

**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) 419-4081

www.martinmpo.com

Monday, December 5, 2011 @ 10:00 A.M.

MINUTES

1. **CALL TO ORDER** – John Haddox called the meeting to order at **10:00 A.M.**

2. **ROLL CALL**

John Haddox, Vice Chairman
Suzanne Desposati
Donna Mihok
Cindy Barnes
Krista McGovern (arrived at 10:10 AM.)
Dalia Dillon
Angela Van Etten
Jayne Pietrowski, FDOT

EXCUSED

Werner Bols
Phyl Weaver

ABSENT

None

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)
Michael Audino, CUTR
Richard Gonzalez, Palm Tran
Lili Finke, Palm Tran
Angela Morlok, Palm Beach MPO
Marcia Lathou, St. Lucie TPO
Cornine Williams, St. Lucie Housing and Community Services
Natasha Monaco, St. Lucie Housing and Community Services

A quorum was present for this meeting.

Mr. John Haddox welcomed the visitors from the St. Lucie TPO, the Palm Beach MPO, Palm Tran and CUTR.

Ms. Angela Van Etten commented that she read in the newspaper that Ms. Natasha Monaco recently received an award for a video regarding public transit, which she made for St. Lucie County.

3. MOMENT OF SILENCE IN REMEMBRANCE OF BARBARA TIMMERMAN

Mr. Haddox noted Ms. Barbara Timmerman's passing and the loss to the transportation community of a strong advocate of Martin County's Transportation Disadvantaged. He requested a moment of silence in remembrance of Ms. Timmerman.

4. APPROVE AGENDA

A motion to approve the agenda was made by Ms. Dalia Dillon. The motion was seconded by Ms. Jayne Pietrowski. There were no further discussions and the motion passed unanimously.

5. APPROVE MINUTES

An amendment to correct the staff listed at the August 29, 2011 meeting and public hearing was made by Ms. Beltran. She requested that the minutes reflect that Mr. Michael Malham, the Planner II, was not in attendance at the meeting and the public hearing, but that the Senior Planner, Mr. Gavin Jones, was in attendance. A motion to approve the minutes with the correction, from the August 29, 2011, regular meeting was made by Ms. Cindy Barnes. The motion was seconded by Ms. Van Etten. The motion passed unanimously

A motion was made by Ms. Suzanne Desposati to approve the minutes from the August 29, 2011 public hearing and a second by Ms. Barnes. The motion passed unanimously.

6. AGENDA ITEMS

A. TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP)

MEMO: temp12LCBTDa02.01

Ms. Beltran stated that Ms. Lisa Sanders requested that the LCB Board provide a letter of support for MTM's application for the Shirley Conroy Rural Area Capital Assistance Support Grant. The grant was to provide funds for the purchase of two vehicles with three wheelchair tie downs, as well as purchasing scheduling and routing software. Ms. Beltran spoke to the staff of the TD Commission and the vehicle replacement was included in the TDSP for fiscal year (FY) 2012 however the TDSP approved in June did not include the software. The TD Commission staff recommended that the TDSP be amended to include procurement of the software to the capital improvements list. Ms. Beltran was also informed that MTM was awarded \$135,000 to purchase a new vehicle with three tie downs for their Indiantown route. The TD Commission staff advised that the TDSP amendment be made in the event that funds were to come available in the future for the software. Ms. Beltran requested that an amendment to the TDSP with the inclusion of the purchase of software be made as part of the capital improvement list for FY 2011-12. There was no additional discussion.

A motion to approve the TDSP Amendment with the insertion of the scheduling and routing software was made by Ms. Dillon. This motion was seconded by Ms. Van Etten. There was no further discussion. The motion passed unanimously.

