

**MARTIN COUNTY 2009-2013
TRANSPORTATION DISADVANTAGED SERVICE PLAN
(Minor Update)**

**(A COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION
PLAN)**

Prepared for the:

Martin Metropolitan Planning Organization

and

Medical Transportation Management, Inc.

Prepared by:

Center for Urban Transportation Research
University of South Florida
Tampa, Florida



April 21, 2009

Amended: June 01, 2009

Amended: August 24, 2009

Updated: June 7, 2010

Updated: June 6, 2011

Amended: December 5, 2011

IMPLEMENTATION SCHEDULE

Transportation Disadvantaged Improvement Program

Martin County's Implementation Plan builds upon the County's program of providing services with modern, clean, and efficient vehicles and equipment by utilizing ongoing upgrades and replacements within available funding capacity. Specific capital projects and activities are listed in the implementation schedule.

Increasing system efficiency is also a primary component of this Implementation Plan. If a paratransit trip has an origin and destination within the fixed-route, it will be necessary for the passenger to use the fixed-route, unless that patron is unable to utilize the system. This supports and emphasizes the use of fixed-route bus passes and tickets. Shifting trips to the fixed-route system will help increase capacity on the paratransit system, and reduce trip costs within the coordinated system, resulting in a more "efficient" system.

**Table 15
Improvement Schedule/TD Capital Improvements Program**

Implementation Date	Ongoing System Improvements/Review
<p>Route changes have been implemented to improve and build choice ridership. Bus stop signs were installed by the County in November and December of 2009. MTM participated in Martin MPO's Transportation Day held in June 2009. The County is working on installation of bus shelters and feeder bus service to compliment the I-95 Express Bus service.</p>	<p>FY 2008/2009</p> <p>Improve and build ridership for Indiantown in-town and Indiantown to Stuart Shuttle. This will include installation and relocation of bus stop signs, marketing and branding the service, establishing bus stop locations and installation of camera. Increase the number of locations to purchase bus passes.</p> <p>Hold a Transportation Day.</p> <p>Conduct an analysis to determine the potential market for weekend & entertainment shuttle,</p> <p>FY 2009/2010</p> <p>Install bus shelters along fixed-routes; implement Kanner Highway Express Feeder Bus Shuttle that will compliment the Express Bus Service.</p>

Improvement Date	Capital/Service Improvements	Funding Source(s)
<p>The County has ordered new vehicles to replace the Indiantown Shuttle vehicles. Bike racks were ordered in April 2009.</p> <p>Preventive Maintenance has been added to MTM's contract with the County.</p> <p>Bus stop signage has been installed and relocated throughout Indiantown.</p> <p>Weekend/Evening services were started in January 2010.</p> <p>Marketing and driver and safety training is ongoing.</p>	<p>FY 2009/2010</p> <ul style="list-style-type: none"> • Purchase Indiantown Shuttle • Preventive Maintenance • Bicycle Racks for buses • Installation and Relocation of bus stop signs • Install security cameras • Weekend Employment Shuttle • Expanded Evening Services • Marketing • Driver and Safety Training Programs 	<p>5316/5317, 5310, Service Development, 5307, 5311, Shirley Conroy Grant</p>
<p>FY 2010/2011</p> <p>The County recently replaced two fixed-route vehicles. As part of the New Freedom Grant, Night and Weekend Services were provided by MTM.</p>	<ul style="list-style-type: none"> • Replacement of Vehicles • Bus Shelters and Other Bus Stop Amenities • Expansion of Fleet • Weekend Employment Shuttle • Expanded Evening Services • Marketing • Automated Fare Collection 	<p>5316/5317, 5310, Service Development, 5307, 5311, Shirley Conroy</p>

<p>MTM continues to market services to the Martin County community. New brochures were created, website updated, new schedules for fixed-routes were created, joined the Stuart Chamber of Commerce and periodically posts ads in the paper. MTM participates in FDOT safety training and updates SSPP and SPP annually. MTM ensures all providers conduct regular driver safety training.</p>	<ul style="list-style-type: none"> • Replacement of Vehicles • Bus Shelters and Other Bus Stop Amenities • Expansion of Fleet • Weekend Employment Shuttle • Expanded Evening Service • Marketing • On-going Driver & Safety Programs 	<p>5316/5317, 5310, Service Development, 5307, 5311, and Shirley Conroy</p>
<p>FY 2011/2012</p>	<ul style="list-style-type: none"> • Replacement of Vehicles • Bus Shelters and Other Bus Stop Amenities • Expansion of Fleet • Weekend Employment Shuttle • Expanded Evening Service • Marketing • On-going Driver & Safety Programs • Purchase of Scheduling and Routing Software 	<p>5316/5317, 5310, Service Development, 5307, 5311, and Shirley Conroy</p>
<p>FY 2012/2013</p>	<ul style="list-style-type: none"> • Replacement of Vehicles • Bus Shelters and Other Bus Stop Amenities • Expansion of Fleet • Weekend Employment Shuttle • Expanded Evening Service • Marketing • On-going Driver & Safety Programs 	<p>5316/5317, 5310, Service Development, 5307, 5311, and Shirley Conroy</p>

<p>FY 2013/2014</p>	<ul style="list-style-type: none"> • Replacement of Vehicles • Bus Shelters and Other Bus Stop Amenities • Expansion of Fleet • Weekend Employment Shuttle • Expanded Evening Service • Marketing • On-going Driver & Safety Programs 	<p>5316/5317, 5310, Service Development, 5307, 5311, and Shirley Conroy</p>
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2. SERVICE PLAN

OPERATIONS ELEMENT

Types, Hours, and Days of Service

As the CTC, MTM operates transportation requests throughout Martin County through a subcontracted transportation provider network. This network consists of transportation providers that meet the demands of the community providing public transportation, shuttle services, ambulatory, wheelchair and stretcher van services.

Clients who are funded under the Transportation Disadvantaged or Medicaid Program will contact MTM at a toll free number (1-866-836-7034). Riders of the public transportation system will contact Community Coach at 772-283-1814 or use the flagging system to access their vehicle at a designated bus stop.

The program is operating with four transportation provider companies totaling 37 vehicles. Service is available based on the community's needs. MTM expanded the operational service hours beginning January 1, 2009 due to the increased network capacity. Service is Monday through Friday, excluding holidays, from approximately 5:00am to 5:00pm. Saturday service is provided to accommodate dialysis patients traveling from Stuart and Indiantown.

MTM provides curb-to-curb and door-to-door service based on the client's needs. These needs are identified during the initial call intake and arranged with a transportation provider that can meet those needs.

Accessing Services

Martin County clients will schedule transportation with MTM's well-trained staff using automated systems and proven processes. Friendly, professional Customer Service Representatives (CSRs) are available 5 days a week. Normal routine hours to arrange transportation is 6:00 a.m. to 6:00 p.m. Monday through Friday. However, MTM provides a live operator after hours and on weekends to handle Medicaid calls for urgent trip requests and hospital discharges.

Eligibility

During the call intake process, the CSR will screen for eligibility and qualify the caller on a series of questions to determine their funding source. If it is identified that the client utilizes public transportation, the client will be referred to Community Coach's transportation line at 772-283-1814.

