

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

SPECIAL MEETING

**Monday, October 04, 2010 - 9:30 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 – 9:30 a.m.

2. ROLL CALL

Members in Attendance:

Mayor Michael Mortell, Chairman

Werner Bols, Vice-Chairman

Suzanne Desposati

John Haddox

Ellen Higinbotham

Cindy Barnes

Krista McGovern

Jody Ianuzzi

Phyl Weaver

Angela Van Etten

Jayne Pietrowski (FDOT)

Excused Members:

None

Members Not In Attendance:

Hylan Bryan

Staff in Attendance:

Beth Beltran, MPO Administrator

Claudette Mahan, MPO Associate Planner

Lisandra Bonet, MPO Administrative Specialist II

A quorum was present for this meeting.

3. APPROVE AGENDA

Ms. Phyl Weaver moved to approve the Agenda. Seconded by Mr. John Haddox. Motion carried unanimously.

4. APPROVE MINUTES

Chairman Mortell pointed out a minor correction to the minutes: on the second paragraph of page 3 the word flood is to be changed to flawed.

Ms. Phyl Weaver moved to approve the minutes from the August 23, 2010 Annual Public Hearing meeting. Seconded by Mr. John Haddox. Motion carried unanimously.

5. AGENDA ITEMS

A. Response to LCB-TD Annual Public Hearing held on August 23, 2010

MEMO: temp11LCBTDa01.01

Ms. Beltran provided background. She said that on August 23, 2010, the Local Coordinating Board for the Transportation Disadvantaged (LCB-TD) held its annual Public Hearing to allow all interested citizens the opportunity to provide input on transportation disadvantaged transit services to the disabled, elderly, children at risk, low income and any other citizens of Martin County. Ms. Beltran stated that public comments included concerns in the following areas:

- Amount of time that it takes to make a reservation, and why the same questions are asked every time the person calls;
- Scheduled rides did not show;
- Unable to get a ride because of the lack of funding; and
- Coordination among the providers needs to improve.

The LCB-TD Members expressed concern about the comments that were made at the Public Hearing, and requested that a Special meeting be held before the regularly scheduled meeting on December 6th, in order to address the issues that were raised.

Ms. Beltran introduced Ms. Lisa Sanders, Program Manager of MTM, who proceeded to address the comments made at the Public Hearing and presented several documents in support of the corrective measures taken by MTM to solve the problems brought out by the public (copy on file).

Ms. Sanders commenced by stating that MTM Staff was very surprised at some of the comments made by some of the public at the Hearing; especially since MTM has recently gone through their CTC Evaluation and the general feedback received was very encouraging. Both the public survey and the State survey conducted during the evaluation, reflected positive responses.

Ms. Sanders said MTM immediately implemented corrective measures to address the issues brought up by the public. One of the first things MTM did is to focus on outreaching to the public. She said that outreach activities included calling many of the citizens that spoke at the hearing, and sending letter to general MTM users identified within the last sixty days. Information such as bus schedules and brochures was provided on how to use all Martin County transportation. Other information sent concerned the rights and responsibilities of both the riders and the providers, Medicaid services, TD services, New Freedom services and regular paratransit/public services. Users were given the Program Manager's local number (Ms. Sander's) as their contact point, and they were also provided with MTM's complaint number, as well as the State's Ombudsman's number.

Ms. Sanders stated that MTM Staff met with various agencies such as the 20200 Fellowship, the

Federation of the Blind, Mary's Shelter, and the Treasure Coast Kidney Center to explain MTM services through several presentations made to the groups. Ms. Sanders said that while visiting the Kidney Center she had the opportunity to meet with four members of the public that attended the Hearing. Ms. Sanders discussed some of the concerns brought up by these citizens and she found out that because sometimes the Kidney Center was running behind with their appointments, the provider would have to leave to serve somebody else and then return to the Center to serve the initial service call; thus, showing up later than scheduled. Ms. Sanders said that MTM was trying to ensure better coordination between the Kidney Center and the providers to help improve this problem.