B. TD STEERING COMMITTEE UPDATE – MILEAGE REIMBURSEMENT AND VOLUNTEER PROGRAMS

MEMO: temp12LCBTDa02.02

Mr. Michael Audino introduced the TD Steering Committee which has been established, incorporating professionals from the local area to provide and receive input regarding decisions which will be considered and/or implemented. He addressed each of the members present, Mr. Richard Gonzales from Palm Tran Connection, Ms. Angie Morlok from the Palm Beach MPO, Ms. Marceia Lathou from the St. Lucie TPO, Ms. Lili Fink from Palm Tran, Ms. Beltran from the Martin MPO, Ms. Pietrowski from FDOT, Ms. Sanders from MTM and himself from CUTR. He advised that the member from Miami-Dade has not been able to participate to date.

Mr. Audino stated that tomorrow stakeholders will be meeting to hold a community conversation of volunteer transportation. It will be led by Mr. Audino and he hopes that some of the people involved in this conversation will be inspired in order to launch this project. They have reached out to non-traditional stake holders like the Chamber of Commerce, the Youth Leadership Group in Martin County, the Economic Development Organization, the Community College in order to involve all demographics in need of transportation. He will keep the Board apprised of the results of this conversation.

Ms. Sanders was introduced in order to discuss the Mileage Reimbursement Program. She stated that the reimbursement program was launched on October 3, 2011, and two individuals have taken advantage of the program. Ms. Sanders advised that she has spoken to various agencies in the area about the Mileage Reimbursement Program. Ms. Sanders stated that later in the agenda, she will be asking for the Board's support in putting a question on the beneficiary intake form to inquire if there is a vehicle in the home, and would the parties be willing to participate in the Mileage Reimbursement Program. Ms. McGovern inquired if the people addressed were dialysis patients. To which Ms. Sanders stated no. Ms. Sanders stated that she will get on the agenda of the City of Stuart in order to discuss this matter. Ms. Sanders stated that letters have yet to be sent to the enrolled riders who use the MTM services, but will in the near future. It was inquired as to the cost per mile to which Ms. Sanders stated that it was \$0.30 per mile. Ms. Sanders advised that this fee is not attractive to the members in some states having contracts with MTM, so some states have escalated to \$0.50 per mile, which coincides with the amount offered by the Internal Revenue Service, in order to make the program more viable to riders and the volunteers. Ms. Sanders wants to see if the Board would be amenable to increasing the mileage reimbursement rate from \$0.30 to \$0.50. Ms. Van Etten advised that the state reimbursement is \$0.44+ per mile and she's not aware of how many agencies pay the IRS amount. Mr. Audino reminded the Board that this entire program is to maximize options for the Martin residents, and the Mileage Reimbursement Program still optimizes the funds in transitioning people from demand response to mileage reimbursement.

Ms. Corine Williams, the CTC for St. Lucie County, stated that they have a network called the TCN, Transportation Coordination Network. They have 14 coordinated contractors with which they have met, to help bridge the gap in transportation. They are seeing some positive cooperation.

Ms. Sanders stated that she would like a motion increasing the rate per mile from \$0.30 to \$0.50 as it is more attractive to volunteers.

Ms. Van Etten agreed and made a motion to increase the rate per mile for the volunteer program to be \$0.50. The motion was seconded by Ms. McGovern. It was determined that the \$0.50 per mile rate would be in effect until the Board recommended that it be changed. Ms.

Sanders stated that she would provide an update at the next LCB meeting. Ms. Pietrowski stated that the scope was actually for a year, so the test should run for one year and at that time Ms. Sanders should return to the Board with the update and decisions could be made at that time. **There was no further discussion. The vote was called and the motion passed unanimously.**