For first time callers, MTM will determine if the caller can complete a Beneficiary Intake Form (BIF). If yes, the CSR will arrange the first two weeks of trips and inform the caller they will send the BIF in the mail to be completed by the client. The client has ten (10) business days to complete the BIF and send back to MTM. MTM also requires that the Level of Need (LON) Assessment Form be completed by a licensed medical professional to determine the most appropriate mode of transportation based on functional abilities. The LON must also be returned to MTM. Once MTM receives the BIF and LON, all the information is loaded into MTM's NET Management System for future trip requests.

If the client is not a Medicaid recipient, the CSR will ask the client if they can pay for transportation. The trip is assigned to a funding source once it has been determined which program the rider is eligible for.

If it is determined that the client does not speak English, but speaks Spanish, the call is transferred to the Spanish queue or available bilingual CSR. If none of these options are available or the client speaks a different language, the CSR will call the AT&T language line to assist with the call.

If the client is deaf, hard of hearing or speech impaired and wishes to communicate with a hearing person who uses a standard phone, the CSR will refer them to the Standard TTY Relay Service.

The MTM NET Management System will assign the client to the most appropriate form of transportation. The most appropriate level of service is determined by the client's special needs. Once the trip is assigned, the CSR will inform the client of the transportation provider company that will pick them up. The CSR will also inform the client that the driver will contact them 24 hours before the trip to arrange an actual pick up time.

MTM requires a 72 hour advance notice for all trip requests. If a trip is requested with less than 72 hours notice, it is considered urgent or medically necessary. All urgent and medically necessary trip requests are verified. If the CSR cannot verify the urgency of the trip, the trip will be denied and the client will be asked to reschedule their appointment with 2 or more days notice.

The CSR notes other information such as additional passengers, whether space is needed to accommodate car seats, pregnancy, wheelchair lift, service animals, etc. in the appropriate special needs fields in the system. Any other pertinent information for the transportation provider is noted on the special needs line.

Once all the information is entered, MTM's NET Management System automatically sends a trip fax to the transportation provider. This fax allows the transportation provider to create their schedules based on all trips assigned to them.

Prioritization

As required under federal law, ADA trips are not included in the prioritization process. ADA eligible trips are provided without prioritization and cannot be denied. In addition, trips that are provided with FTA Section 5311 funds may not be prioritized and must be made available to the "general public."

MTM will prioritize a trip request per expenditures of Commission of Transportation Disadvantaged (CTD). The CSR will schedule the request based on the priority approved on March 7, 2011 by the Local Coordinating Board (LCB) of Martin County. Trip priorities are as follows:

1. Medical (only 50% of monthly allocation can be used for recurring or subscription trips)
2. Employment
3. Education
4. Grocery Shopping / Nutrition
5. Social Service Agency Trips
6. Other Social / Shopping / Life Sustaining Trips

If the trip request is not one of the top 4 priorities or appointment driven, the CSR will deny the request and ask the client to reschedule their request until funding is available. If the client can utilize public transportation, the CSR will refer the member to Martin County's public transportation provider number.

Cancellations/No Shows

At the end of each call, the CSR educates the client to call the toll free number in the event the trip request has changed or they need to cancel their appointment. If the client calls more than one (1) hour before the trip request to report a cancellation, MTM will not count the trip as a no show and will notify the transportation provider immediately of the cancellation.

A "No Show" is defined as a client who is not home (or the designated pick up destination) at the scheduled pick-up time and has not notified MTM within one (1) hour prior to pickup time. A cancellation at the door is considered a "No Show".

MTM's No Show Policy

- 1st No Show – Driver will leave “No Show” Notice on the door.
- 2nd No Show – A letter of warning documenting the number of no shows accumulated in a specific period of time will be sent from MTM to the client.
- 3rd No Show – If a third no show occurs within a 60 day period, a letter notifying the client of their suspension from service for a 30 day period will be sent from MTM to the client.
- After the first reinstatement to the Transportation Program, the “No Show” policy will be enforced as described above and the suspension of service will be increased to 45 days as of the 3rd No Show.
- After the second reinstatement to the Transportation Program, the “No Show” policy will be enforced as described above and the suspension of service will be increased to 60 days as of the 3rd No Show.

Transportation Operators and Coordination Contractors

MTM manages a complete brokerage system within Martin County with four transportation contractors responsible for the provision of all public transportation services. Table 16 lists all transportation providers currently under contract.

Table 16
Transportation Operators and Coordination Contractors

Name	Service	Clients
Acadiana	A and W	Medicaid and TD
Mercy Non-Medical	A and W	All
Ride Right, LLC	A and W	All
We Care of the Treasure Coast	A, S and W	TD & Medicaid

Service: A = Ambulatory; W = Wheelchair; S = Stretcher

Clients: TD = Transportation Disadvantaged; M = Medicaid; CMS = Children's Medical Services; APD = Developmental Services; ALL – operator is used to provide transportation to a variety of sponsored and non-sponsored clients

The selection process for contracted providers is an overriding concern of MTM. The concern is that MTM will have a sufficient amount of vehicles and vehicle types to transport the ridership of Martin County. MTM's approach varies given the different circumstances of the state, county and region as to how MTM's transportation infrastructures are formed.

In Martin County, MTM used the Personal Contract approach and the Request for Interest approach for selection of providers in Martin County.

The following items are incorporated in MTM's review and selection of transportation providers:

- Capabilities of the transportation provider
- Scope of work
- Age of company and previous experience
- Capacity of organization
- Management qualifications and experience
- Qualifications of staff
- Ability of obtain and maintain required insurance
- Training program
- Safety program and accident history
- Knowledge of the community
- Contract monitoring methods
- Reporting capabilities
- Financial strength
- Price
- Responsiveness to solicitation

Public Transit Utilization

Public transit utilization is an integral part of the overall CTC network. Community Coach operates the fixed route system in Martin County. MTM will continue to work with the public transportation provider to shift TD riders that are capable of utilizing fixed-route transportation to public transit.

School Bus Utilization

MTM will not utilize school bus transportation within the coordinated system.

Vehicle Inventory

Appendix C contains the fleet inventory for Martin County. Contracted service providers have 37 vehicles in operation.

System Safety Program Plan Certification

Appendix D contains the System Safety Program Plan certification.

Inter-County Services

Martin County shares an urbanized area boundary with St. Lucie County. Federal Transit Administration allocations are divided among the two counties. Close coordination is required and shared services are occurring. Fixed-route services provided by the COASL along the US 1 corridor are connected to services provided within Martin County. Coordination will continue between the two counties in order to apply for and secure Federal Transit Administration Section 5316 and Section 5317 funding.

Natural Disaster/Emergency Preparedness and Response

MTM has Disaster/Emergency Procedures on file at the local office in Stuart. In addition, MTM will assist the Martin County Emergency Operations Center and the County in evacuations, as necessary.

Educational Efforts/Marketing

The Martin County CTC attends both formal and informal meetings with sponsoring social service agencies, community associations, advocacy groups and others in order to educate a myriad of potential users and sponsoring agencies. There are brochures/rider guides describing the available transportation services. Contact information is posted on all vehicles operating within the coordinated system.

