



**MOVE Board of Directors Meeting Agenda
10:00 AM Tuesday, February 21, 2023**

**MOVE Office
4701 Sisk Rd. Ste. 201
Modesto, CA 95356**

**You may also attend this meeting by utilizing “GoToMeeting” online conferencing.
Email Laura Contrakis for meeting Link
laurac@movestanislaus.org**

AGENDA

1. Call to Order

2. Roll Call –

Jenny Kenoyer
Jeff Lambaren
Pat Maisetti
Lupe Aguilera
Geri Vargas

3. Public Comments

Matters under the jurisdiction of the MOVE Board of Directors, and not on the agenda may be addressed by interested parties in the audience at the beginning of the regular agenda. Any member of the audience wishing to address the Board of Directors during the “Public Comments” period shall be permitted to be heard for up to five minutes or at the discretion of the Chair.

4. Approve Minutes

Action: Approve minutes of January 17, 2023 Board Meeting.

5. Accounting and Internal Control Policy – Phil McGuire

Action: Approve the revised Accounting and Internal Control Policy

6. Agreement with Assisted Rides for transportation management software. – Phil McGuire

Action: Approve a contract with The AlterNetWays Company LLC for the purchase of a software program named Assisted Rides and authorize the Chief Executive



Officer to execute any and all documents necessary to consummate this purchase and install the program.

- 7. Catholic Charities Update – Phil McGuire**
- 8. Budget and TDA Claim process update – Phil McGuire**
- 9. Agreement for audit services – Phil McGuire**
- 10. Vehicle Purchase – Phil McGuire**
- 11. CEO Report**
- 12. Program Performance Updates – Hayley Vieyra**
- 13. Comments by Rosa De León Park, Ex-Officio**
- 14. Comments by Board Members**
- 15. Information Items**

The following items are included for information only
January 2023 Program Reports
- 16. Adjourn to Closed Session to discuss personnel matters.**
- 17. Closed Session**

Next Scheduled Board Meeting:

March 28, 2023 1:00 pm
4701 Sisk Road Ste. 201
Modesto, CA 95356

This meeting will be held in person and on-line via “GoToMeeting” conferencing.



DATE: January 17, 2022
TO: MOVE Board of Directors
RE: Minutes of December 20, 2022

Agenda Item: 4

Meeting Minutes

1. Call to Order 1:07 pm

2. Roll Call –

Jenny Kenoyer
Jeff Lambaren
Pat Maisetti
Lupe Aguilera - absent
Geri Vargas

Also in attendance were; Phil McGuire, Hayley Vieyra, Rosa De León Park, Karen Dunger, Angela Swanson, Clarissa Hernland and Laura Coutrakis.

3. Public Comments

Matters under the jurisdiction of the MOVE Board of Directors, and not on the agenda may be addressed by interested parties in the audience at the beginning of the regular agenda. Any member of the audience wishing to address the Board of Directors during the "Public Comments" period shall be permitted to be heard for up to five minutes or at the discretion of the Chair.

4. Approve Minutes

Action: Approve minutes of December 20, 2022 Board Meeting.

Director Lambaren motioned, seconded by Director Vargas to approve the minutes December 20, 2022 Board Meeting.

Passed: Unanimous

5. Second Amendment to McGuire contract – Phil McGuire

Action: Approve the Second Amendment to Standard Agreement with McGuire Management Consultancy.

Discussion: Phil McGuire presented information regarding the need to extend his contract to support the new CEO once hired, and to support management of MOVE as needed. There were no questions from the Board Members.



Director Maisetti motioned, seconded by Director Vargas to approve the second amendment to the Standard Agreement with McGuire Management.

Passed: Unanimous

6. Catholic Charities Update – Phil McGuire

Mr. McGuire shared that he, Marilyn Cole and Hayley Vieyra have meetings scheduled on Thursday and Friday, January 19 & 20, 2023 with Catholic Charities to further discuss the transition of the ride program to MOVE. Marilyn Cole was responsible for creating the software program Catholic Charities currently uses to run the program. Ms. Cole was also involved in the development of software programs currently used by MOVE to run our programs. We will be looking at opportunities to streamline processes within the software programs, as well as streamlining and utilizing the current Catholic Charities staff members if they would like the opportunity to continue with the program through MOVE.

Mr. McGuire has also reached out to CalTrans to inquire about the 5310 Grant which Catholic Charities currently utilizes to cover some of the costs of their program. More information will follow regarding what is needed to claim the grant and continue to use the funds.

The managers will be visiting Catholic Charities this Friday, to observe the details on how they currently run the program from software to ride scheduling. They will be looking at problem areas with the intention of making improvements in the program when it is run through MOVE. Additionally, we are hoping to arrange for Ms. Vieyra to go ride on some trips with the drivers to observe what they do, again for the purpose of making positive changes to the program.

7. Performance Updates – Hayley Vieyra

Ms. Vieyra shared this month's performance measures for each of MOVE's current programs.

Discussion: Director Vargas asked, "What is SEC?" Mr. McGuire offered an explanation of the Stanislaus Eligibility Center and the need for its services. Transit authorities nationwide are required to provide ride access to those who are unable to ride fixed route transit. The transit agencies are responsible for ensuring riders who need door-to-door service have access. MOVE proposed to offer the eligibility service using consistent criteria to evaluate rider qualifications. Therefore, we do all of the eligibility process for both county transit agencies.

Discussion: Ms. Vieyra talked about a project she is working on with Mr. McGuire to put together an online virtual travel training on our website. MOVE has run several online group trainings with scheduled groups, the website



project will allow more residents to access mobility training from their home computer.

Director Maisetti asked if we can do group training for specific groups. Ms. Vieyra responded that we are happy to schedule group trainings with any organization that would like to learn more about MOVE and the services we provide. Our goal is to inform the public that we are here and have transportation services to support county residents.

Chair Kenoyer asked if MOVE will be continuing the VOGO program. Mr. McGuire responded saying that management will be looking at making changes or eliminating the program. The pilot of VOGO included San Joaquin County residents who needed to cross over to Stanislaus for services, however when the pilot ended, San Joaquin County chose to opt out of the program which reduced our service area to Riverbank residents only. Additionally, the software which was developed for VOGO has not been completed and is not working properly. So our rides within the program have reduced greatly. We are putting together an analysis to determine what will happen with the program. StanCOG will also weigh in to evaluate the need for the service.

Rosa De León Park, CEO of StanCOG shared that they are aware that the software originally developed three years ago for the VOGO program is already outdated, there are better software programs out there, and StanCOG is in the process of launching a new system for our transportation demand model. The new system is expected to launch in February, and we will give a presentation of it here at MOVE after our StanCOG meeting presentation in February.

8. CEO Report – Phil McGuire

MOVE Emails: Mr. McGuire shared that we would like to make it available to set up specific emails for our Board Members if they are interested in them.