Ms. Sanders discussed next the corrective measure taken to address the complaints pertaining to their Call Center: rudeness, lack of training and complexity of scheduling transportation with MTM's Customer Service Representatives (CSR). Ms. Sanders mentioned complaints made about the verification of unnecessary information when scheduling a ride, and stated that in MTM's recent audit Staff were told that they were not asking enough questions. Chairman Mortell said that the information being requested is considered a violation by anybody, but that the frustration lays in the fact that the callers go through an extensive verification list of questions, just to know at the end that there are no funds to provide the requested trips anyway. Chairman Mortell said that there was no reason to qualify these callers in the first place, and he suggested that there should be a more efficient process in place to expedite the identification of funds availability to an area *before* going through the lengthy qualification process. Ms. Sanders responded that in trying to improve the rides scheduling process, their CSRs will be just asking whether the caller is a frequent rider with MTM, and whether his/her personal information has changed; if no personal information has changed for the frequent rider, then the CSR would immediately move on to scheduling the transportation and would not go through the long list of questions like they use to do before. Ms. Weaver asked when this new scheduling process would be implemented. Ms. Matreci responded that it would begin within two weeks after the CSRs are trained, and the process is tested to ensure that training has been sufficient. Ms. Sanders said that the main goal of this new process is to help moving the phone calls along and expedite service.

Ms. Krista McGovern asked why trips to obtain therapy are not considered medical trips. Ms. Sanders replied that therapies are considered medical. Ms. McGovern said that she has been told by the CSR that they are not; therefore, she has gone ten months without her therapies [Ms. McGovern is disabled and uses a wheelchair], after attending therapy for over twenty-one years. Ms. McGovern stated that she has called on the first of October and she was informed that there were no funds to allocate to trips; the CSR suggested that she should call Community Coach. Ms. Sanders stated that she would do further research regarding this issue. Ms. McGovern also asked if a previous issue she has brought up to MTM's attention concerning \$69 an MTM provider has charged her to provide transportation has been researched. Ms. Sanders said that she would follow up on this issue as well.

Mr. John Haddox asked if both substance abuse and mental health counseling would fall under the medical trips category when it is not under Medicaid. Ms. Sanders replied that if it is not Medicaid it would not be served under medical.

Ms. Sanders continued her presentation and said that the long hold times when calling were mostly experienced when the caller was awaiting provider assignment confirmation. Ms. Sanders said that MTM is currently working with the providers on ways to shorten the length of the call by

assigning the trip with the provider, then having the provider turn back the trip assignment if they can't actually perform the trip.

Ms. Sanders said that MTM also had calibration sessions where random calls were pulled by the Program Manager and reviewed with the Call Center Manager and Trainer. She said that Ms. Teresa Lane, from South Florida Commuter Services (SFCS), also participated in the calibration sessions and provided feedback (Ms. Lane's comments are on file). Ms. Sanders said that this process will continue on a monthly basis. The Program Manager will also visit the call center periodically to conduct one-on-one training on Martin County transportation.

Another concern pertaining to the call center was recurring trips, where a few patients were left off the schedule. Ms. Sanders said that a few dialysis patients complained that they were left off the schedule, and after research, MTM Staff found that this was due to expiration of recurring trips. Recurring trip assignments are set to expire after 6 months. In the past, it was the client's responsibility to contact MTM to say whether or not they wished to continue transportation services. MTM's Care Management Department will now contact the facilities directly prior to expiration of recurring trips to ensure clients wish to continue services.

The third corrective measure implemented by MTM pertained to the providers. Ms. Sanders said that complaints regarding provider no-shows, lack of communication among providers and unsafe vehicles were expressed at the public hearing. She stated that letters were mailed to all providers reminding them of their contractual obligations and performance standards agreement (copies on file). Ms. Sanders also said that quarterly provider meetings will continue to be held to discuss performance and other issues.

The last corrective measure discussed by Ms. Sanders was regarding quality management. She stated that MTM's Quality Management Department will continue to survey clients on a monthly basis. This survey will be made a part of the LCB-TD regular meeting agenda item.

Among the documentation provided by MTM in support of the corrective measures implemented were: (all copies on file)

- Quality Improvement Plan
- Public Hearing Complaints and Follow-up Action Plan
- Several copies of letters MTM sent to the riders
- Copies of MTM's Subcontractor Agreement
- The provider stipulations (servicing parameters established by the providers)

Chairman Mortell commented that the scope of the discussion is what happens in Martin County, and the Members do not have an opportunity to see what happens elsewhere. He asked, "Were you guys [to MTM Staff] surprised by the responses of that meeting [the Public Hearing]?" Ms. Kim Matreci responded that they were indeed very surprised. Chairman Mortell asked what MTM would attribute the dissatisfaction to. Ms. Matreci replied that it could be attributed to some riders not riding with who they want, and overall, to the lack of funds available.