C. COMMUNITY TRANSPORTATION COORDINATOR (CTC) EVALUATION STATUS REPORT

MEMO: temp12LCBTDa02.03

Ms. Beltran gave a brief history of the annual CTC Evaluation Report. No findings were made last year, however there were recommendations which are what the CTC will be presenting to the LCB Board at this time. Ms. Sanders gave an overall review of the five recommendations which she would be addressing in her update. (See presentation in the agenda.) She indicated that the Transportation Disadvantaged Service Plan (TDSP) standards recommended that Medical Transportation Management, Inc. (MTM) work with the LCB and public transit provider to develop a standard for reporting public transit ridership, no shows and complaints for inclusion in the TDSP. Currently MTM is below the State standard in no shows and they are working with the public provider to transfer TD and Medicaid clients whenever possible. Sometimes they cannot be transferred to public transit, and MTM will request a deviation trip for that person. It was recommended that MTM help other organizations identify locations where the riders need to go. MTM stated that they are working with the requested agencies to develop percentage goals and increase the number of trips provided by the public transit. Ms. Van Etten inquired if the LCB would be receiving the information regarding the percentage goals as it is the responsibility of this Board to develop that percentage goal and increase the public transit trips. Ms. Pietrowski from FDOT, stated that she obtained the information from MTM, ran it through a Geographic Information System (GIS) Software, called "Network Analysis", and what she did was calculate the number of trips reported for 2010 which were three mile trips. She did this analysis to determine the appropriateness of a taxi voucher program which was based on actual taxi fares. It was calculated that any trip less than three miles would be under \$10.00. This data can be used to determine the appropriateness of some of the trips for public transit based on the proximity to the fixed route or the deviated fixed route. Ms. Pietrowski stated that she will run the analysis, work on it and provide a presentation at the next LCB meeting. Ms. Van Etten reiterated that the Board has a "responsibility" to develop a percentage goal for increasing the number of trips provided by the public transit, and she looks forward to reviewing this information at the meeting next quarter.

Ms. Sanders continued with her report noting that MTM needs to continue working with the transit providers to streamline the invoicing and payment process. She advised that a provider meeting was held August 3, 2011, to review the invoice process and she learned that the providers were faxing the invoices and it was noted that pages were not received, got lost, or not faxed. To eliminate this, they have moved to a scanned version which is sent to an email which shows the number of pages sent and received. To date it is working very well.

Ms. Sanders addressed the Rider/Beneficiary Eligibility process. She noted that MTM uses an Intake form which must be completed by each member, as well as a Level of Need Form which must be signed by the beneficiary's medical profession or licensed physician. The forms may be obtained on line, at the office or by telephone for the convenience of the beneficiary. All Beneficiary, Level of Need Forms and instructions are available in English and Spanish and can take up to ten business days to process. There are approximately 30-50 applications processed monthly depending on the time of the year. Ms. Sanders addressed each of the TD qualifying criteria and statistics for 2011 regarding the percentages of those who qualify, who can or cannot

pay, as well as how much they could pay. Ms. Van Etten requested that the power point presentation provided by MTM be emailed to her, to which Ms. Sanders agreed. Ms. Sanders suggested that two questions be added to the Beneficiary Form. The first is to ask if the person is a Veteran. This allows MTM to check the Veteran Services in the event they would qualify for services through the VA program. The second question “Do you have access to a working vehicle?” would be to ask if the beneficiary would be interested in the reimbursement program, which allows MTM to reach out to them, educate them on acquiring the forms, and explain more about the program. Ms. Sanders requested a motion approving this form with the addition of the two questions. Ms. McGovern requested clarification of “having access to a working vehicle”. Ms. McGovern stated that she has access to a vehicle when her spouse is home, daily at 5:30 PM. However, her doctor appointments are during the day when he is not at home. Ms. Sanders clarified that the questions are either yes or no. If you have access to an insured vehicle, would you have a friend or neighbor with a valid driver’s license, that could drive the vehicle, and would you be interested in the mileage reimbursement. Ms. Sanders stated that Mr. John Irvine presented at the CTD Conference recently, stating that just because a person has access to a vehicle does not exclude them from being TD.

Ms. Barnes made a motion to approve the intake form with the revisions indicated. Ms. McGovern gave a second to the motion. There was no further discussion. The motion carried unanimously.