Acceptable Alternatives

MTM has the ability to address alternative transportation requests.

SERVICE STANDARDS AND POLICIES

In order to assess quality assurance of the delivery of transportation services, it is necessary to have service standards and policies established. The Commission for the Transportation Disadvantaged has several requirements of its transportation providers, which is the basis for the following standards and policies. These service standards and policies are the basis for the annual review of the Community Transportation Coordinator by the Local Coordinating Board.

Drug and Alcohol Testing

MTM complies with applicable Federal Transit Administration requirements for all those in safety-sensitive positions. In addition, MTM maintains a Drug Free Workplace policy and a Drug and Alcohol policy that includes procedures addressing violations of drug use and alcohol

misuse. All MTM transportation providers and their drivers will adhere to this policy to ensure that passengers are transported in the safest manner possible.

Escorts and Children

In an effort to enhance safe travel, children under the age of 14 will be required to travel with an adult. Individuals requiring special travel/boarding assistance will be required to travel with a caregiver/personal care attendant (PCA)/parent. The caregiver/parent will be subject to the same fare as the child or individual requiring assistance. Personal Care Attendants may ride for free.

Child Restraints

All passengers under the age of five (5) and/or under 45 pounds must be secured in a child restraint device. This restraint device must be provided by the parent/caregiver at the point and time of transport. Children in child restraint devices will not be placed in the front seat of a vehicle.

Passenger Property

Each client will be permitted to carry two pieces of personal property. The size of these articles must be small enough to rest comfortably on the client's lap or be easily stowed under the seat. Clients, adults, and/or caregiver/aides will be personally responsible for independently loading these articles. Drivers may provide limited assistance, but will not be responsible for damage to packages, articles, etc.

Transfer Points

Pickup and drop off stops will be in safe, secure locations.

Local Toll Free Phone Number/Consumer Comment

MTM does not have a local number for compliments, comments or complaints. However, a dedicated toll-free number is available. This number is posted in all vehicles used in the coordinated system. If complaints cannot be resolved locally, individuals do have the option to contact the statewide Transportation Disadvantaged Ombudsman Hotline. The number for the Ombudsman is 1-800-983-2435.

Out of Area Service

MTM arrange for the provision of out-of-service-area trips for Medicaid sponsored trips only upon receipt of all required documentation and authorization. Upon verification, the CSR will verify with the client if their appointment can be accommodated on a Tuesday or Thursday.

Vehicle Cleanliness

Vehicles must be clean, mechanically safe, and road-worthy. All vehicles in use for MTM services must have:

- Functional door handles
- Accurate speedometers and odometers
- Functioning interior lighting
- Adequate side-wall padding and ceiling covering
- One (1) interior rear view mirror
- Two (2) exterior rear view mirrors – one on each side of the vehicle
- Passenger compartments that are clear and free from unsightly and potentially hazardous, torn upholstery, torn floor covering or dangling seat belts
- Safety equipment/requirements consistent with Chapter 14-90, Florida Administrative Code

Vehicles in use for MTM services must not have:

- Damaged or broken seats or seat belts
- Protruding or sharp edges
- Dirt, oil, grease, or litter in the vehicle
- Broken mirrors or windows (other than small rock chips)
- Excessive grime, rust, chipped paint or major dents

Transportation providers will be required to remove from service any vehicles found to be in unsatisfactory condition based on the items listed in this section, or if it is determined there are safety or roadworthiness issues, until repairs have been completed.

Billing

Transportation providers will provide invoices to MTM on forms, at times, and in a manner acceptable to MTM. MTM submits payment based on their payment schedule and in accordance with the Florida TD Commission and Florida Statutes to a transportation provider once all invoices are signed off by transportation provider for services rendered.

Passenger/Trip Data

During the call intake process, the MTM CSR will collect critical trip information from the passenger and will provide necessary information to the transportation provider assigned the trip. MTM collects the data on all clients and presents a monthly utilization report identifying

funding source, mode of transportation, trip reason, and other key measureable components. These reports are submitted to the LCB on a quarterly basis.

Seating

Passengers are required to use seat belts properly. Drivers may assist in fastening seat belts where necessary. If passengers refuse to comply with this requirement, the driver is authorized to deny transportation.

Infants/children are required to be in proper infant/child restraint devices as required by state or federal law. In the event a proper seat is not available, or the use of proper child restraints is refused, the driver is authorized to deny transportation.

Driver Identification

Transportation providers are required to provide drivers with an employee picture identification card (which must be placed in a location visible to passengers), picture identification badge or uniform with name identified for security and identification purposes.

Passenger Loading Assistance

Drivers will routinely assist passengers to and from the ground floor and door-to-door. Drivers will assist all passengers needing assistance from the threshold of their homes to a securely seated position on the vehicle. Drivers will offer their assistance to any passenger who appears to need assistance or who requests assistance with boarding or alighting from the vehicle. Drivers are not permitted to enter into a member's residence or to escort a member into an appointment that prevents him/her from having full view of the vehicle.

Smoking, Drinking and Eating

Drivers are not permitted to smoke in the vehicle or in the presence of, or while assisting, any MTM passengers. Smoking is not permitting in any vehicles in the coordinated system and "No Smoking" signs are posted in all vehicles. Drivers are not permitted to eat while driving MTM passengers. Passengers are not allowed to smoke in the vehicles or eat anything, unless medically necessary, while being transported in vehicle.

Communication Equipment

All vehicles will be equipped with two-way communication devices. Drivers will be adequately trained on the use of this equipment.

Vehicle Air Conditioning and Heating Equipment

All vehicles in the coordinated system must have working air conditioning, heating and ventilation systems.

First Aid Policy

MTM requires transportation providers to provide training to all system drivers, including Basic First Aid, Defensive Driving, Assisting Passengers with Disabilities, Transportation Provider's Emergency Procedures, Universal Precautions for Bloodborne Pathogens, and use of the fire extinguisher.

Cardiopulmonary Resuscitation (CPR)

MTM's transportation providers are not required to train their drivers on CPR or to perform CPR in the event of an onboard emergency. Drivers are instructed to phone 911.

Pick-Up Window

The pick-up window is 30 minutes, fifteen minutes before or after the scheduled pick-up time, providing the passenger will arrive at their destination on time. Drivers are not required to wait longer than fifteen minutes after scheduled pick up time.

On-Board Travel Time

Transportation providers must maintain that all trips not exceed one (1) hour "in vehicle" riding time, except in those cases in which an unusual driving distance is involved.

On-Time Performance

The CTC will have a 90% on-time performance rate for all completed trips. MTM will monitor this activity through transportation provider reconciliation and reporting of pick-up and drop off times for each leg of a trip.

Advance Reservations

See discussion on page 33.

Public Transit Ridership

Community Coach will continue to operate public transit routes in Martin County.

Accidents

There should be no more than of 2.0 accidents per 100,000 miles.

Roadcalls

There should be no less than 12,000 miles between each roadcall.

Call-Hold

Ninety percent of calls must be answered within 30 seconds or less. The call abandonment rate is 5 percent or less.

Driver Background Checks

To the extent permitted by law, all drivers, including new drivers, must be subjected to an elderly abuse background check through the appropriate state agency, if such information is not included in the criminal background check. Results must be documented in the driver's file. The record of the background check must be provided to MTM.

