

**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, March 26, 2018 at 10:00 A.M.
MINUTES

1. **CALL TO ORDER** – In the absence of the chair, the meeting was called to order at 10:05 AM by Ms. Angela Van Etten, Vice-Chair.

2. **ROLL CALL**

Eula R. Clarke, Chair (Arrived 10:07 AM)

Anthony Reese

Donna Mihok (Arrived 10:15 AM)

Dalia Dillon

Phyl Weaver

Angela Van Etten, Vice Chair

Marie Dorismond (Arrived 10:19 AM)

Joseph Azevedo (Arrived 10:07 AM)

Anita Cocoves (Arrived 10:42 AM)

Kim Thorne

EXCUSED

Suzanne Desposati

Steven Wolfberg

ABSENT

Gayle McArdle

Dominick Tocci

STAFF IN ATTENDANCE

Beth Beltran, MPO Administrator

Ricardo Vazquez, Senior Associate Planner

Margaret H. Brassard, Administrative Assistant III

OTHERS IN ATTENDANCE

Lisa Sanders, Medical Transportation Management (MTM)

Kyle Collett, Medical Transportation Management (MTM)

Mary Jo Pirone, representing self

Dana Elharintaragun

Tomas Boiton, Gulfstream Goodwill Mobility Manager

A quorum was not present for this meeting until 10:07

It was clarified that once a quorum was present the Agenda and Minutes would be approved. Ms. Van Etten announced that she will be retiring in June and will not be a

candidate for the Vice Chair position noting that members should consider this opportunity for the first Agenda item.

The meeting began with Agenda Item 5B. The Chair arrived at 10:07 AM during the presentation of Agenda Item 5B.

3. APPROVE AGENDA

A motion to approve the Agenda was made by Ms. Kim Thorne. The motion was seconded by Mr. Tony Reese. There were no objections so the motion passed unanimously.

4. APPROVE MINUTES

It was noted that there were two corrections to the December 4, 2017 minutes: An “e” needed to be inserted at the end of Ms. Thorne’s name and the word “contact” needed to be amended to read “contract” on item 5C. A motion was made to accept the corrections and the minutes by Ms. Angela Van Etten. Ms. Dalia Dillon provided a second to the motion. The question was called and the motion passed unanimously.

5. AGENDA ITEMS

A. ELECTION OF VICE-CHAIR

Ms. Clarke expressed her thanks to Ms. Van Etten for her service as Vice Chair for a couple of years. She asked the Board if there were any nominations for that position.

Ms. Van Etten made a nomination for Ms. Phyl Weaver. Ms. Dalia Dillon provided a second to the nomination. Ms. Weaver said she would accept the position if there were no other nominations. No additional nominations were forthcoming. The vote was called, passing unanimously.

B. LCB-TD BYLAWS UPDATE

Mr. Ricardo Vazquez stated that the Local Coordinating Board for the Transportation Disadvantaged (LCB-TD) Bylaws are reviewed annually. He said that after reviewing them, no revisions are necessary at this time and asked if there would be a motion to accept them as presented.

A motion to approve the Local Coordinating Board for the Transportation Disadvantaged Bylaws was made by Ms. Phyl Weaver. Mr. Tony Reese provided a second. The question was called and the motion passed unanimously.

C. COMPLAINT AND GRIEVANCE PROCEDURES

Mr. Ricardo Vazquez advised that this too, is an annual event. He explained that these procedures are to provide guidelines to the Community Transportation Coordinator (CTC) delineating the manner in which they are to deal with a complaint or grievance from either a rider or a coordinated contractor. He mentioned that currently the system is working well and people are satisfied so he doesn’t see the need for any changes at this time. He stated that staff is requesting a motion to approve the Complaint and Grievance Procedures.

A motion to accept the Complaint and Grievance Procedures came from Ms. Phyl Weaver which was seconded by Mr. Tony Reese. Seeing no objections the motion passed unanimously.

