

MINUTES
BROWN COUNTY TRANSPORTATION COORDINATING COMMITTEE
Monday, June 11, 2012
Green Bay Metro Transportation Center
901 University Avenue
Green Bay, Wisconsin
10:00 a.m.

ROLL CALL

Diana Brown*	<u> X </u>	Sandy Popp	<u> X </u>
Brandon Cooper	<u> </u>	Cole Runge	<u> X </u>
Pat Finder-Stone	<u> Exc </u>	Mary Schlautman	<u> X </u>
Chris Hasselbacher	<u> X </u>	Julie Tetzlaff	<u> </u>
Kathy Hillary	<u> </u>	Derek Weyer	<u> </u>
George Jackson	<u> X </u>	Tina Whetung	<u> X </u>
Debbie Johnson	<u> Exc </u>	John Withbroe	<u> </u>
Patty Kiewiz	<u> X </u>	Vacant – BC Exec.	<u> </u>
Byia Martin	<u> Exc </u>	Vacant – BC Board	<u> </u>
Barbara Natelle	<u> </u>	Vacant – BC Human Svcs	<u> </u>

OTHERS PRESENT: Devon Christianson, Lisa J. Conard, Essie Fels, Christel Giesen, Denise Misovec for Diana Brown, Beckie Pinnow, and Mai Yia Yang.

ORDER OF BUSINESS

1. Approval of the March 12, 2012, Transportation Coordinating Committee meeting minutes.

A motion was made by P. Kiewiz, seconded by C. Hasselbacher, to approve the March 12, 2012, Transportation Coordinating Committee meeting minutes. Motion carried.

2. Discussion of a possible transportation fare increase by the Lakeland Chapter of the American Red Cross.

T. Whetung provided a handout (attached to minutes). T. Whetung explained that the Lakeland Chapter of the American Red Cross transportation program is facing a budget problem. Ridership is up approximately 1,000 rides per month and the additional fuel costs associated with the additional rides is creating a shortfall. Red Cross staff is proposing increasing the one-way “fare” to \$3.00 up from the current “donation” of \$2.00. Red Cross staff is also looking to implement a stricter fare payment system. The waiver would still be in place for those who qualify and use the service for medical and nutrition trips only.

T. Whetung estimated that Red Cross does not collect the \$2.00 donation on 30% of the rides.

C. Runge asked if Red Cross was able to collect \$2.00 on the 30% of the rides, would Red Cross meet its budget without having to raise the fare to \$3.00.

B. Pinnow (American Red Cross staff) stated no. Staff has estimated that the \$3.00 fare would be necessary to cover the costs (in addition to grants via Federal 5310, State 85.21, and United Way). B. Pinnow explained that the transportation program is considered a

“non-core” or “community” service. Therefore, it cannot run a deficit. If it does, the national American Red Cross will not allow the transportation program to continue. B. Pinnow stated that staff is actively looking at other grant sources.

S. Popp asked for a definition of the fiscal year.

B. Pinnow stated that it begins July 1. Red Cross staff estimates that if the fare change was implemented on September 1, they would be able to offset the costs of the additional rides and fuel costs.

L. Conard suggested State 85.21 funds are fairly static and an increase is not likely.

D. Christianson agreed.

M. Schlautman asked about the policy that states “clients riding for life-sustaining treatments would never be denied service due to their inability to pay.”

T. Whetung explained that Red Cross generally defines “life-sustaining treatments” as dialysis, radiation treatments, or oncology services.

The committee discussed this, and the members agreed that the definition of “life-sustaining treatments” can vary from person to person.

T. Whetung reviewed the no-show policy for the Red Cross transportation program. If a client has three no-shows in a 30-day period, the client is charged \$5.00 per no-show.

P. Kiewiz reviewed the no-show policy for the Green Bay Metro Paratransit Program. If a client has three no-shows with a 3-month period, the client will be suspended for 30 days. The client has the option to pay for the costs associated with one no-show (\$15.00) and service will be resumed. The \$15.00 is based on what MV contractually charges Green Bay Metro (\$10.00 per trip plus fuel costs).

C. Runge suggested that as the population ages, demand for specialized transportation services will increase. C. Runge asked if the national American Red Cross has considered reclassifying transportation as a “core” service.

B. Pinnow stated that the “core” services provided by Red Cross were established many years ago and change is unlikely.

M. Schlautman asked if services/routes were scheduled efficiently.

T. Whetung stated that Red Cross uses the software Route Match to link trips efficiently. The software also develops a daily schedule.

C. Runge stated that approximately seven years ago, the Green Bay Transit Commission reduced the size of the paratransit service area to within $\frac{3}{4}$ of a mile of all fixed routes to comply with the Americans with Disabilities Act (ADA). Today, with medical clinics and services locating on the urban periphery, it makes providing specialized transportation services more difficult and more expensive.

The committee agreed.

T. Whetung stated that Red Cross is considering revising the waiver to make it more difficult to qualify for free service. Staff is also prepared to enforce the fare payment.

L. Conard asked how many waivers Red Cross has on file.

T. Whetung stated approximately 30.

C. Runge asked if Red Cross turns down rides.

T. Whetung stated that if a client calls the same day or day before the desired travel date, it is unlikely that there will be an opening. If there is an opening, Red Cross will attempt to accommodate the client. She also stated that the number of vehicles and volunteer drivers are constraints.