No driver may perform transportation services for MTM until the appropriate criminal background check, child abuse/neglect background check, and elder abuse background check have been obtained and no disqualifying incidents are indicated. Appropriate evidence of the results must be provided to MTM.

Transportation Providers must not use any driver or attendant with any of the following convictions or substantiated incidents:

- child abuse or neglect
- spousal abuse
- a crime against a child
- a crime against an elderly or infirm individual
- a crime involving rape, sexual assault, or other sexual offense.
- Homicide

Transportation Providers must not use any driver or attendant who has the following return notification from the Background Screening/Investigation Unit of the Children's Division (or similar agency):

- "Category" is shown as physical abuse or sexual maltreatment;
- "Severity" is shown as moderate, serious/severe, permanent damage, or fatal;
- "Conclusion" is listed as court adjudicated or probable cause.

Transportation Provider must not use any person as a driver or attendant whose name appears on the Department of Social Services, the Department of Mental Health, or the Department of

Health and Senior Services Employee Disqualification List (EDL), or on other similar agency list(s).

Transportation Provider must not use any person as a driver or attendant whose name, when checked against the Family Care Registry (or similar agency registry), registers a “hit” on any list maintained and checked by the registry.

Transportation Provider must not use any person as a driver or attendant in the conduct of MTM services who has a felony criminal conviction of a felony offense within the immediate past five (5) years. Further, any conviction (misdemeanor or felony) for any of the following driving offenses within the previous five (5) years shall disqualify a driver from performing MTM services:

- DUI or DWI, or other alcohol related offense, or
- Careless and imprudent, or reckless driving.

Transportation providers must maintain a file on all drivers who provide passenger services. Each file must include:

- Documentation of training
- Copy of current driver’s license
- Driver evaluations
- Results of criminal background check
- Results of child abuse or neglect background check
- Results of an elderly abuse background check
- Results of Florida Department of Law Enforcement (FDLE) and DMV record checks
- Signed Drug-Free Workplace Policy

Transportation providers must notify MTM immediately (within 24 hours) of a conviction of any of the above.

Driver Training

Transportation providers must develop and maintain a specific Transportation Provider Driver Training Policy for providing appropriate training for newly hired vehicle operators (drivers), and a Driver In-Service Training Policy for annual training of current drivers. Suggested training activities may be a combination of reading materials, film or video media presentations, verbal instruction and on-the-job training.

MTM requires transportation providers to provide all drivers with training in Basic First Aid, Defensive Driving, Assisting Passengers With Disabilities, Transportation Provider’s Established

Emergency Procedures, Universal Precautions for Bloodborne Pathogens, and the use of a fire extinguisher.

All drivers responsible for transporting passengers in wheelchairs must be trained in proper loading, unloading and wheelchair tie-down procedures prior to transporting MTM wheelchair passengers. The training must be documented in the employee's file.

All required training must be completed within 90 days of the driver's hire date, and must be documented as determined by MTM in driver's file, in order to continue to transport MTM passengers.

Oxygen Transport

MTM requires all transportation providers to train their drivers on transporting passengers with portable oxygen tanks.

Service Animals

Drivers will permit animals in the vehicle unless necessitated by the passenger for medical purposes only. The CSR must be notified of the need to also transport the service animal at the time of the trip reservation.

Consumer Comments/Complaints

A client who is dissatisfied with their transportation service/experience will call the transportation toll free number to file a complaint. Complaints can either verbally or in writing within one (1) year of the incident that resulted. All MTM personnel are trained to forward all calls and/or written correspondence regarding transportation provider complaints to the Quality Management Department where an assigned Quality Service Coordinator (QSC) will intake, document, investigate, resolve, follow up, and report the complaint. All MTM staff will immediately report all complaints of high visibility or potential serious consequence to the QM Manager who will involve MTM executive management as necessary. Transportation providers must respond to complaints within forty-eight (48) hours and to provide resolution and/or a corrective action plan approved by MTM.

Complaints will be resolved within ten (10) days of their filing or otherwise identified by client contract. The QSC will document and code all complaints in the NET Management System. MTM shall maintain records of complaints, whether received verbally or in writing, that includes a short, dated summary of the problem, name of the complainant, date of the complaint, date of the decision, and the disposition.

Complaints will be tracked and trended presented to MTM's Quality Management Committee and the Martin County Local Coordinating Board.

The LCB annually evaluates the CTC based upon the number of complaints that are resolved, versus unresolved. Any noticeable increase in the number of complaints is recorded in the CTC's quarterly report and will be discussed by the LCB.

The local toll free number for compliments, comments or complaints in Martin County is posted on each vehicle. If complaints cannot be resolved locally, individuals do have the option to contact the statewide Transportation Disadvantaged Ombudsman Hotline. The number for the Ombudsman is 1-800-983-2435.

The Martin County Local Coordinating Board has adopted a grievance procedure. A copy of the Martin County LCB Grievance Procedures is provided in Appendix E. There has also been a formal grievance process developed by the Florida Commission for Transportation Disadvantaged. This grievance process may be used if all local options have been attempted without resolution. The Commission's grievance procedures are available at www.dot.state.fl.us/ctd/docs.

CTC Monitoring Procedures of Operators and Coordination Contractors

MTM monitors contractors using the LCB evaluation process, MTM's transportation provider contract, and the FDOT System Safety Program Plan Inspection review checklist. Service effectiveness is monitored by utilizing and reviewing various operational and financial data that is customarily accepted by the transportation industry. The CTC will provide technical assistance, as needed, and report any outstanding findings to the Local Coordinating Board.

Coordination Contract Evaluation Criteria

An evaluation of coordination contracts is conducted on an annual basis to determine if existing coordination contracts should be maintained and to determine if other agencies should be offered coordination contracts. The agencies are evaluated based on the ability to provide transportation services, availability of equipment and drivers, the ability to ensure satisfactory continuing control of vehicles procured with Federal Transit Administration funding, i.e., Section 5310 Program funds, and the fiscal and managerial capacity of the organization.

3. COST/REVENUE ALLOCATION AND FARE STRUCTURE JUSTIFICATION

COST REVENUE ALLOCATION

The rate structure is based on the type of trip in the service area. Trips for individuals are the most costly, with centralized and subscription group trips costing less. These rates reflect both those for the fixed-route and paratransit systems.

The current trip rates used by the Martin County CTC are:

- Ambulatory \$16.82 per passenger trip
- Wheelchair \$28.84 per passenger trip

Appendix F provides the detail of the service rates included in MTM's 2011/2012 Trip and Equipment Grant Agreement. The Cost Revenue Allocation and Fare Structure Justification worksheets can be accessed from the TD Commission's website – <http://www.dot.state.fl.us/ctd/>

RATE AND FARE STRUCTURE

Fares on the fixed-route and the paratransit systems are as follows:

**Table 17
Rates and Fare Structure**

FIXED ROUTE	FARE
Adults	FREE
Seniors	FREE
Students (grades1-12)	FREE
Adults with Disabilities	FREE
Medicare Cardholders	FREE
Children under 6	FREE
10-Ride Pass	FREE
Monthly Pass	FREE
Senior, Students, Disabled, Medicare Cardholder 10 ride Pass	FREE
Senior, Students, Disabled, Medicare Cardholder Monthly Pass	FREE
PARATRANSIT (Demand Response)	
Adults	\$1.50 for one-way trips
TD & MEDICAID	
Adults	\$1.00 for one-way trips

Passenger Co-Pay (Fare)

On March 1, 2010 the Local Coordinating Board for the Transportation Disadvantaged (LCB-TD) adopted a mandatory fare policy for TD and Medicaid of \$1.00 per one-way trip.

