

**MARTIN METROPOLITAN PLANNING ORGANIZATION
LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED**
Martin County Administration Building
Growth Management Conference Room - 1st Floor
2401 SE Monterey Road
Stuart, FL 34996
(772) 419-4081
www.martinmpo.com

Monday, March 7, 2011 @ 10:00 A.M.

MINUTES

1. **CALL TO ORDER** – Michael Mortell called the meeting to Order at 10:00 A.M.
2. **ROLL CALL**

Michael Mortell, Chairman
John Haddox
Cindy Barnes
Krista McGovern
Dalia Dillon
Phyl Weaver
Angela Van Etten
Jayne Pietrowski, FDOT

EXCUSED

Werner Bols, Vice Chairman
Suzanne Desposati
Jody Ianuzzi

ABSENT

Melissa McInturff

STAFF IN ATTENDANCE

Beth Beltran
Claudette Mahan
Michael Malham
Margaret H. Brassard

OTHERS IN ATTENDANCE

Marjoriotti Laire, FDOT
Miro Poss, FDOT
Kory Knepper, FDOT
Kim Matreci, MTM, Inc.

Lisa Sanders, MTM, Inc.
Commissioner Ed Fielding (arrived at 10:13 a.m.)
Barbara Kauffman

A quorum was present for this meeting.

3. APPROVE AGENDA

A motion to approve the agenda was made by Ms. Cindy Barnes. The motion was seconded by Ms. Phyl Weaver. There was no further discussion and the motion passed unanimously.

4. APPROVE MINUTES

A motion to approve the minutes from the December 6, 2010-Regular Meeting was made by Ms. Angela Van Etten. The motion was seconded by Ms. Phyl Weaver. There was no further discussion and the motion passed unanimously

5. AGENDA ITEMS

A. ANNUAL OPERATING REPORT

MEMO: temp11LCBTDa05.01

Ms. Beth Beltran stated that this was an agenda item from the prior meeting that was not able to be addressed. She advised that Staff has attended a regional conference of the TD Commission in St. Lucie County since the last meeting. Staff has talked with the TD Commission's Staff in Tallahassee, who clarified that the TD Commission's Annual Operating Report (AOR) does not compare apples to apples with every county. Every county submits different information; some report fixed routes and all funding sources while others do not. This report lists what is reported to them, not necessarily all the same data for comparison purposes. Ms. Beltran introduced Ms. Lisa Sanders, from MTM, Inc. to report on the level of service which was provided by MTM since the last meeting. Ms. Sanders directed the members to refer to the Community Transportation Coordinator's (CTC's) documentation which was included with the agenda package. She highlighted some of the information which was documented on the various reports: Passenger Trip, Vehicle, and Employee Info, as well as Revenue and Expense Sources.

It was asked why all the items listed under item six [Section III: Passenger Trip Info] - "Reason Trip was Denied (Optional)" were zero. Ms. Sanders stated that she would provide this information at the next meeting.

A motion was made by Ms. Cindy Barnes to approve the Community Transportation Coordinator's (CTC's) Annual Operating Report (AOR) which was submitted to the Florida Commission for the Transportation Disadvantaged (FLCTD) for 2011. This motion was seconded by Mr. John Haddox. There being no further discussion, this matter passed unanimously.

B. TD COMPLAINT and GREIVANCE PROCEDURES

MEMO: temp11LCBTDa05.02

Ms. Beltran gave a brief history regarding the Complaint and Grievance Procedures, stating that during the December 6, 2010, meeting, the LCB-TD approved a motion to comply with the Medicaid Grievance Procedures and incorporated the time frames into Martin County's procedures in an effort to simplify matters by having only one set of time frames. Ms. Beltran introduced Mr. Michael Malham, who has been working on this matter. Mr. Malham noted changes that needed to be addressed in order to comply with the requirements designated in Chapters 427 and 641 F.S. 42CFR, 431.200, 42CFR 438. He referred to the draft Complaint and Grievance Procedures Summary of Changes which was distributed in the Agenda package. Mr. Malham stated that the time frame adjustments to the Complaint Procedures were (1) added 90 calendar days to the time limit in which to file a complaint; and (2) resolution of complaints adjusted from five to 15 business days with a possible 10 day extension. As for the Grievance Procedures, the time changes are (1) Grievance filing period from five days to one year; and (2) resolution of a grievance from five days to 90 business days with a possible 14 day extension. All other changes were procedural only, and they now are consistent with the requirements of Medicaid, thus eliminating any confusion for riders or responders.

