

**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 6, 2016 @ 10:00 A.M.

MINUTES

- 1. CALL TO ORDER** – The meeting was called to order at 10:04 AM by Ms. Eula Clarke, the Chair.
- 2. ROLL CALL**
Eula Clarke, Chair
Anthony Reese
Suzanne Desposati
Donna Siddons (Arrived at 10:36 A.M.)
Dalia Dillon
Angela Van Etten, Vice Chair
Wibet Hay
Joe Azevedo
Steven Wolfberg
Agnieszka Marshall

EXCUSED

Phyl Weaver

ABSENT

None

STAFF IN ATTENDANCE

Alice Bojanowski, Senior Planner
Bolivar Gomez, Planner II
Margaret H. Brassard, Administrative Assistant II

OTHERS IN ATTENDANCE

Marie Dorismond, Florida Department of Transportation (FDOT)
Lisa Sanders, Medical Transportation Management (MTM)
Anita Cocoves, Health and Human Services.

A quorum was present for this meeting.

Ms. Clarke welcomed new member Mr. Joe Azevedo, with CareerSource Research Coast. Mr. Gomez said that there was a new representative from Florida Department of Transportation (FDOT) as well. Ms. Wibet Hay, from FDOT advised that Ms. Marie Dorismond would be the new Local Coordinating Board-Transportation Disadvantaged (LCB-TD) Board member and that she would remain the alternate. Ms. Dorismond advised

that she has been with FDOT for seven years, and received this position a couple of months ago. She said that she looks forward to working with the Board.

3. APPROVE AGENDA

Mr. Bolivar Gomez proposed that *Agenda Item 5F Trip and Equipment Grant Application and Resolution* be added to the Agenda. Ms. Clarke asked if there would be a motion to approve the Agenda inclusive of this amendment. **Ms. Suzanne Desposati made a motion to approve the Agenda with the amendment. Ms. Wibet Hay provided a second to the motion. There were no objections. The motion passed unanimously.**

4. APPROVE MINUTES

A motion was made by Ms. Angela Van Etten to approve the minutes from the March 7, 2016 meeting. The motion was seconded by Ms. Dalia Dillon. The vote was called and it passed unanimously.

5. AGENDA ITEMS

A. CTC EVALUATION

Ms. Clarke informed the new members that Ms. Lisa Sanders, with Medical Transportation Management, (MTM) is the Community Transportation Coordinator (CTC) and that Mr. Gomez will present a power point regarding this item. Mr. Gomez said that this evaluation is for Fiscal Year 2015/2016 and that the CTC is reviewed annually to evaluate the operations and performance. He stated that MTM is the CTC for Martin County, who entered into a five year contract July, 2013 with the Board of County Commissioners to provide the Transportation Disadvantaged (TD) services for Martin. He continued that once the evaluation is completed and approved by this Board, the evaluation is submitted to the Commission for the Transportation Disadvantaged. Mr. Gomez said that the evaluation is a requirement in order for the CTC to received TD funds. He advised that for the evaluation there are specific tasks which must be performed. He said that staff has collected and evaluated surveys from the TD riders as well as the three MTM Contractors. Vehicle inspections, vehicle ride-alongs, also known as “on-site observations” of the system, with TD riders were also evaluated. Mr. Gomez said that the most important segment of this evaluation is the rider surveys and this year there were 76 completed. He advised that Ms. Dalia Dillon and Ms. Phyl Weaver helped him conduct the surveys. He noted that they annually inquire of the riders on a scale of one to ten how would they rate the services. Responses came from 60 of the 76 survey’s completed with a rating of nine out of ten which is the same score received last year. Ultimately riders enjoy the services, however, there are occasional exceptions such as riders had to wait too long at times. Mr. Gomez said the contractor survey asks questions relating to issues with MTM and each contractor expressed a successful relationship with the CTC noting that allotted time for trips/logs was also fair. Mr. Gomez advised that there were one bus and two mini-vans inspected this year. He said that the equipment is inspected, i.e. wheelchair lifts and securement systems and all were favorable. Mr. Gomez said that once MTM was evaluated staff’s recommendation to MTM was that they should perform more outreach targeting riders desiring non-medical transportation. A second recommendation would be to follow up with those individuals that were not positive of their TD Program status to which Ms. Sanders has already completed. In closing, he stated that this information is forwarded to the Commission for the