Appendix A
Martin County Local Coordinating Board Membership Certification

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

APRIL 2011

Bylaw #	REPRESENTATION	NAME	ALTERNATE	TERM EXP.
1a	CHAIR	MICHAEL MORTELL – <i>Chair</i>	Vice Chair	N/A
2a	FDOT	JAYNE PIETROWSKI	Jaclyn Meli	N/A
2b	FLA. DEPT OF CHILDREN & FAMILY SERVICES	MELISSA MCINTURFF		Feb 2014
2c	FLA. DIV OF VOCATIONAL SERVICES or DIVISION OF BLIND SERVICES	SUZANNE DESPOSATI		Feb 2013
2d	PUBLIC EDUCATION COMMUNITY	VACANT		
2e	FLA. DEPT. OF VETERANS AFFAIRS	JOHN HADDOX	Anthony Reese	Feb 2012
2g	PERSON WITH DISABILITY	KRISTA MCGOVERN		Feb 2013
2f	FACA/ECONOMICALLY DISADVANTAGED REP.	ANGELA VAN ETTEN		Feb 2013
2h	CITIZENS ADVOCATE - USER OF SYSTEM	JODY IANUZZI		Feb 2012
2h	CITIZENS ADVOCATE - USER OF SYSTEM	VACANT		
2i	PERSONS OVER 60 REP.	PHYL WEAVER	Linda Machado	Feb 2013
2j	CHILDREN AT RISK REP.	VACANT		
2k	DEPARTMENT OF ELDER AFFAIRS	HYLAN BRYAN		Feb 2012
2l	FAHCA – MEDICAID	CINDY BARNES	Joyce Amarguaye	Feb 2012
2m	PRIVATE TRANSPORTATION INDUSTRY	VACANT		
2n	REGIONAL WORKFORCE BOARD	WERNER BOLS – <i>Vice Chair</i>	Suzanne Hutcheson	Feb 2013
2o	LOCAL MEDICAL COMMUNITY	VACANT		

Appendix B
Martin Ride Guide

Once transportation is scheduled:

- The transportation provider will call you and tell you the time of your pickup and their phone number. Keep this number handy.
- Be ready 60 minutes before your pickup time.
- If you have a scheduled ride back, your ride should pick you up in less than 30 minutes after your appointment is over.
- If you must call your transportation provider for pick up after your appointment, your ride should arrive in less than 60 minutes.
- If you have to wait longer than 60 minutes, call the number the transportation provider gave you.
- Call MTM right away if you need to cancel your ride or if your ride does not show up.

To Schedule a Ride Call:

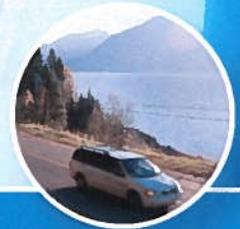
1-866-836-7034 Monday – Friday from 6:00 a.m. – 6:00 p.m.

Remember:

- The number to call for TD and Medicaid transportation in Martin County is 1-866-836-7034.
- You must call 3 business days before your appointment.
- Have your destination information ready.
- Have your medical providers name and phone number ready, if this is for a medical appointment.
- To file a complaint, call MTM at **1-866-836-7034**.
- If your ride is late, call MTM at: **1-866-836-7034**.

Accessible formats are available upon request for all distributed public information.

TDD: 1-800-855-2880



Your Transportation Disadvantaged and
Medicaid Program

**How to use your
Martin County Transportation Program**



www.mtm-inc.net/martincounty

Medical Transportation Management is the Community Transportation Coordinator providing Transportation Program services in Martin County. Please call **1-866-836-7034** to schedule your transportation.

What's new with the program?

- You must call 3 business days before your trip or appointment.
- You must call 1-866-836-7034 for all trips.
- MTM will assign a mode of transportation based on your specific needs and abilities.
- You will be asked the medical reason for your appointment if it is medical.
- MTM will select your transportation provider.
- To schedule a public transit ride, call Community Coach at 772-283-1814

Who can receive rides?

You must live within Martin County. Rides are primarily for the transportation disadvantaged and those who meet Medicaid eligibility requirements. To find out if you qualify, call MTM at 866-836-7034.

How do I get a ride?

Call MTM at 866-836-7034, 3 business days before your appointment. Business days are Monday through Friday.

A friendly customer service representative will ask for the following information:

- Your full name, current address and phone number
- Date you want to ride
- The name, address and phone number of where you are going
- The medical reason for your transportation request if the request is for a medical appointment
- The type of appointment (doctor, dentist, therapy, etc.)

Please have this information ready when you call.



What if I call with less than 3 days notice?

If you call with less than 3 business days notice and this is not a medical appointment, you may be asked to reschedule. However, if your medical appointment is URGENT we will try to find a ride for you.

What modes of transportation will MTM offer me?

MTM may:

- Offer you a van or taxi ride if you have special needs
- Offer Public Transportation
- Offer wheelchair or stretcher transportation if you physically require these modes

How does MTM decide my mode of transportation?

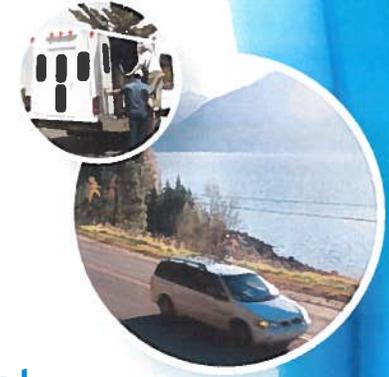
MTM will ask you a series of questions about your health and how you handle your daily activities. MTM will ask you to complete a form for our files.

Who do I call if I want to cancel or reschedule my appointment?

Call MTM at 1-866-836-7034 with ANY changes to your appointment. Please call as soon as you know of the change.

How do I file a complaint or concern about the services I receive?

If you are not satisfied with the service you receive (transportation or other), call MTM at 1-866-836-7034. MTM takes quality service seriously; we will follow up on all complaints and with all parties involved. If you are not satisfied with the resolution of the complaint, you can call Ombudsman at 1-800-983-2435.



Martin County **New Freedom**

New Freedom services are NOT offered on the following holidays:

- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- July 4th
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas day

Nuevos servicios de la Libertad no se ofrecen en los siguientes días festivos:

- Día de Año Nuevo
- Día de Martin Luther King
- Día del Presidente
- Día de Memorial
- 4 de julio
- Día del Trabajo
- Día de los Veteranos
- Día de Acción de Gracias
- Viernes después del Día de Acción de Gracias
- Día de Navidad

New Transportation Services
Proudly serving residents with disabilities in Martin County

Nuevos Servicios de Transporte
Orgullosamente sirviendo a los residentes con discapacidad en el condado de Martin



www.mtm-inc.net



New Transportation Services

Medical Transportation Management Inc. is proud to introduce the expansion of service hours for people living with disabilities in Martin County! This new Door-to-Door Weekend Circulator will provide transportation on Saturdays and Sundays and the new Door-to-Door Night Circulator will provide transportation during evening hours.

