

MINUTES
BROWN COUNTY TRANSPORTATION COORDINATING COMMITTEE
Monday, January 16, 2012
Green Bay Metro Transportation Center
901 University Avenue
Green Bay, Wisconsin
10:00 a.m.

ROLL CALL

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

OTHERS PRESENT: Lisa J. Conard, Essie Fels, and Mary Schlautman.

C. Runge opened the meeting at 10:00 a.m.

ORDER OF BUSINESS

1. Approval of the December 12, 2011, Transportation Coordinating Committee meeting minutes.

A motion was made by S. Popp, seconded by J. Withbroe, to approve the December 12, 2011, Transportation Coordinating Committee meeting minutes. Motion carried.

2. Request for a letter from the Transportation Coordinating Committee endorsing the Lakeland Chapter of the American Red Cross' FY 2013 & FY 2014 Section 5310 projects.

T. Whetung reviewed the application.

Lakeland Chapter of the American Red Cross – Vehicle Requests

2013 Project Description – application cycle 37	Federal	Local	Total
One small bus with seven ambulatory & one wheelchair position	\$34,000	\$9,000	\$43,000
One bus with 10 ambulatory & two wheelchair positions	\$41,000	\$11,000	\$52,000
Total:	\$75,000	\$20,000	\$95,000

2014 Project Description – application cycle 38	Federal	Local	Total
One bus with 10 ambulatory & two wheelchair positions	\$41,000	\$11,000	\$52,000
One mini-van with four ambulatory & two wheelchair positions	\$27,000	\$8,000	\$35,000
Total:	\$68,000	\$19,000	\$87,000

A motion was made by S. Popp, seconded by P. Kiewiz, requesting staff to write and sign a letter on behalf of the TCC endorsing the Lakeland Chapter of the American Red Cross' FY 2013 & FY 2014 Section 5310 projects. Motion carried.

3. Follow-up discussion about Green Bay Metro's paratransit fare collection policy for agencies.

P. Kiewiz stated that she has been working with Geo Jackson and the IT staff at MV Transportation. They have identified paratransit clients and respective trips for which the agency fare applies. The client will be exempt from having to submit \$4.50 in cash or agency fare ticket to the driver when boarding. Instead, the agency will receive a monthly bill for \$4.50 per qualifying trip. If the client travels to any of the following agencies, the agencies which represent the client may be billed:

1. CP Center (many clients participate in a Brown County Human Services Department program)
2. NEW Curative
3. ASPIRO (Dousman Street and Stiles Road locations)
4. Innovative
5. Paragon

S. Popp stated that Valley Transit (Appleton area) staff has the ability to program Trapeze (paratransit software used to schedule and dispatch trips) to meet their needs.

P. Kiewiz stated that Green Bay Metro does not own the Trapeze software but has worked with MV's IT staff to program for exempt status for select trips. P. Kiewiz stated that a trip will either be an exempt trip (no cash or ticket required with the agency being billed monthly) or demand trip (cash or ticket required upon boarding the vehicle).

Various trip scenarios were discussed by the committee.

1. Chris Hasselbacher stated that Brown County Human Services Department (BCHSD) has a client that is approved to go to and from the CP Center three

times per week. This client will not have to submit cash or tickets for the six one-way trips. Green Bay Metro will be reimbursed for those trips by BCHSD. However, if that same client makes a trip to a social event (demand trip), a \$3.00 cash or ticket fare will need to be presented to the driver upon boarding.

2. D. Johnson, representing ASPIRO, stated they have clients who arrive at ASPIRO (exempt trip), travel to CP during the day (exempt trip), and return home at the end of the day (exempt trip). This client would be allowed three one-way exempt trips per day.
3. D. Johnson stated ASPIRO also has a client that arrives at ASPIRO (exempt trip), leaves to go to work (demand trip), and returns to ASPIRO (demand trip), and returns home at the end of the day (exempt trip).

P. Kiewiz stated that she will work with agency staff as unique circumstances arise.

S. Popp asked about the number of calls Metro staff receives regarding MA-eligible trips and the MA trip call center staff run by LogistiCare.

