

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

Martin County Administration Building
4th Floor Workshop Room
2401 SE Monterey Road, Stuart, FL 34996
(772) 419-4081
www.martinmpo.com

Monday, August 27, 2012 at 1:30 P.M.

AGENDA

<u>ITEM</u>	<u>ACTION</u>
1. CALL TO ORDER – 1:30 P.M.	
2. ROLL CALL	
3. APPROVE AGENDA	APPROVE
4. APPROVE MINUTES June 4, 2012	APPROVE
5. AGENDA ITEMS	
A. COMMUNITY TRANSPORTATION COORDINATOR (CTC) EVALUATION STATUS REPORT MEMO: temp13LCBTDa01.01	APPROVE
B. CTC QUARTERLY PERFORMANCE REPORT MEMO: temp13LCBTDa01.02	APPROVE
C. CTC ACTUAL EXPENDITURE REPORT (AER) AND ANNUAL OPERATING REPORT (AOR) UPDATE MEMO: temp13LCBTDa01.03	INFORMATIONAL
D. ANNUAL TRANSPORTATION DISADVANTAGED CONFERENCE UPDATE MEMO: temp13LCBTDa01.04	INFORMATIONAL
6. NOTES	
• FY2011-12 Quarterly Report -4 th Quarter	
• LCB-TD Public Hearing following this meeting at 3:00 PM in Commission Chambers	

Assistance for disabled persons may be arranged by calling 1-866-836-7034. Non-English speaking, deaf, or visually impaired persons needing an interpreter should contact the Martin County Administrator's office at 772-288-5420 or 772-288-5940 (TDD). An agenda of items to be considered will be available to the public in the Administrator's Office, 2401 SE Monterey Road, Stuart, Florida. Items not included on the agenda may also be heard in consideration of the best interests of the public health, safety, welfare, and as necessary to protect every person's right of access.

- 7. COMMENTS FROM BOARD MEMBERS**
- 8. COMMENTS FROM FDOT**
- 9. COMMENTS FROM THE PUBLIC**
- 10. COMMENTS FROM STAFF**
- 11. NEXT MEETING** – December 3, 2012 (4th Floor Workshop, Administration Bldg.)
- 12. ADJOURN**

**MARTIN METROPOLITAN PLANNING ORGANIZATION
LOCAL COORDINATING BOARD FOR THE TRANSPORTATION
DISADVANTAGED**

Martin County Administration Building
4th Floor Workshop Room
2401 SE Monterey Road
Stuart, FL 34996
(772) 221-1498

Monday, June 4, 2012 @ 10:00 A.M.

MINUTES

1. CALL TO ORDER – The Chair, Eula Clarke, called the meeting to order at **10:10 A.M.**

2. ROLL CALL

Eula Clarke, Chair

Anthony Reese (for John Haddox)

Suzanne Desposati

Cindy Barnes

Krista McGovern

Dalia Dillon

Phyl Weaver

Jayne Pietrowski, (arrived at 10:27 AM)

EXCUSED

Werner Bols

Angela Van Etten

ABSENT

Donna Mihok

STAFF IN ATTENDANCE

Beth Beltran, MPO Administrator

Claudette Mahan, Associate Planner

Margaret H. Brassard, Administrative Assistant II

OTHERS IN ATTENDANCE

Lisa Sanders, Medical Transportation Management (MTM)

Shelly Martes, AHCA

Gordon Savill, MV Transportation

A quorum was present for this meeting.

3. APPROVE AGENDA

A motion was made by Ms. Phyl Weaver to approve the agenda. The motion was seconded by Ms. Cindy Barnes. The motion had no objections. The motion passed unanimously.

4. APPROVE MINUTES

A motion was made by Ms. Phyl Weaver to approve the minutes of the March 5, 2012, meeting. A second was made by Ms. Cindy Barnes. There were no objections to the motion. The motion passed unanimously.

Ms. Clarke advised the committee and welcomed Mr. Gordon Savill as a visitor to the meeting. Mr. Savill, is a bus operator for Martin County Public Transit (MCPT).

5. AGENDA ITEMS

A. LCB-TD TRAINING - PRESENTED BY THE FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

MEMO: temp12LCBTDa04.01

Ms. Beth Beltran introduced Mr. Robert Craig from the Commission for the Transportation Disadvantaged (CTD) to provide a presentation of the roles and responsibilities of the LCB Board. Mr. Craig advised that he is the Area II Manager for the State in Tallahassee. His area includes Miami through St. Lucie County. He advised that the CTD is established by Chapter 427.015, Florida Statutes and Rule 41-2.009, Florida Administrative Code. He advised that the CTD contracts with the Official Planning Agency as well as the CTC, but the LCB oversees the CTC and the CTC contracts with the transportation operators to provide services for Medicaid, Elder Affairs and other clients utilizing the services. He advised that the LCB members should bring the needs of the community to this forum to provide information, advice and direction to the CTC to improve their productivity. He advised that it is required that the Chair is an elected official while the Vice-Chair is elected by peers. The additional members are the front line agencies whose clients depend on the system i.e. Agency for Health Care Administration (AHCA), Department of Children and Families (DCF), Department of Elder Affairs (DEA) Area Agency on Aging, etc. He stated that FDOT is on the list, however they don't have the clientele of other agencies. The CTC has to transport the clients, but FDOT has to train or assist the CTC and their drivers, to understand the special needs or issues with which the clients will be dealing. He noted that it is important that the Board stress to the CTC the importance of treating the clients in a respectful manner in order to appropriately serve the people that are disadvantaged. Mr. Craig stated that it is important that the CTC and MV Transportation, the public transit provider, work closely in order to serve the County and he noted that a Coordination Agreement has been signed between the two companies which will provide more funds for riders in the long run. He compared private for profit, regional and medical community companies and noted the importance of this factor when

