

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

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

**Monday, June 5, 2017 at 10:00 A.M.**

**MINUTES**

1. **CALL TO ORDER** – The meeting was called to order at 10:02 AM by Mr. Tom Campenni, Chair.

2. **ROLL CALL**

Tom Campenni, Chair, Commissioner for the City of Stuart  
Anthony Reese, Florida Department of Veteran's Affairs  
Suzanne Desposati, Florida Department of Education  
Dalia Dillon, Department of Elder Affairs  
Phyl Weaver, Representative for Persons over 60.  
Angela Van Etten, Vice Chair, Coalition for Independent Living Options, Inc.  
Joe Azevedo, CareerSource Research Coast  
Dominick Tocci, Private Transportation Industry Representative  
Anita Cocoves, Health and Human Services (Arrived at 10:25 AM)  
Kim Thorne, Representing the Public Education Community

**EXCUSED**

Marie Dorismond, Florida Department of Transportation  
Steven Wolfberg, Martin Health Solutions

**ABSENT**

Donna Mihok, Department of Children & Families  
Donna Siddons, Citizens Advocate (1)-Rider Representative  
Gayle McArdele, Representing Persons with Disabilities

**STAFF IN ATTENDANCE**

Beth Beltran, MPO Administrator  
Alice Bojanowski, MPO Senior Planner  
Bolivar Gomez, MPO Planner  
Ricardo Vazquez, MPO Senior Associate Planner  
Margaret H. Brassard, MPO Administrative Assistant III

**OTHERS IN ATTENDANCE**

Kyle Collett, Medical Transportation Management (MTM)  
Diane Moore, Office of Management and Budget.  
Joe Anderson, Coalition for Independent Living Options, Inc.  
Tomas Boiton, Gulfstream Goodwill Industries  
Matt McBride, MV Transportation

A quorum was present for this meeting.

**3. APPROVE AGENDA**

**Ms. Phyl Weaver made a motion to approve the Agenda. A second was provided by Ms. Dalia Dillon. There were no objections. The motion passed unanimously.**

**4. APPROVE MINUTES**

Ms. Van Etten requested a clarification on page six of eight that Ms. Sanders is on her agency's Board not that they were on another Board together and that Medical Transportation Management (MTM) should not provide names of riders from institutional facilities for Community Transportation Coordinator (CTC) interviews as those riders do not make their own reservations.

**A motion was made by Ms. Susanne Desposati to approve the minutes as amended from the March 6, 2017 meeting. A second was provided by Ms. Kim Thorne. The motion passed unanimously.**

**5. AGENDA ITEMS**

**A. COMMUNITY TRANSPORTATION COORDINATOR (CTC) EVALUATION**

Mr. Ricardo Vazquez stated that this Board's evaluation of the Community Transportation Coordinator (CTC) is an annual event and the CTC is Medical Transportation Management (MTM). He advised the LCB-TD members of the steps taken in this evaluation. Mr. Vazquez said that names were requested from the MTM representative, Mr. Kyle Collett. Calls were placed to those parties to survey them as to their experience of the service, people, and other areas in relation to trips inclusive of vehicle inspections which were conducted. He noted that Ms. Dalia Dillon and Dr. Anita Cocoves participated in the "ride-alongs" with the members to learn their opinions of the services. Mr. Vazquez said that he and Ms. Phyl Weaver volunteered to make member calls adding that there were 77 surveys, though more calls were actually made in order to obtain the 77 surveys. He said that most of the comments were positive though there a few about incorrect pick up times, or the trip took longer than anticipated and there were issues, however, for the most part the comments were positive. Mr. Vazquez added that many of the riders sang the praises of Judnel Lazzare, from Heavenly Place who was recommended last year to receive "Driver of the Year". Ms. Dillon shared her ride-along experience with "Judnel", and Mr. Vazquez told the Board that each of the drivers were doing a good job. He highlighted the vehicle inspections. Two per provider, six in all, adding that there were no corrective measures for the Americans with Disabilities Act (ADA) Compliant vehicles, of which most qualify. For the non-ADA compliant vehicles, they too received high ratings for being clean and smell free. Overall, he said, it is hoped that the CTC will continue to make strides on crossing the County Line boundaries as well as attend the Treasure Coast Transit Meetings (TCTM) which is a regional meeting of MPOs, and transit people but having the CTC there should be very beneficial for all concerned including building the rapport. He said he will now take questions and he is seeking a motion to approve the CTC Evaluation.

