

**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, August 27, 2012 @ 1:30 P.M.

MINUTES

1. CALL TO ORDER –Eula Clarke, LCB chair, called the meeting to order at **1:43 P.M.**

2. ROLL CALL

Eula Clarke, Chair
Werner Bols, Vice Chair
Phyl Weaver
Jackie Meli, (appearance by telephone) For Jayne Pietrowski
Anthony Reese
Darlene Haney

EXCUSED

Suzanne Desposati
Donna Mihok
Cindy Barnes
Krista McGovern
Dalia Dillon
Angela Van Etten

ABSENT

None

STAFF IN ATTENDANCE

Beth Beltran, MPO Administrator
Margaret H. Brassard, Administrative Assistant II

OTHERS IN ATTENDANCE

Lisa Sanders, Medical Transportation Management (MTM)
Diane Moore, Martin County

A quorum was present for this meeting.

3. APPROVE AGENDA

**Ms. Clarke advised that Staff has two additional items to be included on the agenda.
Ms. Beth Beltran advised that the additions would be an election of the Vice-Chair as**

the prior Vice-Chair, Mr. John Haddox has stepped down. The second item would be a motion to support the grant application of Medical Transportation Management, Inc. (MTM) requesting a Shirley Conroy Grant which Ms. Lisa Sanders will present to this Board.

A motion was made by Mr. Werner Bols to approve the agenda with the two additional items. The motion was seconded by Ms. Phyl Weaver. 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 June 4, 2012, meeting. A second was made by Mr. Werner Bols. There were no objections to the motion. The motion passed unanimously.

5. AGENDA ITEMS

A. ELECTION OF VICE CHAIRMAN FOR THE LOCAL COORDINATING BOARD-TRANSPORATION DISADVANTAGED (LCB-TD)

MEMO: Add on

Mr. Werner Bols made a motion to nominate Ms. Phyl Weaver for this position. Ms. Weaver declined the nomination. Ms. Weaver nominated Mr. Werner Bols.

Mr. Anthony Reese made the motion to accept Mr. Bols as the nominee. This motion was seconded by Ms. Darlene Haney. There were no objections. The motion passed unanimously.

Ms. Clarke requested that staff draft a letter of thanks to Mr. Haddox for his years of service.

B. SHIRLEY CONROY GRANT APPLICATION-RURAL AREA CAPITAL ASSISTANCE SUPPORT GRANT-LETTER SUPPORTING MTM

MEMO: Add on

Ms. Clarke stated that staff is requesting a motion to support MTM's Shirley Conroy Grant Application for funding to purchase additional vehicles. Ms. Sanders advised that she received an email on Friday, August 24, 2012 from Karen Sommerset, with the Commission for the Transportation Disadvantaged (CTD) stating that the Shirley Conroy Grant Application is due on September 24, 2012 and this would be the only time to bring this to the LCB Board as their next meeting is not until December. This is a capital grant which would allow MTM to purchase two smaller vehicles such as vans. Ms. Sanders stated this grant does require a ten percent match which MTM is willing to pay for both vehicles. Ms. Beltran advised that this transpired in much the same way last year and staff would recommend supporting MTM in applying for this grant. Ms. Sanders advised that it is Goal 4, Objective 4.4-Promote cost and service delivery efficiency, implement program to replace older fleet vehicles with more buses and sizes appropriate in an effort to improve seating

efficiency and reduce associated maintenance costs. Ms. Beltran advised that a copy of the motion would go to Ms. Sanders for inclusion with the grant application.

Mr. Bols made a motion that the Board support MTM's application for the Shirley Conroy Grant by submitting a letter for attachment to the application. This motion was seconded by Ms. Weaver. There were no additional comments. Ms. Clarke confirmed that Ms. Meli was still on the conference call, that she is able to hear the proceedings and requested that she respond audibly when a motion is being called in order to insure quorum compliance.