Annual Budget: Mr. McGuire has been working with our accountant at Miller Consulting to develop a more streamlined template for the budgeting process as the new CEO comes on board. We look at how much we have spent this year, then forecast the expected expenses for the remainder of the year. Each program will have defined expense estimates based on current and foreseeable future. He is expecting to assist the new CEO with the budgeting process,

9. Comments by Rosa De León Park, Ex-Officio

Ms. De León Park expressed her appreciation of MOVE and its importance in fulfilling the needs for these services in our county. The ride program which is currently run through Catholic Charities is very important to our voters. County residents want a door-through-door program for the seniors who really need it. This is why they passed the Measure L in support of these services. Therefore,



when Catholic Charities does not meet the performance expectations, it becomes a big concern to StanCOG. StanCOG is responsible for funding the program and they look forward to seeing service improvements as MOVE takes over this program. Ms. De León Park is going to speak at the National Association of Regional Councils. She has been asked to present information on transportation for aging Americans. They are intrigued by how we operate here in Stanislaus County and want to hear more about what MOVE is doing to serve our community. Some other counties in California do not have a CTSA (Consolidated Transportation Services Agency) to offer these services. Nor do they have a Measure L to fund the services.

ACE, the Altamont Corridor Expressway, has been planning for many years to bring a train through Stanislaus region. It was supposed to be here already, but they ran into some complications in construction. However, they are working hard to get this completed either this year or next year which will provide connectivity to high-speed rail.

10. Comments by Board Members

11. Information Items

The following items are for information only.
December 2022 Program Reports

12. Adjourn 2:30 pm

13. Closed Session: Board Members and CEO adjourned to closed session.

Next Scheduled Board Meeting:

February 21, 2023 1:00 pm
4701 Sisk Road Ste. 201
Modesto, CA 95356

This meeting will be held in person and



DATE: February 21, 2023
TO: MOVE Board of Directors
FROM: Phil McGuire, Interim CEO
RE: Amended Accounting and Internal Control Policy **Agenda Item: 5**

Discussion:

The Accounting and Internal Control Policy guides most of MOVE's financial decisions and activities. From time to time, it is necessary and appropriate to update the policy to reflect changes in approach or office operating details. With the relocation from the Coffee Road facility to the new Sisk Road location, new procedures were necessary regarding the handling of mail coming and going from the office. The new policy reflect those changes.

Also, as discussed at a previous Board meeting, it is appropriate to revise the level at which an item is considered a fixed asset. This proposed revision to the policy raises that level from \$1,000 to \$5,000. This is more in keeping with general accounting standards.

Fiscal Impact:

There is no immediate impact resulting from this revised policy. Its impact will largely be demonstrated in future purchases which reach the level at which they are classified as fixed assets.

Recommendation:

It is recommended that:

The Board of Directors approve an Accounting and Internal Control Policy as of this date which incorporates certain technical changes.

Attachment:

Accounting and Internal Control Policy dated February 21, 2023.



MOVE STANISLAUS TRANSPORTATION ACCOUNTING/INTERNAL CONTROL & PROCUREMENT POLICY

Effective Date: February 21, 2023

ACCOUNTING/INTERNAL CONTROLS

Financial Reporting

MOVE Stanislaus Transportation (MOVE) maintains its accounting system on an accrual basis; meaning revenue and expenses are recorded when they have been incurred as compared to a cash basis that only records transactions when funds are received or disbursed. Currently, MOVE uses QuickBooks Accounting Software for recording transactions and preparing financial reports. It is a "cloud based" environment accessible by management and the Accounting Consultant as well as limited access by select staff. At the end of each quarter, standard financial reports (statement of financial position, statement of activity and budgetary comparisons) are presented to the Board for their review and comment. Additionally, at the end of the fiscal year final financial ledgers are forwarded to the Board's external auditors for review and audit.

Sources of Funds

MOVE Stanislaus is the designated Consolidated Transportation Service Agency (CTSA) for the County of Stanislaus. In 1979, California law established the concept of regional Consolidated Transportation Services in an effort to improve the coordination of various programs and funding sources that serve the transportation needs of older adults, people with disabilities, and low- income populations. MOVE is funded by a combination of the Local Transportation Fund (a component of Transportation Development Act - TDA), various public and private grants and Measure L (a local sales tax measure passed to provide additional specialized transportation related services)

TDA - MOVE's transportation programs are funded with proceeds received from this California Department of Transportation program. These funds are allocated to counties by the State based on population, taxable sales and transit performance. The funds are collected by the State, paid to the counties and in the case of Stanislaus County, administered by Stanislaus Council of Governments – a council of city and county governments (StanCOG). Annually, MOVE management submits a request for funds to StanCOG for consideration. Upon approval by StanCOG Policy Board, TDA funds are distributed to the local agencies based upon priorities set forth by the Transportation Development Act as distributions are received by the State Board of Equalization.

Grants - MOVE competes with other agencies within Stanislaus County for public funds. An example is the 5310 Grant: a federal program that was designed to provide financial assistance for transportation services which are planned, designed and carried out to meet the special transportation needs of seniors and individuals with disabilities.



These funds are only available to private non-profit corporations and certain public agencies.

These funds can generally be used for capital improvements, operations of the vehicles and mobility management. MOVE will continue to apply for these funds as appropriate needs arise. Additionally, MOVE may seek out other public or private grants to help achieve specific goals in line with its purpose as a nonprofit public benefit corporation.

Measure L - this funding source is the local Stanislaus Transportation Ordinance and Expenditure Plan approved by the Stanislaus County voters on November 8, 2016. This measure raised the sales tax in Stanislaus County on April 1, 2017, by one-half cent for a total of 25 years to improve local streets and roads, improve connectivity and reduce congestion. At MOVE, these funds will allow the organization to expand its programs and services to a greater number of qualified residents of Stanislaus County. Annual distributions to MOVE for Measure L point-to-point services are based upon an annual budget and contract approved by the StanCOG Policy Board. Fiscal Year distributions are paid on a monthly basis as they are received by the State Board of Equalization up to the amount of the approved annual contract. Remaining funds for point-to-point services are held by StanCOG for future use

Overview of Accounting/Internal Control Practices

Cash Management – Currently, MOVE maintains two bank accounts. Additional accounts may be opened based on the needs of the organization and approval by the Board of Directors

- **General Checking Account.** MOVE's main operating account is held at Oak Valley Community Bank, Modesto, CA. Checks are drawn from this account and all earned revenue is deposited into this account. It is also the account used to draw funds to meet bi-weekly payroll requirements. This is a non-interest-bearing account. Normally, there is not a sizeable amount of funds on-hand, consequently, there currently is no organizational investment policy.
- **Measure L Unearned Deposit Interest Bearing Account.** The second account is also maintained at Oak Valley Community Bank. This account's sole purpose is for MOVE to deposit the disbursement checks from StanCOG. As MOVE spends funds on the approved MEASURE L projects and updates StanCOG's Accounting System with sufficient proof of actual disbursements, MOVE's CEO is then able to transfer the "earned" portion of the Measure L deposited funds from this account to the general checking account as approved reimbursements.