Ms. Jody Ianuzzi requested to make a statement and she said, "I was one of the biggest advocates for getting MTM into Martin County. Over the course of their service I've heard wonderful reports about how terrific they are, wonderful paper representation of all the numbers they have to

provide, and the individual people that I know that are employees of MTM are very nice people; but as a whole I think the organization has failed us tremendously ...the bottom line is not the paperwork...but are the riders satisfied with the services? The ones I know aren't...To me, when a ninety-seven year old lady is denied a ride, when another lady has to ride her scooter along the side of the road that does not have a sidewalk, the system's failed...As much as I advocated for MTM I've made a mistake, and I want to undo that." Ms. Ianuzzi said that considering adding cameras to the buses really bothers her from the privacy stand point and she thought it would be an outrage to have someone on camera the whole time they are on a bus. Ms. Matreci responded that camera installation is for the internal use of MTM and it was not a requirement. Ms. Ianuzzi replied, "You see, that's the problem. It's internal for MTM, does MTM care if the people feel their privacy is been invaded? No, it's a company policy, and that to me is an outrage." Ms. Ianuzzi felt that the population of Indiantown would be the most reluctant to board vehicles with cameras on them. In trying to keep a record of the discussion, Chairman Mortell stated, "It is not the intention of anybody to continue paying for trips for people that don't have a greencard." Ms. Ianuzzi did agree with Chairman Mortell.

Ms. Beltran stated that there are still some corrective actions from the CTC Evaluation MTM underwent pending MTM's acknowledgement. She said that this would be an evaluation different from the audit MTM had from the State. Ms. Beltran said that one of the outstanding corrective action pertained to the drop off of providers; another corrective action was addressing the trips rates. Ms. Beltran stated that according to Chapter 427 of the Florida Statutes, the Local Coordinating Board Members are the voice of the transportation disadvantaged in Martin County. The Board exists to identify local transportation service needs, and to give information, advice, and direction to the Community Transportation Coordinator (CTC), Medical Transportation Management, Inc. (MTM) who coordinates transportation disadvantaged services in Martin County, and to the State Transportation Disadvantaged (TD) Commission in Tallahassee. MPO staff spoke to the staff of the TD Commission and was informed that the responsibilities of the LCB-TD include addressing (and re-negotiating) the rates if the LCB-TD deems appropriate in order to allow more TD funds to be expended on the provision of trips. In other words, if less money is spent on overhead, then more money can be spent on providing the trips. In addition, TD Commission staff specified that the LCB-TD is required to ensure that an adequate number of providers are utilized in order to encourage competition and better serve the citizens of Martin County.

Ms. Matreci responded that MTM will be addressing each outstanding corrective action for the next regular LCB-TD meeting, as previously agreed.

Ms. Van Etten stated that, as a Member of the CTC Evaluation Co mmittee, there were over one hundred costumer satisfaction surveys conducted and the comments of the surveys were mostly positive, with virtually no complaints from the people Ms. Van Etten spoke to. She said that she was very surprised at the frustration many of the Public Hearing attendees expressed. Ms. Van Etten attributes most of the riders' unsatisfaction to the lack of funding. Ms. Van Etten asked Ms. Sanders if all of the Public Hearing attendees have been contacted. Ms. Sanders responded that some were contacted via phone and some others via regular mail. Ms. Sanders said that the letters sent were custom letters and not "mass" letters; copies were included in the agenda package.

Chairman Mortell asked rhetorically, being funding the major problem, then how the Board could assist the efforts of making the trips cost less. Ms. Ianuzzi recommended directing more money to

providing the service (more trips) and less money towards operational (coordinating) costs.

Ms. Sanders said that she contacted the ninety-seven year old lady, Ms. Laura Soloperto who attended the Public Hearing. Ms. Sanders said that she reached out to Ms. Soloperto because she indicated that she needed door-to-door transportation. Ms. Sanders tried to see if Ms. Soloperto would qualify for MTM's services; however, MTM does not provide service to the Clubhouse of the community where she lives. Ms. Sanders concluded that this was clearly a service that Community Coach would provide. Ms. Barbara Kauffman from Community Coach was in attendance and she indicated that Ms. Soloperto is being picked-up by Community Coach.