Transportation Disadvantaged (CTD) in Tallahassee with various other documents and staff is recommending approval of the 2016 CTC Evaluation. Mr. Gomez said that he will take any questions at this time. Ms. Sanders stated that Mr. Gomez not only provided her with the list of members needing their status reviewed but also a list of members needed to be removed from the system as they are deceased, no longer eligible or other various reasons. Ms. Sanders advised that MTM has a full marketing plan which will be enacted this year, so it's in the works. Ms. Van Etten said that it is anticipated that MTM will have another great year and she hopes Martin doesn't take it for granted as not all Counties have such a good relationship with their CTC.

Ms. Angela Van Etten moved approval of the CTC Evaluation, which was seconded by Ms. Wibet Hay. Seeing no further discussion the motion passed unanimously.

B. CTC TRIP RATE MODEL FY 2016/17

Ms. Sanders advised that this is simply the Trip Rate Model for FY 2016/17 directing the Board's attention to the slide. She said that they have to annually calculate a model to show all expenses with anticipated trips for the year. Ms. Sanders said they calculated 8,000 trips last year, with an estimated 11,000 this year. She said MTM is proposing some service changes which will surface in the Transportation Disadvantaged Service Plan (TDSP) and resulting from that the ambulatory rate will be \$35.40, wheelchair rate \$60.78, with the stretcher rate being \$126.63, adding that demand for stretcher trips is low, but MTM anticipates an increase in the other trips. Ms. Sanders answered Ms. Clarke's question in that MTM has contracted with "We Care" for stretcher trips and that MTM only provides non-emergency services, the rider would have to go through 911 for emergency services. She said if a rider was going to a doctor appointment and it was determined that a stretcher was needed that service could be provided. Ms. Sanders said that their Rate per Passenger Mile for the year is \$5.26 for Ambulatory, \$9.01 for Wheel chair and \$18.78 for Stretcher. Ms. Sanders advised that there will be a slight rate increase as services and mileage will increase with the pending changes. Mr. Joe Azevedo inquired if these are the client rates. Ms. Sanders responded that these rates only reflect what is paid to MTM's transportation providers. Ms. Sanders stated that MTM is proposing to go out of the County providing services, and the providers are paid a base rate plus miles which will increase their mileage subsequently increasing the transportation costs. Ms. Dorismond asked if she was aware of an approximate percentage. Ms. Sander responded that the percent is unknown as this will be the first time MTM has done this but the increase was calculated using the anticipated number of trips for the year, but it will be closely monitored. Ms. Van Etten clarified if this would be the rate that MTM could request reimbursement from the CTD in Tallahassee. Ms. Sanders affirmed. Ms. Van Etten continued that MTM pays a different rate to the providers as they are paid via the contract amount be it miles or trips, and the rider only pays a co-pay. Ms. Sanders affirmed saying it is \$1. Ms. Clarke requested the current and proposed increases. Ms. Sanders stated that last year's ambulatory rates were \$31.26 this year it's \$35.46, prior wheelchair rates \$53.58 proposed change \$60.78, and the stretcher rate was \$111.63 and proposed is \$126.63. Seeing no additional questions, Ms. Clarke asked if there would be a motion to approve the CTC Trip Rate Model for FY2016/17.

Ms. Wibet Hay made a motion to approve the CTC Rate Model, which was seconded by Ms. Desposati. The vote was called without any opposition. The motion passed unanimously.

C. TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) – FY 15/16 ANNUAL UPDATE

Mr. Gomez introduced the Transportation Disadvantaged Service Plan (TDSP) as the operating plan for the TD Program which addresses rates, service hours, rides and trip priorities as well as other important information which is documented. He said that the plan is annually updated and one emphasis this year was to update the implementation schedule for the FY 2016/17. Mr. Gomez advised that all changes in the TDSP are delineated in red with the information to be removed in strikethrough with the new information underlined. These are the “take action changes” that MTM will be implementing inclusive of coordinating with CareerSource and providing more outreach for employment trips. He said that expanded service hours are being implemented from the current 5:00 AM to 5:00 PM to 5:00 AM to 9:00 PM and the days of operation will increase as well. Ms. Sanders said that the days of service will go from weekdays with limited Saturday service to seven days a week. She said that working with CareerSource seeking more employment trips the service days must be extended as well. Ms. Sanders said the new marketing campaign being launched will target the employment and education realms. She stated that they have flyers at the Motor Vehicles Department encouraging the dollar donation to TD when renewing a vehicle tag; MTM is working with Ms. Clarke and the City of Stuart to obtain an advertising slot on the electrical billboard on Monterey Road promoting TD services; MTM is working with Martin County Television (MCTV) to run occasional ads, as well as many other marketing outreaches which generate public awareness. Ms. Sanders added that they will engage in the Local TD Day promoting public involvement and support as well as the annual TD Day in Tallahassee requesting continued support for the TD Program from the Legislators. She said that this marketing campaign is being rolled out on July 1, 2016; updates will be forthcoming, adding that the Breast Cancer walk will take place in October while the Tallahassee meet and greet is in December. She’ll provide actual dates at a later time. Ms. Desposati acknowledged that this is great and well needed but inquired how it is that this can be done now but couldn’t be done in the past. Ms. Sanders said that there were a number of CTC’s that did not spend their allocations last year and at the TD Conference the CTD requested budgetary authority from the Legislature to provide that funding to the CTC’s that spent all their funds. Ms. Sanders said that MTM didn’t have the funds to do a lot of these things in the past but now we are expanding the service hours, and will be capable of doing more. She said MTM has always participated in the TD Days, transit fairs and other events. Ms. Sanders answered Ms. Desposati’s question by advising that she informed the CTD that she didn’t want to start the service and not be capable of sustaining it. She was told by the CTD that they would continue to fund it, if she’s built it so she is excited. Ms. Dalia Dillon mentioned that often if you receive and spend “excess” funds, they will begin to budget it for you to receive it in the following year. Ms. Sanders said that not only is MTM expanding service hours, but they will also be providing trips out of County which will result in the providers receiving more fees. Ms. Van Etten said that out of County trips were added in

the TDSP prior to when there was no competition so why should it cost extra? Ms. Sanders said that some trips will cost more and be less cost effective as they will be out of the County plus MTM will have to purchase bus passes. Ms. Van Etten gave the example of a resident wanting to go to a location that would be closer if the County line were crossed than going to the same location in County. Ms. Sanders noted that some trips would be less cost effective i.e. a rider needs to go to a medical appointment in St. Lucie County as long as it's not St. Lucie West, MTM could accommodate that trip. Ms. Van Etten said that the [Inter-County Services] language in the TDSP should be reviewed to ensure it is correct. Ms. Sanders read the paragraph titled *Inter-County Services* [page 40 of the TDSP/page 222 of the agenda] which states that MTM will use the coordinated fixed route services between St. Lucie and Martin Counties when possible; or services will be provided cross County lines if it is determined to be more cost efficient than to remain within the County boundary. Ms. Van Etten said that by adding "cost efficient" it was to give MTM discretion to decide if it were more cost efficient to go outside the County but what you just said sounds like MTM would also have discretion to make the trip whether it was cost efficient or not. She said that before Medicaid can make a cross County trip they must demonstrate that the service cannot be found locally. Ms. Sanders stated that she is fine leaving in this statement. It was advised that this would become effective on July 1, 2016 when the contract is signed. Mr. Gomez clarified the reasoning behind including that sentence; i.e. should the rider reside nearer to the Walmart in Port St. Lucie, it would be more cost effective to take them to that one than transport them to the in County Walmart on Pomeroy. Ms. Donna Siddons explained that her Medicare Advantage Program doesn't have an Orthopedic Surgeon in Martin that accepts her "Well Care Insurance" so she must go to St. Lucie County. She expressed concerns as to how she would be able to get to St. Lucie County. Ms. Sanders advised that she would have to utilize her Medicare under the Well Care Plan first and then use TD for services not covered by Medicare. Ms. Sanders continued that if Ms. Siddons wanted to go to work, take a class or just go to the grocery store, those services aren't covered under Medicare so TD could be used. Ms. Siddons said she had several medical/dental appointments last month. She said that she was told that according to her Plan she could only have five rides per month. Ms. Siddons asked Ms. Sanders to what Plan were they referring? Ms. Sanders advised that previously, which will end effective July 1, 2016 due to additional funding received, MTM will be able to provide more services eliminating those restrictions. Seeing no additional discussion Mr. Gomez said that he would like to focus on the prioritization on page 220. He said he met with Ms. Sanders and Ms. Van Etten to discuss the "*Medical only 50% of monthly allocation may be used for reoccurring or subscription trips.*" He noted that other trips are also reoccurring such as employment or education. It was determined that reoccurring needs to not be focused on medical trips so that is slated for change adding that dialysis is included in subscription trips. Ms. Sanders clarified that grocery shopping is not included in reoccurring trips; defining reoccurring as trips that basically take place daily or weekly at the same time wherein groceries can be purchased at varying times. Ms. Clarke asked how the Martin TDSP compares in relation to its neighboring Counties. Ms. Sanders recently spoke to Mr. John Irvine with the Commission for Transportation Disadvantaged. She said that he expressed pleasure in that Martin, being a small County, was expanding their TD services and hours. Ms. Sanders said that Martin is operating as a large area, though it's a small