Ms. Beltran noted that a motion is also needed to approve the CTC Status Report and this will be approved by the LCB and forwarded to the TD Commission in Tallahassee.

Ms. Dillon made a motion to approve the CTC Status Report which was seconded by Ms. McGovern. There were no objections. The motion passed unanimously.

It was advised that the document in the Agenda was difficult to read and many requested that the document be resent to them in a larger font or different color scheme. Ms. Sanders agreed to send the presentation back to the members.

D. CTC’S ANNUAL OPERATING REPORT (AOR) FOR MARTIN COUNTY

MEMO: temp12LCBTDa02.04\

Ms. Beltran asked Ms. Sanders to present the Annual Operating Report (AOR) for the period of July 1, 2010 to June 30, 2011. (See presentation.) Ms. Sanders stated that this was the first year they were able to include the coordinated contract in the AOR report. Because of this she would like to go over the supporting documents prior to addressing the first page. The Face Sheet contains information to contact Ms. Sanders or MTM, followed by the General information about the company. The Passenger Trip information shows totals of trips provided by MTM broken out by types, Ambulatory, Non-Ambulatory, Stretcher, etc. It shows trips provided by funding sources, one way trips by passenger type, and by passenger purpose. It was asked why a person would request a one way trip. Ms. Sanders stated that they may go to an appointment and have someone pick them up, or have someone drop them off but they need a ride home. Ms. Van Etten inquired as to the one-way trip by funding source. Where are the Agency for Persons with Disabilities taking people? Ms. Sanders clarified that the Agency for Persons with Disabilities receives the ARC of Martin County funding which is part of the Med Waiver Program. The Federal Department of Transportation (FDOT) is part of the New Freedom Program for the Rural Area, which ran on Sunday from Indiantown to Stuart. Ms. Sanders continued the review with the

number of Unduplicated Passenger Head Count, number of Unmet Trip Requests, and the Reason Why the Trip was Denied, the number of Passenger No-Shows and Complaints.

It was suggested that one of the small groups be merged with a larger group, but Ms. Sanders stated that these breakdowns of the AOR are provided by the Commission and MTM cannot change this according to a state law it must be shown in this manner.

The Vehicle Information discussed the vehicle miles and revenue miles. The total number of vehicles and the number that are wheelchair accessible are the same, and vehicles equipped for stretchers is five. The Employee Information covered the number of full time and part-time drivers, dispatchers, schedulers, customer service or call intake representatives, administrative support and management employees. This category includes the coordination contractors, employees of full time drivers, maintenance employees, call intake and customer service representatives. The Revenue sources were broken down by agencies and further by provider whether it was the coordination contractors or the CTC and Transportation providers. The Expense Sources were broken down by item as well as by Community Transportation Coordinator and Coordination Contractor.

Returning to page one of this presentation Ms. Sanders stated that this page consolidates all the supporting documents which she detailed previously, in a brief, annual, overview for the past two years with the percentage of change between the years noted. Ms. Sanders stated that they must account for any decrease or increase in trips, and any new item being reported needs as explanation why it was not previously reported or why it is currently being reported.

