

**Lee County Transportation Disadvantaged
Local Coordinating Board**

**10:00 AM, May 1, 2015
City of Cape Coral Public Works – Green Room
815 Nicholas Pkwy E, Cape Coral FL 33990
239-330-2240**



AGENDA

Call to Order

Pledge of Allegiance

Introductions

New Business

1. *Approval of Minutes from March 6, 2015 Public Hearing Meeting
2. *Approval of Minutes from March 6, 2015 Business Meeting
3. Public Comments on Items on the Agenda

Other Business

4. Public Comments on Items not on the Agenda
5. Program Updates and Distribution Items (Brian Raimondo)
 - Calendar of events
6. Good Wheels Updates and Reports (Alan Mandel)
 - Ridership and complaints for January through March 2015
 - Operator Payments

Adjournment

*Action Items †May Require Action

All meetings of the Lee County Metropolitan Planning Organization (MPO) are open to the public. In accordance with the Americans with Disabilities Act, any person requiring special accommodations to participate in this meeting should contact Brian Raimondo at the Lee MPO 48 hours prior to the meeting by calling (239) 244-2220; if you are hearing or speech impaired call (800) 955-8770 Voice / (800) 955-8771 TDD. Or, e-mail braimondo@leempo.com

The MPO's planning process is conducted in accordance with Title VI of the Civil Rights Act of 1964 and related statutes. Any person or beneficiary who believes he has been discriminated against because of race, color, religion, sex, age, national origin, disability, or familial status may file a complaint with the Florida Department of Transportation District One Title VI Coordinator Robin Parrish at (863) 519-2675 or by writing her at P.O. Box 1249, Bartow, Florida 33831.

**MINUTES OF THE LEE COUNTY LOCAL COORDINATING BOARD
MEETING FOR THE TRANSPORTATION DISADVANTAGED – PUBLIC HEARING**

Held on March 6, 2015 @ 10:00 am

City of Cape Coral Annex Building, Conference Room A200, 815 Nicholas Pkwy E, Cape Coral, FL

A Representative of:	Voting Members	Agency	Alternates to Voting Members	Agency
An elected official from the MPO Board to serve as the official Chairperson.	Rick Williams (Present)	City of Cape Coral	No alternate	
A. A local representative of the Florida Department of Transportation (DOT)	Debi Stephens (Present)	FDOT	Richard Shine (Absent)	FDOT
B. A local representative of the Florida Department of Children and Families (DCF)	Donna Torres (Absent)	DCF	Nathan Santos (Present)	DCF
C. A local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible	Roger Lloyd (Present)	Lee County School Board	Vacant	
D. In areas where they exist, a local representative of the Division of Vocational Rehabilitation Services or the Division of Blind Services, representing the Department of Education	Mary Watford (Absent)	DOE	Flora Gonzalez (Absent)	DOE
E. A person recommended by the local Veterans Service Office, representing Veterans of the county	Jerry Conway (Present)		Frank Greulich (Absent)	
F. A person recognized by the Florida Association for Community Action representing the economically disadvantaged	Kim Hustad (Present)	Lee County Human Services	Robin Jewett (Absent)	
G. A person representing the Elderly in the county	Linda Carter (Present)		(Vacant)	
H. A person with a disability representing the disabled in the county	(Vacant)		(Vacant)	
I-1. [One of Two] Citizen Advocates in the County	Michael Pierce (Present)		(Vacant)	
I-2. [One of two] Citizen Advocates this one must be a person who uses the transportation service(s) of the system as their primary means of transportation.	David Lane (Present)		(Vacant)	
J. A local representative for children at risk	Lorena Rodriguez (Absent)	Lee Memorial-Children's Hospital	Mark Tesoro (Present)	Lee Memorial-Children's Hospital

K. In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit Systems Board, except in cases where they are also the Community Transportation Coordinator.	Steve Myers (Absent)	LeeTran	Peter Gajdjis/ Jill Brown (Present)	LeeTran
L. A local representative of the Florida Department of Elder Affairs	Vacant		Vacant	
M. An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the CTC.	Michael Griffin (Present)	SWFL Transportation	Priscilla Hardaway (Absent)	Creative Resources
N. A local representative of the Florida Agency for Health Care Administration	Joe Martinez (Present)	AHCA	Karen Brooks (Absent)	AHCA
O. A representative of the Regional Workforce Development Board established in Chapter 445, <i>Florida Statutes</i> .	Jim Wall (Absent)	Career Source SWFL	Deb Reardon (Present)	Career Source SWFL
P. A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, hospitals, local health department or other home and community based services, etc.	Vacant	Lee Memorial Health Systems	Vacant	Lee Memorial Health Systems

Also in attendance: Alan Mandel- Good Wheels, Rosalie Berlin – Citizen, and Brian Raimondo – Lee MPO.