**C. COMMUNITY TRANSPORTATION COORDINATOR (CTC)
EVALUATION STATUS REPORT**

MEMO: temp13LCBTDa01.01

Ms. Beltran stated that this Board approved the CTC Evaluation of MTM in June which was submitted to the TD Commission. As a part of that report, though there were no findings from the TD Commission, there were some suggested actions. Typically, the CTC reports to the Board at the following meeting, which would be today's meeting, to advise of the corrective actions taken. Ms. Sanders stated that on an on-sight observation, a recommendation was that MTM needs to insure that all seat belts are working properly. She advised that there was one vehicle which had a missing seat belt, which has been replaced since this report. MTM will continue to perform their regular inspections to insure that this does not happen in the future. Ms. Sanders answered Mr. Bols query stating that each operator performs a pre-trip inspection every morning. When she performs an on-site inspection, they have to provide her with their pre-and post trip inspections. This was an MTM vehicle and Ms. Sanders stated that she's not aware how this could have happened, however it has been resolved. She stated that the operator advised her that while the belt was missing, he did not allow anyone to ride in that seat. Ms. Sanders continued with the recommendations advising that a provider fell below the 90% on time performance goal. She advised that this provider, Mercy Transportation, is no longer under contract with MTM. The third recommendation was under Commission Standards, insuring vehicle cleanliness. She stated that this infraction was Mercy Transportation also, who are no longer with MTM. Ms. Weaver asked if the driver is required to remind riders to buckle their seat belts. Ms. Sanders confirmed. Ms. Sanders stated that she will sign off on each of these recommendations indicating that the infraction has been remedied and this will be the CTC's certification to the Board and the CTD. Ms. Sanders stated that the final recommendation was in the Rider and Beneficiary Survey area. She stated that there were a few comments from the surveys. She advised that a member had to call each time to get a ride. Ms. Sanders said that is true unless it is a reoccurring trip, and there is a waiting list for reoccurring transportation. Several members were notified of trip cancellations due to vehicle breakdowns, which were found to be the same provider that is no longer with MTM. MTM has policies in place to dispatch another provider in the event of a provider's vehicle breakdown. However, MTM was not notified at the time of these cancellations. A member complained that they were denied transportation because they had three children.

Ms. Sanders stated that is not correct, but they do not allow three children to accompany a rider to an appointment, only one person may accompany a rider. Ms. Sanders stated that in the summer months some members want to bring their children to their appointments and MTM cannot accommodate their children unless their children are receiving services. There is a two person limit with a rider. Ms. Sanders stated that another recommendation was because a person was left at the Dialysis Center, but without a name or more information she cannot follow up. Ms. Sanders noted another dirty vehicle infraction by Mercy, and again they are no longer a provider. Ms. Sanders stated that a service provider lost a fax, but without a name or additional information this cannot be researched. She advised that a member stated that they had been told that the driver would wait while the member was attending an appointment; however drivers are not paid for wait time. The rider is issued a return ride card and they are asked to contact the provider after they have completed their appointment. She was advised that a rider stated that they were happy for the service but that it needed improvement. Ms. Sanders said without knowing the area needing improvement she cannot follow up. Ms. Weaver asked how the dialysis ridership was going. Ms. Sanders stated that they only have seven people waiting for recurring transportation, not all are dialysis patients, some are physical therapy. Ms. Weaver asked if the dialysis patients are obtaining rides from family or friends. Ms. Sanders stated that she is maintaining a list, and some are receiving rides from family members. She advised that they are maintaining the list at 50%, but they are providing additional rides when available.

Mr. Bols made a motion to approve the CTC Evaluation Status Report. This motion was seconded by Ms. Weaver. There was no additional discussion. The motion passed unanimously.

D. CTC QUARTERLY PERFORMANCE REPORT

MEMO: temp13LCBTDa01.02

Ms. Sanders advised that this report covers the period from April to June 2012. She advised of events in which she participated. Ms. Sanders was involved in a couple of steering committee meetings. She advised that the steering committee is comprised of members from St. Lucie TPO, Palm Beach and Martin MPOs, Palm Tran, MTM, FDOT and Michael Audino from the Center for Urban Transportation Research (CUTR) who facilitates the meeting. These meetings are directed at regional transit and discovering ways to improve services which cross county boundaries as well as working on volunteer transportation. Ms. Sanders advised that they received 2,739 calls of which 2,690 were answered. There was an abandonment rate of 1.69 which is below the goal of five percent. There were 2,392 TD trips provided, 2056 Medicaid trips, 393 New Freedom Saturday service trips with a total of ten complaints eight of which were TD and two were Medicaid complaints. Ms. Sanders stated that she performed two on-site visits where the driver information is checked and vehicle inspections are performed. She stated that the providers are to share all drug testing files and any other documents which are required by the State. She stated that nine vehicle inspections were conducted for the Advocates for the Rights of the Challenged (ARC) of Martin County, who

