

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

Held on May 2, 2014 @ 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 Chairpersons.	Alan Mandel (Present)	Town of FM Beach	No alternate	
A. A local representative of the Florida Department of Transportation (DOT)	Deb Stephens (Present)	FDOT	Richard Shine (Absent)	FDOT
B. A local representative of the Florida Department of Children and Families (DCF)	Stacey Lowe (Present)	DCF	Melissa Mickey (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 (Absent)	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 (Present)	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	Brian Powers (Absent)		(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 (Present)	Lee Memorial-Children's Hospital	Sally Kreuzscher	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 and 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 (Present)	Career Source SWFL	Deb Reardon (Absent)	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	Teresa Frank- Farhner (Absent)	Lee Memorial Health Systems

Also in attendance: Tom Nolan - Good Wheels, Inc., Julia Davis – Omnibus, Wayne Gaither- LeeTran, Timothy Holden, Rosalie Berlin – Citizen, Marcia Stevens – Citizen, Don Scott and Brian Raimondo – Lee MPO.

CALL TO ORDER

The meeting was called to order by Chairman Mandel at 10:00 am. There was a quorum. The Pledge of Allegiance was recited and introductions were made.

Agenda Item #1 – Approval of the Minutes from the March 7, 2014 meeting

Motion by Mr. Lane and seconded by Mr. Griffin to approve the minutes. Motion carried unanimously.

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

No comments were made.

Agenda Item #3 – Review and Approve Good Wheels’ Annual Evaluation

Mr. Raimondo discussed that the CTC evaluation, a committee meeting was held on February 12th and February 21st at Good Wheels. Linda Carter, David Lane, Mike Griffin, Priscilla Hardaway were all in

attendance. Ms. Davis was in charge of the evaluation for Good Wheels, but Mr. Nolan and many other members of Good Wheels attended when necessary. Mr. Raimondo mentioned this was one of the best evaluations done in recent years and Mr. Nolan agreed. Ms. Carter compiled and drafted the entire evaluation. The LCB had no further comments or additions.

Motion by Mr. Lane and seconded by Ms. Lowe to approve the Annual Evaluation of Good Wheels. Motion carried unanimously.

Agenda Item #4 – Review and Approve TDSP Minor Update

Mr. Raimondo mentioned the TDSP just underwent a major update last summer. The Minor updates made include:

- Changed the date on the cover page and entire cover page
- Updated roll call and date.
- Updated Table 2 Population and Table 2a
- LeeTran’s changes included date changes to the TDP, updated FY funding allocation numbers and miscellaneous route number changes.
- Policies and Standards were updated.

Since we were in the same fiscal year as the previous TDSP approval, Good Wheels had no changes to their documents. The LCB had no further updates or changes.

Motion by Mr. Lane and seconded by Ms. Hustad to approve the TDSP Minor Update and Grievance Procedures. The motion carried via a Roll Call vote.

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

Ms. Stevens said she spoke at the last meeting and said since then her drivers have changed and she has been dropped from receiving trips due to copay issues. Without the copay she would not be provided service. Mr. Nolan said they have tried to contact her and Mr. Bowman has talked to her twice. Good Wheels would like to buy her a LeeTran monthly pass since she is already using the transit service. Ms. Stevens complained she never receives a call back. The solution is to send her certified mail.

Ms. Hustad asked who does she call at LeeTran for Veterans assistance? Mr. Gajdjis said to talk to him after the meeting, and Mr. Conway said he wanted to be involved in this conversation.

Mr. Pierce said LeeTran should try to use Good Wheels’ recently laid off drivers if they hire in the future.

Agenda Item #6 – Program Updates and Distribution Items

Mr. Raimondo provided the updated calendar and the second quarterly report as informational items.

Agenda Item #7 – Good Wheels’ Updates and Reports

Mr. Nolan mentioned that the third quarter ridership went up since last year this time by 4.5%. Funding did go up a little, which helps.

Mr. Nolan said there were 23 service complaints in the third quarter. The goal in the TDSP is to keep it under a specific percent, and they were well under the threshold at 0.1%. They had two people fall recently. One was the rider’s fault, who was assisted quickly with medical attention. The other fall was the rider wasn’t fastened in properly.

According to Mr. Nolan, the most expensive expenditures are no shows. It used to be 14% and now it’s around 7%. He would like to get the no shows under 5% to help make the economics make sense. Some of the no shows are due to family issues.

Handouts were provided regarding the Medicaid reform. Mr. Nolan said Good Wheels has a five year contract and still has four years to provide service regardless of the Medicaid situation. Client booking and scheduling won’t change. He further discussed CTC funding and the 10% match they receive from the United Way contributions.

The FY 14/15 budget that was presented to the Good Wheels’ board on March 24th was discussed.

Mr. Nolan said the Medicaid contract is every three months, and he is unsure if they will do Medicaid as of September 2014. There are 11 providers in Florida that have declined Medicaid contracts.

Mr. Nolan mentioned they are downsizing the company and are combining the operations manager and CEO into one position. He will be retiring at the end of the year. By combining the two positions they can balance the position. A new CEO will be hired within the near future.

Good Wheels is committed to four goals:

1. Serve Medicaid clients that may fall through the cracks.
2. Serve the TD Commission to execute the 90 contract.
3. Serve the LCB’s by maintaining all their service standards as they downsize.
4. Serve the Good Wheels’ Board by achieving goals 1-3 and tending to their displaced employees.

Ms. Hustad said if they have displaced workers to refer them to her department. Mr. Wall said Workforce can try to assist too.

Mr. Gajdjis said he is starting to get phone calls and he is referring them to AHCA. Medicaid is being mixed with LeeTran. People are concerned Medicaid won’t be doing any transportation trips.

Mr. Gajdjis asked if during the transition if Good Wheels will provide the trips and get reimbursed? Mr. Nolan said yes they would, however, they just don’t know how the reimbursement will work.

Mr. Martinez said complaints can be logged through their website or calling the local office.

Mr. Scott questioned the cost per trip. Mr. Nolan said he didn’t really want to comment on brokerage cost. He discussed how they don’t have a fleet to support what the HMOs want, and they would need to be a taxi service.

Chairman Mandel said that HMOs will be taking a percentage of the annual funds; therefore, fewer funds will be coming to the locals.

Ms. Davis said the TD Commission will be in Clearwater Beach and is open to the public.

Mr. Pierce said everything is confusing and it is difficult for grass roots efforts.

Mr. Martinez said he will ask Tallahassee to provide local media with press releases for the rollout. He provided the Medicaid complaint number. Chairman Mandel questioned whether the press releases would help or hinder since the transition date is so close.

Adjourned at 11:40