Disbursements

- **Check Authorization.** The CEO must provide approval for all disbursements. Supporting documentation must accompany checks when presented for signature and maintained with a remittance copy of the check in sequential order. The CEO and designated Board Members are authorized by the Board to sign all checks up to and including the amount of \$25,000. If the disbursement is more than \$25,000, it requires two signatures of



designated Board Members or the CEO. Additionally, the Director of Mobility Services has the authority to sign checks up to and including \$1,000. For the purposes of this policy, an ACH payment made from MOVE's bank account is subject to the same allowances and restrictions as a disbursement made by check.

Checks. Only pre-numbered checks shall be used. Signing of blank checks is strictly prohibited. Checks must be made payable to specific payees based upon appropriate documentation and never to "cash" or "bearer". One exception applies that allows a check to be made payable to "cash" and that is to allow for the replenishment of petty cash, as per the Petty Cash policy below. Prior to preparing checks, receiving reports/packing slip should be compared to vendor invoices for accuracy. Access to blank checks is limited to the CEO, Director of Mobility Services and the Executive Assistant. Blank check stock is locked in a secure place when not in use. Any voided/spoiled checks must be marked "void" and filed in sequence with all other checks.

- **Debit/Credit Cards.** Employees handling the company credit (CEO, Director of Mobility Services, and Executive Assistant) or debit card (CEO) will have the necessary knowledge and skills to perform the job and will be carefully supervised. Receipts must be provided to the Executive Assistant. All credit/debit card transactions are individually posted to accounting software. All credit/debit card transactions are assigned a reference number by the Executive Assistant. Monthly reports by department are presented to the CEO for approval and signature.

Petty Cash. Petty cash is used mainly to provide a distance based per diem for VetsVan volunteer drivers to cover the cost of meals. At the discretion of the CEO and Director of Mobility Services, it may also be used for minor purchases when writing a check or using a credit/debit card would be impractical. Receipts for minor purchases must be provided to the Executive Assistant. As often as is necessary and practical for MOVE's operations, Petty Cash will be replenished to \$1,000 through a withdrawal by the CEO or Director of Mobility Services. A withdrawal may be made in the form of a check written to "cash". Petty Cash is kept and administered by the Executive Assistant, who keeps it in a locked box. Only the Executive Assistant, Director of Mobility Services, the CEO, or an individual they designate will have access to the key.

Electronic Transfers & Payments. Electronic banking allows wire transfers, ACH payments, electronic transfers, stop payments on checks and account balance inquiries to be initiated and completed via telephone or internet. Wire transfers and ACH payments are subject to the same allowances and restrictions as the authorization of disbursements of funds by check. Electronic transfers of funds between accounts can only be initiated by the CEO or designated member of the Board of Directors and only between MOVE accounts.

Payroll. Payroll is currently being processed on a bi-weekly basis. Funds are automatically withdrawn from MOVE's general checking account for all payroll expenses including processing fees. The Accounting Consultant prepares journal entries to record the payroll and related costs to the various departments based on which function the employee performed.



Payroll Timekeeping. Each employee has a username and password to access the payroll processing interface for recording their work time. Employees “clock in” and “clock out” each day to record actual hours worked. At the end of each pay period, the Executive Assistant or Director of Mobility Services reviews each employee’s time to ensure accuracy. If mistakes are found, only the Executive Assistant, Director of Mobility Services or the CEO have access to make changes in the payroll system. Once the Executive Assistant or Director of Mobility Services is confident the time entries are accurate, the Director of Mobility Services or the CEO reviews and approves the payroll.

Mileage Reimbursement. Each employee is responsible for keeping a log of miles driven for job-related duties. The log includes the date, number of miles driven, and purpose of the trip. At the end of each pay period, the employee submits the log to the Executive Assistant or Director of Mobility Services for review. This data is reviewed and entered into the payroll processing interface by the Director of Mobility Services or the CEO prior to approving the payroll. Only the Executive Assistant, Director of Mobility Services and the CEO have access to inputting reimbursement mileage into the payroll system. Mileage reimbursement is included with the employee’s paycheck but is reported separately and not treated as taxable income.

Bank Reconciliations. Bank accounts must be reconciled by the external accounting consultant on a monthly basis and reviewed by the CEO. All check numbers must be accounted for including tracing to the sequence of checks to previous statements to provide for a complete sequence during each fiscal year. The Accounting Consultant will notify the Executive Assistant of any checks outstanding over 90 days to be investigated. Checks outstanding over 180 days will be voided in the accounting software.

Passwords. All passwords are maintained in a confidential electronic folder on the MOVE server. Only the CEO, Director of Mobility Services and the Executive Assistant have access to staff passwords. Should an employee need their password, they may submit a request the CEO, Director of Mobility Services or Executive Assistant to retrieve their password. All changes to passwords will be recorded and maintained in the confidential electronic file. Passwords will be changed periodically, as is deemed necessary by the CEO. Passwords are not to be shared with anyone for any reason.

Deposits. MOVE receives or anticipates receiving periodic checks from the following agencies: STANCOG, the County of Stanislaus and Caltrans. Other payors may be added as other funding sources are identified. Checks are received in one of two ways: either in the mail or picked up in person by the CEO. If a check is received by mail, proper mail handling techniques, as described in this document, will be used. The CEO will deposit the funds into the appropriate bank account. Unearned Measure L funds are deposited into their own, separate, bank account. All other funds received are deposited into MOVE’s general checking account.

The CEO will give the Executive Assistant the deposit slip, check stubs, and support documentation received with the checks. The Executive Assistant will post the payments received and deposit made into the accounting software. In addition, the Executive Assistant will keep the deposit slip, check stubs and support documentation with the month-end document package for retrieval or review at a later date. In the event, MOVE receives funding from other entities, MOVE will prepare invoices to the payor, as needed, and receive the checks through normal mail controls.



Financial Documentation Retention. A month-end documentation package is maintained and filed chronologically by month for each month. The documents retained are: bank statements, receipts for expenditures, and deposit documentation, as described in the Deposit section of this document. Financial records are kept in the office until the end of the annual external audit and then kept either on site or off-site for an additional five years. All payroll documentation, support and reports are kept for at least seven years. For clarification, references to documents or documentation in this section mean the original paper documents or electronic copies of them.

Mail.

