



Meeting Agenda and Notice
FACT Board of Directors Meeting
September 24, 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 August Board meeting minutes p-2
ACTION
3. Public Comment
INFORMATION
4. Review of MOA with HHSA - Medicaid reimbursements p-5
POSSIBLE ACTION
5. Review of CTSA contracts and performance
INFORMATION
6. Review of Lease of 12 FACT owned vehicles p-6
POSSIBLE ACTION
7. Update on software procurement
INFORMATION
8. FACT 10-year Anniversary Planning update p-7
POSSIBLE ACTION
9. FACT services updates, new brokerage vendors p-9
INFORMATION
10. Monthly Financial Reports
INFORMATION
12. Executive Director's report p-13
INFORMATION
13. 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**

July 23, 2015

Encinitas City Hall, Poinsettia Room

505 South Vulcan Avenue, Encinitas, CA 92024

Board Members Attending	Hon. Dave Roberts, Phil Monroe, Bob Campbell, Hon. George Gastil, LaVonna Connelly, Hon. John Aguilera
TAC Members Attending	Danielle Kochman
Board Members Absent	Norine Sigafoose, Susan Hafner
Staff Attending	Arun Prem, Budd Anderson, Oswaldo Perez
Public/Guests	See sign in sheet
Introductions	Chair Dave Roberts called the meeting to order at 9:00AM. Introductions were made.
Approval of June Board Meeting minutes	Motion to approve the June 25, 2015 Board Meeting minutes made by Bob Campbell. Second by Phil Monroe. The motion passed unanimously.
Public Comment	None
Quality of Life Initiative - status update	<p>Bob Campbell requested the Board's approval to move item 6 to the end of the meeting as a closed session item.</p> <p>Motion to move agenda item 6 to the end of the meeting as a closed session item made by Bob Campbell. Second by John Aguilera. The motion passed unanimously.</p> <p>Arun Prem provided background information and an update on the Quality of Life Initiative (QoL). Danielle Kochman said SANDAG's Board would decide in September whether to move forward with the QoL. She noted that Senior and Disabled Transportation scored high on the initiative survey conducted by SANDAG. She said Diane Eidam was working on a report regarding FACT that would be completed in early August. Further discussion took place regarding SANDAG's survey results and proposed initiatives.</p> <p>Arun discussed SANDAG's survey questions. Board members discussed FACT's involvement in the QoL and had previously suggested to SANDAG that the Consolidated Transportation Agency (CTSA) be incorporated into</p>

	<p>the QoL language. He said FACT's budget, grants, involvement in the QoL, and status as the CTSA was discussed during his meeting with Diane. He informed Diane that other CTSA's across California were funded by similar local tax measures. A follow up meeting with Diane was scheduled on July 27, 2015.</p>
<p>Review of MOA with HHS - Medicaid reimbursements</p>	<p>Arun said he sent the Board a sample Memorandum of Agreement (MOA) from Health and Human Services (HHS) for Medi-Cal transportation reimbursement. He reviewed the MOA, reimbursement, funding, regulations, and requirements of the reimbursement program. FACT requested a follow up meeting with the program manager or a DRAFT agreement in order to proceed. Arun indicated that FACT could not claim reimbursement for ADA and ADHC clients who were claimed by the contractee. The reimbursement for grant funded services may be offset against SANDAG invoices. He said Medi-Cal reimbursement for services not funded by SANDAG would be unrestricted funds. Phil requested reassurance from Arun that FACT would not be in competition with North County Transit District (NCTD) or Metropolitan Transit System (MTS) for the reimbursement. Arun said he consulted with both agencies before meeting with HHS and it was determined that FACT's reimbursement would not affect MTS's or NCTD's reimbursement. Arun explained the process for verifying Medi-Cal certified riders. Bob asked if the potential benefit of the program outweighed the administrative cost. Arun said the Board approved hiring a full time accountant who would help with the additional administrative work. He noted that the MOA included the option to void the contract with 30 days' notice. Bob noted that the program would require FACT to promote and help enroll riders in the Medi-Cal program. He said perhaps 2-1-1 could help with the intake process.</p>
<p>Update on software procurement</p>	<p>Oswaldo Perez provided an update on the software procurement included in the VTCLI grant. 10 Vendors responded to the entire RFP and 8 were deemed valid. Software vendor demos were scheduled for 7/27 - 7/31 and a Technical Advisory/Source Selection Committee meeting was scheduled for 8/6.</p>
<p>FACT 10-year anniversary/annual meeting</p>	<p>Arun said it was approaching FACT's 10-year anniversary since its incorporation in February 2006. He recommended having some type of observation along with the Annual Meeting to celebrate the event. He noted that Bob had suggested inviting the original stakeholders to the event. Guest speakers, the use of interactive technology, guest attendance, event locations, and timing of the events as well as whether to combine the Annual Meeting with the anniversary were discussed by the Board. LaVonna (Chair), George Gastil, and Phil were appointed to a committee to help plan the Annual Meeting and the 10-year anniversary.</p>

