

**MARTIN METROPOLITAN PLANNING ORGANIZATION (MPO)
LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED
(LCB/TD)**

**Monday, March 01, 2010 - 10:00 A.M.
Martin County Administration Building
Growth Management Conference Room, 1st Floor
2401 SE Monterey Road
Stuart, FL 34996
(772) 419-4081**

1. CALL TO ORDER – 10:00 AM

Chairman Michael Mortell introduced himself and said that former Chairman Michael DiTerlizzi will no longer be able to participate; the Chairperson for the LCB-TD must be an elected official. Chairman Mortell said that part of his duties, as the MPO Policy Board Chairman would be serving as the LCB-TD Chairman.

Mr. Beth Beltran introduced herself and informed that she would be the Acting MPO Administrator.

2. ROLL CALL

Members in Attendance:

Mayor Michael Mortell, Chairman
Werner Bols, Vice-Chairman
Suzanne Desposati
Ellen Higinbotham
Cindy Barnes
Jody Ianuzzi
Hylan Bryan
Phyl Weaver
Angela Van Etten
Tracy Dean (FDOT)

Excused Members

None

Members Not In Attendance:

John Haddox
Krista McGovern
Rosemarie Lembo-James

Staff in Attendance:

M. Beth Beltran, Acting MPO/Transit Planner Manager
Boyd Lawrence, MPO Planner II
Lisa Sanders, MPO Associate Planner
Lisandra Bonet, Administrative Specialist II

A quorum was present for this meeting.

3. APPROVE AGENDA

Ms. Cindy Barnes moved to approve the Agenda. Seconded by Ms. Phyl Weaver. Motion carried unanimously.

4. APPROVE MINUTES

Ms. Weaver moved to approve the Minutes from the December 07, 2009 meeting. Seconded by Ms. Angela Van Etten. Motion carried unanimously.

5. AGENDA ITEMS

A. Adoption of the By Laws / MEMO: temp10LCBTDa03.01

Chairman Mortell stated that currently the By Laws read: “an elected official *may* be nominated by his peers to serve as Chairman.” This was not consistent with Chapter 41-2.012 F.A.C., which states that the MPO *shall* appoint one elected official to serve as the official chairperson for all Coordinating Board meetings. The 2010 Bylaws have been revised to include the necessary language for consistency with Chapter 41-2.

Ms. Ellen Higinbotham move approval to adopt the 2010 LCB-TD By-laws with revised language that the MPO shall appoint one elected official to serve as the official Chairperson for all Coordinating Board meetings and the appointed person shall be an elected official from the County that the Coordinating Board serves. Seconded by Ms. Barnes. Motion carried unanimously.

B. Election of Vice-Chair and Term Renewals / MEMO: temp10LCBTDa03.02

Chairman Mortell said that as part of the first meeting of each year, the LCB-TD voting membership shall elect a Vice-Chairperson from its voting membership.

Ms. Barnes moved to nominate and elect Mr. Werner Bols as the LCB-TD Vice-Chairperson for 2010. Seconded by Ms. Weaver. Mr. Bols accepted, and the motion carried unanimously.

Chairman Mortell said that currently there were five LCB members whose three-year terms would expire in February 2010. These members’ terms can be renewed by a simple majority vote. The members were:

Suzanne Desposati	Division of Vocational Services
Krista McGovern	Person with Disability
Angela Van Etten	Economically Disadvantaged Representative
Phyl Weaver	Person over 60 Representative
Werner Bols	Regional Workforce Development Board

Ms. Higinbotham move to reconfirm membership renewal of: Desposati, McGovern, Van Etten, Weaver, and Bols to new three-year terms. Seconded by Ms. Jody Ianuzzi. The motion carried unanimously.