Medicaid is involved. If the local area doesn't have the doctors and the clients have to go out of County, it drives up the cost for the Medicaid, non-emergency transportation. The LCB needs to assist the CTC and establish eligibility guidelines and trip priorities. County eligibilities may vary, but be consistent with the TDSP. People can go online to make a copy of the TDSP to see what they have to do to qualify. If there's a discrepancy it can cause troubles. The LCB trip priorities need to be addressed annually as priorities may vary from year to year. The LCB needs to evaluate the CTC annually so that the members are familiar with the system. Don't just assign this duty to a planner, the members need to know how the system is working so they can answer questions when asked. He recommended at least two members should ride the system even if it is the citizen advocates. He also recommended that someone needs to go to the CTC's office and dig through the files, check out the on-time performance reports. The LCB needs to be intimately involved with these files to confirm that the information which they provide you for the quarterly reports is accurate. A good LCB is an informed one. The LCB needs to review and approve the TDSP and the Memorandum of Agreement (MOA). The TDSP is updated annually. The operational portion is completed by the CTC consisting of the eligibility guidelines and the trip priorities. The LCB Board should also review the MOA which is an agreement between the CTD and the CTC which provides the CTC with the ability to secure additional funds (FDOT or Federal funds) as well as establishes them as the CTC. The LCB is also responsible to establish a grievance committee and to meet quarterly, though they can meet more often if so desired. The MPO staff to the LCB submits invoices to the CTD for work provided to the Board (agendas, research, and minutes) and other deliverables. The CTC may apply for funds from other agencies, but they will need to have the approval of the LCB in order to be successful in receiving these funds. Also the area of need may change annually so that needs to be reviewed so that the LCB can advise the CTC. Mr. Craig noted that working with the LCB in St. Lucie would be a good thing because they have similar situations. Mr. Craig summarized that the Board needs to provide guidance to the TD community, oversee the CTC, and insure that the CTC is performing the job that it has agreed to do. He added that Martin County is doing a great job and that the providers they are using are the top providers in the State.

Ms. Beltran stated that Martin has issues with clients who live so far north that they are closer to a dialysis center in Port St. Lucie and others who are so far south that they are closer to a medical center in Palm Beach County. Is there a sample agreement between CTC's where they can assist one another to provide more efficient transportation? Mr. Craig stated that they don't have to have a contract, they can have a one page purchase order set up which states that when I need you, I will call you and this is what we've agreed to for payment. With St. Lucie County you may want the agreement to be with the COA, as the COA would be less expensive than doing it with the County and they control the TD funds. He recommended that Martin deals directly with the service provider, and insure that they are licensed through the County. The COA has done that and they would have all of the same standards as Martin. Ms. Sanders stated that she has a provider from

Palm Beach County and was advised that they cannot bring individuals from Martin County into Palm Beach County without a license. Mr. Craig advised that it happened in Tampa. They had a group of providers get together and formulate a policy. The CTD worked with the authorities and got written documentation that it would be ok if CTC's were transporting clients in Tampa, but the CTC's could not serve as a vehicle for hire in the other County. Mr. Craig stated possibly just an agreement with Palm Tran could be worked out, but he stated that he would work with Martin to get this issue rectified.

B. COMMUNITY TRANSPORTATION COORDINATOR (CTC) EVALUATION

MEMO: temp12LCBTDa04.02

Ms. Beltran thanked Ms. Phyl Weaver and Ms. Angela Van Etten who were instrumental in assisting with the CTC surveys. Ms. Beltran introduced Ms. Claudette Mahan who worked with Ms. Sanders to get this annual evaluation completed. Ms. Clarke requested that on future documents submitted the page numbers should be continuous. Ms. Mahan stated that the evaluation began in March; it covers from July 1, 2011 to December, 2011 and the evaluation workbook which they utilize is outlined by the CTD. She advised that this evaluation took place at the office of Ms. Sanders at MTM, and the documents were reviewed to insure accuracy and inclusion. Ms. Mahan explained that this evaluation addresses how MTM operates in Martin County, the guidelines, their clientele, their providers and with whom they have coordination contracts. It was noted that though Ride Right is noted on this evaluation, they no longer are one of the providers for Martin County. The evaluation resulted in no findings, only recommendations.

Ms. Mahan answered Ms. Clarke's question that the public schools have not been a willing participant to coordinate in the CTC process though Ms. Sanders has tried annually to gain support and involvement. Staff has discussed having a representative from the School Board at the LCB meetings, but they haven't responded favorably. The School Board is working with Martin as part of the Emergency Operation Plan (EOP) for hurricane emergencies, but due to insurance implications he is reluctant to release the buses for the coordination system. The CTD doesn't have any examples throughout the State of a school system working with the CTC, and though it is noted in the Statute that an attempt to coordinate be made, it has been unsuccessful in Florida. Ms. Dillon noted that there are School Board members on the Indian River and Palm Beach LCBs, however, it was noted that those systems did not work with the CTC as far as providing bus usage. Ms. Beltran stated that she would speak to Mr. Angels of the School Board staff to ask for his participation in future LCB meetings, and advise that there is a space for a public education member on this Board to see if there is any interest. She will place him on the LCB distribution list for the next agenda.

Ms. Mahan continued the review advising how the services are being operated, and noted no findings. Ms. Mahan noted that the seating and bus standards were in compliance with the CTD and though there were no findings a comment on a rider

survey indicated that a vehicle could have been a bit cleaner. Ms. Sanders advised that Mercy's contract was terminated due to numerous complaints of filthy vehicles and she had received complaints of a driver not in uniform. After an on-site inspection by Ms. Sanders the Mercy contract was terminated. Ms. Sanders informed the Board that Medi-Wheels, We Care, Broward Transportation Support, ARC of Martin County and the A to Z Taxi are the remaining providers. This evaluation will be submitted to the CTD with the last billing and at that time the CTD can come to Martin with any recommendations which they may have.

A motion was made by Ms. Cindy Barnes to approve the Community Transportation Coordinator (CTC) Evaluation and submit it to the Florida Commission for the Transportation Disadvantaged. The motion was seconded by Ms. Weaver. There was no additional discussion. The motion passed unanimously.

C. TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) – MINOR UPDATE

MEMO: temp12LCBTDa04.03

Ms. Beltran stated that this item is a minor update which occurs annually and the major update occurs every five years. She stated that this year's revisions were minor, and she handed out a document which detailed the updates. There were changes in the transit provider's name from Community Coach to Martin County Public Transit, the operator's name was modified, a list of the correct number of vehicles in operation, and a list of the current providers. Ms. Beltran introduced Ms. Sanders to complete this presentation. Ms. Sanders advised of the FY2011-12 goals for MTM. She also advised that MTM staff has attended public meetings, updated their website and brochures, continued the safety training classes for drivers as well as educating them how to escort clients into the vehicle and various other training for disabled persons. She stated that MTM does have weekend service from Indiantown to Stuart, and they continue to seek opportunities for expansion whenever possible. She noted that MTM previously applied for a grant for the routing and scheduling software which they did not receive so this was updated, and has been placed in the TDSP as a goal in hopes that when funding does come available they will be eligible to apply. She highlighted the LCB Certification, the Safety and Security Certification, the vehicle list, the Grievance Procedure which was adopted on March 5, 2012, and MTM's rate model. She detailed the changes in the rate model and the projections for the next year.