Door-to-Door Weekend Circulator

The Weekend Circulator service offers weekend transportation as well as door-to-door pick-up and drop-off to local employers, shopping, etc. for persons with disabilities.

Days of Operation: Saturday and Sunday (* except holidays)

Hours of Operation: 8:00 a.m. to 4:00 p.m.

Fare: \$1.00 each way

Door-to-Door Night Circulator

The Night Circulator service offers after-hours transportation as well as door-to-door pick-up and drop-off to life enrichment activities for persons with disabilities.

Days of Operation: Monday thru Friday (* except holidays)

Hours of Operation: 4:00 p.m. to 9:00 p.m.

Fare: \$1.00 each way

**If you would like to use either of these services, please call
(866) 836-7034
to make reservations.**

* Reservations must be made at least 3 days in advance.

Nuevos Servicios de Transporte

Medical Transportation Management, Inc. se enorgullece en presentar la ampliación de horas de servicio para las personas que viven con discapacidades en el condado de Martin! Esta nueva puerta a puerta Circulación de fin de semana ofrecerá transporte los sábados y domingos y la nueva puerta a puerta Noche de Circulación proporcionará transporte por las tardes.

Circulación de fin de semana puerta a puerta

El servicio ofrece el transporte de fin de semana, de puerta a puerta levantando y dejar a los empresarios locales, de compras, etc. para personas con discapacidad.

Días de servicio: Sábado y domingo (*Excepto los días festivos)

Horas de operación: 8:00am-4:00pm

Precio: \$1,00 por cada tramo

Circulación nocturno Puerta a puerta

El servicio de Circulación nocturno ofrece transporte por los tardes, puerta a puerta levantar y dejar a las actividades de enriquecimiento de la vida de las personas con discapacidad.

Días de servicio: Lunes a viernes (*Excepto los días festivos)

Horas de operación: 4:00pm-9:00pm

Precio: \$1,00 por cada tramo

**Si desea utilizar cualquiera de estos servicios, llame al
(866) 836-7034
para hacer reservaciones.**

* La reserva debe hacerse con 3 días de antelación.

NEW!

Saturday bus service coming to Indiantown

Rides open to disabled, elderly and low-income residents

Riders should call **1-866-836-7034** at least **three (3) days in advance** to request a pickup and time.

Medical Transportation Management (MTM) Inc. will operate the rural Saturday route from 7 a.m. to 5:30 p.m., making a continuous loop from Indiantown to Stuart every two hours.

Riders not required to prove eligibility.

Service starts June 19
One-way fare only
\$1.50
10-ride pass available from driver or MTM's Stuart office for \$12

Get to work or shopping for LESS!



MTM buses are spacious and comfortable, with plenty of head and leg room for passengers

For more information, contact MTM Inc. at 850 NW Federal Highway, Stuart, FL 34994. Phone 772-403-8166. Email to lusanders@mtm-inc.net
Service funded by the Federal Transit Administration (FTA) New Freedom Grant Program.



Appendix C
Vehicle Inventory

Vehicle Inventory

Vendor Name	Year	Make	Model	Vehicle ID #	Plate
Acadiana	2002	Sprinter	Freightliner	149718	486VQB
Acadiana	2003	Sprinter	Freightliner	350262	517VQB
Acadiana	2003	Sprinter	Freightliner	303337	485VQB
Acadiana	2005	Ford	Starcraft	A32252	W166HQ
Acadiana	2006	Lincoln	Towncar	639684	X669JG
Acadiana	2006	Ford	E-350	B38655	U181PF
Acadiana	2006	Ford	E-350	A98743	U182PF
Acadiana	2006	Ford	E-350	A59614	X603XU
Mercy	1998	Ford	E-250	154288	745THM
Mercy	2004	Ford	Freestar	007305	ADPX78
Mercy	2004	Kia	Sedano	005145	1871HH
Mercy	2005	Dodge	Caravan	368064	398WUQ
Mercy	2001	Dodge	Caravan	180199	L774BP
Ride Right	2005	Ford	Econoline	B18510	725WJK
Ride Right	2007	Chevrolet	TurtleTop	108213	724WJK
Ride Right	2008	Dodge	Caravan	184566	954XMP
Ride Right	2008	Dodge	Caravan	797612	671WJF
Ride Right	2008	Dodge	Caravan	191767	615WJF
Ride Right	2008	Dodge	Caravan	797614	616WJF
We Care	2007	Ford	E-250	103706	524AFF
We Care	2000	Ford	E-250	000149	773TWH
We Care	2007	Ford	E-250	A90876	524A68
We Care	2007	Ford	E-250	103990	524AA3
We Care	2007	Ford	E-250	555001	643098

Last updated 4-20-11

Appendix D
Martin County System Safety Program Plan Certification



MTM
Medical Transportation
Management, Inc.

February 4, 2011

Ms. Jaclyn Meli
Transit Grants Coordinator
Florida Department of Transportation
3400 West Commercial Boulevard
Fort Lauderdale, Florida 33309-3421

Re: 2011 Annual Safety and Security Certification

Dear Ms. Meli:

This letter serves as Medical Transportation Management, Inc. 2011 Annual Safety and Security Certification. As the official directly responsible for the management of the CTC's role in Martin County, Florida, I certify the following to be true:

1. Medical Transportation Management, Inc. has developed and implemented a System Safety Program Plan and a Security Program Plan (SPP) in accordance with Rule Chapter 14-90.
2. Medical Transportation Management, Inc. as the designated CTC and all contractors will comply with the adopted standards of the SSPP and SPP.
3. Safety and Security inspections of all vehicles have been and will be performed pursuant to the adopted SSPP, SPP and Rule Chapter 14-90.
4. Reviews of the SSPP and SPP have been conducted to ensure they are up to date.
5. Medical Transportation Management, Inc. will perform all Safety and Security inspections. Medical Transportation Management, Inc. is located at 850 NW Federal Highway, Suite #202 Stuart, Florida 34994.

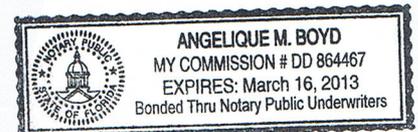
Signature: _____

Lisa Sanders
Lisa Sanders, Program Manager

State of Florida
County of Martin

The foregoing instrument was acknowledged before me this 4th day of February, 2011 by
Lisa Sanders who is personally known/produced identification.

Angelique M. Boyd
Notary Public, State of Florida



**MARTIN COUNTY
TRANSPORTATION DISADVANTAGED PROGRAM
COMPLAINT & GRIEVANCE PROCEDURES**

**Adopted: March 7, 2011
Re-Adopted: March 5, 2012**

**CTD OMBUDSMAN
HELP-LINE: 1-800-983-2435
Florida Commission for the
Transportation Disadvantaged
605 Suwannee St., MS-49
Tallahassee, FL 32399-0450
www.dot.state.fl.us/ctd**

INTRODUCTION

The purpose of this document is to provide transportation disadvantaged riders with a course of action to remedy the situation in which a complaint or grievance arose. This document also serves as the local grievance system as mandated by Chapter 427, Florida Statutes and Rule 41, Florida Administrative Code. It complies with requirements set forth in §641.511, F.S.; 42 CFR 431.200; and 42 CFR 438.