Ms. Van Etten mentioned on page 22 of the Annual Operating Report (AOR) #18, speaks about promoting the Transportation Disadvantaged (TD) Trust Fund. She

confirmed that MTM does promote it, but suggested that for marketing it also could be included on the bottom of the MPO emails after the signature line, noting that it's on her emails at the Coalition for Independent Living Options, Inc. (CILO). Ms. Van Etten said that people don't know how easy it is to donate to that fund. Mr. Vazquez said that they can put it in the newsletter.

Ms. Van Etten said on page 72 [Comments from Rider Survey] that there were people turned down due to lack of funds. She said that there was a comment that a rider asked if she could pay for a ride. This, Ms. Van Etten said, should be considered if a rider is willing to pay they should, is there a way that could be done? Another comment was that a rider would like to get a ride to go to church on Sunday. Ms. Van Etten inquired if there are any providers that work on Sundays. Mr. Collett affirmed that Heavenly Place provides rides on Sundays. Ms. Van Etten asked if someone responds to that type of a request. Mr. Vazquez advised that he did respond to that request. Ms. Van Etten said that people get confused if they are eligible or not, though she is aware that Ms. Sanders is continually training staff to educate people about their eligibility and expiration. Mr. Collett advised that MTM has been doing additional training. Ms. Van Etten concluded saying that she saw no negative comments about the service but she's aware that there are times when people get confused about eligibility.

Mr. Vazquez handed out some Certificates of Appreciation to those Board members who assisted in the CTC Evaluation.

Mr. Campenni asked if there would be a motion to approve the Community Transportation Coordinator (CTC) Evaluation.

**Ms. Phyl Weaver made a motion to approve the Community Transportation Coordinator (CTC) Evaluation, which was seconded by Ms. Angela Van Etten. The question was called and it passed unanimously.**

**B. TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) –  
FY2016/17 ANNUAL UPDATE**

Mr. Vazquez advised that the TDSP is the Transportation Disadvantaged Service Plan which is the guideline as to how the CTC will coordinate the TD service. Mr. Vazquez said that a new TDSP is developed every five years, it's updated annually, the most recent being December 2016. He advised that the LCB-TD member roster was updated with only one vacancy remaining which is a user of the system, so if anyone knows of a rider that could fill that position please tell him. Mr. Vazquez mentioned that the Florida Agency for Health Care Administration (Medicaid) shows a vacancy, that position has basically been removed but the MPO can't remove it from the roster or the bylaws until the Commission for the Transportation Disadvantaged (CTD) removes it from their bylaws so it is being shown as Not Applicable (NA). Mr. Vazquez stated that he has updated the Public Hearing date, hyperlinks, and other changes as shown on the slide, noting that all reasons for rides are a priority. At the suggestion of MTM a question was added to the Beneficiary Intake Form as to the number of people in the household. That may eliminate the necessity to call to get the household income at a later time and can streamline the approval time process. Mr.

Vazquez stated if this is approved today, MTM will update their form and the MPO will update the TDSP to get it completed. He advised of a couple of other minor changes and said he will now take questions. Ms. Van Etten stated that she was of the opinion that Medicaid still provided rides so N/A doesn't actually qualify, maybe they have chosen to not have someone on this Board, but rides are still being taken.

**Ms. Phyl Weaver provided a motion to approve the Transportation Disadvantaged Service Plan (TDSP)-FY 2016/17 Annual Update. Ms. Dalia Dillon offered a second. The motion passed unanimously.**

**C. CTC TRIP RATE MODEL FY2017/18**

Mr. Ricardo Vazquez advised that this too is an annual event wherein the Trip Rate Model is brought to the Board for approval. Mr. Kyle Collett highlighted where the Rate Model was adjusted which should provide for more potential trips with the amount of funds. It was noted that the projected rates for FY2017/18 are as follows: Ambulance \$34.78, Wheelchair \$59.62 and Stretcher \$124.22.

**Ms. Phyl Weaver made a motion to approve the CTC Trip Rate Model for FY2017/18. Mr. Tony Reese made a second. The motion passed unanimously.**

**D. TD PLANNING GRANT DISTRIBUTION FOR MARTIN COUNTY  
FY2017/18**

Mr. Ricardo Vazquez informed the Board that this TD Planning Grant is an annual allocation from the CTD which provides MPO staff with funds to conduct meetings, and other administrative costs incurred. Mr. Campenni inquired if the cost allocation is a formula determined by population to which Mr. Vazquez affirmed.