Ms. Jayne Pietrowski inquired if this update is supplemental to the existing TDSP. Ms. Sanders concurred and advised that every year the minor update is performed as some items must change. Ms Pietrowski stated that during the next year, FDOT plans to make a push toward looking at the Needs Analysis Section of the TDSP because in order to qualify for Federal grants there is a requirement that a Human Service Transportation Plan be in place. They are expecting a lot of public involvement, a stronger Needs Analysis, ranking of projects, and a plan as to how the needs will be met. She wants the Board to start thinking about how this will be

accomplished. Ms. Pietrowski advised that agencies requesting the New Freedom, JARC and 5310 grants, will have to identify the page of the TDSP to which their project relates in order to qualify for the grant. She stated that agencies are moving away from the Human Service Needs and more toward the technical reporting to the TD Commission. She wants the Board to begin thinking of ways to integrate the human services with the technical reporting.

Ms. Clarke asked for clarification as to how the TDSP will be merged to reflect the changes. Ms. Sanders stated that there are certain sections of the major update of the TDSP that are required to be brought before the Board if changes are made. Ms. Mahan stated that the next major update will be in 2014 which will encompass the 2009 TDSP with all of the updates to date.

Ms. Weaver made a motion to accept the TDSP minor update. The motion was seconded by Ms. Barnes. The motion passed unanimously.

D. COMMUNITY TRANSPORTATION COORDINATOR (CTC) QUARTERLY PERFORMANCE REPORT

MEMO: temp12LCBTDa04.04

Ms. Sanders presented this item which covers the last quarter, January through March, 2012. She advised the Board of the meetings to which she has attended; the new providers who have joined their fleet; coordination with South Florida Commuter Services at an event in Indiantown to promote the Saturday services; and she participated in Martin County's Emergency Preparedness exercise and one provided by FP&L where she brought in a few of MTM's providers for training drivers on how to respond in an emergency or take people to shelters.

Ms. Sanders continued describing the CTC's activities during the 3rd quarter and informed the Board that the MTM offices have recently moved to 759 S. Federal Highway in the Royal Palm Plaza III, Suite 311, Stuart, Florida. The telephone number is 266-4971. She gave an open invitation to members to stop in to see the facilities.

Ms. Susan Desposati made a motion to approve the CTC quarterly report which was seconded by Ms. Dalia Dillon. There was no additional discussion. The motion passed unanimously.

E. FY2012/13 TD GRANT DISTRIBUTION FOR MARTIN COUNTY

MEMO: temp12LCBTDa04.05

Ms. Beltran informed the Board that Mr. Craig, from the TD Commission, sent out the distribution of the grant program which included the TD planning grant which funds the MPO Staff time as the Designated Official Planning Agency (DOPA). The DOPA organizes meetings and performs the required updates to receive grant funds like the Trip and Equipment and the Medicaid Programs. She noted that the TD Planning grant agreement will be presented to the MPO Board for approval at the June 18, 2012 meeting, and will then be submitted to the CTD. Staff does

recommend the Board support the TD Planning Trip/Equipment and Medicaid agreements so that the TD funding would continue to come to Martin County.

Ms. Sanders stated that the Trip and Equipment Grant is an allocation and the voluntary dollars have increased, which comes from people donating to the Transportation Disadvantaged Trust Fund at the time they renew their vehicle license.

Ms. Barnes made a motion to approve the FY2012/13 TD Grant Distribution for Martin County. The motion was seconded by Ms. Pietrowski. There was no additional discussion. The motion passed unanimously.

6. NOTES

Ms. Beltran stated that the TD quarterly report for the 3rd quarter was submitted and a copy of it is in the Agenda package.

7. COMMENTS FROM BOARD MEMBERS

None.

8. COMMENTS FROM FDOT

None

9. COMMENTS FROM THE PUBLIC

Mr. Gordon Savill, a driver for MV Transportation stated that he gets a lot of comments from the public about the reservation system. The program works on the first come first served basis and he said that the clients complain about having to call at 7:30 AM in order to attempt to get a ride. He would like to see if a better method of booking reservations could be found.

10. COMMENTS FROM STAFF

Ms. Mahan stated that at the last meeting it was discussed that Martin County Public Transit (MCPT) was moving forward with the Americans with Disabilities Act (ADA) Plan and they are transitioning from a deviated fixed route system to a fixed route system with an ADA Plan. That plan will go to the Board of County Commissioners (BOCC) on July 10, 2012 to be adopted. This went before the Board in January. Due to the Federal regulations of the grants which our transit system uses, the service now has to move to the ADA Plan. The first come first served reservation system which currently is available to all the public, will only be available to those who qualify for the ADA Plan. Once the plan goes into place those who currently ride MCPT, will not be eligible for paratransit if they are not qualified with a disability. They will have to use the fixed route system. Once this transition is made, that will relieve the 7:30 AM calls requesting rides, as many of those riders will not be eligible. Ms. Mahan advised that paratransit is the most expensive form of transportation. By eliminating those who do not require a paratransit trip and forcing them to use the fixed route, more funds can be applied to the fixed route services and expand the fixed route in the community. Ms. Mahan stated that once the plan is adopted Martin County and MV Transportation will be working on an implementation plan to advertise and