The meeting was called to order by Chairman Williams at 10:06 am. There was a quorum. The Pledge of Allegiance was recited and introductions were made.

Agenda Item #1 – CTC Evaluation

Mr. Raimondo discussed that the LCB evaluation committee met on Feb 3rd at Good Wheels. Those in attendance were Linda Carter, Mike Griffin, Alan Mandel and Brian Raimondo. The bus ride took place that same morning. Mr. Raimondo mentioned the LCB should review and make comments on the evaluation. Ms. Carter discussed how there were issues last year that weren’t resolved this year (complaint documentation and document retention). After the evaluation she went to Good Wheels to assist in resolving the issues and helped update their files. Mr. Griffin said some of the people he had to call had incorrect phone numbers. Ms. Hustad discussed limited language skill assistance for the website.

**Motion by Ms. Carter and seconded by Mr. Martinez to approve the CTC Evaluation.
Carried unanimously.**

Agenda Item #2 – Minor Update of the TDSP

Mr. Raimondo discussed the bullet points he provided in the staff report on the items updated by Good Wheels, LeeTran and himself. These items included, but not limited to, general housekeeping dates/name

changes, population figures, fare changes, needs assessment, challenges to coordination, CIP and coordination contract agencies. Mr. Martinez said the Medicaid grievance procedures needed to be removed since Good Wheels no longer provides Medicaid trips. Replace the grievance procedures with the Medicaid Grievance Hotline: 877-254-1055.

Motion by Ms. Carter and seconded by Mr. Lane to approve the TDSP and TD Grievance Procedures with the Medicaid Grievance changes. Roll call vote was taken and the motion was passed unanimously.

Agenda Item #3 – Endorse the FTA Grants

Ms. Stephens said she needed to abstain since she is with FDOT who awards the grants.

Ms. Carter said there is no documentation stating that each agency is current and is licensed to do business with FDOT. Mr. Mandel said Good Wheels is updated and current. Ms. Carter said the grants need to be amended and Dr. Piper and Hope Hospice should be denied until that document is added. Ms. Stephens said while employed at Good Wheels she never added that document. Mr. Raimondo asked FDOT what happens if the LCB doesn't endorse the grants and Ms. Stephens said she would have to get back with an answer. Later in the meeting, Mr. Gajdjis said the LCB endorsement would help with tie breaking situations. Chairman Williams said this document doesn't have anything to do with doing business with the state, but it's more for tax purposes.

Ms. Carter went on to say she wants to endorse the grants, but wants them called to have this document updated. Ms. Hustad asked if there is some regulation that this committee needs to endorse them and Mr. Raimondo replied that FDOT requests the LCB to review them. Mr. Conway said he just looked on the internet and found Hope Hospice as a business that is taxable.

Mr. Mandel said Hope Hospice and Dr. Piper don't have coordination contracts at this time, but he is sending out the applications in the next few days.

Motion by Ms. Carter and seconded by Mr. Pierce to endorse all the grants. Motion passed unanimously.

Agenda Item #4 – Public Comments on Items not on the Agenda

None

Motion by Ms. Carter and seconded by Mr. Martinez to closet meeting. Motion carried.

**MINUTES OF THE LEE COUNTY LOCAL COORDINATING BOARD
MEETING FOR THE TRANSPORTATION DISADVANTAGED**

Held on March 6, 2015 @ 10:40 am

City of Cape Coral Annex Building, Conference Room A200, 815 Nicholas Pkwy E, Cape Coral, FL

A Representative of:	Voting Members	Agency	Alternates to Voting Members	Agency
An elected official from the MPO Board to serve as the official Chairpersons.	Rick Williams (Present)	City of Cape Coral	No alternate	
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C. A local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible	Roger Lloyd (Present)	Lee County School Board	Vacant	
D. In areas where they exist, a local representative of the Division of Vocational Rehabilitation Services or the Division of Blind Services, representing the Department of Education	Mary Watford (Absent)	DOE	Flora Gonzalez (Absent)	DOE
E. A person recommended by the local Veterans Service Office, representing Veterans of the county	Jerry Conway (Present)		Frank Greulich (Absent)	
F. A person recognized by the Florida Association for Community Action representing the economically disadvantaged	Kim Hustad (Present)	Lee County Human Services	Robin Jewett (Absent)	
G. A person representing the Elderly in the county	Linda Carter (Present)		(Vacant)	
H. A person with a disability representing the disabled in the county	(Vacant)		(Vacant)	
I-1. [One of Two] Citizen Advocates in the County	Michael Pierce (Present)		(Vacant)	
I-2. [One of two] Citizen Advocates this one must be a person who uses the transportation service(s) of the system as their primary means of transportation.	David Lane (Present)		(Vacant)	
J. A local representative for children at risk	Lorena Rodriguez (Absent)	Lee Memorial-Children's Hospital	Mark Tesoro (Present)	Lee Memorial-Children's Hospital