	Gary Gallegos (SANDAG), Kathlyn Mead (San Diego Foundation), Chris Van Gorder (Scripps Health), and Tony Atkins (Speaker of the California State Assembly) were mentioned as potential event speakers. The Board expressed a preference for separate events for the Annual Meeting and 10 th Anniversary.
FACT Services Update	Oswaldo provided an update on FACT's services and reviewed monthly service statistics for RideFACT and contracted services. Phil said according to the RideFACT trips chart, ridership was lower than average over the last 7 points, which was a statistically significant change. Bob discussed the potential of duplicating the Oceanside service with other cities in San Diego County.
Review of New Freedom Grants - deliverables	Oswaldo reviewed two FACT New Freedom grants, proposed deliverables, and actual deliverables. Phil asked how FACT came up with the 58,249 units of service specified as the objective for the two-year grant period. Oswaldo said the 58,249 units was an estimate based on historical data with an increase for anticipated growth in services. LaVonna asked for clarification on why FACT had unspent funds after deliverables were exceeded. Oswaldo said FACT took a conservative approach when applying for grants and used the lowest estimate in the range of numbers provided. Arun added that a decrease in the majority of categories on the service growth chart demonstrated efficiencies in scale. In summary, Oswaldo stated that FACT's Mobility Management grants were in compliance with requirements and based on the most recent reports there were no FACT grants on SANDAG's "watch list" for cost efficiency or schedule. Arun commended Oswaldo for his excellent report and presentation.
Monthly Financial Reports	Arun said the financial reports were a standing item and monthly reports including the check register were available for Board review.
Executive Director Report	Arun said recently there was a drastic decline in First Transit (FT) trip requests. FT had indicated that they had to lay off some drivers and were in the process of certifying new drivers. He said the new drivers as well as seasonal trends may have led to the decrease in demand. He indicated that the Internal Audit and TDA Audit were scheduled. Oswaldo provided a status update on the donated MTS vehicles.
Board Member Comments	Bob said he wanted to apologize for not following up with Bob McElroy, CEO of Alpha Project, and Palomar Health regarding their transportation needs and coordination.
Review of	Arun provided an overview on lease discussions, past lease agreements,

proposals for Lease of 12 FACT owned vehicles	<p>current leases, FACT's vehicle inventory, parking for the vehicles, insurance, proposed lessees, and lease terms. He discussed speaking with NCTD, FT, Secure Transportation, and brokerage providers regarding the lease opportunity. He indicated that FACT had a great working relationship with AAA transport, but expressed concern with FACT's over reliance on one provider. Danielle mentioned that SANDAG had a used medium bus available for FACT.</p> <p>The Board met in closed session to discuss the leasing of 12 FACT owned vehicles.</p>
Adjournment	<p>Bob said during closed session the Board discussed the following: Secure Transportation's financial stability, reputation, possible outstanding litigations, and potential competing conflict with FACT's services. Al Lindenfelser discussed Secure Transportation and addressed the Board's concerns. Dave indicated that the Board provided direction for staff during closed session. Arun said staff would conduct a review on Secure Transportation, continue discussion with Secure Transportation, and bring back a recommendation to the Executive Committee on August 6th. Meeting adjourned at 11:12AM.</p>

ITEM # 4**TO: BOARD OF DIRECTORS****FROM: Arun Prem, Executive Director****RE: Review of MOA with HHSA - Medicaid reimbursements**

ISSUE: Staff requests Board members feedback regarding the MOA with HHSA. Signing the MOA will qualify FACT to apply for partial reimbursement of the cost incurred in purchasing "medical" transportation for FACT riders who are registered with the Medicaid program.

BACKGROUND:

FACT Staff informed HHSA that as of June 2015 FACT's Board had discussed the MOA in concept and agreed to pursue the opportunity to enter into an agreement with HHSA.

HHSA staff indicated that FACT's appears to meet all the requirements for a potential recipient of Medicaid transportation reimbursements.