market to the community. There will probably be a September or October 1, 2012 start date for the changes to begin. MV is a national provider, so they will be able to handle the ADA transportation service. They know the rules and regulations and will know how to implement the service. Ms. Mahan stated that Martin is only going to be in the strictest form of the ADA Plan. Currently, we are only able to do three quarters of a mile radius of the fixed route service. People currently being transported who are disabled, will fall under the ADA, and they will be MCPT clients. Those taking public transit who are eligible due to age or low income are not eligible for this, so there will be a transition of people. MV, MTM and Martin County will be working closely to make sure who is on which database, where do they fall, and where do they fit. We expect that this will benefit the community in the long run, but there will be some transition and growing pains initially. Ms. Desposati asked if the current riders who are denied will receive a letter advising them that they can no longer receive the paratransit rides and they must seek other modes of transportation. Ms. Mahan confirmed and advised that those riders will have about 60 days to be notified. There are application requirements that will need to be met regarding the rider's status. It will need to be determined if the rider is permanently, temporarily, or conditionally disabled and MV will have a lot to do to get this implemented, so it will take some time. Ms. Pietrowski volunteered to help when they get to number crunching. Ms. Mahan noted that Ms. Van Etten met with Mr. Donaldson on May 4, 2012 to discuss the ADA Plan as she wanted to be involved in the implementation of getting this to the Board. Ms. Mahan stated that one of Ms. Van Etten's main concerns was the blind community who were currently getting public transit through Martin County but with the service area being three quarters of a mile route some of those blind workers may not qualify for MCPT but would qualify under TD. Ms. Van Etten wanted this Board to think about possibly making a reoccurring employment option under the TD funds for those persons who are going to work. She stated that this Board may need to re-prioritize the trip percentages after the ADA Plan goes into effect, for those traveling to work.

Ms. Clarke inquired as to the status of a quorum as a couple of people had left. It was deemed that a quorum was still present and Ms. Beltran stated that she will ask for something in writing from the Veteran's Administration regarding Mr. Haddox's replacement.

Ms. Beltran stated that the August 27th meeting will be at 1:00 PM because it will be followed by the annual public hearing at 3:00 PM. It is held early so anyone who wishes to attend the hearing can ride public transit.

Ms. Sanders also advised that the Coalition of Independent Living Options, Inc. (CILO) was awarded a \$2,000 grant to implement a voucher program for TD. Ms. Sanders worked with Ms. Van Etten on this and she advised that this will help the TD population.

Ms. Clarke asked that a thank you note be sent to Mr. Craig for coming to speak to the Board.

- 11. NEXT MEETING** – August 27, 2012 (4th Floor Workshop, Administration Bldg.)
August 28, 2012 (Public Hearing-Commission Chambers-1st Floor)

12. ADJOURN

A motion to adjourn was made by Ms. Dillon and seconded by Ms. Barnes. There were no objections. The motion carried. The meeting was adjourned at 12:10 PM

Recorded and Prepared by:

Margaret H. Brassard, Administrative Specialist II

Date

Approved by:

Eula R. Clarke, Chair

Date

DRAFT

**MARTIN METROPOLITAN PLANNING ORGANIZATION
LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED
AGENDA ITEM SUMMARY**

MEMO: temp13LCBTDa01.01	MEETING DATE: August 27, 2012	DUE DATE: August 20, 2012	UPWP #: 5.9
WORDING: COMMUNITY TRANSPORTATION COORDINATOR (CTC) EVALUATION STATUS REPORT			5A
REQUESTED BY: TD Commission	PREPARED BY: Beth Beltran/Peggy Brassard	DOCUMENT(S) REQUIRING ACTION: MTM Status Report	

BACKGROUND

At the June 4, 2012, meeting, the Local Coordinating Board-Transportation Disadvantaged (LCB-TD) reviewed and approved the annual CTC Evaluation Report. The report included User Surveys and Sub-Contractors Surveys, and recommended the following actions to be completed by the CTC by the next LCB-TD Meeting on August 27, 2012:

- Ensure all seatbelts are working properly;
- Meet or exceed 90% On-Time Performance Goal;
- Ensure cleanliness of vehicles; and
- Address comments on Rider Surveys.

ISSUES

The report described above and approved by the LCB-TD on June 4, 2012 requires that the CTC respond on the status of items identified in the Evaluation. The CTC's status report will be presented at the August 27, 2012, LCB-TD meeting.

RECOMMENDED ACTION

Recommendation

- a. Provide direction.

APPROVAL

MPO 

ATTACHMENTS

- a. CTC's Status Report for Martin County

Status Report for Martin County

Date of Report: August 16, 2012

Name of CTC: (MTM) Medical Transportation Management, Inc.

Counties Represented: Martin County

Name of Contact: Lisa Sanders, Florida Program Manager

Signature of Contact Person: 

Summary of Recommendations: ON-SITE OBSERVATIONS

Area of Noncompliance: N/A

Recommendation: N/A

Comment: MTM should ensure all seatbelts are working properly.

Timeline for Compliance: August 27, 2012

If the recommendation has not been implemented, include a Specific Time Frame of Implementation:

Seatbelt has been repaired and vehicle is in safe operating condition. Regular inspections will occur with all subcontracted operators to ensure vehicle equipment is in proper working condition.

Status Report for Martin County

Date of Report: August 16, 2012

Name of CTC: (MTM) Medical Transportation Management, Inc.

Counties Represented: Martin County

Name of Contact: Lisa Sanders, Florida Program Manager

Signature of Contact Person: 

Summary of Recommendations: LOCAL STANDARDS

Area of Noncompliance: N/A

Recommendation: N/A

Comment: Providers fell below 90% On-Time Performance Goal

Timeline for Compliance: August 27, 2012

If the recommendation has not been implemented, include a Specific Time Frame of Implementation:

All subcontracted operators have 90% On-Time Performance or better.

Status Report for Martin County

Date of Report: August 16, 2012

Name of CTC: (MTM) Medical Transportation Management, Inc.

Counties Represented: Martin County

Name of Contact: Lisa Sanders, Florida Program Manager

Signature of Contact Person: 

Summary of Recommendations: COMMISSION STANDARDS

Area of Noncompliance: N/A

Recommendation: N/A

Comments: Ensure cleanliness of vehicles

Timeline for Compliance: August 27, 2012

If the recommendation has not been implemented, include a Specific Time Frame of Implementation:

MTM performs surprise inspections on a regular basis to ensure all vehicles are properly maintained.

Status Report for Martin County

Date of Report: August 16, 2012

Name of CTC: (MTM) Medical Transportation Management, Inc.

Counties Represented: Martin County

Name of Contact: Lisa Sanders, Florida Program Manager

Signature of Contact Person:



Summary of Recommendations: RIDER/BENEFICIARY SURVEYS

Area of Noncompliance: N/A

Recommendation: N/A

Comments:

- Member had to call each time for ride. If didn't call each time, then ride wasn't provided.
- Several times member was called to cancel trip due to vehicle breakdown.
- Denied service because of three children
- Member was left at dialysis.
- Mercy's vehicles are dirty.
- Service provider lost fax.
- Member was told that drivers aren't paid to wait.
- Happy for service, but needs improvement.
- Would like transportation with children.
- Mercy's cars are dirty and falling apart.