Ms. Van Etten inquired as to whom the parties were that made up the Grievance Committee. Ms. Sanders stated that the committee consisted of representatives from these groups: Area Agency on Aging, The Florida Department of Transportation, Florida Agency for Health Care Administration, a citizen's advocate, and a disadvantaged citizen over 60. The LCB also appoints membership for the Appeal Committee which will consist of an LCB member, an MPO member and a CTC Staff Member. The LCB is trying to get a volunteer for this position. Ms. Beltran has indicated that in the past year there was no need for any meetings, however, if the event arises, the parties must be able to meet within 72 hours of the grievance being filed. Mr. Haddox has agreed to volunteer.

A motion was made by Ms. Van Etten to amend and accept the Transportation Disadvantage Program Complaint and Grievance Procedures as presented on March 7, 2011. This motion was seconded by Ms. Krista McGovern. There being no objections the motion passed unanimously.

A motion was made by Ms. McGovern to appoint Mr. Haddox as the Martin County Local Coordinating Board-Transportation Disadvantaged Committee member as the LCB representative to the Appeals Committee. This motion was seconded by Ms. Weaver. There was no further discussion. The motion passed unanimously.

C. TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP)

AMENDMENT – TRIP PRIORITIZATION

MEMO: temp11LCBTDa05.03

This Agenda item was also carried over from the prior meeting. Ms. Jayne Pietrowski of FDOT, Ms. Lisa Sanders of MTM, Ms. Barbara Timmerman of Community Coach, and MPO Staff make up the TD Working Group, which has met a few times to discuss the trip

priorities since the last LCB meeting. Ms. Beltran referred the members to the TD Trip Suggestion Worksheet in the agenda package. She explained the current TD trip prioritizations and the two proposed TD trip prioritizations, showing the different allotments for the user breakdowns. Ms. Beltran added that in Martin County, the fact that a rider is on dialysis identifies that rider as being disabled. Other Counties, in similar demographics, do not use that same criteria and she suggested that Martin County review their criteria to insure that the "best use" method is used, as not all dialysis patients are disabled and in need of transportation. This could allow others with real transportation needs to receive rides. Ms. Sanders stated that she has reviewed the status of each rider and each rider has different reasons as to why they are on dialysis. There are other issues, not just that they are on dialysis, that qualified the riders for transportation. Discussion ensued regarding what the Americans with Disability Act (ADA) and the Transportation Disadvantaged Commission (TD Commission) considers disabled. Ms. Beltran further discussed that in the selection of the priorities, Staff would work with the Kidney Center [as dialysis patients consume the majority of the rides within the first few days of each month] in an effort to allow the patients time to seek a new transportation source, so it wouldn't be an immediate cut off, no matter which of the three options were chosen. Ms. Sanders added that from the recent working group meetings, they have strategized ways to reduce trips through transference to fixed routes, and implementation of a "wait list." The "wait list" is for those who cannot be moved to a fixed route. Due to a lack of funds, not everyone can be serviced, but those in need, who qualify, are placed on this "wait list" and when an opening becomes available, that person is contacted and they begin receiving rides. To date, no complaints have been received.

It was suggested that the businesses which charge a fee and are making money due to the riders, should set up a transportation system for some of their riders. The working group has approached Dialysis Centers and learned that none in the State of Florida provide transportation for their patients.

In other counties, if riders are drawing Medicare or Social Security Insurance, they may be taken off of the disabled list, because they may be making too much money, however they still may not be making enough money to pay to have private services taking care of them.