Unless otherwise noted, these procedures apply to both transportation disadvantaged and Medicaid beneficiary riders. As documented below, *only Medicaid beneficiaries have the right to request a Medicaid Fair Hearing.*

During the complaint, grievance, and appeal process the rider or his/her representative has the right to contact the Commission for the Transportation Disadvantaged (CTD) by:

- Phone: TD Helpline 1-800-983-2435
- Mail: Florida Commission for the Transportation Disadvantaged
605 Suwannee St., MS-49
Tallahassee, FL, 32399-0450
www.dot.state.fl.us/ctd

If a customer or Medicaid beneficiary is unable to submit a written complaint, grievance, or appeal, the Community Transportation Coordinator (CTC) will assist the customer/beneficiary in submitting such a request.

The CTC shall ensure no punitive action is taken against the customer/ beneficiary, his/her representative, or other persons involved in the processes listed below.

All records of the complaint, grievance, appeal, and Medicaid Fair Hearing processes, to include the Coordinator's, Grievance & Appeal Committees' reports, will be maintained by the Coordinator and made available upon request.

DEFINITIONS

Action – The denial or limited authorization of a requested service, including the type or level of service;
the reduction, suspension or termination of a previously authorized service;
the denial, in whole or in part, of payment for a service;
the failure to provide services in a timely manner, or the failure to act within the timeframes provided in 42 CFR 438.408 (as described within this document).

Appeal – Requests for review of an *Action* taken by the Community Transportation Coordinator or the Subcontracted Transportation Provider.

Complaint- Expressions of dissatisfaction related to the quality of care provided by a provider or any matter other than an *Action* that can be resolved at the Point of Contact rather than through filing a formal *Grievance*.

Grievance – Expressions of dissatisfaction about any matter other than an *Action*.

Medicaid Fair Hearing- Administrative process which allows a Medicaid Beneficiary to request the State to reconsider an adverse decision made by the Commission for the Transportation Disadvantaged or the Subcontracted Transportation Provider.

RESPONSIBLE PARTIES

Community Transportation Coordinator

Medical Transportation Management, Inc.
Crexent Business Center
850 NW Federal Hwy, Suite 202
Stuart, FL 34994
1-800-836-7034

Local Coordinating Board for the
Transportation Disadvantaged
c/o Martin MPO
2401 SE Monterey Road
Stuart, FL 34996
772-221-1498

COMMITTEES

The Local Coordinating Board (LCB) for the Transportation Disadvantaged appoints membership of the Grievance Committee as follows:

- (1) An Area Agency on Aging Representative;
- (1) A Florida Department of Transportation Representative;
- (1) A Division of Vocational Rehab Representative;
- (1) A Citizen Advocate; and
- (1) A citizen over 60.

At least 3 Committee members must be present during the meeting to render a decision.

The LCB also appoints membership of the Appeal Committee as follows:

- (1) An LCB Member,
- (1) An MPO Staff Member, and
- (1) A CTC Staff Member.

Members of the Appeal Committee may not have been involved in the determination of the initial action. Members must be able to meet within 72 hours notice in order to address Expedited Appeal Requests.

Complaint – Expressions of dissatisfaction related to the quality of care provided by a provider or any matter other than an *Action* that can be resolved at the Point of Contact rather than through filing a formal *Grievance*.

Grievance – Expressions of dissatisfaction about any matter other than an *Action*.

Medicaid Fair Hearing – Administrative process which allows a Medicaid Beneficiary to request the State to reconsider an adverse decision made by the Commission for the Transportation Disadvantaged or the Subcontracted Transportation Provider.

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Community Transportation Coordinator
Medical Transportation Management, Inc.
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850 NW Federal Hwy, Suite 202
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1-800-836-7034

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2401 SE Monterey Road
Stuart, FL 34996
772-221-1498

COMMITTEES

The Local Coordinating Board (LCB) for the Transportation Disadvantaged appoints membership of the Grievance Committee as follows:

- (1) An Area Agency on Aging Representative;
- (1) A Florida Department of Transportation Representative;
- (1) A Division of Vocational Rehab Representative;
- (1) A Veteran Service Office Representative; and
- (1) A Disadvantaged citizen over 60.

At least 3 Committee members must be present during the meeting to render a decision.

The LCB also appoints membership of the Appeal Committee as follows:

- (1) An LCB Member,
- (1) An MPO Staff Member, and
- (1) A CTC Staff Member.

Members of the Appeal Committee may not have been involved in the determination of the initial action. Members must be able to meet within 72 hours notice in order to address Expedited Appeal Requests.

COMPLAINT PROCEDURES

FIRST LINE OF RESOLUTION PROCESS

1. Community Transportation Coordinator (CTC) representative receives verbal or written complaint from customer within 90 calendar days of incident.
2. CTC representative documents complaint and works to resolve complaint within 15 business days.
3. If unable to resolve within 15 business days, CTC extends for an additional 10 business days. The CTC provides notice to customer of extension and the reasons for the extension.
4. Once complaint is resolved, CTC provides written notification of the resolution to customer within 5 business days. Include the following in written notice:
 - The action the CTC has taken or intends to take.
 - The reasons for this action.
 - Notice of right to file a grievance through Grievance Committee.
 - Information on the CTD Ombudsman Program.
5. CTC forwards copy of the notification of the resolution to Chairperson of the Local Coordinating Board (LCB) and the MPO Administrator.

GRIEVANCE PROCEDURES

SECOND LINE OF RESOLUTION PROCESS

1. CTC receives verbal or written grievance within 1 year of incident.
2. CTC forwards copy of grievance to Chairperson of the LCB and the MPO Administrator. Upon receipt of the grievance, the CTC will have up to 10 business days to schedule the initial Grievance Committee meeting. The meeting must be held within 15 business days of the initial filing of the grievance. Further meetings may be held at the discretion of the Committee.
3. The CTC will provide all relevant documents to the Grievance Committee at least 3 business days prior to the meeting(s). At least 3 Committee members must be present during the meeting.
4. If unable to resolve within 90 calendar days, the Grievance Committee extends for an additional 14 calendar days. The CTC provides notice to customer of the extension and the reasons for the extension.

5. Once grievance is resolved, CTC provides written notification of the resolution to customer within 30 calendar days. Include the following in the written notice:

- The action the CTC has taken or intends to take.
- The reasons for this action.
- Notice of right to file an appeal and, if a Medicaid beneficiary, request a Medicaid Fair Hearing.
- The procedures for exercising these rights.
- The circumstances for which an expedited appeal is available and the procedures to request it.
- Notice of right to have benefits continue pending resolution of the appeal, how to request exercise this right, and the circumstances under which the customer would be required to pay the costs of these services.
- Information on the CTD Ombudsman Program.