Timeline for Compliance: August 27, 2012

If the recommendation has not been implemented, include a Specific Time Frame of Implementation:

- Due to the demand of recurring transportation, this service is offered to members as space becomes available. Currently, there is a waitlist for recurring transportation.
- All subcontracted operators have been advised to contact MTM immediately should their vehicle breakdown. This will allow MTM to dispatch another vehicle to pick up the member.

- MTM does not deny service due to the number of children in a family. However, we only allow two children maximum to accompany parents to their appointments unless the children also have appointments.
- Without knowing the name of the member or timeframe of the service provided, it's difficult for MTM to research this issue. MTM has a policy in place that if we take a member to their appointment, we will bring them back home, if needed.
- Mercy is no longer a subcontracted operator with MTM
- Without knowing the name of the member or timeframe of the service provided, it's difficult for MTM to research this issue. MTM does hold subcontracted operators responsible for missed appointments.
- MTM does not pay subcontracted operators wait time and members should not expect drivers to sit and wait while they are in their appointment. Members are given a "Return Ride Card" with the driver's number. This allows the member to contact the driver when they're ready for pick up.
- MTM is always looking for ways to improve the service we provide and welcome all members' comments. We have a toll free number for complaints, along with the CTD Grievance number, located in each vehicle, on our return ride cards and on our website.

**MARTIN METROPOLITAN PLANNING ORGANIZATION
LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED**

AGENDA ITEM SUMMARY

MEMO: Temp.13LCB-TDa01.02	MEETING DATE: August 27, 2012	DUE DATE: August 20, 2012	UPWP#: 5.9
WORDING: COMMUNITY TRANSPORTATION COORDINATOR (CTC) QUARTERLY PERFORMANCE REPORT			5B
REQUESTED BY: LCB-TD	PREPARED BY: Beth Beltran/Peggy Brassard	DOCUMENT(S) REQUIRING ACTION: MTM Quarterly Performance Report	

BACKGROUND

MTM, the Community Transportation Coordinator (CTC), is required to provide the LCB-TD with a quarterly report on its performance.

ISSUES

The CTC Performance Report for the period covering April 1 - June 30, 2012, will be presented at the August 27th LCB-TD Meeting for review and approval. Lisa Sanders of MTM will make the presentation.

RECOMMENDED ACTION

Recommendation

Move approval of CTC Quarterly Performance Report for the period from April 1 - June 30, 2012.

Alternative #1

- a. Provide direction.

FISCAL IMPACT

N/A

APPROVAL

MPO


ATTACHMENTS

- a. CTC Quarterly Performance Report – FY2012 4th Quarter



EXECUTIVE SUMMARY

**Medical Transportation Management, Inc.
Quarterly Report
(April 1, 2012 – June 30, 2012)
Martin County
Local Coordinating Board for the Transportation Disadvantaged – (LCB-TD)
Executive Summary– August 27, 2012**

Palm Tran was the host of Martin County's Quarterly Steering Committee Meeting held on May 30, 2012. The following agencies were represented: MTM, Martin MPO, St. Lucie TPO, Palm Beach MPO, St. Lucie Community Transit and Palm Tran. The meeting was facilitated by Michael Audino, with the Center for Transportation Research (CUTR). MTM's Program Director provided the group with an update of Martin County's Mileage Reimbursement Program, the Volunteer Transportation Program, monthly dashboard of MTM's productivity and the quarterly newsletter. Corine Williams, with St. Lucie County, gave an overview of the Transportation Coordination Network (TCN), which is comprised of local social service agencies and coordinated contractors. The role of the TCN is to bridge the transportation gap due to limited fixed-route hours and service and limited Transportation Disadvantaged (TD) funding.

MTM participated in Martin County's Fire Rescue's Hurricane Exercise facilitated by Florida Power Light (FPL). The exercise was held at the Emergency Operations Center (EOC) on May 2, 2012. MTM was asked to provide vehicles for training purposes the day before the exercise. Fire Rescue staff had the opportunity to familiarize themselves with the vehicles and inspect for safety.

The ARC of Martin County, who has been a coordinated contractor with MTM for many years, decided to become a subcontracted provider for MTM. They are currently operating 3 vehicles and assisting with in and out of county trips.

MTM is in coordination with the Division of Blind Services to provide TD services to disabled members on weekends. A-Z Taxi Plus has agreed to provide this service.

The purpose of this summary report is to provide a monthly progress report on Martin County's TD and Medicaid Program. This report covers the period of April 1, 2012 – June 30, 2012.

Volume

This quarter a total of 2,739 calls were received, with a total of 2,690 answered. The average abandonment rate was 1.69, which is below MTM's goal of 5%.



Trip Leg Requests

Transportation Disadvantaged (TD): This quarter a total of 2,392 trips legs were completed.

Medicaid Transportation Service: This quarter a total of 2,056 trips legs were completed

Public Transportation

New Freedom Saturday Service: This quarter a total of 393 trips were provided.

MTM staff continues to refer TD and Medicaid members to public transit, whenever possible.

Stretcher Trips

Stretcher Trips: None.

Complaints

This quarter there were (8) TD complaints and (2) Medicaid complaints. The breakout of the complaints is as follows:

Transportation Disadvantaged (TD): Provider No-Show – 3, Provider Timeliness – 2, Driver Behavior – 3

Medicaid Services: Provider No- Show – 8, Provider Timeliness – 8, Service Quality – 2, Provider Behavior – 7, Internal Complaint – 3,

Reports

Monthly Reports: All reports were submitted to the CTD by the 10th of every month.

Network Management

Onsite Visits: Two (2) on-sites were performed.

Vehicle Inspections: Nine (9) vehicles were inspected during this period. The inspections were conducted on

1. ARC of Martin County
2. Medi-wheels of the Palm Beaches

Driver Database: Four (4) drivers were re-credentialed and five (5) new entered into the Network Management Database during this period.