Procedures for handling incoming mail:

1. All large packages will be provided to the Receptionist by the mail carrier. The Receptionist will then update the MOVE package excel log located in file staff/orders.
2. Receptionist or other MOVE employee designated by the Director or CEO will check mail daily (M-F). Only employees that do not post financial information into the accounting system shall be designated to retrieve the mail. The mailbox is located downstairs, out front in a locked mailbox, labeled # 5.
3. Receptionist or designated employee will then stamp the mail with the date/time stamp and place all mail into Director inbox.
4. Director or MOVE employee designated by the CEO will be responsible for reviewing mail and distributing appropriately.
5. Director or MOVE employee designated by the CEO will distribute all MOVE financials, including bank statements, to CEO in the original closed envelope.
6. All parties who receive distributed mail are responsible for opening and stamp/dating mail.

Procedures for handling outgoing mail:

1. All outgoing mail is be placed into the black mail box (unlabeled) located by printer in middle workspace area.
2. All small envelopes will be pre stamped and group together based on program.
3. Larger envelopes will be placed in brown basket with a sticky of associated program.
4. All pre stamped mail will be taken downstairs to the outgoing mailbox in front of the MOVE office.
5. All other larger mail, stamped or unstamped, will be taken by the Receptionist or designated staff person to Bear Postal on Coffee Rd.

Capital (Fixed) Assets. A “Capital Asset” is defined as a unit of property that: (1) has an economic useful life that extends beyond 12 months; **and** (2) was acquired or produced for a cost of no *more* than the defined threshold. MOVE establishes \$5,000.00 as the threshold for this policy. All Capital Assets are recorded at historical cost as of the date acquired and shall include any associated taxes, warranties, delivery, and installation costs. The useful life for depreciating Capital Assets on MOVE’s financial statements shall be determined by regulations or guidelines that govern the funding source used for purchasing the Capital Asset. Assets with an economic useful life of 12 months or less are not considered Capital Assets and are required to be expensed for financial statement purposes regardless of the acquisition or production cost.



PURCHASING AND PROCUREMENT

Summary

It is the goal of MOVE to procure goods and services in a cost effective, timely, efficient and fair process, and to provide for the maximum participation by disadvantaged business enterprises, DBEs. To accomplish these goals, the following policies for the procurement of goods and services are established for MOVE:

Procurement Policy

Procurements of goods and services will be consistent with the adopted MOVE budget. Adoption of the Budgets will constitute approval to initiate the procurements consistent with the terms and conditions of the adopted MOVE Bylaws, the adopted policy detailing purchasing authority of the Chief Executive Officer (CEO), and this procurement policy. Except for obtaining the appropriate Board signatures on contracts or letters of understanding and on payment authorization requests, or in the event of a protest, no further Board action will be required to proceed with an acquisition.

Procurements shall be divided into the following categories:

- Level I - estimated costs that are \$25,000 or less
- Level II – estimated costs over \$25,000 and up to \$50,000,
- Level III - estimated costs greater than \$50,000
- The appropriate level of procurement is determined by the entire amount of a contract, not a single year.
- Professional services - no competitive bidding required
- Sole Source Procurements – no competitive bidding required.

Level I Procurements

Level I procurements which cost \$25,000 or less are purchases that are within the MOVE Budget, but which do not require a formal procurement process.

Consistent with the purchasing authority adopted by the MOVE Board of Directors and without further Board action, the CEO may obligate MOVE (approve and sign contracts) for any item which costs less than or equal to \$25,000 so long as the obligation does not cause any approved budgeted line item to be exceeded by 20%. CEO is authorized to make expenditure adjustments between line items of up to 20% greater or less without further action by the Board of Directors as long as the total budget does not vary from the adopted level.

Level II Procurements

Level II procurements are considered to be small procurements if they are over \$25,000 but



not more than \$50,000. They will be secured through an informal competitive process managed by the CEO, which will include: identifying suppliers that have developed and/or provided to others goods and services similar to those required; conferring with federal, state and local organizations that have successfully developed and/or provided similar goods and services to identify recommended suppliers; identifying deliverables to be provided; contacting one or more suppliers to describe the goods and services required and to determine their interest in meeting these requirements; securing, analyzing and comparing cost estimates for the goods and services to be provided; preparing a contract between the supplier and MOVE which describes the goods and services to be provided and the terms and conditions of the acquisition.

The final award will be made via a contract signed by the MOVE Chair and CEO. Once fully executed, the CEO may obligate MOVE for funds spent pursuant to said contract. Written documentation of all steps taken in securing a small procurement will be prepared and maintained by the MOVE CEO.

Level III Procurements

Level III procurements are considered to be large procurements over \$50,000. They will be secured by a formal competitive process (including formal advertising) managed by the CEO and submitted to the Board for review and approval. Affirmative steps will be taken to ensure that DBEs are used when possible and trade publications will be used to identify potential bidders. The process will include selection evaluation criteria developed in advance, which will be available to all potential bidders, and a bid protest procedure. Bidders will receive formal notification of, and an opportunity to protest, the proposed determination. Protests submitted pursuant to terms of the bid will be heard by the Board before the final determination and award is made.

A final award will be made by the Board of Directors via a formal contract signed by the MOVE Chair and CEO, pursuant to the MOVE Bylaws. The contract shall contain all provisions as stipulated by any contract in force between MOVE and any state or federal agency. Once fully executed, the CEO may obligate MOVE for funds spent pursuant to said contract. Written documentation of all steps taken in securing a large procurement will be prepared and maintained by the MOVE CEO.

Professional Services

MOVE may procure professional services without competitive bidding. There is no requirement to engage in competitive bidding when seeking to retain specially trained persons or firms to provide services in connection with financial, economic, accounting, engineering, administrative, hardware/software systems, or other matters involving specialized expertise or unique skills.

Sole Source Procurements

A sole source procurement is one that can be made from only one source of supply or a procurement where the specifications and requirements for the items or services to be procured are so unusual or distinct as to narrow possible sources down to one. This may be



the case, for example, with specialized custom software, specialized technical expertise, replacement parts for brand name machinery equipment, or vehicles. The sole source must be the only known source of supply with the capability of meeting the bona fide specification requirements. The CEO is responsible for validating that there is only one available source of supply

Lease, Property or Equipment

The CEO, subject to the approved budget and procurement policy, can negotiate and execute in the name of MOVE all leases of personal property and real property. A lease agreement or rental agreement shall be considered the same kind of document. In all lease or rental transactions, a written agreement must be made to define and clarify the intent, obligations, terms, and conditions that have been negotiated. The total financial obligations of the lease will determine where it falls with the procurement policy.

Administration

The CEO is responsible for the administration, revision, interpretation, and application of this policy. The policy will be reviewed periodically and revised as needed.

Approval

Chief Executive Officer
MOVE Stanislaus Transportation

Chair of the Board
MOVE Stanislaus Transportation



DATE: February 21, 2023
TO: MOVE Board of Directors
FROM: Phil McGuire, Interim CEO
RE: Award Contract to Assisted Rides

Agenda Item: 6

Discussion:

MOVE has utilized a collection of software tools to manage its various operations throughout much of its history. Several of these tools were custom created specifically for the programs. They tended to be added each time a new program was added to the mix of MOVE services. These software tools have generally been in place for several years. With the increase in the size and scope of MOVE operations, it is appropriate to seek out new, more robust software solutions. This is now driven by the pending addition of Catholic Charities to the MOVE family of services.