**A motion to approve the TD Planning Grant Distribution for Martin County FY2017/18 was made by Ms. Phyl Weaver. A second was provided by Mr. Tony Reese. The question was called with the motion passing unanimously.**

**E. FY2017/18 TRIP & EQUIPMENT GRANT APPLICATION FOR CTC**

Mr. Vazquez introduced the Trip and Equipment Grant advising that this grant is provided for the CTC to pay incurred costs, much the same as the TD Planning Grant funds the MPO. This year's allocation will be approximately \$450,000 and the MPO is seeking approval of this item as well.

**Ms. Phyl Weaver made a motion to approve the FY2017/18 Trip and Equipment Grant Application for the CTC. The motion was seconded by Mr. Tony Reese. There was no additional discussion and the motion passed unanimously.**

## **F. QUARTERLY PERFORMANCE REPORTS**

Mr. Vazquez advised that this committee will now hear the Quarterly Performance Report presentations from MTM and MV Transportation. He turned the floor over to Mr. Kyle Collett with MTM. Mr. Collett expressed Ms. Sanders' apologies for not being able to be here but she had another obligation. He said that there have been no changes to the definitions. In the utilization information, he highlighted that the number of 'member no-shows' is down which is significant as it cuts down on waste of trips which could be utilized elsewhere; and he mentioned a few of the other measures delineating how each has positive overtones. Mr. Collett detailed the Phone Statistics noting the increase in number of calls Offered/Answered and the decrease of percentage of Abandonment; as well as the improved Average Speed/Answering of calls. Mr. Collett advise that there were zero complaints; he detailed the number/percent of trips by mode, reason as well as the Customer Satisfaction Survey Results. Mr. Collett showed the Authorized Trip Legs by Reason and how it has been formatted in the manner requested by this Board listing the medical subtitles under "Medical". He concluded his presentation highlighting that there were slightly above 60% Medical, 13% Employment, 12% Education/training, 9% Life Sustaining, 5% Nutritional and 1.13% Non-Medical Trips.

**Ms. Angela Van Etten made a motion to approve MTM's Quarterly Performance Report which was seconded by Ms. Suzanne Desposati. The question was called and the motion passed without comments.**

Mr. Matt McBride of MV Transportation/Marty noted that there was a slight increase for the quarter in the door to door trips, however, he is unaware if it's due to the seasonal nature of the area or another reason. He said that the urban work has stayed consistent in this time period with an increase in March, all routes increased slightly, noting a 22 day work month. Mr. McBride said the Stuart and US 1 Routes have been coming up consistently in numbers with a spike in March, specifying a definite increase since last year. Mr. Campenni inquired if medical trips are really affected in the season. Mr. McBride said possibly, but they really aren't that much busier during the season. He stated that the numbers are growing even now in the off season as the numbers are up this quarter. Ms. Van Etten inquired if it's not known because MARTY doesn't collect data on trip purposes other than the door to door. Mr. McBride affirmed. Ms. Van Etten commented that the number of people with disabilities on the fixed routes is unknown. Mr. McBride said that they have begun a new half-fare for elderly and disabled people and they have begun to keep track.

## **G. 2040 REGIONAL LONG RANGE TRANSPORTATION PLAN (RLRTP).**

Ms. Alice Bojanowski introduced herself as being with the MPO staff, and that she will present the Regional Long Range Transportation Plan (RLRTP), which region is made up of the Indian River MPO, the St. Lucie Transportation Planning Organization (TPO) and the Martin MPO. She explained that it is nearing approval by the Treasure Coast Transportation Council (TCTC) at the end of June. She provided the committee with a brochure explaining the process which has been made available to the public. She explained that this RLRTP concentrates on devising a process to accommodate persons needing to cross county lines for a necessary service or treatment. She

showed the various goals and performance measures that they will be tracking; pointing out particular goals which she believed would be most beneficial in the coordination of crossing county lines. Ms. Desposati inquired if there was any information in this Plan which related to All Aboard Florida (AAF). Ms. Bojanowski said that freight and passenger rail is being discussed but AAF is not addressed specifically, it's related more to the physical crossing of the railroad tracks. She informed that this report should be complete in July. Seeing no additional discussion, she advised that the website address is on the bottom of the flyer.