Mr. Haddox noted that there was a decrease in medical trips between 2011 and 2010 and questioned what caused the decrease. Ms. Sanders indicated that the dialysis Wait List began in December as part of the TD Working Group. There are currently 16 people on the Wait List. Those trips had been provided by MTM in the past. MTM never denied a dialysis patient in the past. That is a huge decrease in trips. Mr. Haddox stated that he thought when the dialysis was cut back, that there would be an increase in other people who had previously been denied for other trips, but that has not occurred. Ms. Sanders stated that they could not apply for the entire [monthly] allocation of funding for the TD services as they didn't have enough TD services. Ms. McGovern asked if that should be changed back. Ms. Sanders stated yes, it should be changed. Ms. McGovern asked for her recommendation as to how this could be modified. Ms. Sanders recommended allowing as many people possible to utilize the TD services, not put in a 50% medical restriction on MTM. Ms. McGovern noted that it has been the opposite for her, she had been denied all the time, until the 5th of the month, and now she can go anytime. Ms. Desposati stated that was the reason the Wait List was put in place because so many people were unable to receive trips. Ms. Sanders asked where all these people who had been denied are now. Mr. Haddox mentioned that maybe these people had been denied for so long that they gave up trying to get rides and they are not aware that they can call to get a ride now. Mr. Haddox asked if MTM could look in their past records to get the names of those who use to call and get denied and advise them that the rides are now available. Ms. Beltran stated that before any change is made a public hearing should be held to advise people that there are trips available. Ms. McGovern stated that maybe people have found alternate transportation and if they keep the alternate transportation that's great, but could it be done on a case by case basis? Ms. McGovern noted the 16 people on the Wait List, and asked Ms. Sanders if she could call them and advise that a ride is available for them? Ms. Sanders stated that she could not do that because the Board has restricted MTM as to the amount of medical people that MTM can provide services to on a recurring basis. Ms. Sanders stated that you cannot call a dialysis person the day a trip becomes available to offer a trip as they have already

made their plans to go through other means. They know they need to go, its life or death to them so they have to find a way to get to the center and can't wait to the last minute to see if a ride will become available. Ms. Sanders stated that the Board needs to consider allowing MTM to go back to either the way they use to do trips or increase the percentage. Ms. Desposati stated that the old way was not working, for people who needed to go to the doctor a couple of times a month, so a middle ground needs to be sought. Ms. Desposati stated that the Board has struggled with this issue for years and can't go back to what was being done as that was not working, which was why the Board changed it, the Board shouldn't make a hasty decision now. Ms. Van Etten reminded the Board that 80% of the medical trips were going to dialysis riders, it's not about the people on the Wait List. The dialysis people would again, consume all the trips immediately if given the opportunity. Ms. Barnes inquired as to how many of the 16 people who were on the list were still struggling to get rides. Most of the patients were being transported by Community Coach. Ms. Mahan stated that Community Coach does not provide subscription trips so if they got a ride it was based on the fact that there was an opening.

Ms. Beltran stated a resolution is not going to be forthcoming today to this dilemma and she would recommend that the CTC and the MPO staff get together to discuss options and come back to this Board in March with suggestions as to what can be done. Ms. Van Etten suggested that possibly MTM should advertise. Though medical rides are important, it's also important that those needing transportation to work, school, other life sustaining or nutritional venues, be obtained. The 50% cap on medical rides was to enable more than just one community of riders to be able to obtain rides. Ms. Van Etten suggested that MTM contact the County and get a free ad in the Martin County Update as it has a huge distribution circulation. Ms. Desposati agreed that would be an acceptable route to follow. Mr. Haddox suggested that when MTM sends out the letter regarding the Mileage Reimbursement Program, they could add the people on the Wait List, as they could be prime people to take advantage of it. They may also consider sending information to the non-medical people who were denied trips as many of them have probably given up and are not aware that there are trips available. Ms. Barnes inquired if the 452 Unmet Medical Rides in Section three of the AOR, was prior to July. It was confirmed as the report cut off on June 30, 2011.

A motion to approve the CTC's AOR Report so that it could be submitted to the TD-Commission was made by Ms. Desposati. This motion was seconded by Ms. Barnes. There were no objections. The motion was passed unanimously.

E. CTC QUARTERLY PERFORMANCE REPORT

MEMO: temp12LCBTDa02.05

Ms. Sanders stated that they have three providers, the newest of which is Mediwheels, a Palm Beach Transportation company, to assist in providing some out-of-county trips. Ms. McGovern has received rides from them a few times including today. Ms. McGovern stated that knowing Spanish is important as each of her drivers were of Hispanic decent, and needed directions as they were not familiar with the Martin County area. The drivers are nice and bi-lingual, but until they know the area better, knowing Spanish is a bonus. Ms. Sanders stated that the drivers know the Palm Beach area and will be learning the Martin area. They keep two vehicles in Martin County and it was said that they go up to Ft. Pierce. They will be able to assist in many of the Palm Beach County area trips. MTM is also working with A-Z Taxi and they will sign on other companies as the trips increase.