Upcoming meetings

August 27: LCB-TD Meeting/Public Hearing

September 6: Indiantown Interagency Meeting

September 12: Martin County Interagency Meeting

September 19: ATCI/TCN Meeting

October 15: MTM's National Breast Cancer Day

October 28-30: FPTA Conference

Key Transportation Statistics

	April 2012	May 2012	June 2012
Total Costs	28,985	30,470	34,371
Trip legs by mode	1,345	1,565	1,530
Cost Per Trip	\$21.55	\$19.46	\$22.46
Ambulatory (Sedan/van)	957	1106	1040
Wheelchair van	388	459	490
Stretcher	0	0	0
Calls received	817	1051	871
Calls answered	808	1020	862
Calls abandoned	9	31	9
Abandonment rate	1.10%	2.95%	1.03%
Speed to answer (seconds)	13	14	12
Trip Denials - TD	0	0	5
Trip Denials - Medicaid	21	19	17
Total Complaints	11	3	12
Provider no-show	6	1	4
Timeliness	1	0	3
Provider service quality	2	0	1
Driver behavior	2	0	3
Internal complaint	0	2	1
Miscellaneous	0	0	0
Complaints %	1.25%	0.27%	1.29%
Member no-shows	9	0	2

*Transportation Statistics include both TD and Medicaid services

Transportation Provider Report –TD Services

	Public Transit	Ambulatory	Public Entity	Wheelchair	Stretcher	Grand Total
Apr-12	2	505	0	186	0	693
A-Z TAXI PLUS (1) IN COUNTY		59				59
A-Z TAXI PLUS (2) INDIANTOWN TRIPS		7				7
A-Z TAXI PLUS (3) OUT OF COUNTY		2				2
BROWARD TRANSPORTATION SUPPORT (1)		262				262
BROWARD TRANSPORTATION SUPPORT (2)		50				50
BROWARD TRANSPORTATION SUPPORT (3)		2				2
COMMUNITY COACH (BUS)	2					2
MEDI-WHEELS OF PALM BEACH (1)		47		158		205
MEDI-WHEELS OF PALM BEACH (2)INDTWN		18		2		20
MERCY NON MEDICAL MARTIN CNTY (1)		56		8		64
NEW FREEDOM INDIANTOWN-SAT		2				2
WE CARE (1) IN COUNTY				18		18

	Public Transit	Ambulatory	Public Entity	Wheelchair	Stretcher	Grand Total
May-12	2	634	0	227	0	863
A-Z TAXI PLUS (1) IN COUNTY		101				101
A-Z TAXI PLUS (2) INDIANTOWN TRIPS		7				7
A-Z TAXI PLUS (3) OUT OF COUNTY		2				2
BROWARD TRANSPORTATION SUPPORT (1)		382		57		439
BROWARD TRANSPORTATION SUPPORT (2)		62		2		64
BROWARD TRANSPORTATION SUPPORT (3)		4		2		6
COMMUNITY COACH (BUS)	2					2
MEDI-WHEELS OF PALM BEACH (1)		48		146		194
MEDI-WHEELS OF PALM BEACH (2)INDTWN		24				24
WE CARE (1) IN COUNTY		4		16		20
WE CARE (3) OUT OF COUNTY				4		4



	Public Transit	Ambulatory	Public Entity	Wheelchair	Stretcher	Grand Total
Jun-12	0	593	0	243	0	836
ARC OF MARTIN COUNTY (IN COUNTY)		13		4		17
A-Z TAXI PLUS (1) IN COUNTY		52				52
A-Z TAXI PLUS (2) INDIANTOWN TRIPS		6				6
A-Z TAXI PLUS (3) OUT OF COUNTY		2				2
BROWARD TRANSPORTATION SUPPORT (1)		309		84		393
BROWARD TRANSPORTATION SUPPORT (2)		92		4		96
BROWARD TRANSPORTATION SUPPORT (3)		6		2		8
MEDI-WHEELS OF PALM BEACH (1)		87		126		213
MEDI-WHEELS OF PALM BEACH (2)INDTWN		24		2		26
WE CARE (1) IN COUNTY		2		21		23

Transportation Provider Report –Medicaid Services

	Public Transit	Gas	Ambulatory	Public Entity	Wheelchair	Stretcher	Grand Total
Apr-12	0	0	452	0	202	0	654
A-Z TAXI PLUS (1) IN COUNTY			112				112
A-Z TAXI PLUS (2) INDIANTOWN TRIPS			16				16
A-Z TAXI PLUS (3) OUT OF COUNTY			50				50
BROWARD TRANSPORTATION SUPPORT (1)			37				37
BROWARD TRANSPORTATION SUPPORT (2)			6				6
BROWARD TRANSPORTATION SUPPORT (3)			52				52
MEDI-WHEELS OF PALM BEACH (1)			119		138		257
MEDI-WHEELS OF PALM BEACH (2)INDTWN			4		28		32
MEDI-WHEELS OF PALM BEACH (3)					2		2
MERCY NON MED. OUT OF MRTN CNTY (3)			4				4
MERCY NON MEDICAL INDIANTOWN (2)			10				10
MERCY NON MEDICAL MARTIN CNTY (1)			42		14		56
WE CARE (1) IN COUNTY					20		20



	Public Transit	Gas	Ambulatory	Public Entity	Wheelchair	Stretcher	Grand Total
May-12	0	0	472	0	232	0	706
ARC OF MARTIN COUNTY (IN COUNTY)			6		10		16
ARC OF MARTIN COUNTY (OUT OF CNTY)			2				2
A-Z TAXI PLUS (1) IN COUNTY			117				117
A-Z TAXI PLUS (2) INDIANTOWN TRIPS			6				6
A-Z TAXI PLUS (3) OUT OF COUNTY			61				61
BROWARD TRANSPORTATION SUPPORT (1)			72		42		114
BROWARD TRANSPORTATION SUPPORT (2)			12		4		16
BROWARD TRANSPORTATION SUPPORT (3)			52		6		58
MARTIN COUNTY MILEAGE RIEMBRUSE		0					2
MEDI-WHEELS OF PALM BEACH (1)			130		156		286
MEDI-WHEELS OF PALM BEACH (2)INDTWN			10				10
RIDE RIGHT TRANS (1)			2				2
WE CARE (1) IN COUNTY					14		14
WE CARE (3) OUT OF COUNTY			2				2