D. QUARTERLY PERFORMANCE REPORTS

Mr. Ricardo Vazquez advised that this report comes to the Board quarterly and it is basically to gauge the performance of the CTC, Medical Transportation Management (MTM). He said that Mr. Kyle Collett will make this presentation. Mr. Collett began with the definitions, noting that there have been no changes but he will answer questions. Seeing none, he proceeded to the Utilization Information Report where he highlighted in the fourth quarter there were 3,366 authorized trip legs, in December there were 1,199. There were nine Member No-Shows for the quarter with only three in December. Mr. Collett continued on to the Phone Statistics saying that there were 1,439 Calls Offered and 1,421 Calls Answered for the quarter. He said that quarterly the Average Speed of an Answered Call was 15.20 with December coming in at 16.30. Mr. Collett mentioned that during the quarter there was one complaint and with a 99.98% Complaint Free percentage with one Complaint in December for a total of 99.94% Complaint Free. Mr. Collett responded to Ms. Clarke that there was only one complaint in the fourth quarter which was the one from December. He clarified that out of the 1,199 authorized trips in the month there was one complaint. Mr. Tomas Boiton expressed his incredulous surprise to the low volume of complaints. He questioned if people are told not to complain or if it's complaint fatigue, mentioning that in Palm Beach County it's at least 15%, given Martin's size maybe five percent should be expected not just one complaint. Mr. Collett stated that possibly the numbers are low because the riders feel they are doing a good job and are satisfied. In response to an inquiry Mr. Tomas Boiton introduced himself stating that he is the Mobility Manager for Gulfstream Goodwill. It was noted that he had submitted a request to speak. Ms. Clarke stated that it is important if there is a comment that it be made during the report as it's happening, and it's better to get the information right there. Ms. Weaver inquired as to the format of a complaint, was it oral or written? Mr. Collett said it could be written, brought to the office or called in we'll accept any format. Ms. Weaver commented that it does seem low, percentage wise. Mr. Collett said that one out of 1,199 would be about 11% if put in percentage. Ms. Sanders reminded the Board that the majority of the riders have been riding with them for years, they know how it works, what to do and who to call, which could help in the reason of the few number of complaints. Mr. Collett continued, detailing the Number of Trips by Mode as well as the Percentage of Trips by Mode. He advised that the Authorized Trip Legs by Trip Reason will be skipped as some changes were made at the Board's request so the revised chart will be showed shortly. The Phone Service Benchmark, Mr. Collett said was 95% with the Transportation Service Providers Benchmark being 92%. He explained that for the fourth quarter Phone Service was 95.8% so the 92% benchmark is being exceeded as well as for the Transportation Provider Services which is at 95.9%. Ms. Sanders stated that for the coordinated contactor companies not ran by Medical Transportation Management (MTM), has a third party company contact the customers in regards to the surveys. Seeing no questions Mr. Collett went to the Authorized Tip Legs by Trip Reason that he mentioned was previously skipped to show the revised chart. He highlighted the Total Medical, explaining that the under that are sub-accounts, followed by other reasons from Life Sustaining, work/school to rehabilitation to mention a few. It

was noted that residents in St. Lucie County would have to contact a provider in St. Lucie County, Martin County does not provide rides to them. There were no additional questions for the MTM representative. Mr. Ricardo Vazquez advised that the presentation from MV, the contractor for Martin County Public Transit (MCPT), will not be available today as the representative was unable to come to this meeting, so that portion will be skipped.

Ms. Phyl Weaver made a motion to accept the Quarterly Performance Report as presented by Medical Transportation Management (MTM). The motion was seconded by Ms. Kim Thorne. The motion passed unanimously.

E. COORDINATION AGREEMENT

Mr. Ricardo Vazquez said that at the previous Local Coordinating Board for the Transportation Disadvantaged (LCB-TD) Meeting, MTM brought three Coordination Agreements which were unanimously approved by this Board, but the fourth contract, from Helping People Succeed, was not available for approval at that time so it is included in today's meeting. Mr. Collett advised that this is a specialized Statewide Coordination Agreement which has been approved by the Commission for Transportation Disadvantaged (CTD) and it fulfills the expectations of the agency as it relates to them becoming a part of our Florida Transportation System. Ms. Sanders clarified for Ms. Clarke that the Coordination Agreement currently used, was a product created by the collaboration of the Florida Department of Transportation (FDOT), the CTD and MTM, so FDOT has approved this document. Helping People Succeed has entered into this contract with MTM, plus she said that she and Mr. Collett have gone to the facility, talked to their Board as to the expectations of signing into the agreement such as the reporting requirements as part of a coordinated contractor. Ms. Sanders mentioned that they have applied for 5310 vehicles, in which MTM will be a participant in the review committee. She said that she has worked closely with them and have determined that they will be a good fit with MTM's coordinated contractors so she hopes that the Board will approve them. Ms. Van Etten concurred that Helping People Succeed is a great company and happy that they will be a coordinated contractor. Ms. Dorisman, from FDOT, affirmed that they have applied for 5310 funds and the contract was recently approved. Ms. Clarke inquired as to the capacity and number of the vehicles for which they have applied. Ms. Dorisman noted that they may not receive all five that they have requested, but a site visit will have to be made prior to that determination. Ms. Sanders explained that many of their current vehicles have reached their "useful life expectancy" adding that they currently serve St. Lucie and Martin Counties but hope to include Okeechobee County in the future. In order for them to have reliable vehicles she said, MTM has worked with them on their application. Ms. Sanders noted that Helping People Succeed approached MTM for this opportunity; the parties have met to discuss it and a site review took place. Ms. Clarke said that she will confer with staff about future planning with this agency because if there is such a great need then expansion and public participation is needed. Ms. Sanders reminded Ms. Clarke that MTM currently has coordination agreements with Goodwill, ARC of Martin County and Council on Aging. Ms. Clarke said she wasn't aware that there was such a local need.