A discussion ensued about how the transportation funds currently available could be expended in the most cost effective and efficient way in order to maximize the number of trips each month.

Ms. Sanders stated that MTM assigns trips based on the rates to the providers, and then they work backwards deducting the trips from the amount that MTM has allowed. Ms. Bols asked if MTM was implying that they are spending more money that they are getting. Ms. Sanders responded that MTM was not.

Chairman Mortell suggested implementing car pooling to serve the dialysis patients. Ms. Sanders replied that MTM is utilizing the shuttle whenever possible, in coordination with the Dialysis Center.

Chairman Mortell suggested recalculating the actual length of the average trips. He asked how the average trips were being determined. Ms. Matreci responded that based on pick up and drop off points, MTM uses the Geocoding System. Chairman Mortell requested to see this method on the next LCB-TD meeting (December 6, 2010). Ms. Matreci agreed.

Ms. Beltran said that the rates are based on an averaged distance, and she would like MTM Staff to present how they came up to that average length of trips. Ms. Matreci assented. Ms. Cindy Barnes requested that, for this purpose, both Medicaid and TD trips are presented. Ms. Matreci agreed.

Chairman Mortell pointed out for the clarification of the subject that the billing of the trips was not related to the actual miles driven by the provider because MTM's system would compute and generate the cost of the trip upon programming the trip and *before* the trip would take place.

Ms. Kauffman stated that the provider stipulations adjudicated to Community Coach are outdated and not accurate. She said that the rates for out-of-county trips were not negotiated, that the limited hours of servicing between 10:00am – 2:00pm was agreed early on but was quickly overcome, and the no-trips to Indiantown was a mutual agreement where Community Coach would stay coastal and MTM would use its shuttle to serve Indiantown.

Ms. McGovern asked if it would be possible to carpool more people so more rides could be freed-up. Ms. Sanders said that she would consult with their carpool representative Ms. Teresa Lane. Chairman Mortell stated that it would be beneficial to know how many patients can be served by the Dialysis Center at any given time in order to maximize the trips to this center. He suggested negotiating and coordinating opportunities with the Dialysis Center.

Ms. Ellen Higinbotham commented that she liked having a local client's relations contact person for the CTC; however, the concept needs to be marketed to the users. Her second comment was that there might be a liability issue for the safety of the people trying to get to public transportation, the people with wheel chairs on the streets with no sidewalks or for those walking on uneven grounds, especially for the elderly and those using canes.

Ms. Matreci said that MTM does not assume the liability for public transportation in the area the public transportation is provided. She said that all they do is to ensure that the caller meets the criteria for public transportation; if they don't then we proceed to offer ambulatory transportation. Ms. McGovern asked if MTM considers Community Coach as the public transportation provider. Ms. Matreci replied in the affirmative.

Ms. Kauffman stated that beginning October, 2011 the major federal funding source for public transit can no longer be used for operations. You can pay to buy buses but you would not be able to pay for the drivers. Other sources such as JARC and New Freedom are also coming to an end. Ms. Kauffman stated that this is all a function of reduction of funding where not MTM, Community Coach or the County have any control of. Ms. Matreci concurred, and added that as a result of these reductions over two hundred riders would be affected.

Ms. Kauffman said that Community Coach is producing more trips than they can bill anyone for, and coming next year they are foreseeing a very difficult situation where their system may be operating with only one quarter of the funding and services would be affected considerably. Ms. Kauffman continued to say that the recession is impacting the system and it would not be fair to point fingers at anybody. Ms. Kauffman stated that they are in attendance today because Council on Aging/Community Coach are part of a larger system and they have an interest in keeping communication opened with MTM, ensuring that their information is kept current, and that the warm transfers continue. Chairman Mortell said, "Obviously you are here today because you have an interest in this as well. What would you do if you were us?" Ms. Kauffman replied that, as the former CTC, their concern is that the larger system they are part of is not working well. She said she would suggest to take a look the costs, look at the reimbursement to the providers, look at the communication, and the up-to-date provider stipulations that are being used by the call center, keep tabs on how well those calls get transferred, and understand that pressure in the entire system is an overwhelming drop in funding that cannot be controlled.