	Public Transit	Gas	Ambulatory	Public Entity	Wheelchair	Stretcher	Grand Total
Jun-12	0	0	447	2	247	0	696
ARC OF MARTIN COUNTY (IN COUNTY)			2		8		10
ARC OF MARTIN COUNTY (OUT OF CNTY)			12		6		18
A-Z TAXI PLUS (1) IN COUNTY			113				113
A-Z TAXI PLUS (2) INDIANTOWN TRIPS			4				4
A-Z TAXI PLUS (3) OUT OF COUNTY			62				62
BROWARD TRANSPORTATION SUPPORT (1)			90		56		146
BROWARD TRANSPORTATION SUPPORT (2)			8		14		22
BROWARD TRANSPORTATION SUPPORT (3)			44		6		50
COMMUNITY COACH (BUS)				2			2
MEDI-WHEELS OF PALM BEACH (1)			102		124		226
MEDI-WHEELS OF PALM BEACH (2)INDTWN			8		30		38
WE CARE (1) IN COUNTY					1		1
WE CARE (3) OUT OF COUNTY			2		2		4

**MARTIN METROPOLITAN PLANNING ORGANIZATION
LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED**

AGENDA ITEM SUMMARY

MEMO: temp13LCBTDa01.03	MEETING DATE: August 27, 2012	DUE DATE: August 20, 2012	UPWP#: 5.9
WORDING: CTC ACTUAL EXPENDITURE REPORT (AER) AND ANNUAL OPERATING REPORT (AOR) UPDATE			5C
REQUESTED BY: CTD	PREPARED BY: Beth Beltran /Peggy Brassard	DOCUMENT(S) REQUIRING ACTION: N/A	

BACKGROUND

Pursuant to Chapter 427, Florida Statutes and 41-2.011(4) F.A.C, each Community Transportation Coordinator (CTC) is required to submit an Actual Expenditure Report (AER) and Annual Operating Report (AOR) each year to the Florida Commission for the Transportation Disadvantaged (CTD). These reports are used by the CTD for funding and reporting purposes on a statewide level.

ISSUES

Certification of the Annual Operating Report (AOR) is required by the LCB-TD. At the August 27th meeting, Lisa Sanders of Medical Transportation Management (MTM), Martin County's CTC, will update the LCB-TD on the AER and the AOR, informing members of any changes from last year. Ms. Sanders will present the AOR in its entirety at the December 3th LCB-TD meeting.

RECOMMENDED ACTION

Recommendation

N/A

FISCAL IMPACT

Report required per Florida Statute

APPROVAL

MPO

ATTACHMENTS

- a. AER 

ACTUAL EXPENDITURE REPORT FORM
 (One form for each county
 Do not report funds from state agency sources)

COUNTY: MARTIN
 DUE: September 15, 2012

Coordinated Transportation

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of One Way Trips	Expenditures	# of One Way Trips
\$20,836.50	To be provided by CTC		

Transportation Alternatives

Transportation Alternatives			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of One Way Trips	Expenditures	# of One Way Trips
N/A			

Other

Other			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of One Way Trips	Expenditures	# of One Way Trips
N/A			

**MARTIN METROPOLITAN PLANNING ORGANIZATION
 LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED
 AGENDA ITEM SUMMARY**

MEMO: temp13LCBTDa01.04	MEETING DATE: August 27, 2012	DUE DATE: August 20, 2012	UPWP#: 5.9
WORDING: ANNUAL TRANSPORTATION DISADVANTAGE CONFERENCE			5D
REQUESTED BY: MPO	PREPARED BY: Beth Beltran/Peggy Brassard	DOCUMENT(S) REQUIRING ACTION: NONE	

BACKGROUND

The Commission for the Transportation Disadvantaged held its 20th Annual Transportation Disadvantaged Best Practices and Training Workshop on July 30-August 2, 2012 in Orlando. Lisa Sanders of MTM, CTC to Martin County, attended this conference.

ISSUES

Ms. Sanders will share the information that she presented and what she learned during the sessions at the TD Conference and how it can be applied to Martin County.

RECOMMENDED ACTION

Recommendation

N/A

FISCAL IMPACT

N/A

APPROVAL

MPO 

Notes

**PLANNING RELATED GRANT AGREEMENT TASKS
QUARTERLY PROGRESS REPORT**

Martin MPO _____

Invoice # _____ 4

FDOT FM # 23704421401

Martin County _____

Contract # AOB43

Reporting Period: **April 1, 2012 to June 30, 2012**

I. Program Management

- A. When necessary and in cooperation with the local coordinating board, solicit and recommend a community transportation coordinator, in conformity with Chapters 287 and 427, Florida Statutes.

COMPLETE. Current CTC contract expires June 30, 2013.

- B. Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the local coordinating board (LCB).

COMPLETE. Voting/non-voting list has been maintained and is current.

- C. Prepare agendas for local coordinating board meetings consistent with the Local Coordinating Board and Planning Agency Operating Guidelines. Ensure that operator payments are addressed as a standard agenda item.

ONGOING. LCB-TD agendas are prepared for all meetings consistent with LCB-TD, DOPA guidelines. Operator payments are addressed as a standard agenda item.

- D. Prepare official minutes of local coordinating board meetings. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least three years.

ONGOING. LCB-TD minutes are prepared for all meetings in the form of a brief summary of basic points, discussions, decisions, and recommendations. All minutes are kept for at least three years.

- E. Provide at least one public hearing annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public hearings.

COMPLETE. A Public Hearing was held on August 29, 2011.

- F. Provide staff support for committees of the local coordinating board.

ONGOING. Staff support is provided to LCB-TD Board and committees.

- G. Annually develop and update by-laws for local coordinating board approval.

COMPLETE. LCB-TD Bylaws were reviewed and approved on March 5, 2012. (Attached please find the Bylaws Face Sheet, signed by the LCB Chair.)

- H. Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission guidelines, which includes a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program.

COMPLETE. LCB-TD Grievance Procedures were updated on March 5, 2012. (Attached please find the Grievance Procedures Face Sheet, signed by the LCB Chair.)

- I. Maintain a current membership roster and mailing list of local coordinating board members.

COMPLETE. Membership roster and mailing list of LCB-TD Board members is current.

- J. Provide public notice of local coordinating board meetings and local public hearings in accordance with the Coordinating Board and Planning Agency Operating Guidelines.

ONGOING. All LCB-TD Meetings and Public Hearings are advertised in the local paper, in the Florida Administrative Weekly, on the MPO and County's websites and in the County's Administration Building lobby.

