

**(DRAFT) MINUTES  
BROWN COUNTY PLANNING COMMISSION BOARD OF DIRECTORS  
ELDERLY AND DISABLED TRANSPORTATION SUBCOMMITTEE**

**Tuesday, July 10, 2007  
Green Bay Metro Transportation Center  
901 University Avenue  
Green Bay, Wisconsin  
9:45 a.m.**



**ROLL CALL**

Sunny Archambault	<u>Exc.</u>	Byia Martin	<u>x</u>
Betty Bennett	<u>          </u>	Barbara Natelle	<u>x</u>
Linda Blohowiak	<u>x</u>	Jennifer Nelson	<u>x</u>
Diana Brown	<u>x</u>	Sandy Popp	<u>x</u>
Chris Hasselbacher	<u>Exc.</u>	Sue Premo	<u>          </u>
Kathy Johnson	<u>x</u>	Julie Tetzlaff	<u>          </u>
Nick Mahlik	<u>x</u>	Mary Van Acker	<u>          </u>

**Others Present:** Lisa J. Conard, Lauri Ropson from the Aging and Disability Resource Center, Steve Rosenbaum from Medi-Vans, Cole Runge, and Barb Zambon from NEW Curative.

C. Runge opened the meeting at 9:45 a.m.

**APPROVAL OF THE MINUTES**

A motion was made by K. Johnson, seconded by B. Zambon, to approve the minutes of the April 24, 2007, meeting of the Elderly and Disabled Transportation Subcommittee. Motion carried.

**ORDER OF BUSINESS**

1. Introduction of Barbara Natelle and Byia Martin.

C. Runge introduced and welcomed Barbara Natelle of Syble Hopp School and paratransit user Byia Martin to the subcommittee.

2. Proposed transit extension to the Village of Howard.

C. Runge provided an overview of the area in Howard that is proposed to have fixed route and paratransit service. C. Runge stated that he presented a transit service plan to the village board on June 25, 2007, and that the plan was well received. Village staff intends to contact businesses along and near the proposed route to gauge their support for the route, and staff will report its findings to the village board at the beginning of August.

C. Runge reminded the subcommittee that the village has a long history of investigating transit service and then choosing not to implement it due to costs.

After federal, state, and projected farebox revenue, the cost of fixed route, paratransit, and capital depreciation for 2008 would be approximately \$75,000.

D. Brown asked if Howard would implement service in 2007.

C. Runge stated that the village did not budget money for 2007 and that village board members would prefer to begin service at the beginning of 2008.

C. Runge stated that he will update the subcommittee on the status of the proposal in the future.

3. Discussion of Metro's paratransit "no show" policy.

K. Johnson explained the paratransit no show policy. Clients are allowed to call Medi-Vans up to 30 minutes prior to their pick-up times to cancel trips without being penalized. If a client does not show up for a scheduled trip, the client receives a written warning. The second no-show within a six-month window also warrants a written warning. A third no-show within the same six-month window results in a 30-day suspension.

K. Johnson stated that Green Bay Metro pays Medi-Vans \$10 per no-show and that Metro averages between 20 and 30 no-shows per month. K. Johnson is exploring the idea of charging the client the \$10 fee. K. Johnson stated that the Transit Commission would have to authorize a change in policy.

L. Blohowiak asked Medi-Vans staff to explain the cancellation process.

Medi-Vans staff explained that when a client calls to cancel a trip, the trip is deleted from the system. If the cancellation is a same-day cancellation, the driver is called.

Discussion occurred on how to track cancellations.

C. Runge stated that the new software Medi-Vans is in the process of purchasing should be able to track cancellations.

B. Zambon asked K. Johnson to share the list of no-shows with the service agencies. This would allow agency staff to work with the client to prevent future no-shows.

B. Zambon asked for clarification regarding 30-day suspension appeals.

K. Johnson stated the client is allowed to appeal.

D. Brown asked if there was any way to avoid the 30-day suspension.

Many subcommittee members believed that if the client were to cover the \$10 fee Green Bay Metro has to pay Medi-Vans, there may be fewer no shows and suspensions.

S. Popp stated \$10 is a lot for the typical client in the program.

C. Runge stated that a short-term strategy for reducing the number of no-shows would be to have the client cover the \$10 no-show fee and that a long-term strategy would be software upgrades by Medi-Vans.

K. Johnson stated that she will discuss having the client cover the fee with the Transit Commission.

4. Round robin discussion of paratransit service.

B. Martin indicated that he had received a 30-day suspension due to three no-shows and that the suspension taught him to be more prudent about properly canceling trips. He stated that he appreciates the paratransit service.

B. Natelle indicated that Syble Hopp relies on both the fixed route and paratransit program for client field trips. B. Natelle indicated she is still learning the relationship between fixed route, paratransit services, and specialized trips eligible for MA reimbursement.

L. Blohowiak indicated that ASPIRO had just completed modifying the Dousman Street drop-off/pick-up area. L. Blohowiak stated that staff members are made available to help clients into and out of the building and to keep traffic moving in front of the building. B. Zambon and S. Rosenbaum stated that the staff assistance in front of the building is very helpful.

J. Nelson stated that the Red Cross continues to look at software packages to streamline dispatch and scheduling services.

K. Johnson stated that Metro, Brown County Planning, and Job Service Center staff just completed a "How to Ride the Bus" DVD that will be recorded in English, Spanish, and Hmong. The release of the DVD will be accompanied by a media blitz. The DVD will be widely distributed throughout the community. The DVD will also be played for the subcommittee at a future meeting.

C. Runge stated that people will also be able to watch the DVD on their computers by accessing the Brown County and Green Bay websites and that Time-Warner Cable intends to broadcast the video on its local access channel.

S. Popp suggested that captioning be added to the DVD.

5. Other matters.

None.

6. Adjourn.

C. Runge set the next meeting of the Elderly and Disabled Transportation Subcommittee for:

Tuesday, October 9, 2007  
Green Bay Metro Transportation Center  
901 University Avenue  
Green Bay, Wisconsin  
9:45 a.m.

C. Runge closed the meeting at 10:42 a.m.