Ms. Kauffman added that Martin County cannot expect door-to-door service to the extent they have in the past. She said that voting out our Commissioners would not be the solution but to bring our voices to the higher offices in Washington questioning them why operating costs are being removed from 5307 just at a time when the County cannot raise taxes. We wouldn't be asking for more money we would be asking simply for the right to continue to use that money for operating expenses. Ms. Kauffman stated that they have been saying this for five years but it did not become critical until now.

From a personal experience, Ms. Ianuzzi said that it is imperative to cut down expenses in order to keep providing service. Ms. Matreci responded that in the upcoming meeting MTM will show the breakdown of their expenses, and she added that the total operating cost does not all go to MTM.

Ms. Sanders said that in talking to the TD Commission, it was suggested that may be the Members could go back and take a look at the TDSP to find way to cut back and make it more affordable to

the providers. Some areas to look into were the CPR and First Aid training, and the insurance costs.

Ms. Kauffman shared with the Members measures the Community Coach has taken to keep the costs low and increase efficiency. They would be using their own money to hire a person from California who has succeeded in increasing efficiency in this kind of systems; also experienced in fixed routes and point deviation routes. Community Coach is looking into joining a major purchasing group in order to slim down insurance costs. It has been very hard to bring operational costs down in the past. She said that spending all the time in training, tracking, and all the administrative work that is required by MTM was one of the driving forces that led Community Coach pull out from our contract with MTM; aside from some other clauses that they felt were not applicable. Ms. Kauffman assured the Members, however, that the communication between Community Coach and MTM is not at risk.

In providing clarification to Ms. Ianuzzi, Ms. Beltran said that in regards to the rate schedule for passenger trips, the rate that MTM charges to the TD Commission is \$39.33 from which the provider receives \$14 per trip; thus, Ms. Ianuzzi's question was why it costs more to coordinate the trips than to provide them.

Chairman Mortell said, "It's not that there are other providers saying that they can do the job for half the cost..." He stated that regardless of what MTM is doing administratively, their cost to us is competitive, and the only aspect we could modify would be to reduce the miles that the trips cost.

Ms. Kauffman said [as a suggestion], "Simplify, simplify, simplify, any way you can". She stated that this is the key to business today. She urged MTM to get the warm transfers stabilized to avoid time wasted and minimize aggravating the callers. "Get those riders from the phone to the bus as quickly as possible", she said. She suggested that MTM would re-visit their tight administrative process, just as Community Coach has.

Ms. Kauffman said that the CTC and the LCB-TD Board should focus on simplifying the process, instead of justifying the problem; which requires more information, which generates more work, more time wasted, and which requires more expense; and the riders do not get anything more for it. Ms. Matreci concurred with Ms. Kauffman. Ms. Matreci added that the system is not working due to many variables, but yet the CTC [MTM] is being blame for much of it. Ms. Matreci stated that MTM can address issues such as problems from their calling center but cannot take the blame for the limited funding available.

Ms. Beltran requested more information from MTM to clarify the circumstances, for example the origin and destination for the medical trips provided (TD and Medicaid), and why the average trip is over ten miles; what kind of coordination can be accomplished with the existing Dialysis Centers in the County taking into consideration input from the riders. Ms. Beltran reiterated that the CTC relationship is with the rider and not primarily with the Dialysis Center.

Regarding the subject mentioned earlier by Ms. Sanders about recurring trip assignments that are set to expire after 6 months, Ms. Beth asked if MTM Staff would contact the riders in advance to avoid the expiration of their recurring trip assignment. Ms. Matreci responded that MTM does not.

Ms. Matreci said that MTM would compare the appointments they have with the appointments the Dialysis Centers have and would keep open lines of communication with the Dialysis Centers to ensure that these trips are indeed medical trips. Ms. Van Etten agreed that this was an effective measure to avoid Medicaid fraudulent activity.

Chairman Mortell said that it is good that the Board have identified some of the issues. He recapped and stated that the Board would have MTM's presentation during the next meeting which would give us the information needed to start moving towards Ms. Kauffman's suggestion about simplifying the process. The Board also needs to obtain the information as it relates to the Dialysis Centers and how much can be coordinated through them and with them.