A motion was made by Ms. Phyl Weaver to accept the Coordination Agreement of Helping People Succeed. Ms. Angela Van Etten provided the second. Seeing no objections, the motion passed unanimously.

F. COMMUNITY TRANSPORTATION COORDINATOR (CTC) CONTRACT UPDATE

Mr. Ricardo Vazquez refreshed the memories of the Board that this meeting was pushed back in anticipation of the Community Transportation Coordinator (CTC) selection process. It was the opinion of the MPO staff that there may possibly be a new CTC to recommend at this meeting, unfortunately, there isn't one at this time. He advised that MV Transportation has applied and there are some questions that need to be answered prior to a recommendation from the Selection Committee. An interview with MV Transportation will take place on April 9th, then it will go to the MPO Board and if the recommendation is approved, it will go to the CTD. Ms. Clarke inquired if there would be any risk or consequence to Martin from Tallahassee. Ms. Beltran advised that there would be no negative implications from the CTD toward Martin as they have been informed and are abreast of the situation. She advised that there is a CTD meeting in April near the end of April/first of May in which they will address this matter, but it is not an uncommon situation, it happens throughout the State. Ms. Clarke asked how long MTM will remain in the CTC position. Ms. Beltran said until June 31, 2018. Ms. Clarke asked that Ms. Sanders stand to be recognized. It was noted that Ms. Sanders and MTM have been Martin's CTC for almost ten years, and that she won the CTC of the year at the CTD Conference a couple of years ago. Ms. Clarke expressed her gratitude for Ms. Sander's hard work and efforts. She asked if there was an opportunity to have an alternate in case something doesn't work out for the CTC. Mr. Vazquez said that it is not uncommon for this to happen and that the CTD would try to work something out if there is not a selection by June, but we will know more after the interview with MV Transportation. Ms. Clarke again said "thank you" to Ms. Sanders on behalf of this Board and the residents of Martin County, for her service. Ms. Sanders said that she's thankful and MTM's appreciative for the opportunity, as a lot was learned. She said it's been a great experience for MTM and they really appreciate it plus the feedback which they have received from the Board. Ms. Clarke mentioned the difficulties in the beginning, and Ms. Beltran recalled that Martin was MTM's first contract in the State of Florida. She remarked how far the company has come seeing that there was only one complaint in the month of December, adding that they have done well. Ms. Clarke inquired if a special meeting will be convened after the meeting on April 9, 2018, to which Mr. Vazquez said he will let the Board know at a later date.

6. COMMENTS FROM BOARD MEMBERS

Ms. Van Etten said that this is not her last meeting, she will be back, but she wanted to take this opportunity to thank MTM for their exemplary service. She said the reference to the rough start up was made, but she is of the opinion that some of that was due to expectations, from the transition of one company to another, noting that the Council on Aging had been in place for a long time. Ms. Van Etten said that bumps in the road are inevitable but MTM hung in there! She said that she wished to credit Ms. Lisa Sanders with the perseverance, the commitment and the quality of transportation from the people who provided these services. Ms. Van Etten said that she couldn't have imagined it happening without Ms. Sanders at the

helm. She reflected that there was another person in the beginning, but once Ms. Sanders came on board, she was a problem solver, she wanted things to go well and made it happen! Especially, Ms. Van Etten said, with the call center not being housed in Martin County, Ms. Sanders trained those people thoroughly, and when things went wrong she stepped in to ensure that they got it correctly. She said that MTM may be a company but Ms. Sanders deserves the credit for it working in Martin County, plus being there to advise Mr. Collett; there was a lot of training and she's worked diligently to see it through. Ms. Clarke began a round of applause.

7. COMMENTS FROM FDOT

None.