Follow up information or a DRAFT agreement is expected in the near future.

A copy of a sample Agreement was emailed to Board members for information at the request of the Board Exec Committee.

RECOMMENDATION:
None.

ITEM # 6

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: Review of status of lease of 12 new FACT owned vehicles

ISSUE

Board update regarding discussions to facilitate operations of the leased vehicles in San Diego City and other areas regulated by MTS.

BACKGROUND

During August 2015 FACT and Secure signed the lease agreement for the new 12 minivans funded by Caltrans grants. Secure had informed FACT beforehand that they would be able to utilize the vehicles most effectively if they were able to get permits from MTS to operate the vehicles in southern San Diego County. FACT, Secure, MTS and Caltrans have been in discussions since to assist with meeting the requirements of the MTS permit process.

On September 14 and 15, FACT, MTS and Caltrans staff had several discussions and it was agreed that Caltrans would look at the lease with Secure and provide an opinion to FACT and MTS.

If a favorable response is received from Caltrans MTS staff would be able to proceed with the review of Secure's vehicle registration applications.

RECOMMENDATION

NONE

ITEM # 8

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 Planning

ISSUE:

Review of recent meeting of the Board Anniversary Planning Committee. The Committee - Chair Lavonna Connelly and Hon. George Gastil and Phil Monroe - met on September 3 to review the schedule and scope of the meeting. The agenda of the meeting is included in this item.

BACKGROUND:

Committee members discussed the potential schedule options for the meeting, including the regular December and January meetings of the FACT Board. It was recommended that the December 10 (Board meeting date) be designated as the 10th anniversary event date. The Board meeting could be held immediately prior to the Anniversary event in order to separate the business/action items from the anniversary events.

The locations were reviewed for overall convenience, access, parking availability and prioritized as follows:

- 1 County Operations Center
- 2 California Foundation (Liberty Station)
- 3 County Administration Center - subject to reserved parking availability
- 4 Caltrans - parking may not be adequate
- 5 Others?

There was discussion re. the special guests and speakers. The following names are in a prioritized list:

Mr. Gary Gallegos, Hon Toni Atkins, Mr. Chris Van Gorden (Scripps), Ms. Kathryn Mead (SD Foundation). Several former FACT staff, Board members and partners were expected to attend. Phil recommended Ms. Karen King, Rob Carley and Alane Hanes be included. It was also discussed that CAM and TAC members as well as FACT brokerage providers would be invited to participate in the proceedings. A commemorative item (mug) would be ordered as marketing piece. Committee recommended using a new tag line on anniversary promotional/marketing materials. A media release would be issued in advance of the event.

The following is the agenda for the meeting (page-8):

10th Anniversary Planning Committee

FACT Board members LaVonna Connelly, Hon. George Gastil, Phil Monroe

Meeting Agenda

September 3, 2015, 2:00PM

1. Location
 - County Operations Center- Overland Ave
 - County Admin Center- Pacific Coast Hwy
 - Caltrans- Taylor St
 - CA Foundation- Liberty Station
 - Other ideas
2. Meeting Content
 - Annual Meeting combined with 10 year event
 - 10 year stand alone event
 - Options for review of FACT history/ outcomes / awards received
3. Speaker Ideas (from July 2015 FACT Board meeting)
 - Gary Gallegos (SANDAG)
 - Kathyn Mead (SD Foundation)
 - Chris Van Gorder (Scripps Health System)
 - Hon. Toni Atkins (Speaker of CA State Assembly)
4. Recognizing Partners
 - Caltrans, SANDAG, 2-1-1, NCTD, Poway Adult Day Center, City of O'side, etc.
 - Vendors (for number of rides given, longevity, vehicle leasing, etc.)
5. Proclamation from Elected Officials
 - Cities
 - County
 - State
 - Federal
6. Guests of Honor (and roles they might play in meeting)
 - Former FACT staff and associates
 - Riders
 - CAM
7. Commemorative Item Giveaway
 - Mugs or other
 - 10th Anniversary FACT tagline for item and event marketing
8. Press Release

RECOMMENDATION

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

ITEM # 9**TO: BOARD OF DIRECTORS****FROM: Arun Prem, Executive Director and Meagan Schmidt, Service Development Manager****RE: FACT Services updates****ISSUE:**

This item presents a monthly RideFACT and contracted services update.