The Catholic Charities program (we will develop a new name and identity for this program during the transition period) introduces some complexities and volume issues that are greater than existing programs. This service is expected to have multiple vehicles on the road each day carrying multiple passengers per vehicle. The service will also introduce reservation and scheduling complexities that are greater than existing services. With the introduction of this program, we have been evaluating the relationship to existing services. This evaluation has focused on identifying synergies with existing programs and in particular evaluating opportunities for service integration.

The Assisted Rides software is a standard system developed specifically for multi-service operations such as MOVE. The firm that developed the program has been in existence since approximately 2010 creating and refining software for services such as MOVE including features to manage volunteer drivers. With the addition of Catholic Charities, MOVE will now have three programs using volunteers. This new software will facilitate integrating these services. Further, the Assisted Rides platform allows for management of a multi-vehicle fleet, the integration of services with varying eligibility requirements, and many other features. In evaluating the Assisted Rides software, we have included key staff members in demonstrations and discussions with the creators. This has resulted in a good understanding of the many features of the software that our current varied tools do not offer.

With the introduction of the Assisted Rides software to the MOVE toolkit, we expect to utilize it to manage: 1) Catholic Charities, 2) Vets Van, 3) Bridges, 4) VOGO. The software that is utilized to manage the ADA Eligibility Program (SEC) will continue to be utilized for that service largely due to its separation from other services provided by MOVE.

The pricing of the Assisted Rides program is based upon the volume of trips provide the user organization. In addition, there are minor setup charges. Attached is the proposed contract with Assisted Rides. The estimated expense to install and operate



the software for the first year is \$13,000. This includes setup and two add-on features that are of particular benefit to MOVE. The majority of the cost is driven by the number of rides managed by the system. The contract is based upon an estimate prepared by MOVE. It is only an estimate. If we end up utilizing the system for fewer rides, then the annual invoice is reduced accordingly. The same would be true if the number of rides is greater than estimated.

Fiscal Impact:

The contract with Assisted Rides for year one is \$13,000. As described above, this amount will be adjusted up or down by the actual number of rides managed. The largest volume of rides presently envisioned is for the Bridges program. All others are also included in the estimate including Catholic Charities. This is a proposed expense for the current fiscal year. While not included in the adopted budget, there are sufficient funds available in the budget to accommodate this purchase. As has been reported, MOVE is operating substantially under budget for the current year. The on-going expense of Assisted Rides will be included in the budget for FY 24.

Recommendation:

It is recommended that the MOVE Board of Directors:

Approve a contract with The AlterNetWays Company LLC for the purchase of a software program named Assisted Rides and authorize the Chief Executive Officer to execute any and all documents necessary to consummate this purchase and install the program.

Attachment:

1. Assisted Rides Contract - Draft
2. Assisted Rides Pricing Summary



Pricing

Assisted Rides is an annual subscription pricing based on the number of rides and services, an organization provides each year.

We use the term “rides and services” because Assisted Rides can be used for any form of assistance an organization provides: rides, in-home visits, minor home repairs, etc. Services also includes other volunteer activities such as office volunteers, board members, time spent on fund raising events, etc. All of these activities can be captured using Assisted Rides thereby accounting for 100% of all volunteer hours.

Additionally, there are optional features that are charged for annually also. Please review the following breakdown of costs:

Feature	Description	Cost
One-time set up fee	Initial fee to set up a new organization – this includes assistance in importing client and volunteer records from a previous system.	\$1,000
Basic Package (charged annually)		
First 5,000 rides and services	A “ride” is defined as each point-to-point trip provided. For example providing a round trip is counted as 2 rides. If an additional stop is made, that counts as an additional ride. If 2 or more clients are on the same ride, the number of rides is multiplied by the number of clients. All rides are counted including Completed, Canceled, Abandoned, etc.	\$2,000
Each additional “tier” of 2,500 rides and services	If an organization exceeds 5,000 rides and services annually, we then have “tiers”. Each tier “buys” you an additional 2,500 rides and services.	\$750
Optional Features (charged annually)		
Financial Module	Allows an organization to apply a cost to each ride or service provided. Payments can be recorded and keeps a running balance for each client. Produces invoices that can be mailed to each client for services provided.	\$500
Agency Search & Referrals	Organizations can create a database of other agencies for quick look-up and can send referrals to these other agencies. Note: each referral sent counts as a service provided.	\$500
Areas	Allows an organizations with high volume and/or cover a large geographical area to create separate “Areas” that clients are volunteers are linked to for making managing of the program easier. This feature can also be used when multiple organizations want to “share” Assisted Rides to reduce the cost-per-ride/service.	\$500
Blocks	This feature allows an organization to assign each ride to a different “Block”. An example would be an organization that contracts with multiple companies/organizations that provide the actual rides.	\$500
HIPAA Privacy	Assisted Rides is HIPAA Compliant by default for HIPAA Security and Privacy guidelines. This feature adds additional HIPAA Privacy-related requirements for information, for a strict “just-in-time” access to data for Staff and Volunteers.	\$500
Basic Vehicle Module (cost is per vehicle)	Allows organization to set up their vehicles, assign rides and drivers to each vehicle. Drivers can access their assigned rides via smart phone or tablet or a consolidated “Trip Manifest” can be printed for each vehicle.	\$50
Maintenance Vehicle Module	All features of the Basic Vehicle Module plus ability to do pre-trip and post-trip inspections on a smart phone or tablet. All routine maintenance	\$100

(cost is per vehicle)	items (i.e. oil changes, tire rotations, etc.) are tracked and you are alerted when a vehicle is due for maintenance. Work Orders can be generated to other maintenance (i.e. fix a flat tire) to provide a complete, auditable record of all work done on each vehicle. There is also a fuel log function to track when, where, cost and by whom fuel was purchased for each vehicle.	
Authorization Module	Organizations that provide transportation for other agencies sometimes need pre-authorization. This module allows workers in these other organizations to log into Assisted Rides and complete authorization forms. When rides are scheduled, they are linked to the form providing auditable tracking of all rides provided.	\$500
Inventory Management	Organizations that have a Lending Program can benefit from this feature, because it allows you to track specific inventory items and loans to individuals with expected return dates for audit and tracking. The Inventory Categories are customizable to track what you offer, and you will know who has the items, and when will they be returned.	\$500

Included in the Base Package

Assisted Rides is a very robust application and includes many features at no additional cost:

- **Google Maps** – display a map showing where the client, volunteer and destination are
- **Turn-by-Turn directions** – starting at the volunteer’s home, to client’s home to the destination
- **Member Lookup** – a powerful function that gives you an at-a-glance recap of a client or volunteer
- **Display pictures** – upload pictures of your clients and volunteers
- **Upload documents** – i.e. driver license, insurance information, in-take form, etc.
- **Email Notifications** – send emails at the click of a button to both clients and volunteers/drivers
- **Text Notifications** – send text notifications to your clients and volunteers/drivers
- **Mobile Device Access** – log into Assisted Rides using your iPhone or Android
- **Self-Assign** – allows you to give your volunteers permission to “self-assign” rides to themselves
- **Track donations** – track all donations – create accounts (i.e. Golf Tournament, Individual Donations, Company Donations, etc.
- **Google Calendar** – volunteers can tap a button to add their assigned rides to their Google calendar
- **Agency Calendar** – set up the days of the year when your agency is closed to prevent scheduling rides and services on those days
- **Volunteer Calendar** – set up dates when a volunteer is not available to prevent scheduling rides or services to them
- **Create Groups** – a powerful tool in Assisted Rides that allows you to track smaller populations of your portfolio of clients – i.e. veterans, dialysis patients, etc. - or by destinations – i.e. a medical group with multiple locations, grocery store chains, etc.
- **Notes** – Add an unlimited number of case or journal notes on clients or volunteers/drivers
- **Log Calls** – Log every call received or made
- **Capture All Volunteered Hours** – Whether it’s providing rides, volunteering in the office, attending board meetings, helping out with fund raising efforts, etc. all volunteered hour can be logged that add to your in-kind dollars for grant proposals
- **Automatic Notifications** – Automatic notifications when something or someone is out of compliance (i.e. expired driver license, insurance, rides older than 30 days not marked as “Completed”, etc.)

- **Sterling Volunteers** (<https://www.sterlingvolunteers.com/>) Service – receive a discount for bring an Assisted Rides client

Reporting

Assisted Rides has extensive reporting built into it. Most reports have several parameters that allow you to dig deep into the data to obtain what you need. All reports can be copied and pasted into a spreadsheet if needed. Almost all reports have a Begin and End date that you can adjust as needed. All can be filtered based on a selected “Area” or “Block” of those features are employed. Some of the examples of reports available are:

- Summary by Client or Volunteer – one line per client or volunteer showing the total number of rides and services provided
- Rides and services by county
- Rides and services by city
- Rides and services by congregation where clients are members
- Rides by “Trip Type” – i.e. medical, shopping, etc. – each organization creates their own Trip Types
- Rides by destination
- Clients by age distribution, ethnic group, CDBG groups, living situation, relationship status and more

Contact Us

We are unable to pack into this pricing sheet all of the features of Assisted Rides. Please contact us for more information at info@assistedrides.com or call (925) 952-4519. Thank you.

Assisted Rides CONTRACT - DRAFT

1.1 BETWEEN: The AlterNetWays Company LLC, 25A Crescent Drive #359, Pleasant Hill, CA 94523

AND: MOVE Stanislaus, 4701 Sisk Road Suite 201, Modesto, CA 95356

1.2 This Contract is between **The AlterNetWays Company LLC** (hereafter referred to as AlterNetWays) and MOVE Stanislaus (hereafter referred to as MOVE).

1.3 This contract gives MOVE non-exclusive rights to use the web-based software known as **Assisted Rides** developed and owned by AlterNetWays.

1.4 AlterNetWays will host the software, and will be responsible for all costs associated with hosting and maintaining the system.

1.5 AlterNetWays agrees to maintain a 95% availability level of the **Assisted Rides** software.

1.6 MOVE will have no rights or access to the source code of the **Assisted Rides** software. AlterNetWays retains all rights to the intellectual property of **Assisted Rides**. MOVE is prohibited from developing its own software based on **Assisted Rides** or contracting with a 3rd party to have software developed based on **Assisted Rides**.

1.7 MOVE agrees to use the **Assisted Rides** software "as is". There are no expectations of any custom software development for the purpose of this contract. Any custom software development will be negotiated separately from this contract.

1.8 AlterNetWays will reserve the right to modify the **Assisted Rides** software at any time.

1.9 AlterNetWays will provide MOVE a minimum five (5) hours of online and on-phone support & training per year as part of this contract. If the amount of on-phone & training requested is deemed to be excessive by AlterNetWays, the parties will negotiate appropriate compensation separate from this contract.

1.10 Any on-site support or training is outside the scope of this agreement and will be negotiated separately.

1.11 MOVE will retain all rights to the data they entered into the **Assisted Rides** system. This data includes but is not limited to their client names, addresses, personal information, driver information, rides scheduled, etc.

1.12 In the event either party decides to terminate this contract, AlterNetWays will have up to 60 days to provide MOVE with their data in Microsoft Excel/CSV files, and if requested, will purge all said data from their systems within 30 days after the data has been provided to MOVE.

1.13 AlterNetWays shall retain the right to sell the **Assisted Rides** software and transfer this contract to a 3rd party as part of that sale.

1.14 MOVE has the ability to cancel this agreement after one year with 30 days notice, or if it loses funding at any time with 30 days notice. No refunds will be given to MOVE for mid-year (non-anniversary months) cancellation of this agreement. MOVE can contact billing@assistedrides.com or call (925)952-4519 with any contract changes.

2.0 Confidentiality

2.1 AlterNetWays hereby covenants and agrees with MOVE that it will not, without the prior written consent of the MOVE, either during the period of this Agreement or at any time thereafter, disclose any confidential and proprietary information of MOVE to any person, nor shall its use the same or assist any other person or entity in using the same for any purpose other than those of MOVE, and that its shall hold same in trust for MOVE and shall have a fiduciary obligation to use its best efforts to protect same from any misuse, misappropriation, or disclosure, provided, however, that the foregoing shall not apply to any information which is or becomes available or known to the public or to competitors of MOVE, otherwise than by a breach of this Agreement by AlterNetWays.

2.2 "Confidential and proprietary information" means all confidential information pertaining to the business of MOVE, to the extent such information is confidential, including, but not limited to all trade, commercial and business technology, all intellectual property, including without limiting, inventions whether patentable or not, and materials capable of copyright, trademarks, methods of doing business, price structures, clients, computer and data programs, and marketing information. Such information shall be considered confidential, regardless of whether or not it was prepared or developed by AlterNetWays or marked "confidential."

2.3 This section shall survive the termination of this Agreement

3.0 DURATION

3.1 This contract begins on March 1st, 2023, and guarantees pricing for a three (3) year period starting March 1st, 2023 until February 28th, 2026. The official start date of this contract can be adjusted when agreed to by AlterNetWays and MOVE. To help start the transition to Assisted Rides, MOVE may begin using the software for setup, configuration, and testing, before the official start date of the contract.