6. The CTC forwards copy of the notification of the resolution to the Chairperson of the Local Coordinating Board (LCB), the MPO Administrator, and the Florida Commission for the Transportation Disadvantaged (CTD) upon request.

APPEAL PROCEDURES

THIRD LINE OF RESOLUTION PROCESS

1. The CTC receives verbal or written appeal within 30 calendar days of the customer's receipt of notice of action. If request is made verbally, CTC notifies customer within 10 business days of need to file written request. The CTC acknowledges the receipt of the appeal in writing.
2. The CTC forwards a copy of the appeal to the Chairperson of the LCB, the MPO Administrator, and the CTD. Upon receipt of the appeal, the CTC will have up to 10 business days to schedule the initial Appeal Committee meeting. The meeting must be held within 15 business days of the initial filing of the appeal. Further meetings may be held at the discretion of the Committee.
3. The CTC will provide all relevant documents to the Appeal Committee at least three 3 business days prior to the meeting(s). At least three 3 Committee members must be present during the meeting.
4. If unable to resolve within 45 calendar days, the Appeal Committee extends for an additional 14 calendar days. The CTC provides notice to customer of the extension and the reasons for the extension.
5. Once the appeal is resolved, CTC provides written notification of the resolution to customer within 2 business days. Include the following in the written notice:
 - The action the CTC has taken or intends to take.

- The reasons for this action.
- Notice of the right to file a grievance with the CTD.
- If a Medicaid beneficiary, notice of right to request a Medicaid Fair Hearing.
- The procedures for exercising these rights.
- If applicable, notice of right to have benefits continue pending resolution of the Medicaid Fair hearing, how to request exercise this right, and the circumstances under which the customer would be required to pay the costs of these services.
- Information on the CTD Ombudsman Program.

6. The CTC forwards a copy of the notification of the resolution to the Chairperson of the Local Coordinating Board (LCB), the MPO Administrator, and the CTD.

EXPEDITED APPEAL PROCEDURES

1. The CTC receives verbal or written request for an expedited appeal within 30 calendar days of the customer's receipt of notice of action. The request must be based on conditions which would seriously jeopardize the customer's life, health, or ability to attain, maintain or regain maximum function.

2. The CTC must notify the customer of the limited time available to provide allegations of fact or law. The CTC acknowledges the receipt of the appeal in writing.

3. The CTC forwards a copy of the request for an expedited appeal to the Chairperson of the LCB, the MPO Administrator, and the CTD. The CTC will have up to 72 hours (3 calendar days) to schedule an Appeal Committee meeting, review relevant evidence, and to resolve the Expedited Appeal.

5. Once the appeal is resolved, the CTC makes reasonable efforts to provide immediate verbal notification to the customer of the resolution. The CTC also provides written notification of the resolution to customer within 2 business days. Include the following in the written notice:

- The action the CTC has taken or intends to take.
- The reasons for this action.
- Notice of the right to file a grievance with the CTD.
- If a Medicaid beneficiary, notice of right to request a Medicaid Fair Hearing.
- The procedures for exercising these rights.
- If applicable, notice of right to have benefits continue pending resolution of the Medicaid Fair hearing, how to request exercise this right, and the circumstances under which the customer would be required to pay the costs of these services.
- Information on the CTD Ombudsman Program.

6. The CTC forwards copy of the notification of the resolution to the Chairperson of the Local Coordinating Board (LCB), the MPO Administrator, and the CTD.

MEDICAID FAIR HEARING RESPONSIBILITIES

1. The CTC or CTD receives the request for a Medicaid Fair Hearing from a Medicaid beneficiary or his/her representative within 90 calendar days of the notice of action of a grievance or appeal.
2. The CTC will continue to provide transportation services while the Medicaid Fair Hearing is pending if:
 - The Medicaid beneficiary requested a hearing within 10 business days of the notice of action (extend for an additional 5 business days if sent via surface mail);
 - The request was made prior to or on the intended effective date of the proposed action;
 - The hearing involves the termination, suspension, or reduction of a previously authorized treatment;
 - The authorization period has not expired; or
 - The beneficiary requests an extension of transportation services.
3. If the CTC continues transportation services, the CTC must continue to provide these services until:
 - The Medicaid beneficiary withdraws the request for a hearing;
 - The request was not made within the specified time frame;
 - The Medicaid Fair Hearing decision is adverse to the beneficiary; or
 - The beneficiary's authorization for medical treatment expires or the authorized medical treatment limit has been reached.
4. If the CTC provided services pending a Medicaid Fair Hearing resolution and the decision is adverse to the beneficiary, the CTC may recover the costs of the services provided.
5. If the CTC did not provide services pending a Medicaid Fair Hearing resolution and the decision reverses the action to deny, limit or delay services, the CTC must authorize or provide services as quickly as the beneficiary's health condition requires. The CTC must also pay for disputed services in accordance with State policy and regulations.

ADOPTED THIS 5th DAY OF MARCH, 2012

MARTIN COUNTY LOCAL COORDINATING BOARD for the
TRANSPORTATION DISADVANTAGED

Attest:  
Eula R. Clarke, Chair

Appendix F

FY2011/12 Rates



M A R T I N M P O

METROPOLITAN PLANNING ORGANIZATION

2401 S.E. Monterey Rd.
Stuart, Florida 34996
<http://www.martinmpo.com>

MICHAEL MORTELL
Chairman
Mayor For
The City Of Stuart

DOUG SMITH
Vice-Chairman
Martin County Commissioner

EDWARD CIAMPI
Martin County Commissioner

PATRICK HAYES
Martin County Commissioner

SARAH HEARD
Martin County Commissioner

MARY L. HUTCHINSON
Commissioner For
The City Of Stuart

TOM BAUSCH
Commissioner For
The Town Of Sewall's Point



TELEPHONE:
(772) 221-1498

FAX:
(772) 221-2389

September 6, 2011

Mr. John Irvine
Project Manager – Area 6
Florida Commission for the Transportation Disadvantaged
605 Suwannee Street, MS 49
Tallahassee, FL 32399-0450

Re: Actual Expenditure Report Form and FY2011/12 Rates

Dear Mr. Irvine:

On August 29, 2011, the Martin County Local Coordinating Board for the Transportation Disadvantaged (LCB-TD) approved the enclosed Actual Expenditure Report Form. The LCB-TD also approved the following revised rates:

Ambulatory	\$23.35
Wheelchair	\$40.04

In addition, the LCB-TD requests that the TD Commission develop a more transparent Rate Model in order for Board members to gain a better understanding of how the annual rates are calculated.

If you have any questions, please do not hesitate to contact me.

Sincerely,

Beth Beltran
MPO Administrator

Enclosure

cc: LCB-TD Members
Lisa Sanders, MTM
Floyd Webb, CTD

ACTUAL EXPENDITURE REPORT FORM
 (One form for each county
 Do not report funds from state agency sources)

COUNTY: MARTIN
 DUE: September 15, 2011

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of One Way Trips	Expenditures	# of One Way Trips
\$22,413	37,855		

Transportation Alternatives			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of One Way Trips	Expenditures	# of One Way Trips
N/A			

Other			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of One Way Trips	Expenditures	# of One Way Trips
N/A			