8. COMMENTS FROM THE PUBLIC

Ms. Clarke called on Mr. Tomas Boiton from the Request to Speak form. She confirmed with Ms. Beltran that he could speak for five minutes. Mr. Boiton introduced himself, said that he works for Gulfstream Goodwill as the Mobility Management Facilitator for Martin, St. Lucie and rural Palm Beach Counties. He said that one of the things that he's been thinking of is the "Situational Appraisal" where we've been calling different for-profit and non-profit human transportation providers and ask what their experiences are, what they'd like to see; and how would they like to see it developed with different transportation programs in the region. He advised of the percentages; 69% non-profit and 22% for-profit agencies adding that of those responses 71% of them said that transportation was still a barrier for their clients to either receive services or become self-sufficient. Mr. Boiton said that 84% of those agencies surveyed said that 100% of their population is the Transportation Disadvantaged (TD) population, either low income, children at risk, intellectually developed or disabled. He said that he's aware that Mr. Kyle Collett and Ms. Lisa Sanders work extremely hard, and that he knows that their hearts are all in the right places, but since I have taken the survey, out of the three different Counties, Martin was the one we seemed to get the most complaints from. He said it seems like there's a huge discrepancy in the numbers and I know with the transition and with a new CTC coming on board we should really request for them to hear what Martin County is saying. Mr. Boiton said he's not sure if it's complaint fatigue, but in Palm Beach County people are just tired and aren't complaining anymore. The biggest barrier, specifically for Martin County, I'm not saying that there are solutions, I'm just saying this is what we're hearing from the agencies. Mr. Boiton said the hours, the crossing County lines, trips are not available, so when they are requesting trips they're saying okay you have to schedule it for a different time, and access for veterans were the complaints we got from here in Martin County. He said that to say that there was only one complaint in a quarter, that just doesn't make sense. There should be way more than one complaint in a quarter. Ms. Anita Cocoves inquired for the specifics comments about the Veterans as she didn't understand that part. Mr. Boiton said he spoke to the Veteran's Administration (VA) in terms of getting to the VA, it's a bus that takes a whole group of people to the VA, and again things could be done differently, but we would have to take a look at things to see what ways could be done differently. He said that Palm Beach County went through a transition where we did a listening session and we realized that there are ways for improvement and based on that information we will see how to allocate resources. Ms. Dorisman inquired if they surveyed the riders or the agencies. Mr. Boiton advised that they surveyed the agencies. Ms. Van Etten stated that these are not real complaints then. Mr. Boiton said that there are

two programs; one is specifically for the insurance agencies the other for individuals. He said that he was quoting from the numbers from the agencies. The reason that he puts a lot of focus on that, he said, he is working on a few programs, one is for human service agencies to do group sharing for purchasing of insurance, as well as maintenance. Mr. Boiton said that there could be some improvements as a lot of agencies receive 5310 vehicles that they have to take to a mechanic that they don't trust. The agencies are not taking their vehicles into the shops for regular oil changes and maintenance as FDOT recommended to extend the life of the vehicle. So the agencies are not maximizing the use of those vehicles. They have a few clients that they take, the few times a week that they need the vehicle for and they don't keep up on the maintenance to maximize the use. So he is looking to do the group insurance and maintenance costs and then one of the things that he wants to recommend is in Palm Beach and St. Lucie, they requested that Board members make phone calls to some of the riders and they spoke to some of the Board members. He said he wasn't sure if that was a practice that is performed in Martin, but he would recommend that you ask your CTC if they would give you a list and each member just make ten calls. Mr. Boiton said they call and ask them how's the service, and what would you like to see for improvements? Ms. Sanders clarified from Mr. Boiton, that he is saying that he interviewed 81 agencies; she inquired how many of those agencies were from Martin County. Mr. Boiton said he could access that information but the vast majority was from St. Lucie so he would say over 35 agencies responded from Martin County. Ms. Sanders advised Mr. Boiton, that as part of the CTC Evaluation, for your edification, the Board does receive a list of all of our clients and they do call the clients, Ms. Van Etten interjected that it's the annual survey. Ms. Sanders commented, Access for Veteran's and requested that he elaborate as to some of the questions that were posed as part of the survey as there is transportation for Veterans as part of the Volunteer Program and MTM does work with the Veterans so can you elaborate more on what are the actual needs. She said that this Board has agreed for MTM to go 25 miles outside of the County line, which is what MTM does, but going to the actual VA, MTM refers Veterans to the MARTY, which we work closely with, so I am curious to see the list of questions that you asked of the agencies, because some of those things may be out of the control of MTM based upon the services the LCB has authorized MTM to perform. Mr. Boiton said clearly, MTM has done a fantastic job as noted when they received the Provider of the Year, and I'm not trying to rain on anybody's parade, but we asked generic questions like, "Do you have problems getting to the VA? What happened?" Generalized questions, he said like are you have issues with transportation, what would you like to see improved in transportation. Mr. Boiton said that because the Veteran's Administration, but to get a person to essentially a doctor's appointment is done with great difficulty. He mentioned that there are certain times that they have to get into that and now the vehicle has to work with their schedule and be able to work with a bus load of people having to be dropped off at the same time. Mr. Boiton remarked that there are other solutions out there one that St. Lucie County is doing is they developed the Direct Connect Program. Ms. Beltran interrupted saying that Mr. Boiton has talked for almost ten minutes. Ms. Clarke stated that his input has been important and she questioned if the survey has done enough saying we need a written report. She suggested that Mr. Boiton get his comments to the MPO staff to see if it may be something that they could use or consider in implementing their plan. She expressed her thanks for Mr. Boiton's ideas. Ms. Van Etten said that she was called as a participant for this survey and that the person giving the survey knew nothing about transportation. She said that she doubted that he got half of