L. Conard stated that this was the finding in the *Specialized Transportation Study for Brown County* conducted in 2007.

A motion was made by S. Popp, seconded by P. Kiewiz, to support the Red Cross recommendation for a fare increase to \$3.00 per one-way trip and to encourage Red Cross to investigate methods of increasing fare payment compliance (impose stricter waiver requirements, etc.). Motion carried unanimously.

T. Whetung explained that the Red Cross (as a State 85.21 sub-recipient) would be taking the TCC's recommendation to the Aging and Disability Resource Center Board of Directors (as a State 85.21 recipient) on:

Wednesday, July 11
Aging and Disability Resource Center of Brown County
300 S. Adams Street
Green Bay, WI 54301
8:30 a.m.

3. Discussion of concerns about services provided by LogistiCare.

C. Runge stated that there are a number of emails and letters being prepared by various clients, human service agencies, and advocacy groups encouraging the state to audit LogistiCare. LogistiCare is the private firm hired by the Wisconsin Department of Health Services (DHS) to broker MA transportation. Since LogistiCare took over, many have suggested that LogistiCare is not performing well. There have been numerous incidents where clients have arranged for a trip and the provider does not show up, arrives hours late, or a vehicle arrives that cannot accommodate the user's mobility device.

Discussion occurred regarding LogistiCare.

A motion was made by T. Whetung, seconded by C. Hasselbacher, to direct Chair Cole Runge to work with Vice-Chair Sandy Popp to develop a letter on behalf of the TCC that expresses the TCC's concerns about LogistiCare's performance and to send the letter to the appropriate state officials. Motion carried unanimously.

4. Discussion of the use of paratransit tickets.

P. Kiewiz stated that at the request of various agencies, clients from ASPIRO, CP,

Innovative, Paragon, and Brown County Human Services have not been required to provide a ticket when boarding a paratransit vehicle for certain trips. Instead, Green Bay Metro staff has been directly billing the agencies at the agency rate of \$4.50 per ride. This policy went into effect on March 1, 2012.

P. Kiewiz stated that there have been numerous problems with this system. P. Kiewiz stated that some clients are using tickets for trips when the tickets are not necessary and that some clients are not using tickets when the tickets are necessary. There are a number of cases where the client states that they gave the driver a ticket and where the driver states they did not receive a ticket.

P. Kiewiz stated that sorting through all of this is taking too much staff time (numerous phone calls and emails back and forth) and usually results in Metro "writing off" tickets, which means that Metro is not compensated for these rides. In March of 2012 alone, Metro wrote off 54 \$4.50 tickets (\$243.00). To avoid the loss of staff time and revenue, Metro staff will be requiring all passengers boarding to submit a ticket or cash. Metro staff would like to see this in place as soon as possible and will work with the agencies during the transition.

L. Conard stated that the policy of collecting a fare upon boarding is consistent with transit systems throughout the country.

P. Kiewiz confirmed this practice.

5. Round robin discussion about paratransit service.

No comments were made regarding paratransit service.

M. Schlautman asked Mai Yia Yang about her mobility management services. M. Yang stated that the majority of work involves assisting with transportation as it relates to employment.

6. Other matters.

The next meeting of the TCC is scheduled for:

Monday, September 10, 2012
Green Bay Metro Transportation Center
901 University Avenue
Green Bay, Wisconsin
10:00 a.m.

7. Adjourn.

The meeting adjourned at 11:32 a.m.

Brown County Transportation Coordinating Committee Meeting

The American Red Cross is facing a revenue shortfall for this fiscal year for the following reasons;

- Rising fuel costs, budgeted \$10,000 per month; we are spending \$13,000-\$15,000 per month. The increase is not only attributed to rising fuel costs, but to increased ridership.
- Ridership is up 1,000 rides per month compared to last year at this time.

2010 Transports – 61,841

2011 Transports – 66,531

2012 Transports to Date –

For this reason we need to consider making the following changes, including but not limited to the possibility of raising client fares from \$2.00 per person, per one way ride to \$3.00 per person, per one way ride.

- Currently we do not track client donations, however we would like to change the term “donation” to “co-payment or fare”; making clients responsible to pay for the service(s) they receive. A system would be set up to track those clients not paying. Fee waivers are still an option for those who would qualify for free/reduced rides – medical & nutritional trips only. Those clients riding for life sustaining treatments would never be denied service due to their inability to pay.
- Those clients/facilities not paying as they board the Red Cross vehicle would be ask to pre purchase tickets for future rides.
- This proposal/request will be brought before the Brown County Transportation Coordinating Committee at their meeting in July.
- The increase from \$2.00 to \$3.00 would be in line with the current charge for the Para-transit Program.
- We would like to give clients at least a 30 day notice for the fare increase, would like to have in place to start September 1, 2012.

May 2012 Transportation Rides

	May 2012	May 2011	YTD 2012	YTD 2011
Rides provided:	6,634	5,482	30,967	25,882
			(+1,152)	(+5,085)
Amb	5,509	4,527	25,531	21,690
WC	1,125	955	5,436	4,192
			(+982)	(+3,841)
			(+170)	
Medical	3,715	3,145	17,846	15,206
Employment	1,597	1,386	7,440	6,684
Nutrition	178	135	785	706
Education	84	120	660	419
Social	1,060	696	4,036	2,867
			(570)	(+2,640)
			(+211)	(+756)
			(+43)	(+79)
			(-36)	(+241)
			(+364)	(+1,169)
Miles driven	50,833	42,715	226,486	208,899
Hours	3,719	3,415.5	16,751.5	16,510.75
			(+8118)	(+17,587)
			(+303.5)	(+240.75)