun said this positions FACT as a brokerage that is available

	<p>to other agencies that have funding sources for transportation. Also depending on the volume of trips, this arrangement could become a steady revenue source for FACT. Danielle added that since this revenue came from a contract with a social service provider (restrictions waived) it could be used to leverage federal funds.</p> <p>Staff requests Board approval to sign a service contract with SDRC which will place FACT in a pool of approved transportation providers.</p> <p><b>Motion for approval to sign a service contract with SDRC which will place FACT in a pool of approved transportation providers made by Phil Monroe. Second by Norine Sigafoose. The motion passed 8 to 1.</b></p>
<p>November 2012 Board Meeting Revised Schedule</p>	<p><b>Motion to move the November 2012 Board Meeting from the 14<sup>th</sup> to the 28<sup>th</sup> made by Norine Sigafoose. Second by Phil Monroe. The motion passed unanimously.</b></p> <p>LaVonna mentioned she may not be able to attend the Board Meeting on November 28<sup>th</sup>.</p>
<p>December 12 - Annual Meeting Prep</p>	<p>Dave asked if a keynote speaker had been identified. Arun said he received a response from the VA Director that he will be attending. Pam Smith may attend and represent HHS and the County of San Diego.</p> <p>Bill York will be the 2012 Norine Sigafoose award nominee.</p> <p>Dave appointed Norine, LaVonna, and Phil to the Board Officer Nominating Committee. All three accepted. The committee will come up with a slate of officers to nominate for 2013.</p> <p>FACT staff will bring a recommendation to the Board in November for CAM appointments. CAM has identified 3 new members.</p> <p>It was requested that staff look into altering the allowable amount of Board member seats in the bylaws to a lower number. Arun reminded the Board that this will be on the December Annual Meeting agenda. Arun asked the Board for suggestions of additional bylaw amendments.</p>
<p>Review of Financial Statements, September 2012</p>	<p>Handouts provided include: Balance on Grants, Budget Expense and Variance Report, and Budget Variance Comments sheet explaining the variance. Arun asked if there were any questions regarding the September 2012 financials.</p>
<p>Executive Director Report</p>	<p>Arun highlighted recent meetings attended by him and FACT staff. He mentioned that both the TDA audit and internal audit by Sonnenberg have been conducted. Final reports should be available for Board review in</p>

	November or December. There were no irregularities.
Board Member Comments	<p>LaVonna indicated that Poway Friends of Adult Day Health Care Center has received approval to implement their Senior Mini Grant funding and are offering medical transportation for seniors one day a week for medical appointments in Ramona or Poway.</p> <p>Dave mentioned that Ed Gallo (City of Escondido) was impressed by FACT's growth and success. He said this was great testament to the hard work performed by FACT. He thanked Board Members for their dedication and thanked FACT staff for their hard work.</p> <p>Teresa asked if FACT had sent RideFACT marketing material to the Alliance for Regional Solutions (ARS) for increased awareness. Arun said he has sent information to Craig Jones at ARS. Arun has also requested FACT become a member of ARS.</p> <p>Dave thanked guests for attending.</p>
Adjournment	Meeting was adjourned at 11:00 AM.