area. Ms. Van Etten said if we are through discussing this matter, she'd like to review how the text has been changed on the types, hours and days of services as it's become seven days. It was noted that the services are now Sunday through Saturday, 5:00 AM to 9:00 PM. As providers change, it was determined to not list each by name, but there is a name list under the Transportation Operators later in the TDSP. Mr. Gomez said that staff is seeking a motion to move this document to the MPO Board.

A motion from Ms. Angela Van Etten was made to approve the Transportation Disadvantaged Service Plan (TDSP) FY 15/16 Annual Update. The motion was seconded by Ms. Suzanne Desposati. There was no additional discussion. The motion passed unanimously.

D. QUARTERLY PERFORMANCE REPORTS

Ms. Sanders said that she wanted to speak a little on the outreach. She said that Ms. Clarke was interested in what MTM was doing as far as outreach was involved. Ms. Sanders delineated areas in which MTM staff fulfilled the outreach requirement by attending numerous events from a recent Alzheimer's Training, the Indiantown Interagency meeting, the TD Legislation Day, to United Way meetings to mention a few. She said that vehicle inspections and audits were also performed with one of the providers. Ms. Sanders informed the new members, that this is MTM's quarterly report. The first section lists abbreviations that will be used throughout the document; the Utilization Information provides the quarterly numbers for eligible members, Authorized trip legs, all no-shows by category whether by member or provider and denied trips to name a few, advising that there was an error showing that only ten unique members were served but it will be corrected. Ms. Sanders advised that MTM is taking a hard stance if a member's paperwork is not complete they will not be transported. Ms. Sanders said that they will still be allowed to provide a two week "Temporary Certification" plus it may be justified as it's in the TDSP, but nothing beyond that time frame. Ms. Sanders stated that TD rider qualification time differs by status; age qualification is two years, income is annually, disability is biennial. She said that MTM provides expiry notification or a new application to each member 30 days prior to their current one expiring in an effort to have a seamless transition, but people move, don't receive the information or contact MTM. Ms. Sanders said that some have difficulty filling out the information so MTM has agencies to assist them, but it still happens and after that Temporary Certification time frame MTM cannot transport a rider. Dr. Cocoves asked when the "one or two year qualification period" begins. Ms. Sanders advised that it begins the date they apply. Ms. Siddons asked if the two week "Temporary Certification" only for current members. Ms. Sanders said current or new members. If a new member completes the application but has to have the doctor complete a portion, get to the Social Security Office or whatever, the member may receive rides to the doctor's, Social Security offices or wherever, during that two week "grace period". Dr. Agnieszka Marshall inquired if there is a way that people can complete their information on line. Possibly the doctors could complete the forms without having to see the patient as doctors often would be willing to e-sign documents which could speed things up considerably. For a person without transportation that could help. Ms. Sanders said that she would take that suggestion back to her office, but how would the doctor receive the information as a lot of members do not have access to email. She said she will check it out for those who do have email. Dr.