has become a provider as well as being a coordinating contractor, and one for Medi-wheels of the Palm Beaches. Ms. Sanders advised that on October 15, 2012 MTM will be supporting the National Breast Cancer Awareness Day. All drivers will wear pink, the vehicles will have the breast cancer symbol on the rear and she provided pins for everyone at the meeting so they can help support on that day.

Cindy Barnes had requested that a report be presented by MTM on the Mileage Reimbursement Program and provide a breakdown on the savings incurred. (See handout). This report covers from April to June, 2012, it provides the trips, the mileage, the estimated costs, the amount saved using the reimbursement program and the amount MTM paid for the trip. It was advised that of the trips using the reimbursement program there was a savings total of \$400.35 in April, \$587.84 in May, and \$601.83 in June. One TD trip was denied because the member went to the appointment but did not stay for the service, and MTM does verify all trips. Mr. Bols noticed that one of the stops listed was the Treasure Coast Mall. Ms. Sanders advised that the Mall is an acceptable location as this rider was going shopping, you cannot take a trip to the Mall if it is to see a movie but you may go to shop.

Ms. Sanders presented information on the Indiantown Interagency. This is a meeting of social services agencies in the Indiantown area. She advised that there are groups which provide help for single fathers, housing, transportation and other forms of coordinated services. They help one another and spread the word about one another's agencies and services. This same service is provided in Martin County, however, Martin County's Interagency is large. It is held at the Children's Services Council Building and they have a monthly presenter. Each agency is offered the opportunity to be the presenter for the month and at the end of the meeting each attendee is allowed a couple of minutes to advertise their services. Ms. Sanders stated that she attends these meetings monthly and Ms. Angela Van Etten, with the LCB, is a past member of that Board.

A motion was made by Ms. Weaver to accept the CTC's Quarterly Performance Report and Mr. Bols offered a second. There were no additional questions or comments. The motion passed unanimously.

**E. CTC ACTUAL EXPENDITURE REPORT (AER)
AND ANNUAL OPERATING REPORT (AOR) UPDATE
MEMO: temp13LCBTDa01.03**

Ms. Sanders advised that the Actual Expenditure Report (AER) is an annual report that the Commission for Transportation Disadvantaged (CTD) asks that the planning agency and the CTC put together in an effort to capture how much local funding is put into the coordinated program. Martin County supports MTM with an annual ten percent match for the TD funding, last year's amount was \$20,836.50 and MTM provided 39,482 trips. This report is due in September and is provided to the Governor's office as well as FDOT advising of the amount of local funding each agency adds to the program.