4.0 COMPENSATION

4.1 In return for non-exclusive rights to use **Assisted Rides**, MOVE agrees to the following compensation to be paid to AlterNetWays:

One-time setup fee	\$1,000
Annual fee for 1st 5,000 rides/services++ or less*	\$2,000
Additional Rides/Services Tier (2,500 rides/services) x 12	\$9,000
Areas	\$500
Vehicles with Maintenance (5 vehicle x \$100)	\$500
Total due for Initial Contract Year	\$13,000

Additional optional features can be added at any time in the future, if MOVE requests them, by contacting AlterNetWays.

4.2 ***Annual Subscription fee** -The first 5,000 rides/service cost \$2,000 and each additional 2,500 rides/service cost \$750 each. If MOVE exceeds the number rides/services projected for the current year, the additional amount will be added to the next annual invoice. If MOVE, in future years, drops below the tier paid for, the amount will be adjusted down in the next annual invoice.

4.3 ++ **Rides/Services** - Rides are each point-to-point trip provided. For example, a round trip is counted as 2 rides. If an additional stop is made, it is counted as an additional ride. All rides are counted: completed, canceled and all other final dispositions except "Deleted" rides. Services are each service entry recorded in Assisted Rides: in-home

visits, minor repairs, etc. It also includes all other volunteer hours logged such as volunteers who help in the office, attend board meetings, etc. This also includes all referrals logged in Assisted Rides.

4.4 The one-time set up fee and the first annual fees are due on signing of this contract, or an agreed upon payment schedule. Subsequent annual subscription fees will be invoiced on the anniversary of the signing of this contract.

4.5 All invoices are due within 30 days of receipt with a 5% late fee for each 30 days exceeded.

5.0 TERMINATING THE AGREEMENT

5.1 Either party may choose to terminate the contract within thirty (30) days of the contract's annual anniversary date. Cancellation must be in writing. Notification by email is acceptable.

IN WITNESS WHEREOF, this Contract has been executed by the parties on the dates shown below.

For ALTERNETWAYS:

For MOVE:

Jeremy Pease, Partner - Date

_____[Do Not Sign - Draft]_____
TBD - Date

BRIDGES VOLUNTEER DRIVER PERFORMANCE RECORD : Year 11 : July 2022 - June 2023

Ridership Statistics	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total
# of One Way Trips	2,288	2,360	2,183	2,410	2076	2,521							13,838
# Miles of Service Provided	17,801	19711	18,329	20,328	17827	18736							112,732
# of Drivers	111	103	99	108	108	112							641
# of Riders for the month	95	94	90	88	88	93							91
# of Service Hours	550	598	548	598	537	583							3,414
Avg. Reimbursement Per Trip	\$4.55	\$4.18	\$4.20	\$4.22	\$4.29	\$3.72							\$4.19
Reimbursement	\$10,413	\$9,855	\$9,164	\$10,164	\$8,914	\$9,368							\$ 57,878.47
Trip Purposes													
Medical	582	662	640	659	594	727							3,864
Grocery/RX	806	783	817	880	772	887							4,945
Life Trips	900	915	726	871	710	907							5,029
Demographic Information on active rider													
Senior 55+ / Disabled	143	186	188	191	195	188							1091
Disabled under 55	81	49	48	50	48	53							329
Data Entry													
Online	18	20	22	22	22	23							427
Manually by staff	77	74	68	66	66	70							821
New applicants													1620
Active	224	235	236	241	243	241							1820
Added new	5	8	13	5	8	9							48
Denied	0	1	0	2	0	0							3
Deactivated	0	2	2	1	1	8							14
Recertified	0	17	22	14	15	11							79

* Always one month behind due to mileage submissions*

PASS PERFORMANCE REPORT 22/23

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total
StanRTA													
Half Fare (\$1.00)	48.00	39.00	81.00	210.00	378.00	450.00	177.00	0.00	0.00	0.00	0.00	0.00	1,383.00
Day pass (\$2.00)	0.00	41.00	150.00	201.00	287.00	350.00	0.00	0.00	0.00	0.00	0.00	0.00	1,029.00
ADA Tickets (\$2.50)	60.00	114.00	155.00	183.00	138.00	166.00	449.00	0.00	0.00	0.00	0.00	0.00	1,265.00
<i>Total Cost for StanRTA</i>	\$ 198.00	\$ 365.00	\$ 618.50	\$ 868.50	\$ 1,010.00	\$ 1,215.00	\$ 1,299.50	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 5,574.50
TurtleCk Transit													
Half Fare \$1.00)	9	0	5	50	0	0	10	0	0	0	0	0	74
\$ 10.00 card (ADA and Fix Route)	3	0	6	0	0	0	2	0	0	0	0	0	11
\$5.00 card (ADA and Fix Route)	0	0	0	0	0	0	4	0	0	0	0	0	4
<i>Total Cost for TurtleCk</i>	\$ 39.00	\$ -	\$ 65.00	\$ 50.00	\$ -	\$ -	\$ 50.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 204.00
Salvation Army (StanRTA)													
Day Pass (\$2.00)	0	0	0	450	148	0	143	0	0	0	0	0	741
ADA Tickets (\$2.50)	0	0	0	0	6	0	10	0	0	0	0	0	16
<i>Total for Salvation Army</i>	\$ -	\$ -	\$ -	\$ 900.00	\$ 311.00	\$ -	\$ 311.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,522.00
VTOP with VSO County (StanRTA only at this time)													
Day pass (\$2.00)	0	0	0	0	0	0	0	0	0	0	0	0	0
ADA Tickets (\$2.50)	0	0	0	0	0	0	0	0	0	0	0	0	0
Senior Disabled 31 day passes (\$20)	0	0	0	0	10	0	0	0	0	0	0	0	10
31 day passes (\$40)	0	0	0	0	5	0	0	0	0	0	0	0	5
<i>Cost for VTOP for the month</i>	\$ -	\$ -	\$ -	\$ -	\$ 400.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 400.00
Main Travel Purpose for PASS Program													
Employment, Medical, Life Trips	Medical	Medical	Medical	Life Trips	Medical	Medical	Medical						Medical
Service Area(s)													
Main Service Area	Modesto	Modesto	Modesto	Modesto	Modesto	Modesto	Modesto						
Outreach													
Targeted Outreach	4	3	3	3	2	7	4						16.17
Statistics													
Total # of active clients (includes Salvation Army and VTOP)	33	44	70	201	331	401	197	0	0	0	0	0	401
# of discontinued clients (Internal PASS)	0	0	1	4	7	5	2	0	0	0	0	0	2.83
Denial (under 55+ or over income)	0	0	0	0	0	0	8	0	0	0	0	0	3.743
Total number of tickets provided for PASS Program	120	194	397	1,094	972	966	795	0	0	0	0	0	7,701
Total Cost for program	\$ 237.00	\$ 365.00	\$ 683.50	\$ 1,818.50	\$ 1,721.00	\$ 1,215.00	\$ 1,660.50	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 7,701
Average Cost per client	7.18	8.30	9.76	9.05	5.20	3.03	2.09	0.00	0.00	0.00	0.00	0.00	6.37