This Board has the authority to designate how to distribute the amounts of funds to be allocated to the individual group priorities, i.e. medical, employment, education etc.... Since there is a Social Worker at the Dialysis Center, and one of her jobs is to make sure the patients can make it to their facility, the Social Worker should work with the CTC to see how many people really need the ride and who can procure other transportation. Ms. Pietrowski stated that the working group analyzed and checked out the characteristics of the people receiving dialysis in an effort to adjust the criteria to better fit the needs. (See the summary of TD Working Group Preliminary Alternative Analysis handed out) The majority are elderly, with contributing diseases. Ms. Pietrowski discussed procedures which the working group had developed to limit rides, redirect rides, or make use of vouchers to families or friends who would provide patients with rides to and from treatments. When asked by Ms. Barnes, Ms. Sanders confirmed that these riders have been screened and that they are not on Medicaid. The working group has addressed this transportation situation with the Dialysis Center, some nursing homes, with FDOT, and even explored the option of providing vouchers to people who could provide transportation to patients, but there is no good definitive answer to date. Some of the nursing homes have begun to provide some transportation on certain days for the residents. Ms. Sanders has

suggested to some of the nursing homes that they need to consider including transportation when they are building their budgets for next year.

Mr. Mortell stated that facilities like the Dialysis Center have paid employees that help patients procure transportation to their facilities. Since the working group has tried to work with them [the Dialysis Center] but have been unsuccessful in reaching an amenable resolution to this situation of medical riders taking all the rides within less than two weeks from the beginning of the month, then another method needs to be sought. The Agenda item states that a trip prioritization needs to be implemented. The three options were listed. The first option is that no change is made and it is accepted by the Board that all the rides will be usurped by the medical riders within two weeks. The second option is that fifty percent (50%) of the amount allocated will go to medical trips [current medical trips are approximately 90%] and the balance going to the other priorities, employment, education, nutrition etc... The third option allocates seventy-five percent (75%) to medical rides, leaving the balance to the other priorities. These numbers may be massaged at a later date once implemented while monitoring the progress, or lack of, to determine how it is working. As a Committee, the LCB-TD needs to make a decision as to which process they want to implement, in order to address this situation in a fair manner. Once this is implemented, the private sector may take note and begin to assist their patients in solutions for their transportation. Discussion of pros and cons for each of the three options ensued.

Ms. Kauffman suggested that the most efficient way to provide transportation is to pick up a group of people from one location and take them to another location and back to the original location, as you can't just drop off a dialysis patient without some form of follow up. Possibly the Adult Day Club could be that initial location. She will check into regulations about whether they [the Adult Day Club] can accommodate dialysis patients on the day of their dialysis and utilize the Kane Carriage to take patients to the Dialysis Center as a group, as the Dialysis Center has 22 chairs which they could fill. If they are in the Adult Day Club, they will be assessed as to the level of disability and a priority process will occur. Once in Kane [they have a partnership with Martin Memorial], there is a geriatric unit, so maybe there could be a program in conjunction with the non-profit to raise funds. Mr. Mortell stated if the Dialysis Center was able to rearrange their scheduling to accommodate receiving a couple of groups of people from the Adult Day Club, twice a week, and people who can provide their own transportation on the other days, that it could be a very cost effective venture for all parties. Ms. Kauffman stated they are non-profit and can raise funds for the Adult Day Club and perhaps transit to and from dialysis. Possibly they could check into this, or ARC or New Freedom, as being a pilot program. If it's done through donations, there could be a 50% match through FDOT, stated Ms. Pietrowski. Ms. Kauffman will explore avenues for this if the board indicates that they would support this project.

Ms. Van Etten stated that she likes the table that was handed out by Ms. Pietrowski, of the TD Working Group. She would have liked to have seen it prior to the meeting as she hasn't had an opportunity to review it. She inquired if the work group was going to continue meeting. The members stated yes.

Ms. Kauffman inquired if she could have the manager from the Adult Day Club join the working group to offer his expertise to the process to see if this merging of resources could work and/or become a reality.

Ms. Beltran requested clarification as to which grant Ms. Pietrowski, from FDOT, was suggesting could be used for this service. Ms. Pietrowski indicated that she's not aware of what is available in transit, but she thought there could be an avenue if it were packaged as a total comprehensive care program.

Mr. Mortell asked the board for a direction on this issue. Either table it or go forward with a decision.

A Motion was made by Mr. Haddox to accept proposal two of the TD Trip Suggestion Worksheet. This motion was seconded by Ms. Barnes. Mr. Mortell added to this motion, that there would be a transitional time period in order to allow people to arrange for accommodations of their future trips. There should also be an accommodation for those patients who renew on May 1, 2011. A roll call vote was held as to the passage of the motion in acceptance of proposal two.