- K. Review and comment on the Annual Operating Report for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged.

COMPLETE. The Annual Operating Report (AOR) was approved by the LCB on December 5, 2011.

- L. Review the transportation disadvantaged service plan, and recommend action to the local coordinating board.

COMPLETE. On December 5, 2011 a TDSP Amendment including a provision to allow MTM to acquire scheduling and routing software was approved. Annual Minor Update of the Transportation Disadvantaged Service Plan (TDSP) was approved by the LCB-TD on June 4, 2012 and submitted to the TD Commission.

- M. Report the actual expenditures of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th.

COMPLETE. Actual Expenditure Report (AER) was approved by the LCB on August 29, 2011, and submitted to CTD on September 6, 2011.

- N. Report the annual budget estimates of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than June 30th and as required by Chapter 427, Florida Statutes.

COMPLETE. Annual Budget Estimate was approved by the LCB on August 29, 2011, and submitted to the CTD on September 6, 2011.

II. Service Development

The planning agency shall develop the following service development items.

- A. Jointly, with the community transportation coordinator and the local coordinating board, develop the Transportation Disadvantaged Service Plan (TDSP) by preparing the planning section following Commission guidelines.

COMPLETE. Annual Minor Update of the Transportation Disadvantaged Service Plan (TDSP) was approved by the LCB-TD on June 4, 2012, and submitted to the TD Commission.

- B. Encourage integration of "transportation disadvantaged" issues into local and regional comprehensive plans. Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan.

COMPLETE. Transportation Disadvantaged issues are addressed in Martin County's Comprehensive Plan and is consistent with the Florida Transportation Plan.

- C. Encourage the local Community Transportation Coordinator to work cooperatively with local WAGES coalitions established in Chapter 414, Florida

Statutes, and provide assistance in the development of innovative transportation services for WAGES participants.

MTM has established a working relationship with Workforce Solutions in Port St. Lucie and with the Workforce Solutions in Martin County through a Memorandum of Understanding.

III. Technical Assistance, Training, and Evaluation

The planning agency shall provide technical assistance and training for the local coordinating board, and shall assist the local coordinating board in monitoring and evaluating the community transportation coordinator.

- A. Provide the local coordinating board with quarterly reports of transportation disadvantaged planning accomplishments and expenditures as outlined in the planning grant agreement and any other activities related to the transportation disadvantaged program, including but not limited to, consultant contracts, special studies, and marketing efforts.

ONGOING. Quarterly report of DOPA activities provided as backup in every regular quarterly meeting agenda package.

- B. Attend at least one Commission-sponsored training, including but not limited to, the Commission's quarterly regional meetings, the Commission's annual training workshop, or other sponsored training.

COMPLETE. Staff attended Annual TD Conference August 9 – 11, 2011 in Daytona Beach.

- C. Attend at least one Commission meeting each year within budget/staff/schedule availability.

Staff attended TD Commission meeting held on August 11, 2011.

- D. Notify Commission staff of local transportation disadvantaged concerns that may require special investigations.

ONGOING. DOPA staff met with TD Commission staff in Tallahassee on January 28, 2011. Discussion included the CTC's minimal amount of provider contracts, and when the CTC was hired they were not a provider, however, they now currently providing almost all of the TD trips. On March 1, 2012 the CTC announced that their role as a provider has ended. The CTC will act only as a coordinator and has added two (2) provider contracts to the network.

- E. Provide training for newly-appointed local coordinating board members.

Robert Craig from the Commission of the Transportation Disadvantaged provided an onsite training/overview for the Local Coordinating Board at the June 4, 2012 quarterly meeting.

- F. Provide assistance to the community transportation coordinator, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss transportation disadvantaged needs, service evaluation and opportunities for service improvement.

ONGOING. Staff formed a Transportation Disadvantaged (TD) Working Group to develop strategies to better serve the TD population in Martin County. The TD Working Group consists of MPO staff, COA-Community Coach, MTM, and South Florida Commuter Services. During the first quarter of FY 2012, FDOT entered into a contract with the Center for Urban Transportation Research (CUTR) to assist in implementing the strategies developed in the TD Working Group and to initiate a regional TD Steering Committee that will address strategies for Martin that will eventually be carried over to other counties in District IV.

Staff participated in the TD Steering Committee held on December 5th. Topics included transportation for Dialysis patients and possible County to County transportation agreements for residents whose medical services are within short distances from County borders.

Staff participated in the Accessibility Coalition Initiative (ACTI) workshop in St. Lucie County hosted by the Easter Seals on June 27 – June 28, 2012.

- G. To the extent feasible, collect and review proposed funding applications involving "transportation disadvantaged" funds consistent with Chapter 427, Florida Statutes, and Rule 41-2, Florida Administrative Code, and provide recommendation to the local coordinating board.

At the August 29, 2011, LCB Meeting, the Board made a motion as recommended by MPO staff to support the CTC's Shirley Conroy Grant Application-Rural Area.

- H. Ensure the local coordinating board conducts, at a minimum, an annual evaluation of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission's Evaluation Workbook for Community Transportation Coordinators and Providers in Florida (at a minimum, using the modules concerning Competition in Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan.

COMPLETE. The CTC Evaluation was conducted by an Evaluation Committee, using the Commission's Evaluation Workbook for Community Transportation Coordinators and Providers in Florida. The CTC Evaluation Report was presented to the LCB-TD and approved on June 4, 2012.

- I. Assist the Commission for the Transportation Disadvantaged in joint reviews of the community transportation coordinator.

The CTC's Quality Assurance Review for the TD Commission took place in June, 2010.

- J. Ensure the local coordinating board annually reviews coordination contracts to advise the Coordinator whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, Florida Administrative Code.

COMPLETE. Coordination contracts were reviewed by LCB-TD and DOPA as part of the CTC Evaluation that was approved by the LCB-TD on June 4, 2012.

- K. Implement recommendations identified in the Commission's QAPE reviews.

No activity this quarter.

- IV. Special Considerations by Planning Agency:
None.

- V. Special Considerations by Commission:
None.

Other Items of Development and Update in accordance with Laws, Rules, and Commission policy:

- (8) **None.**

(9) 
Signature of Individual Submitting Report

(9) July 27, 2012
Date

(9) Beth Beltran, MPO Administrator
Typed name of Individual Submitting Report