Marshall said as a psychologist, when she has to renew insurances so they will provide her with a contract, she goes to their website to e-sign. She queried if it could be managed through MTM to send it to the doctor so the doctor could e-sign? Ms. Van Etten said that the doctor e-signing isn't a real problem as they are all on line. She said if getting the doctor's signature doesn't involve a rider going in to see the doctor that would work. Ms. Clarke provided a scenario where MTM sends a doctor a form that states that a rider has been with MTM for "X" amount of time, but they need to be re-qualified for the next year to maintain rider status, can you qualify this person for eligibility and return it to MTM. [i.e. Qualify the disability, injury, illness or other medical condition for which the doctor is treating this rider.] Ms. Sanders stated that doctor may have to "sign off" on the rider. Ms. Dalia Dillon said that seniors have a "Level of Care form #3008" which seniors may take to the doctor to see if they are eligible for certain things and it's difficult to get this form back from the doctor offices. She advised that they are getting help from their staff to speak to the doctor's managers or other employees trying to get the documents signed and returned. Ms. Sanders said that she advises members, when they go to the doctor, take the form and have the doctor sign off on it right then. She said it's better when they are in front of the doctor because the rider can say that they can only make their appointments if they have transportation and this document allows them to have transportation. Ms. Sanders said that she doesn't see the e-signatures being an issue, but she'll have to take it back at the office. She said that it is difficult getting signed documents from doctor's office, so riders taking the document to their appointment and having it signed then has proven to be successful. Ms. Desposati suggested giving a 60 day notice to riders instead of 30 days as they may not go to their doctor's office every 30 days this way it allows more time to get the form signed. Ms. Sanders added that the two week temporary certification doesn't take place until the member schedules their appointment. She provided the example of a member's application expired today [June 6, 2016], but the doctor's appointment isn't until the 15th the two week temp service begins when the appointment is scheduled, so the rider has two week from the 15th to get their paperwork back to MTM. Dr. Cocoves advised that she will provide MTM with a release form that her agency uses for Drug/Health Court to send to the doctor's office which can be customized to fit the needs of MTM. Ms. Sanders expressed appreciation. Ms. Siddons inquired where potential members may obtain the form. She said that she called MTM's 800 number and was advised that they don't have them printed out to send. Ms. Siddons stated that her friend doesn't have access to a computer or printer and being new to the service would need transportation to the doctor. Ms. Sanders stated that applications may be accessed three ways; through the 800 number; from a driver if you are on the program and you advise them that your application is expiring or a friend is in need of one; you may visit or call the local office. Ms. Siddons advised that she will contact the local office as the driver for "Heavenly Place" was unaware of the application and Broward Transportation informed her that their drivers also do not have them. She advised that Broward Transportation said that they would print out an application and send it to her. Ms. Sanders advised that she'll get in contact with the coordinated partners to ensure that all drivers have applications in their vehicles. Seeing no further discussion on the Quarterly Performance Report the Chair asked if there would be a motion supporting this item.

Mr. Tony Reese provided a motion to approve the Quarterly Performance Report. The second came from Ms. Dalia Dillon. The motion passed unanimously.

Mr. Gomez mentioned that Mr. Matt McBride with MV Transportation on behalf of Martin County Public Transit (MCPT) was not going to be here to make his informational only presentation. Mr. Gomez advised that on behalf of MCPT “Dump the Pump” day is June 16, 2016 and the fixed route public transportation is free that day. Ms. Sanders informed that MTM has partnered with the MCPT’s “MARTY” to provide transportation for individuals that need transportation from their home to a bus stop in support of this effort. Ms. Sanders said that there will be opportunities to win gift cards so she encouraged the Board to “Dump the Pump”. She said this is the 11th annual national “Dump the Pump” day, the second for Martin County, but locally it’s a regional effort from Indian River to Palm Beach. Ms. Clarke requested that staff forward an electronic copy of the flyer to the Board, to which Mr. Gomez affirmed.

E. TD GRANT DISTRIBUTION FOR MARTIN COUNTY FY 2016/17

Mr. Gomez advised that this is another informational item, but staff wanted to show the Fiscal Year (FY) 2016/17 Grant distribution for Martin. He said that the allocation for the Designated Official Planning Agency (DOPA) remains consistent as it is for required tasks performed. The Trip and Equipment Grant received approximately a 30% increase this year, making the total \$421,587 which was one of the highest increases in the state for these funds. Mr. Gomez said that items from the TDSP Update will come from these funds such as marketing and service hours update.