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L. A local representative of the Florida Department of Elder Affairs	Vacant		Vacant	
M. An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the CTC.	Michael Griffin (Present)	SWFL Transportation	Priscilla Hardaway (Absent)	Creative Resources
N. A local representative of the Florida Agency for Health Care Administration	Joe Martinez (Present)	AHCA	Karen Brooks (Absent)	AHCA
O. A representative of the Regional Workforce Development Board established in Chapter 445, <i>Florida Statutes</i> .	Jim Wall (Absent)	Career Source SWFL	Deb Reardon (Present)	Career Source SWFL
P. A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, hospitals, local health department or other home and community based services, etc.	Vacant	Lee Memorial Health Systems	Vacant	Lee Memorial Health Systems

Also in attendance: Alan Mandel- Good Wheels, Rosalie Berlin – Citizen, and Brian Raimondo – Lee MPO.

The meeting was called to order by Chairman Williams at 10:40 am directly after the Public Hearing. There was a quorum.

Agenda Item #1 – Approval of the December 5, 2014 minutes

Motion by Ms. Hustad and seconded by Mr. Pierce. Motion passed unanimously.

Agenda Item #2 – Public Comments on Items on the Agenda

None

Agenda Item #3 – Program Updates and Distribution Items

Mr. Raimondo provided the calendar of events.

Agenda Item #4 – Good Wheels Updates and Reports

Mr. Mandel noted there were very few complaints. He said there were three complaints in November and December for Lee County. Mr. Mandel went on to say Good Wheels is doing the TD trips funded by the state. The work they used to do for Medicaid and PEPAC has all changed. All the Medicaid trips are done through HMO'S and brokers. Good Wheels has signed on with all three brokers to do trips. He said it was a difficult process and was expensive. Mr. Mandel said the new way Medicaid trips are being handled has broken up the coordination. The brokers are nice people to work with, but they take a long time to reimburse. They all have a different process for reimbursement. He said it's the future and Good Wheels is adapting to it. They are getting more Medicaid trips this past month than they did before.

Ms. Hustad asked if it increased the administrative costs for Good Wheels and Mr. Mandel said yes.

Mr. Lane asked if there are a larger amount of Medicaid trips and Mr. Mandel said there are a larger number of potential trips.

Mr. Pierce asked if there is anything this committee can do to increase the speed of the reimbursement process. Mr. Mandel said he doesn't know, but is using a line of credit to weather the storm.

Regarding operator payments, Mr. Griffin stated he is an operator and has nothing to say.

Agenda Item #5 – Public Comments on Items Not the Agenda

None

Agenda Item #6 – Member Comments

Discussion was started by Mr. Lane regarding issues of riders, not related to Good Wheels, being dropped off near jetBlue Park. Mr. Griffin said the riders are being dropped off at either the bus stop or CVS and are picked up from there by the shuttle service.

Ms. Carter asked if UBER is cutting into SWFL Transportation's business and Mr. Griffin said it is cutting into the airport business. Discussion regarding UBER's lack of ADA compliant vehicles and permits. SWFL transportation goes through drug and background screening, but UBER does not require this.

Ms. Carter motioned and second by Mr. Griffin to adjourn. Motion carried unanimously.

PROGRAM UPDATES AND DISTRIBUTION ITEMS

Calendar of Upcoming Events for the Lee County Local Coordinating Board	
January 2015	Planning Agency staff to schedule Evaluation Committee meeting at Good Wheels to conduct evaluation. Preparation of the draft minor update to the TDSP.
February 2015	Evaluation Committee meets at Good Wheels to conduct evaluation.
March 2015	LCB Public Hearing Meeting and Regular Business meeting @ 10:00 AM TBD. Planning Agency staff submits TDSP minor update draft and evaluation to LCB for review and approval. Also submitted are 5310 grants for endorsement.
April 2015	Draft minor update of TDSP submitted to Lee County MPO Technical Advisory Committee, Citizen Advisory Committee and Lee County MPO Board for their endorsement.
May 2015	LCB meeting at 10:00 AM on May 1st.
June 2015	June meeting (cancelled). Planning Agency staff submits final approved TDSP to the Commission for the Transportation Disadvantaged.
July 2015	TD Conference
August 2015	Prepare AER.
September 2015	Meeting September 4 th 10:00 am. Review AOR and Bylaws.
December 2015	Meeting December 4 th at 10:00am. Election of Vice-Chair, review grant applications and appointment of CTC Evaluation Committee. Begin draft TDSP preparation.

GOOD WHEELS UPDATES AND REPORTS

- Ridership and complaints for January through March 2015
- Operator Payments



COMPLAINTS RECEIVED JANUARY 2015 - MARCH 2015 LEE COUNTY