Ms. Ianuzzi suggested that the caller should be asked whether they have alternate transportation. Mr. Bols asked if there could be a reimbursement incentive for the alternate transportation. Ms. Barbara Timmerman stated that the LCB-TD could arrange with the CTC to obtain gas cards from the State. Ms. Matreci said that mileage reimbursement could be an option. Chairman Mortell suggested that these could be good tools to explore further and it should be included in the agenda for the upcoming meeting; after MTM's presentation. He said, "Here are the changes we need to address. If it is reducing the trips from ten miles to seven miles on average, if it is [using] alternative resources of transportation and/or reimbursement of these resources, and simplifying the phone calls...so we are moving in the direction of it...the question is how quickly do we move on it and how successful is the solution. We cannot make these changes until we hear the whole story."

Ms. Van Etten asked about the status of the JARC and New Freedom programs. Ms. Sanders responded that the New Freedom will end at the beginning of December, 2010 but the Saturday services have already stopped. Ms. Van Etten said that there was an ad in the paper indicating that the JARC service would end October 1st, 2010. Ms. Van Etten mentioned that two of the public buses fixed routes have also been discontinued, Hobe Sound and Jensen Beach. Ms. Van Etten stated that there is a need to keep applying for these funds as they are renewable. She was wondering why does St. Lucie County is the applicant for funds that will trickle down to Martin County. Ms. Beltran explained that historical funding between Martin and St. Lucie County has been divided in proportion to their population (St. Lucie 62% and Martin 38%); however FDOT decided that St. Lucie should be the designated recipient of JARC and new Freedom funds and that the historical split could no longer be applied. Ms. Beltran stated that next week there would be a meeting with both counties to discuss the regional projects these funds could be allocated to. Ms. Van Etten asked why there wasn't an appeal procedure with FDOT. Chairman Mortell stated that the MPO [Major Mortell is also the Chairman for the Martin MPO] has fought with FDOT in two different meetings and in a letter to try to get FDOT from taking Martin away from being the recipient designee. All the efforts failed. Chairman Mortell said, "Martin County has no people in it [low population density], the reward we get for proper management of densities and things like that is that we don't get noticed on a State or Federal level, and as result they say, well there is only 140,000 people there [in Martin] and there's 270,000 people in the City of Port St. Lucie alone, and they immediately go after that direction. We get punished for planning."

Ms. Sanders asked if there would also be a *regional* TDSP. Ms. Beltran replied that there would be coordination. Ms. Van Etten was concerned about the composition of the group that would be meeting to make such regional decisions about prioritizing projects that would impact both

counties. Ms. Beltran responded that the upcoming meeting she was referring to was only a Staff meeting.

Chairman Mortell stated that the historical split among Martin and St. Lucie County derived directly from the 2000 Census. He said that given the rapid growth St. Lucie experienced which gave it the title of the fastest growing city a few years ago, the victory in keeping this historic split after the 2010 Census results are available, could result in a reduction in funding for Martin County.

Ms. Pietrowski, FDOT Representative, stated that it is not a matter of splitting the monies between the counties or the systems, but a matter of setting up a competitive process for the whole region. So what determines what projects get paid from JARC and New Freedom funds are on their merits. Chairman Mortell responded that Martin has experienced that there is only 10% funding for 90% merit. He said that how you distribute funds when there is not enough money is basing the split on geographic and population. The St. Lucie Urbanized Area (UZA), which absorbs Martin County, is what caused FDOT to determine that the money had to go to St. Lucie County and not Martin County, because of population. Ms. Kauffman added that this same action also caused the stoppage of the 5307 funding, because of the population volume.

Chairman Mortell stated that Martin County's slow to no-growth low density model does not go well with transportation modes. Our County falls last on the list of high density in the entire State; but this is us.

The discussion of the JARC and New Freedom designee continued among the Members, about how the ranking of regional projects would take place. Ms. Pietrowski stated that it was very important that Martin County would provide input about the criteria to be used for the ranking of these projects to ensure that it is set fairly for both Counties in spite of their density differences.

Ms. Van Etten suggested that the revision of the group that would review the JARC and New Freedom projects have equal representation, just like in the US Senate. Chairman Mortell concurred and he stated that this is the same recommendation he has made regarding other regional group compositions all along.