Ms. Sanders said that the Voluntary dollars are the monies derived from vehicle tag renewals. She said that it has increased from prior years and this year it was \$83. Ms. Sanders refreshed the Board’s memory in that one must inform the person at the licensing department that they would like to make a donation as staff will not solicit funds for TD. She added that there are posters in the County Tax Collector’s Offices in the various locations to encourage this donation. Ms. Clarke suggested that Ms. Sanders send TD information to each of the municipalities like the Town of Sewall’s Point, the Community Redevelopment Areas (CRAs) as well as the Shared Services Network to ensure everyone is aware of TD and the services provided. It was noted that the Shared Services Network is a monthly meeting of all the Social Services Providers in the area, there’s one on the coast as well as one in Indiantown, and clarified that it’s different from the Interagency Meeting. Ms. Sanders said that she would provide Dr. Cocoves with flyers so she could disseminate them at these meetings as it was noted that there were several different types of local meetings. Ms. Clarke noted that these items were informational only.

F. Trip and Equipment Grant Application and Resolution

Ms. Clarke inquired if there were any questions regarding the Trip and Equipment Grant Application and Resolution. Seeing no questions the Chair asked if a motion would be forthcoming. Ms. Sanders stated that the application has a breakdown of the funds; the State allocation is \$322,839; the local match provided by Martin County is \$35,871; Additional funds \$56,515; the match is \$6,279; the Voluntary funds \$75; and local match \$8 for a total project amount \$421,587.00. She said that the application has been signed by the Local Coordinating Board Chair. Dr. Cocoves asked if the additional \$56,551 was

the leftover funds mentioned previously. Ms. Sanders said that those funds were received as they were not spent by other CTCs. Ms. Van Etten asked why they didn't just rollover, why did the CTD made the decision to reallocate them. Ms. Sanders said that the information was taken to the legislature and the legislature said that they would prefer to give it to the CTCs that spent all of their funds, and there was an additional pocket of funds as well for additional projects. Ms. Van Etten stated that since the CTC is Ms. Sanders, Martin has a good relationship with the CTD. Ms. Sanders noted that population and number of TD users in the County are considerations. Dr. Cocoves asked how it's determined. Ms. Sanders said it is determined by the Census. After ensuring that there were no more questions and that everyone was clear as to where the funds came from and would go, she said that she would entertain a motion.

Ms. Angela Van Etten made a motion to approve the TD Trip and Equipment Grant Application Form. A second came from Ms. Wibet Hay. There were no objections. The motion passed unanimously.

6. COMMENTS FROM BOARD MEMBERS

Ms. Siddons asked if the Mileage Reimbursement Program was for medical trips only. Ms. Siddons said that she's aware that members are to call the 800 number to advise of the trip, but the log has a place for the signature and title of health care provider. She asked if the reimbursement only for health care purposes. Ms. Sander said no, that this may be used for TD services. Ms. Siddons inquired who would sign it if you went shopping? She said that it's tough to get rides during the day as people work. Ms. Sanders said that the form needs to change from Health Care Provider, and the agency is trying to get away from the verification. There's a lot of fraud happening so she doesn't really approve of it, but her office has sent correspondence requesting moving away from the validation process and will have to take people on their word that they qualify for the program. Ms. Sanders said that she will look at Ms. Siddons form and get back to her as she's unsure as to who could authorize it at a store, but the health care does need to be removed. Ms. Siddons said that it asks that the check be made "payable to" but she'd prefer it go on a card, how does one apply for the card? Ms. Sanders said that the card would be automatically sent. She said that the member would fill out the card and have it sent to the person who is providing the trip. Ms. Sanders thanked her for bringing this needed change to her attention.

Ms. Van Etten advised that her agency, Coalition of Independent Living Options, Inc. (CILO) applied and received a United Way grant for transportation to help people get to work, medical appointments or school. She said they didn't receive the amount requested but they did get \$5,000. Ms. Van Etten said that CILO needs to locate those in need of the recurring trips as that is how the Grant is purposed. It may be used for those going to dialysis, work or college. She said that CILO is adding a match of \$1,500 which will help.

Mr. Azevedo advised that his office is located on Central Parkway and they work with people in the Treasure Coast. Ms. Sanders said that she recently presented to his agency but would be glad to do so again in the near future.