what she was saying, so she will reiterate what Ms. Clarke said that we would need to see a written report. Ms. Van Etten said if as you say, there have been complaints about MTM not crossing County lines, then that is not accurate information. If the person performing the survey was familiar with transportation, she said, it would have been an opportunity to educate them advising that Martin County *does* cross County lines, plus their service hours have been *increased* with opportunities to get rides on the weekend to go to church or places on Saturday. Ms. Van Etten said of course Martin County may not be able to fulfill every ride requested, but this is why it's important to have it in writing, to sift through what is misinformation on part of the agency being interviewed, or what needs to be improved. She mentioned that there's always room for improvement and this is one of the reasons that MTM has been so great. Ms. Van Etten said that MTM has worked with us, they brought in the Volunteer Driver Program, the Mileage Reimbursement Program, and have adjusted them as necessary. Mr. Boiton expressed his thanks and asked if he could be on the agenda to provide a presentation at the next quarter's meeting and asked if he could be added to the email distribution list. Ms. Beltran said that he would need to speak to staff. Mr. Boiton stated that he had requested the agenda but wasn't able to receive it. Ms. Beltran said that the MPO would be glad to add him to the distribution list. Mr. Boiton expressed his thanks. Ms. Beltran advised that the agenda is on the County's Website and he was advised to refer to the Website.

Ms. Clarke asked if there were any other comments.

Dr. Anita Cocoves advised that she provides homeless prevention and has the capability to offer a one way ticket for those needing to be returned north to family. She stated that a lot of people end up here thinking that they will get a job or hook up with family but it doesn't come to pass so if they need to return home she can provide the bus ticket. Dr. Cocoves said that they contact the people at the other end, to ensure that the person has somewhere to go or there is a job waiting so we're not just exporting our homeless population to another community.

Ms. Clarke suggested that maybe some of the planning funds could be used to hold a "roundtable" for the service providers, to sit down and talk to them about services available. Mr. Vazquez mentioned that FDOT recently hosted a Health and Human Services Transportation Summit so many agencies have recently been advised.

9. NOTES

None.

Ms. Clarke mentioned that at the June meeting we will get a response to the April 9th meeting. She requested that Mr. Boiton provide his survey information to staff. Ms. Clarke again expressed praises to MTM for their service to Martin County. Ms. Clarke addressed Ms. Thorne requesting her professional information noting that she works with the School Board. Ms. Thorne advised that she is the Transition Specialist; she works with 14-22 year olds with the main goal of employment for young individuals who age out of the school system if not before. She said that she works with the Project Search Program which is a partnership with the Martin Health System.

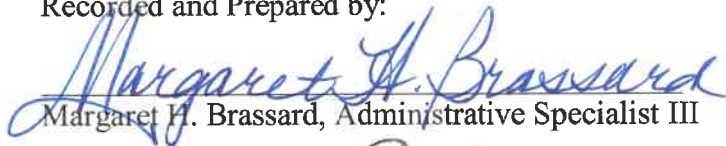
10. NEXT MEETING

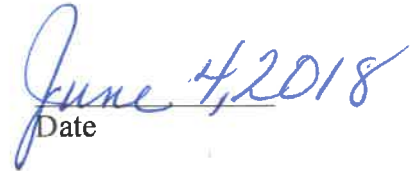
The next Board meeting is June 4, 2018.

11. ADJOURN

A motion was made by Ms. Kim Thorne with a second by Ms. Angela Van Etten. The the meeting was adjourned at 11:02 AM.

Recorded and Prepared by:


Margaret H. Brassard, Administrative Specialist III


Date

Approved by:


Eula R. Clarke, Chair


Date