The Annual Operating Report (AOR) could be considered MTM's report card. This report is due to the CTD on September 15, 2012 and MTM is still in process of collecting data. Ms. Sanders advised that she only has a few of the numbers together at this time but will provide the completed document to the LCB Board at the December meeting for approval. Ms. Sanders anticipates a decrease in TD trips from the prior year due to a reduction in funding. Currently there is a shortage of paralift vehicles and about 55 percent of the trips are wheelchair trips. MTM needs more paralift vehicles in their fleet and they are looking into obtaining vans for that purpose. They plan to get vans that have the wheelchair in the back as it will make it easier to get a rider out of the van as opposed to having a side entry and having cars parking next to them. Ms. Sanders advised that they anticipate having more nutritional trips this year, last year there was 31 and this year they will have approximately 75. The number of unmet trip requests has decreased from 519 last year to 418 this year. The Passenger no show has decreased due to the suspension of people who were previous offenders. Last year it was 424 and this year it is 283. MTM anticipates an increase in complaints from 55 last year to approximately 97 this year. Ms. Sanders stated that about 30 complaints were directed to the one provider that has been dismissed. She is working on each of these issues trying to get them resolved. Ms. Sanders advised that she will bring the complete report back to the Board once all the numbers have been collected from the coordinated contractors. Mr. Bols asked for clarification between the Volunteer Program and the Mileage Reimbursement Program. Ms. Sanders said volunteers do it because they have a passion, without reimbursement. She added that MTM is looking to add an insurance component to this program. All volunteers would have to carry insurance in case of an accident. The model under review is from the American Cancer Society's Volunteer Program which is free. They have a \$1 million policy which activates once the limit of the volunteer's insurance has been reached. The Mileage Reimbursement Program is for members that use the system, who have a family member, friend or neighbor that is willing to transport them to appointments. These people choose to be paid for the mileage, and the figure agreed upon is .50 per mile. The driver would be reimbursed .50 per mile instead of MTM sending a provider to their home to provide the service. Mr. Bols asked why all the trips reimbursed are for long distance places, Boca Raton, Miami etc. Ms. Sanders stated that the average TD trip in Martin County is about six or seven miles, and it is not worth it to people to provide a trip for \$3.00, where it's worth it to them to provide the longer trips and it saves MTM from paying a more expensive provider. The trip has to be approved by MTM prior to it being made. MTM provides the driver with a trip number, which is provided to the physician on a log sheet, they sign it and MTM verifies with the facility that the member did attend their appointment prior to payment.

Ms. Weaver noted that many of these trips were from Indiantown. She asked if these trips were made by many people or just one or two with many medical needs. Ms. Sanders stated that there are a few people and she has talked to Martin County to see if there would be ways to get these riders on the fixed route. Currently, the Indiantown service deadheads into Indiantown and if MTM could get a bus stop in

order for members to be picked up before the bus went into Indiantown, it would be very beneficial. MTM is working with the County to coordinate some of these trips which would reduce the TD services.

**F. ANNUAL TRANSPORTATION DISADVANTAGED
CONFERENCE UPDATE**

MEMO: temp13LCBTDa01.04

Ms. Sanders stated that the Annual TD conference was held July 30, 2012 through August 2, 2012. She encouraged the LCB-TD members to attend some day. She stated that it is an opportunity to receive training. She stated that MTM was asked to be a presenter at the conference this year to talk about the dialysis program. Many agencies are experiencing the same thing Martin County and MTM went through last year. (See handout.) Ms. Sanders, made the presentation, Ms. Jayne Pietrowski and Ms. Claudette Mahan were there for input and to take questions. They discussed Martin's challenges, the new partnerships with the Dialysis' Center, the nursing homes and with the families. Through these efforts, some families have begun providing transportation for their loved ones. She stated that she attended an Annual Operating Report (AOR) Session, and Mr. Robert Craig, of the Florida Commission for the Transportation Disadvantaged (CTD), who provided a training presentation at the last LCB-TD meeting, taught this session. They are currently working with the Center for Urban Transportation Research (CUTR) to re-address the TD population as they believe that the numbers are higher than what is shown in the Annual Performance Report. Other Counties also provided information on the challenges they have faced receiving operating data from their coordinating contractors which is a requirement as part of their agreement with the CTC. This information consists of the number of trips the coordinated contractor provided, the revenue, expenses, number of drivers etc, and for providing that information they are allowed to apply for section 5310 vehicles through FDOT. Ms. Sanders stated that ARC has been excellent providing this information to MTM so they do not have that issue. Mr. Craig offered suggestions like the information should be gathered quarterly in an effort to ease the collection process, eliminating the large quantity at the end of the year, or requiring that agencies desiring to become a coordinator, make a presentation to the LCB Board so that the Board can determine if they would like them to become a coordinator contractor. If this information is withheld from the CTC, and a presentation is provided, the LCB Board may withhold approval to apply for the vehicles from the coordinator. Mr. Craig also asked each attendee how they were promoting the "Volunteer Dollar for the TD Program." Ms. Sanders stated that she requests donations to the Transportation Disadvantaged Program when people renew their vehicle tag at the end of her voice mail, as well as at the bottom of her emails. She stated that there was approximately a \$20 dollar increase last year. She stated that some agencies have posters at the County Licensing Office and other methods. Some agencies have bus buddies, which are children who assist people onto the buses and teach them how to ride the bus using travel training. There was a lot of focus on social media such as Facebook and Twitter teaching each agency how to take advantage of the social media. There was a dedication to Ms. Barbara Timmerman, who was instrumental in Martin County with TD services and public

