

**MINUTES OF THE GLADES-HENDRY JOINT LOCAL COORDINATING BOARD
FOR THE TRANSPORTATION DISADVANTAGED
JOINT TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD**

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Minutes of the Public Hearing

Wednesday, September 6, 2017 at 10:00 a.m.

RCMA-Krome Center

551 W. Cowboy Way

LaBelle, Florida

Attendees:

Nancy Acevedo, ACT
Mary Bartoshuk, Interested Citizen
Sherry Carver, CFRPC
Maria Folgson, Senior Citizen
Angela Germany, RCMA
Joe Martinez, AHCA
Maricela Morado, ACT
Debra Stephens, FDOT-District 1
Donna Storter-Long, Glades County BCC
Aaron Stitt, DCF
Adela Varsas, RCMA

Staff:

Alan Mandel, Good Wheels, Inc.
Nichole Gwinnett, SWFRPC

Agenda Item #1 – Call to Order and Introductions

Glades-Hendry LCB Chair Storter-Long, called the public hearing to order at 10:15 a.m.

Agenda Item #2 – Public Comment on Transportation for the Disadvantaged

Ms. Folgson stated she has been citizen in LaBelle for over 24 years and she is a senior who needs assistance with transportation. She noted that her car is very old and for one reason or another she is unable to drive on certain days. She explained that she is able to walk and sit but isn't able to stand for a long period of time. She said the reason for her attending the public hearing is to ask some questions about obtaining transportation. She said she has completed the application a while ago, but hasn't received a response as to whether or not she is eligible.

Ms. Folgson explained a lady from Health Connection assisted her in completing the application but when she went to fax the application she was unsuccessful, so the application was placed in the mail.

Ms. Folgson said that sometimes when she called Good Wheels to schedule a ride, no one would answer the phone. She later then called the number provided for Spanish speaking individuals and at that time she was able to speak to someone and have some of her questions answered. She explained that she needs transportation to go into Fort Myers for doctor appointments, dentist and also if she needed to do some shopping.

Mr. Mandel explained he had already spoken with Ms. Folgson and she already completed and application, she needs to call the number for reservations and request a ride at least 24 hours in advance. He then gave out the reservation number to call (800-741-1570).

Discussion ensued on how to register for a special needs shelter in Hendry County in wake of Hurricane Irma. Ms. Folgson explained that when she gets very nervous it triggers seizures, so she is very concerned as to where she will be able to go to evacuate from the storm. Mr. Mandel explained he had a meeting with Hendry County prior to the LCB's public hearing and as part of being the CTC for Hendry County; Good Wheels is on call for emergency transportation. He then said in wake of the storm everyone must contact Hendry County Emergency Management at 863-674-5400 first and then Hendry County Emergency Management will call Good Wheels to provide emergency transportation services.

Ms. Folgson asked if she calls for transportation to a shelter will there be someone at the shelter to assist her. Mr. Mandel explained that process will not go into effect until the shelters have been officially opened.

Ms. Morado with ACT noted there have been issues with pick up times. She has clients, who are told that their pick-up time is at 9:30 a.m., but the bus arrives at 7:30 a.m. and the client isn't ready. The drivers will either not wait for them to get ready or will sometimes come back for them. Another issue is one client was transported to her destination, but never picked up and this has happened three times.

Chair Storter-Long asked how did the client get back to the facility. Ms. Morado explained that the first time she was able to contact Good Wheels and they did go back and picked her up and brought her back to the facility. The second time, when she called Good Wheels she was told they couldn't pick her up because pick-ups end at 5:00 pm. She ended up having to walk many miles in the rain to ACT's facility in Lee County and had to spend the night at that facility because she didn't have any money for a bus pass. She said for the third time she has gotten the details because the client transferred her to a different facility where she was able to be provided bus passes.

Mr. Mandel asked if the client had a scheduled pick up time for her return trip. Ms. Morado explained Good Wheels told the client that they would pick her up around 5:00 p.m., but they never showed up.

Ms. Morado noted that when clients have called Good Wheels after hours the mailbox is full.

Ms. Morado noted that in one instance the Good Wheels did arrive to pick up the client; however, was told that they couldn't accompany her and her children because the bus was full. Mr. Mandel explained if she made a reservation for just herself, that wouldn't include her children. The reservation is for only one seat, so a reservation would've had to be made for the children also. Applications would need to be completed for each child.

Ms. Gwinnett asked that when an online application is completed does the customer receive a confirmation that the application had been submitted successfully.

Ms. Stephens suggested someone conduct a test and complete an online application to see if they receive a confirmation. She then said to have Mr. Mandel follow-up to ensure that the test application went through the system properly. Mr. Mandel gave the website www.goodhweels.org Both Chair Storter-Long and Ms. Bartoshuk agreed to send a test application.

Agenda Item #3 – Adjournment

The Public Hearing adjourned at 10:40 a.m.