** Tickets are purchased the month before for mailing purposes

SEC Monthly Summary Report Fiscal Year 2022/2023

	Jul-22				Aug-22				Sep-22				Oct-22				Nov-22				Dec-22				Jan-23											
Calls for Appointments	MOD	PAT	TUR	Total	MOD	PAT	TUR	Total	MOD	PAT	TUR	Total	MOD	PAT	TUR	Total	MOD	PAT	CERES	TUR	Total	MOD	PAT	CERES	TUR	Total										
	114	5	8	127	130	7	6	143	154	4	6	164	215	2	8	225	659	199	9	5	16	229	888	71	11	5	7	94	982	96	5	2	3	106		
APPOINTMENTS by Status during the reporting month by Agency																																				
	Booked	Canc	No Sh	Total	Booked	Canc	No Sh	Total	Booked	Canc	No Sh	Total	Booked	Canc	No Sh	Total	N/A	Booked	Canc	No Sh	Total	N/A	Booked	Canc	No Sh	Total	N/A	Booked	Canc	No Sh	Total					
StarRTA	86	11	16	113	89	10	24	123	236	111	21	23	155	391	147	34	29	210	601		132	50	24	206	807		115	8	8	131	938		121	5	8	134
Turlock	4	2	3	9	6	0	0	6	15	3	2	1	6	21	7	0	1	8	29		16	5	1	22	51		7	0	0	7	58		7	0	0	7
TOTAL Appt by Status	90	13	19	122	95	10	24	129	251	114	23	24	161	412	154	34	30	218	630		148	55	25	228	858		122	8	8	138	996		128	5	8	141
Interviews conducted during the reporting month (by Type)																																				
New In-Person	54				63				79				100				99					50				74										
Renew In-Person	33				28				20				31				33					44				32										
TOTAL ADA Interviews	87				91				99				131				132					94				106										
Assessments conducted during the reporting month (by Type)																																				
No Assessment	87				91				99				131				111					53				87										
TUG Gait & Balance	0				0				0				0				15					15				15										
Functional Skills Assessment	0				0				0				0				5					5				4										
MMSE	0				0				0				0				1					0				0										
Professional Verifications	1				0				0				0				0					0				0										
Determinations completed during the reporting month (by Eligibility Type)																																				
ADA	New	Renew	Total		New	Renew	Total		New	Renew	Total		New	Renew	Total		New	Renew	n/a	Total		New	Renew	n/a	Total	New	Renew	n/a	Total		New	Renew	n/a	Total		
Unconditional	49	30	79		57	26	83		70	20	90		90	30	120		91	30		121		43	38		81		55	39		92		55	39		92	
Temporary Unconditional	1	0	1		1	0	1		4	0	4		3	1	4		3	1		4		2	0		2		2	0		2		2	0		2	
Conditional	4	3	7		3	2	5		4	0	4		5	0	5		5	0		5		9	0		9		9	0		9		9	0		9	
Not Eligible	0	0	0		2	0	2		1	0	1		2	0	2		2	0		2		2	0		2		2	0		2		2	0		2	
TOTAL ADA Determinations	54	33	87		63	28	91		79	20	99		100	31	131		101	31		132		56	38		94		68	39		106		68	39		106	
Requests by Phone																																				
Extension Phone	2				3				6				8				9					25				25										
Immed Med. Phone	44				50				50				52				23					23				23										
Visitor Phone	1				0				0				0				0					0				0										
TOTAL Non-ADA Determinations	47				53				56				60				32					48				48										
Compliance with ADA Timelimit																																				
Maximum Days	3				7				5				5				7					8				8										
No. of Determinations over 21 days	0				0				0				0				0					0				0										
Average Days	1				1				2				2				4					4				4										
Appeals																																				
Requests Received (this month)	0				0				0				0				0					0				0										
Requests Withdrawn (this month)	0				0				0				0				0					0				0										
Hearings Held (this month)	0				0				0				0				0					0				0										
Withdrawn																																				
Did not complete interview process	0				0				4				5				0					0				0										
Referrals																																				
Mobility Training	0				0				0				0				0					0				0										

Board of Directors Meeting

02/16/2023

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VetsVan Summary Report

Month	Service Days	Unique Riders	Unique Drivers	Timesheet Hours	Service Hours	Service Miles	Perf	Canc	No Show	Denials				
										Cap	NE	Vol	SN	
TOTAL	143			1729.5	597.96	28,568.93	713	248	6	2	12	22	8	
Jul 2022	20	30	11	204	71.40	3,466.84	77	20	0	0	0	0	0	
Aug 2022	23	41	9	257.5	85.64	4,098.34	101	29	6	0	0	2	0	
Sep 2022	21	33	12	263	78.93	3,688.34	114	48	0	2	0	4	4	
Oct 2022	21	40	15	273.5	96.44	4,497.27	134	52	0	0	0	0	2	
Nov 2022	19	34	12	256	85.80	4,136.99	100	32	0	0	0	12	2	
Dec 2022	19	37	9	218.5	81.50	3,909.84	83	32	0	0	12	4	0	
Jan 2023	20	36	9	257	98.25	4,771.31	104	35	0	0	0	0	0	



VOGO MANAGEMENT MONTHLY REPORT 22/23

Ridership Statistics	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total
# of One Way Trips	0	8	10	20	12	17	25						92
# Miles of Service Provided	0	93	131	193	145	223	236						1,021
Average Trip Leg Mileage	0	12	13	10	12	13	9						10
# of Drivers Available	0	3	3	5	3	3	3						3
# of Denied Trips	0	1	0	2	6	6	6						3
Main Trip Denial Reason	0	No Volunteer	0	Vol illness	Holiday	Holiday	Canc by Rider						multi
Avg. Reimbursement Per Trip	\$0.00	\$5.00	\$8.19	\$6.03	\$7.59	\$8.18	\$6.18						\$5.88
Reimbursement Total	\$0	\$58	\$82	\$121	\$91	\$139	\$236						\$ 726.65
Trip Purposes	0												
Medical	0	3	10	12	6	7	14						52
Grocery	0	1	0	0	2	0	9						12
Life Trips	0	0	2	4	4	9	2						21
Main Travel Area													
Main traveled Area	0	Riverbank	Riverbank	Riverbank	Modesto	Modesto	Modesto						Riverbank/Modesto
Outreach													
Targeted Outreach	8	6	4	3	2	2	4						4.14
New Riders													
Applied	0	0	2	2	2	0	0						6
Approved	0	0	2	2	2	0	0						6
New Volunteers													
Applied	0	1	0	1	0	0	0						2
Approved	0	1	0	1	0	0	0						2
Discontinued volunteers	0	2	1	0	0	0	0						3