Mr. Tony Reese said that the Veteran's Administration (VA) transportation is going well taking their clients to and from the VA Hospital, but they may still have to use MTM services for other TD trips. Ms. Sanders inquired if the VA riders get together and travel in small groups. Mr. Reese said not usually, as the appointments are scheduled at varying times, but MTM could bring members to the Post in groups. Ms. Sanders said she would provide Mr. Reese with some MTM flyers so that he could place them in the Veterans' of Foreign Wars (VFW) and American Legion Posts in case they need some TD services. Ms. Desposati asked Ms. Van Etten if CILO's grant could accommodate high school youth from 16-21 years of age. Ms. Van Etten said she'll check and get back with her. It was determined that the youth do have disabilities.

Dr. Cocoves reminded the Board that they have a grant, particularly good for homeless folks that need to go home which is out of state. She said it can pay for a one way bus ticket. Dr. Cocoves said, were high school kids dually enrolled in college, without driver's licenses could use transportation. Ms. Sanders asked if bus passes could help. Dr. Cocoves said that they would need a nearby route so they didn't have to cross a major roadway, but the Chastain Campus is the most frequently needed. Discussion ensued about bus stops near high schools and it was determined that the counselors should be informed so they could assist those students find transportation to the college. Ms. Sanders said if there were enough dually enrolled students, maybe MTM could look into a shuttle bus but it couldn't be done on an individual basis.

Ms. Sanders advised that MTM has partnered with FDOT and South Florida Commuter Services (SFCS) to work with MTM to create a video which will help train the volunteers for their services. Ms. Clarke asked that Ms. Sanders provide her with some flyers so she could provide them to some churches. Ms. Bojanowski mentioned that while reviewing the CTC Evaluation, one driver in particular was highly praised for his "over and above" service. She inquired if the drivers receive any recognition or an accommodation for excellent work? Mr. Gomez said that he had mentioned this to Ms. Sanders and she was going to take that information to Heavenly Place, the contractor, as there are some Statewide awards for which he can be recommended. Ms. Sanders said that MTM can do a gift card as well. Ms. Van Etten said that typically for the Statewide awards the service needs to be extraordinarily, exceptional reflecting that one recipient was a driver who saw something in the road, stopped to check it out, only to discover that it was a baby so the driver essentially rescued the baby. She said if we submit this driver and want him to win, we need to investigate more as to what makes people like him so well. Ms. Sanders said that there may be some events the members are aware of which MTM is not so it needs looking into.

Ms. Clarke suggested that MTM and staff should get information to the local, weekly news periodicals to get some press for TD services. Ms. Clarke suggested that Mr. Paul Nicoletti and Mr. Keven Edwards, at the City of Stuart be contacted. She added that for residents who either don't have access to a computer or those who may be indigent that MTM flyers should be provided, suggesting giving some to the Love and Hope in Action (Lahia) home. Ms. Siddons suggested placing MTM flyers in the local food banks as well as other locations and volunteered to take some to distribute. Ms. Sanders clarified locations suggested as, Lahia, the Salvation Army, House of Hope in Indiantown, Hobe

Sound and Jensen Beach. Discussion ensued about different locations involved in food bank services and various volunteer groups.

7. COMMENTS FROM FDOT

None.

8. COMMENTS FROM THE PUBLIC

None.

9. NOTES

None.

10. NEXT MEETING

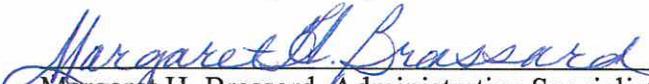
August 29, 2016 1:30 PM Public Hearing (Commission Chamber, Administration building.)

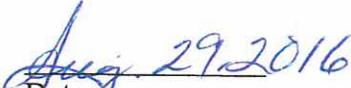
August 29, 2016 2:30 PM Meeting (4th Floor Workshop, Administration building.)

11. ADJOURN

Mr. Tony Reese made a motion to adjourn which was seconded by Ms. Wibet Hay. There were no objections. The motion passed unanimously. The meeting adjourned at 12:00 PM

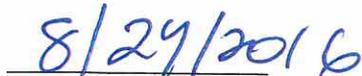
Recorded and Prepared by:


Margaret H. Brassard, Administrative Specialist II


Date

Approved by:


Eula Clarke, Chair


Date