C. Adoption of Grievance Procedure / MEMO: temp10LCBTDa03.03

Chairman Mortell stated that Staff was proposing changing two positions of the Grievance Committee. He said that the current makeup of the Committee was as follows:

- (1) An Area Agency on Agency Representative;

- (2) A Florida Department of Transportation Representative;
- (3) A Private Transportation Disadvantaged Provider;
- (4) A Disadvantaged Citizen Under 60; and
- (5) A Disadvantaged Citizen Over 60

The reasons for the proposed changes were: First, the position of “A Disadvantaged Citizen Under 60” was no longer a position listed in the LCB-TD Bylaws. This position should be replaced with a position listed in the LCB-TD Bylaws. Second, the position of “Private Transportation Disadvantaged Provider” was vacant per instructions from the Florida TD Commission due to conflict with the CTC.

Therefore, MPO Staff was proposing the following in order to handle a grievance more efficiently, to keep consistency with the By Laws, and to maintain objectivity in the process:

- (1) An Area Agency on Agency Representative (Hylan Bryan)
- (2) A Florida Department of Transportation Representative (Tracy Dean)
- (3) A Florida Agency for Health Care Administration Representative (Cindy Barnes)
- (4) A Citizen Advocate (Jody Ianuzzi); and
- (5) A Disadvantaged Citizen Over 60 (Phyl Weaver)

Mr. Bols moved approval to adopt the 2010 LCB-TD Grievance Procedure with changes as proposed by Staff. Seconded by Ms. Weaver.

Ms. Ianuzzi asked what the selection of a Health Care Administration Representative was based on; she said that it seems somewhat limited. Ms. Lisa Sanders replied that recently, the TD Commission was looking at a new grievance procedure for Medicaid; thus, the Health Care Rep would serve as a Medicaid Rep on the Grievance Committee.

There being no further discussion, the motion passed unanimously.

D. CTC Performance Report / MEMO: temp10LCBTDa03.04

Chairman Mortell introduced Ms. Kim Matreci, from MTM Inc. He said that the Community Transportation Coordinator (CTC) was required to provide the LCB-TD with a quarterly report on its performance.

Ms. Matreci said that she would be reporting the quarter of November 1, 2009 – January 31, 2010 (copy of the report on file).

Ms. Angela Van Etten asked what the reason for the number difference between “Total Requested Trip Legs” and “Completed Trip Reservation” was. Ms. Matreci replied that the Total also included denials and all those trips that were shifted to public transportation (Community Coach) as well as the New Freedom and expanded routes. Ms. Van Etten requested if it was possible to obtain the breakdown within “Total Requested Trip Legs”. Ms. Matreci replied that she could provide a separate report showing its breakdown. Ms. Van Etten replied the separate report would be good to track the efficiency of the new fixed routes.

Ms. Ianuzzi asked to know the number of denied trips on the public transportation sector. Ms. Barbara Timmerman, from Community Coach, replied that those numbers were turned in to MPO

and County Staff on a monthly basis.

Ms. Matreci stated that the only time MTM would deny a TD trip would be due to lack of funding sources. Ms. Van Etten requested that denied trips also be listed on the breakdown report requested earlier. Ms. Matreci assented.

Ms. Van Etten asked if MTM had the capability of retrieving phone conversations between their representatives and the riders/callers that have resulted in a problem or a complaint. Ms. Matreci replied that MTM did have the capability of doing so if the timeframe of when the conversation took place was provided. Ms. Matreci added that MTM had a separate Quality Control Department that was dedicated to monitoring Customer Service Representatives. This department selected 10% of the calls randomly every month, and these calls were reviewed and scored. If any Rep scored poorly in any of the categories, they would be worked with and/or put on a corrective action plan, and monitored.

Mr. Bols move to accept/approve the CTC Performance Report for November 1, 2009 - January 31, 2010. Seconded by Ms. Barnes. The motion carried unanimously. The record reflects that the report occurred.

Ms. Van Etten moved to incorporate suggested recommendations in quarterly reports to show detail of trips denied, and trip assignment to fixed routes and New Freedom. Seconded by Ms. Barnes.

Ms. Matreci stated that the New Freedom program started in December 2009. MTM shifted fifty trips to the New Freedom program during the month of December, and eighty-one trips during the following month. She said that the program was growing but the community needed to be educated. MTM's Call Center was doing its best to continue educating riders.

There being no further discussion, the motion carried unanimously.