BACKGROUND:

	Jun-15	Jul-15
SERVICE	ONE-WAY TRIPS	ONE-WAY TRIPS
First Transit	350	128
Poway	347	382
Oceanside	426	496
SDCOE	0	0
Elderheip	97	37
TOTAL	1,220	1,043

New Brokerage Providers

Three new providers joined the FACT brokerage between April and September 2015. Assisted Multicare joined 4/28/15, Secure Transportation joined 8/10/15 and Abu Ganti Transportation Services (AGTS) joined 8/13/15. All three providers have the capacity to provide both ambulatory and non-ambulatory trips.

Code of Conduct and Customer Survey

The Code of Conduct was mailed out to all RideFACT riders between late August and early September. FACT received calls from several riders inquiring on the mailing and Mobility Coordinators clarified the purpose of the Code of Conduct. Customer service surveys were distributed to two brokerage providers (AAA and Safety First) in late August and early

September 2015, FACT has not received any responses as of yet. A Mobility Coordinator has been assigned to follow up on the procedures of drivers presenting and collecting these surveys.

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 - July 2015, FACT has invoiced City of Oceanside for 7,629trips.

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 many new clients to the FACT service due to the relatively low cost of transportation compared to their own service.

This contract generated approx. \$60,000.00 net revenue for FACT during the first completed year of service (calendar 2013). Safety First is the current provider for these trips. A total of 11,621 trips have been provided from January 2013 - July 2015.

Elderhelp Program

Contracted service for Elderhelp began on March 12th. The Board approved the extension of the Elderhelp contract on March 26th. 351 total trips were provided between March and July. 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 - July 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	12289	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
SubTo	32,25	1450	30,80	10,275		

tal	4		4			
Contracted				14,046		
FISCAL YEAR 2015-16						
July	2,542	138	2,404	793	\$17.36	12.2
SubTotal	2,542	138	2,404	793		
Contracted				15,089		
TOTAL	80,621	5704	74,907	69,160		

***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.

RECOMMENDATION:

Staff seeks the Board’s feedback regarding the information presented in this item.

ITEM # 12

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

Meetings and Events 7/23/15 - 9/23/15

- 7/27 Mtg. with Diane Eidam
- 7/29 Route Match Demo - Oswaldo and Arun
- 8/4 Mtg. with Palomar Health - Meagan and Arun
- 8/6 VTCLI Technical Advisory & Source Selection Committee - Oswaldo
- 8/6 Mtg. with Jim Byrne, MTS
- 8/7 Conference call with 211 - Budd and Arun
- 8/11 CAM Meeting
- 8/11 One Call One Click Project Team Meeting - Oswaldo and Meagan
- 8/11 AGTS brokerage provider Mtg. - Meagan
- 8/18 Collaboration Skills for Nonprofit Professional workshop - Oswaldo
- 8/20 Secure Transportation picked up twelve 5310 Vehicles
- 8/25 Accountant Interviews - Budd, Arun, and Julius
- 8/26 IT consultant phone Interviews - Budd and Arun
- 8/26 Mtg. with Mike Casey, Yellow Cab - Meagan and Arun
- 8/27 Mtg. with Marlene Connor, APTA
- 8/27 APTA Mobility Management Steering Committee
- 8/27 Conference call with Renewing Life (vehicle lease) - Meagan and Arun
- 9/1 Mtg. with Diane Eidam
- 9/2 Vehicle Lease Discussion with AGTS - Meagan and Arun
- 9/3 Annual Meeting Planning Committee Mtg. - Phil, LaVonna, George, and Arun
- 9/7 Office CLOSED for Labor Day
- 9/9 FACT Agenda Planning Mtg. w Dave
- 9/9 CalACT Conference Committee Mtg.
- 9/9 Web Meeting on Integrated Mobility / Transformative Technologies
- 9/9 Mtg. with Renewing Life (vehicle lease) - Meagan and Arun
- 9/9 Mtg. with Matt Tucker, NCTD - Arun
- 9/10 MTS Services Committee Mtg. - Jonathon
- 9/15 NCTD ADA Review Group - Jonathon
- 9/15 Conference call with MTS - Review of FACT's vehicle lease
- 9/16 IT Consultant Transition Mtg. - Rob, Shawn, Arun, and Budd
- 9/17 VTCLI Group 1 - Demos
- 9/18 VTCLI Group 2 - Demos
- 9/21 VTCLI Group 3 - Demos

Upcoming Meetings and Events:

- 10/4 APTA Conference - Arun and Meagan to attend
- 10/13 CAM Meeting
- 10/19 CalACT Conference - Arun and Oswaldo to attend
- 10/22 FACT Board Meeting