Ms. Van Etten stated that it was her impression that the government is imposing regionalization onto us because when funding have "strings" and the only way to obtain the money is to conform to this regional criteria it sure does feel like an imposition. Chairman Mortell added that the situation would be different if Martin would regionalize including Indian River County because they are more similar to Martin and as a result two low-density low-growth counties could over vote the county in between (St. Lucie). However, Indian River County is not interested in this, and they are not included in the St. Lucie UZA.

Ms. Ianuzzi would like to nominate Ms. Nan Scott as a Member of the LCB-TD for the Riders Representative position. Ms. Scott had concerns with the Sunshine Law. Staff provided an application and her nomination would be taken into consideration upon receiving of the completed application. Ms. Scott expressed that she was not interested at this time. She was invited to attend the meetings as a member of the public.

Chairman Mortell summarized and said that Staff should included in the next agenda issues such

as mileage, dialysis, chairs available, and MTM should present their procedures to measure mileage per trip. Also resume the discussion of solutions after MTM's presentation. Ms. Matreci said that she would provide a hard copy of the presentation in advance to the Members.

Ms. Sanders said that after discussion with MPO Staff it would be more convenient to "breeze" through the lengthy quarterly report presented by the CTC (MTM) and have more time to focus on any issues the members may have. The quarterly reports will continue to be included in the agenda package and provided to the members a week in advance of the meeting as customary. Ms. Matreci stated that presenting a standard report would allow them to bring additional data to the Members. The Member could then comment whether they like the newly fine-tune report.

Ms. Beltran stated that there being no time to discuss the Grievance Procedures, this Item will also be deferred to the next meeting.

Chairman Mortell talked about the public hearing in general. He said, "The only people that generally come to those types of meetings are the ones who are upset, so there is an expectation that the people who are going to come to that meeting are going to tell you what's wrong, not how great you are doing and praise you, number one. And number two...if you create expectations and don't meet them then the person is disappointed, whereas if you get them to lower their expectations of you, you can meet them and not have them being as disappointed. In our particular circumstance, I think that providing this information and providing the true circumstances and magnitude of what we are facing to all of the riders and providing them with an understanding of how difficult this task is, might make them be less frustrated." Chairman Mortell suggested that the Members should focus on methods for providing the riders this information.

6. NOTED ITEMS

None

7. COMMENTS FROM THE BOARD MEMBERS

Ms. Van Etten announced that on November 10, 2010 there would be a legislative summit. It is an annual event that invites Martin, St. Lucie and various other committees to be side-by-side to attend this summit that would identify legislative issues to bring to Tallahassee, just for the State of Florida. She said that two transportation issues can be prepared through the legislative session, presented and advocated for, and hopefully becoming a law.

Mr. John Haddox asked that if, in addition, MTM could provide cost per trip for the last three or four year, and administrative costs. Also he asked Staff if the Board could see how Martin compares to similar counties such as Indian River County.

Ms. Cindy Barnes stated that she belongs to five different counties LCBs, and she knows that the dialysis trips are a common issue in the State of Florida. She felt that the legislative summit would provide a great opportunity to bring this issue up and provide some ideas.

Chairman Mortell commented that perhaps bidding the two existing Dialysis Centers in Martin County against each other may make them compromise to provided some relief to this situation. Ms. Barnes believes that the Centers would make adjustments to accommodate the requests.

8. COMMENTS FROM FDOT

None

9. COMMENTS FROM THE PUBLIC

None

10. NEXT MEETING

- December 06, 2010 – Regular LCB-TD meeting (Note: This meeting will be held in the 4th Floor Workshop, Administration Building at 10:00 a.m.)

11. ADJOURN

There being no further business, the meeting was adjourned at 11:25 a.m.

Recorded and Prepared by:

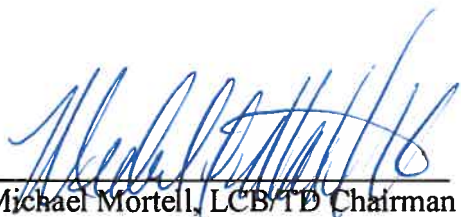


Lisandra Bonet, Administrative Specialist II

Nov. 18, 2010

Date

Approved by:



Mayor Michael Mortell, LCB/TD Chairman

12/22/10

Date