Commissioner Mortell	Yes
John Haddox	Yes
Cindy Barnes	Yes
Krista McGovern	No
Dalia Dillon	No
Phyl Weaver	Yes
Angela Van Etten	No
Jayne Pietrowski	No

The motion to adopt proposal two failed as there was a tie vote.

A Motion was made by Ms. McGovern to adopt proposal three. This motion was seconded by Ms. Cindy Barnes. A roll call vote was held as to the passage of the motion in acceptance of proposal three.

Commissioner Mortell	Yes
John Haddox	Yes
Cindy Barnes	Yes
Krista McGovern	Yes
Dalia Dillon	No
Phyl Weaver	No
Angela Van Etten	No
Jayne Pietrowski	No

The motion to adopt proposal three failed as there was a tie vote

Ms. Van Etten made a motion that the TD Working Group continue to work with the Martin County Metropolitan Planning Organization (MPO) to come up with a trip prioritization proposal to be presented to the Board for a decision. There was no second. The motion failed.

Ms. McGovern made a motion to reconsider proposal #2. The motion was seconded by Mr. Haddox. A roll call vote was taken.

Commissioner Mortell	Yes
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John Haddox	Yes
Cindy Barnes	Yes
Krista McGovern	Yes
Dalia Dillon	No
Phyl Weaver	Yes
Angela Van Etten	No
Jayne Pietrowski	No

The motion to reconsider and adopt proposal two passed by a five to three vote.

Commissioner Mortell stipulated that the procedure which has just passed vote, will not be implemented until May 1, 2011. This allows the TD Working Group to return to the LCB-TD Board to ultimately address this issue again prior to the May 1, 2011, deadline, with more particulars.

Ms. Sanders, with MTM, wanted to know whose responsibility it was to advise the public of the change of service. Commissioner Mortell clarified that as the LCB-TD Board is an advisory Board to the MPO, then the MPO Board will have to vote on the change at the April 18, 2011 meeting. If the MPO adopts this change, the Staff report will have what direction the MPO wants MTM to take, as to if MTM is to advise the riders, the providers, the public, or however they see best to do it. The MPO may move this to June as there may not be enough time to provide ample notice, however, at least there is some forward motion on this Agenda item.

D. JARC/NF ENDORSEMENT OF PROJECT RANKING

MEMO: temp11LCBTDa05.04

Ms. Beltran gave a history of these funds, stating that they are Federal funds, which this year, FDOT designated St. Lucie County to be the designated recipient. The selection committee advertised for proposals and was comprised of representatives from the LCB-TD Boards, the MPO and TPO, from both Martin and St. Lucie Counties, as well as a business representative from the Treasure Coast Mall. The Job Access and Reverse Commute (JARC) received two proposals, one from ARC in St. Lucie and one from Community Coach in Martin. The Arc was the successful proposal. There were three proposals for the New Freedom Route. The successful proposal for that project was Community Coach, however the selection committee did request that Community Coach enter into a coordinating agreement with the CTC to be eligible for the New Freedom funds. Each county is asking their LCB-TD Board to enter into an endorsement of the project ranking with the stipulation that Community Coach does enter into a coordinating agreement with the CTC (MTM) and that the selection committee will meet again to discuss interim proposals as the one submitted by Community Coach wasn't for the full allocation. Ms. Kaufmann indicated that Community Coach will enter into the coordination agreement soon, as they have received approval from their attorney, and they will submit it to the CTC by approximately March 17, 2011.

A motion to accept the JARC/New Freedom Project ranking was made by Ms. Van Etten. The motion was seconded by Ms. Barnes. There being no further discussion the motion passed.

E. CTC EVALUATION STATUS REPORT –

SUBCONTRACTOR SERVICES

MEMO: temp11LCBTDa05.05

Ms. Beltran discussed last year's information of the CTC's evaluation concerning the rates of the CTC and the lack of providers. This meeting was split in order to accommodate the additional time which will be necessary to cover the rates in better detail on the April 4, 2011, meeting. Ms. Beltran introduced Ms. Sanders to advise of the methods which were used to promote their request for providers. Ms. Sanders advised that an ad ran in the newspaper, a radio ad played, flyers were sent to St. Lucie County and to the Agency for People with Disabilities, to all of their current and previous providers, it was also mentioned in a networking meeting. The deadline for the request for bid was March 4, 2011. They have received two proposals. Ms. Sanders will be reviewing them to insure that they meet the criteria and she will advise the Board at the next meeting. The CTC has been advised to be extremely careful when entering into contracts with other providers as they do not give the information to which is required or requested, so it is not a benefit to them and they need to be screened closely for any history of Medicaid fraud.