MTM is also working with the Mary's Shelter to apply for 5310 vehicles this year. MTM provides a lot of services to this shelter as they house single, pregnant and homeless women. MTM is

helping them get a grant which is funded by FDOT. They are a private company but they also work in conjunction with a not-for-profit organization that provides long term apartment assistance to these women. They leave Mary's Shelter and go into these apartments, but they must have some form of income. Ms. Sanders is working with them on a coordination contract to see if they can qualify for vehicles as they have a lot of Medicaid women to whom MTM provides services. Ms. Van Etten offered that the Salvation Army is opening a homeless shelter on Martin Luther King Boulevard in January. According to an on-line article dated October 31, 2011, they will be able to house 32 women and children for up to six months. The deadline for the 5310 grant is January 23, 2012, and Ms. Pietrowski added that the grant is predominantly for the elderly and disabled, though people are welcome to submit. They will be ranked according to the criteria. Ms. Pietrowski stated that she does keep names of people who have submitted for the grant and if vehicles become available and they are in the program the first choice is to give them to other 5310 agencies in the network, but if no one wants the vehicle then, we are able to give them to other organizations, as long as it's within the guidelines. Ms. Sanders clarified that Mary's Shelter is private but the shelter to which they provide referrals to is non-profit, so Ms. Sanders is assisting them as they already work together, to do a joint application so that the apartment complex would receive the vehicles but Mary's Shelter could provide them with the clients.

Ms. Sanders stated that at the last meeting, a request was made for her to provide the trip denials. There were 28 denials from July to September, 2011, and each were TD individuals that had incomplete applications, missing forms or they just didn't qualify for Medicaid. Ms. Sanders stated that some of the Board members also requested that she add in the cost per trip, which is also on this form. Ms. Sanders discussed the Transportation Provider Report describing what services each provider performed for the months of July to September, 2011.

Ms. McGovern made a motion to recommend approval of MTM's Quarterly Performance Report for 2011. This motion was seconded by Ms. Desposati. There was no further discussion. The motion carried unanimously.

7. NOTED ITEMS –

Ms. Beltran included the letter of support which this Board approved for MTM's application for the Shirley Conroy Grant.

8. COMMENTS FROM BOARD MEMBERS

Ms. McGovern stated that the Ride Right vehicles are great.

Ms. Barnes advised the Board that she needed to resign from the Grievance Committee due to a recent incident in Palm Beach County where there was a Medicaid Grievance and because of conflict of interest she was advised not to be on a Grievance committee. Ms. Beltran stated that a review of the Grievance procedures is annual and she checked the adopted procedures from last March. She noted that there are five members on the committee and it states that only three members are needed to make a decision. There are enough members in the event anything were to come up between now and March. However she would recommend at the update, that this position be filled or change the procedures. Ms. McGovern stated that she will volunteer if she can obtain transportation. Ms. Van Etten inquired as to if there are any pending grievances. Ms. Beltran stated no. They just need to have a committee in place in the event anything were to happen.

9. COMMENTS FROM FDOT

None.

10. COMMENTS FROM THE PUBLIC

Corine Williams thanked the Board for allowing them the opportunity to join in with the meeting.

11. NEXT MEETING

The next meeting will be March 5, 2012, in the 4th Floor Workshop Room of the Administration Center, 2401 S. E. Monterey Road, Stuart, FL 34996.

12. ADJOURN

A motion to adjourn was made by Ms. Dillon and seconded by Ms. McGovern. There were no objections. The motion carried. The meeting was adjourned at 11:46 AM

Recorded and Prepared by:

Margaret H. Brassard, Administrative Specialist II

Date

Approved by:

John Haddox, Vice Chairman

Date