**6. COMMENTS FROM BOARD MEMBERS**

None.

**7. COMMENTS FROM FDOT**

None.

**8. COMMENTS FROM THE PUBLIC**

None

**9. NOTES**

Mr. Ricardo Vazquez said that this is the 25<sup>th</sup> Annual Best Practices and Training Workshop, which will be held in Orlando, Florida this year. He advised that last year Ms. Dalia Dillon and he participated in Jacksonville, Florida. Mr. Vazquez advised that it educates those in attendance about the TD Program, gives people an opportunity to network and connect. He said that the conference will be held in Orlando, Florida at the Renaissance Orlando Hotel at SeaWorld, the date will be the 29<sup>th</sup> and 30<sup>th</sup> [of August] with the CTD Business meeting being held on the 31<sup>st</sup>. Mr. Vazquez asked if there would be a member wanting to come attend this educational event. Mr. Campenni asked that an email be sent to the Board informing them of the event for consideration. Mr. Vazquez affirmed. Mr. Vazquez said if anyone was interested in attending to please let him know, as one LCB-TB member is allowed to attend. Ms. Kim Thorne said that she has it on her calendar through another project with which she is involved, she is just waiting to hear from her superiors. Ms. Van Etten said that there would be two Board members there if she [Ms. Thorne] has separate funding. She remarked that is an excellent, well organized conference.

**10. NEXT MEETING**

Mr. Ricardo Vazquez advised that the next meeting is August 28, 2017. There will be a public workshop an hour prior to the regular meeting which is to obtain comments and concerns from the public. He mentioned that people didn't turn out last year which is a good sign as normally people only show up when they have an issue or complaint. Mr. Campenni inquired as to how the Public Hearing is advertised. Mr. Vazquez stated that ads are ran in the local newspaper, in a Statewide magazine [The Florida Administrative Register] and numerous area agencies that provide service for underserved communities are directly emailed with the agenda and an open invitation to the Public Hearing. Mr. Campenni asked if anyone had additional advertising options. Mr. Tomas Boiton stated that in Palm Beach County the information is placed on the paratransit vehicles and at the bus stops as those using the service would be the ones most desiring to attend. Ms. Beltran inquired of Mr. Collett if MTM could provide information to the users about this Public Hearing. Mr. Collett

advised that he would ask the providers if they could help in the dissemination of the flyers regarding the Public Hearing. Ms. Van Etten stated that MTM has done it before.

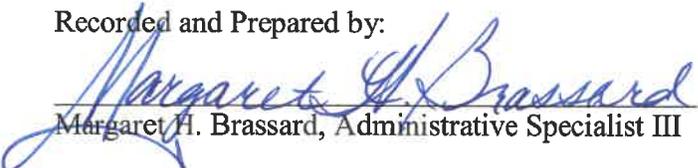
**Ms. Angela Van Etten made a motion that MTM ask the providers to advertise this Public Hearing in their vehicles, either by distribution of the flyers or having them attached in their vehicles. Ms. Suzanne Desposati seconded the motion. The question was called and the motion passed unanimously.**

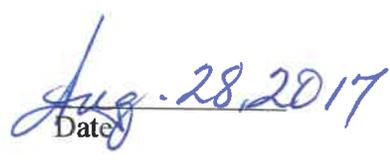
Mr. Vazquez handed out one more certificate of Appreciation to Ms. Anita Cocoves.

**11. ADJOURN**

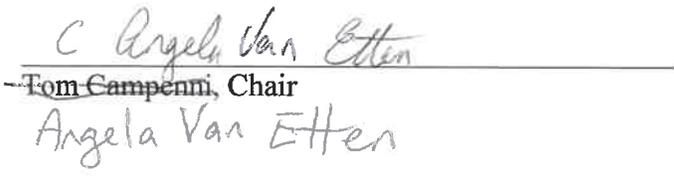
**As there was no further business, the meeting was adjourned at 10:54 AM by the Chair. RONR (10<sup>th</sup> ed.), p.233, c. (9)**

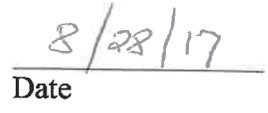
Recorded and Prepared by:

  
Margaret H. Brassard, Administrative Specialist III

  
Date

Approved by:

  
~~Tom Campenni, Chair~~  
Angela Van Etten

  
Date