6. NOTED ITEMS

- Progress Report for October 1, 2010 to December 31, 2010

Ms. Sanders, from MTM gave a brief synopsis of trips which were shifted from TD to fixed route, as well as the Medicaid trips that were offered. Ms. Sanders stated the difficulties of scheduling rides as some companies have preferences as to which rides they will take, i.e. distance issues, date and/or time constraints. Ms. Sanders was specifically asked if Coastal Care reconsidered [to take rides], and Ms. Sanders replied that they never returned her call. Ms. Van Etten mentioned that one of the providers, whom she couldn't recall which one it was, stated that they would not take non-medical trips because they had an EMT person riding in their vehicle and it would not be prudent or an effective use of their services. Commissioner Mortell mentioned that if some providers are picking and choosing their trips, it could appear that MTM is showing favoritism to Ride Rite, since they are owned by MTM. In reality, MTM is only giving Ride Rite the trips, dates and times that are not wanted by the other companies. If an analysis was done regarding the available money verses the available trips, it could be a directly proportionate share to the qualification and criteria of the transportation providers.

Ms. Beltran mentioned that there is a TD conference in August, which was attended by Ms. Van Etten last year. This year there will be two staff members and one volunteer from the Board would be welcomed, so if anyone would consider volunteering, please advise at the next meeting.

Also, the CTC evaluation is coming up. Ms. Beltran would like at least two people from the Board to be a part of it at as there are surveys that need to be completed to accomplish the evaluation. She would like the Board to consider giving her an answer at the April meeting.

7. COMMENTS FROM BOARD MEMBERS

Commissioner Mortell expects some feedback regarding the decision which was made in this meeting today and there is an April 4, 2011 meeting and an MPO meeting on April 18, 2011. This Committee is subject to the Sunshine Laws so do not fight a voting block between now and then. Members are free to make up their minds and they are free to change a decision which the board has made at a later date. It could get this Board into a criminal trouble if this Board were to discuss

these issues outside of this meeting. It is a misdemeanor to talk to others on this Board to discuss how they wish to vote on this issue in the future.

Mr. Haddox offered a word of thanks to those on the TD Working Group for all the hard work and effort put into the Summary of TD Working Group Preliminary Alternatives Analysis. He would like to see the vouchers get implemented in order to drive down the cost and ease the medical trips situation.

Ms. Van Etten, as a representative of the Coalition for Independent Living Options, Inc, together with Ms. Sanders, from MTM and Ms. Weaver, as a team of three people/organizations, has submitted a grant proposal to Easter Seals and they have passed the preliminary test. If approved, three people of the trained staff from Easter Seals would come to Stuart for two days to sit in a collaborative process of about 25 people to brain storm solutions to transportation issues. They bring ideas as to what has worked in other areas, and what other areas are trying. They will learn on March 15, 2011, if they will be chosen to host the Easter Seals team.

8. COMMENTS FROM FDOT

None

9. COMMENTS FROM THE PUBLIC

Commissioner Ed Fielding thanked the Board for their efforts in considering equities for problems that are facing Martin County.

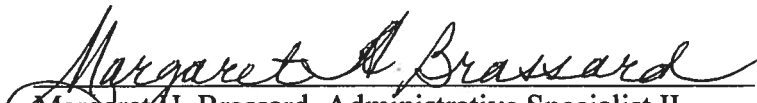
10. NEXT MEETING

- April 04, 2011 (Note: This meeting will be held in the 4th Floor Workshop, Administration Bldg.)

11. ADJOURN

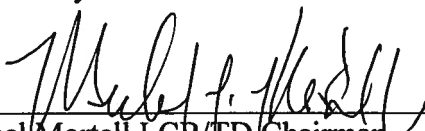
Meeting was adjourned at 11:45 AM

Recorded and Prepared by:


Margaret H. Brassard, Administrative Specialist II

4/4/11
Date

Approved by:


Michael Mortell LCB/TD Chairman

4/4/11
Date