transit, at the awards ceremony, along with a tribute to all those in the transit industry who were lost in the past year. Ms. Sanders stated that at the CTD Business Meeting, Chairman Darden, Chairman for the CTD Committee, asked that each agency return to their LCB Boards and pose the following questions: 1. Why do we exist? 2. What are our roles? 3. What can we do to make a significant impact? 4. Where do we go from here? The answers were that we exist for our customers and riders; our roles are to insure facilitation of coordination, insuring all who need transportation receive it; we may achieve significant impact through use of social media. MTM utilizes Facebook and Twitter. Whenever MTM publishes a newsletter, or a news article comes out about them, they submit it to the CTD who place this information on their media sites for their “friends” to view and the word spreads. As the Volunteer Program is not implemented it is not yet listed on the CTD’s website, MTM is still working on it, though the Mileage Reimbursement Program is in the newsletter, as well as on their website. Lynx gave a presentation about the huge demand in TD dialysis transportation as it has increased about 70 percent, they discussed Prescribed Pediatric Extended Care Transportation, (PPEC) and how more and more trips are coming on to the coordinated system.

6. NOTES

Ms. Beltran stated that she included a copy of the quarterly report for the Board’s review in the agenda under Notes. She reminded the Board that there is a 3:00 PM Public Hearing in the Commission Chambers today following this meeting.

7. COMMENTS FROM BOARD MEMBERS

Mr. Bols asked about vacancies on the committee. It was noted that the vacancies include the Citizens Advocate (Rider 1), Local Medical Community, Representative for Children at Risk, School Board, and the Citizen’s Advocate (Rider 2). Staff indicated that status on whether all vacancies were voting members or not would have to be clarified. Ms. Sanders stated that she knows a gentleman, a dialysis patient, who has attended the LCB meetings in the past, and he may desire to fill one of those positions. Ms. Beltran stated that the contact information for this gentleman would be on prior sign in sheets so staff will follow up on this matter.

Ms. Clarke stated that she rode for a couple of hours on one of the MTM buses out of Broward County. She stated that the driver was very courteous in his pick ups and drop offs. He handled everything very efficiently.

Ms. Clarke requested that Mr. Audino, from CUTR, be invited to one of the upcoming meetings to talk about the Volunteer Transportation Program in an effort to implement market and champion the program in Martin County. She noted that there were a number of questions and comments today regarding that program. Mr. Clarke said that it could be beneficial having someone who is already versed in the volunteer system as well as active participants address the Board and our community. This could help provide direction for others who would like to participate. As Mr. Craig was at the last meeting providing training any new members would have to be coached by existing members.

8. COMMENTS FROM FDOT

Ms. Meli offered some information on the Map-21 Program and the 5310 Program. She advised that more information will follow once all the rules are in place for these programs.

9. COMMENTS FROM THE PUBLIC

None.

10. COMMENTS FROM STAFF

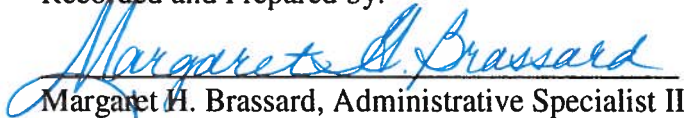
Ms. Beltran stated that changes have been made at the TD Commission in Tallahassee. John Irvine is the new Program Manager, and he was the Program Manager prior to Robert Craig so he does have experience. Ms. Beltran reminded the Board that there is a public hearing in the Commission Chambers following this meeting.

11. NEXT MEETING – December 3, 2012.

12. ADJOURN

A motion to adjourn was made by Ms. Phyl Weaver and seconded by Mr. Anthony Reese. There were no objections. The motion carried. The meeting was adjourned at 2:45 PM.

Recorded and Prepared by:


Margaret H. Brassard, Administrative Specialist II


Date

Approved by:


Eula R. Clarke, Chair


Date