E. Annual TD Conference / MEMO: temp10LCBTDa03.05

Ms. Lisa Sanders provided background on this Item. She said that the Commission for the Transportation Disadvantaged would hold its 18th Annual Transportation Disadvantaged Training and Technology Conference on July 12-15, 2010. MPO has agreed to pay for the Chairman of the LCB-TD or his designee to attend this conference. Ms. Tracy Dean of FDOT stated that the budgeted amount comes specifically from the Section 5303 funding.

Ms. Sanders said that the individual selected to attend the conference will be responsible for providing the LCB-TD with his or her experience upon return.

Chairman Mortell stated that instead of him appointing an attendee he would prefer to have the Board designate an attendee. Ms. Hylan Bryan move to nominated Ms. Van Etten. Ms. Van Etten accepted her nomination.

Chairman Mortell recapped Staff recommendation to move approval for the LCB-TD Chair or his designee, Ms. Angela Van Etten, to attend the Annual TD Conference. Ms. Bryan moved the motion; Ms. Ianuzzi seconded it. Chairman Mortell requested roll call for the

votes because the issue was funding-related. The motion carried with Ms. Van Etten abstaining (to avoid conflict of interest).

6. NOTED ITEMS (Copies on file)

A. TD Quarterly Progress Report

B. Medical Fraud Poster

C. MPO's Annual Calendar

D. LCB/TD Training

E. CTC Evaluation Volunteers: Ms. Lisa Sanders informed that MPO Staff was seeking volunteers to participate in this year's CTC Evaluation that would start sometime in April. **Various Members volunteered:** Ms. Hylan Bryan, Ms. Phyl Weaver, Ms. Angela Van Etten, and Ms. Tracy Dean.

7. COMMENTS FROM THE BOARD MEMBERS

Chairman Mortell asked if it would be possible that MTM and Community Coach would post 2010 Census posters on their vehicles. Ms. Matreci assented.

Ms. Weaver shared her experience taking the Express Bus from Halpatiokee Park two times, one to West Palm Beach to the Tri-Rail station, then to Miami Airport and via taxi to the Cruise Ships terminal; and the second trip to connect to the Palm Beach Airport. She said that her trips were great, luggage was not a problem, and that the Express Bus was more than a commuting bus. The early departures of the buses might present an inconvenient for some users.

Chairman Mortell said that the City of Stuart received word that the Transit Center was approved for construction in the vicinity of the Kiwanis Park. He said the Transit Center would be a location for connection with the Halpatiokee Express Bus, if the Halpatiokee bus schedule could be moved to a later time. Ms. Beltran said that the departure of the first bus departing from Halpatiokee will soon be moved from 5:10am to 6:40am.

Ms. Ianuzzi asked if the trip denial results from Community Coach could be made part of the CTC quarterly report. Ms. Timmerman replied that Community Coach results were reported to the County on a monthly basis. Ms. Matreci said that MTM was not required to show these results, since MTM reported only information required under their contract; but that ultimately this would be the decision of the Board. Chairman Mortell suggested that the Board direct MPO Staff to add an item on the next MPO agenda and request the MPO to vote to direct Community Coach to prepare the same report. None of the Board Members were opposed to this suggestion.

Members of the Board stated that they were pleased with their new Chairperson.

8. COMMENTS FROM FDOT

Ms. Dean notified the Members that FDOT–District VI received approximately twenty-six applications for the Section 5310 Program. FDOT will be sending their recommendations to Central Office around March. FDOT was given five-twelfths of the apportionment.

9. COMMENTS FROM THE PUBLIC

None

10. NEXT MEETING

June 07, 2010 – Ms. Sanders requested that the Members would block close to two hours on their calendars for the next meeting since the LCB-TD training would be conducted at this meeting.

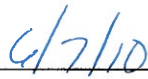
11. ADJOURN

There being no further business, Ms. Weaver made a motion to adjourn, seconded by Ms. Barnes. Motion carried unanimously. The meeting was adjourned at 10:49AM.

Recorded and Prepared by:



Lisandra Bonet, Administrative Specialist II

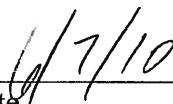


Date

Approved by:



Mayor Michael Mortell, LCB/TD Chairman



Date