E. Fels stated that Metro does receive calls from paratransit clients who do not want to use LogistiCare to arrange their Medicaid covered trips. Clients note that LogistiCare does not do a good job. The clients call Metro hoping that the trips will be provided through the paratransit program.

T. Whetung, the transportation program manager for Red Cross, stated she receives this type of phone call also.

S. Popp asked that Metro and Red Cross staffs document these cases and report them to her. S. Popp will make sure that the appropriate people (state officials, advocates, and LogistiCare staff) are made aware of the issues.

L. Conard asked if existing paratransit trips provided to clinics/hospitals currently fall under the jurisdiction of LogistiCare.

G. Jackson stated that it is possible, but they could not be certain without asking the client about the trip purpose and MA eligibility.

P. Kiewiz and E. Fels noted that when someone applies for paratransit, they are now asked if they qualify for MA trips (aka LogistiCare trips). This should give Metro/MV the ability to determine if a trip request falls under MA or paratransit.

L. Conard asked if any of the clients eligible for LogistiCare are taking advantage of the fixed route bus service (no cost to Metro).

P. Kiewiz and E. Fels did not think so.

4. Round robin discussion about paratransit service.

C. Hasselbacher stated that she has a client that has a Thursday only drop-off site and is having difficulty with this trip. The client is not able to communicate with the driver.

(Metro and MV staff worked with C. Hasselbacher after the meeting to discuss the appropriate

scheduling/drop-off site of this client's trips to protect the client's identity.)

M. Schlautman stated that the Aging and Disability Resource Center (ADRC) has also received calls from clients that qualify for MA trips under LogistiCare. ADRC staff helps these clients make trip arrangements with LogistiCare.

P. Kiewiz stated that they had been experiencing a "no-show" rate of 300-400 per month. In a typical scenario, the driver will show up for a scheduled pick-up and the client may respond that they have changed their mind and will not be making the trip today. MV bills Metro \$10 per no-show trip.

Green Bay Metro has a long standing no-show policy. When a no-show occurs, Metro's policy is to notify the client in writing. If a client receives three no-show notices within a six-month period, the client may lose service for one month. This policy had not been enforced in the past.

P. Kiewiz reported that the no-show rate has been decreasing. In December 2011, there were 87.

C. Runge asked if this was due to Metro staff enforcing the policy.

P. Kiewiz stated yes. P. Kiewiz stated she has been working with the clients and/or their caregivers to avoid no-shows.

J. Withbroe, Transit Commissioner, stated that the commission appreciates the work and results P. Kiewiz has brought to the table.

P. Kiewiz stated that she has been working with area dialysis clinics to fine tune post dialysis pick-ups.

P. Kiewiz provided the following scenario:

A client is scheduled for dialysis at 9:00 a.m. and arrives on time. The dialysis center is slow to get the client going which delays the completion of the dialysis process. The MV driver arrives to pick up the client at the scheduled time and the client is not ready. MV then has to send another vehicle to pick up the client at a later time.

P. Kiewiz stated she would like all post-dialysis pick-ups to be scheduled on a "will-call" (call when done) basis instead of a hard pick up time. This would allow MV to operate more efficiently.

P. Kiewiz stated that most dialysis clinic staff have been agreeable and improvements have been realized. P. Kiewiz stated she will continue to work on this issue.

G. Jackson stated he appreciates the opportunity to work with the committee members on identifying and solving problems. G. Jackson stated he is happy to be working in this community and is committed to the customers.

C. Runge stated that he observed passenger loadings at the CP Center on January 11 from 3:30 p.m. to 4:30 p.m. C. Runge stated he watched as the drivers of eight MV vehicles loaded multiple clients. C. Runge did not mention to CP staff that he would be observing on this day.

C. Runge noted that this could be a potentially chaotic situation and the loadings went well. C. Runge complimented MV for doing a good job.

B. Martin stated that he had not received a complaint in a long time and stated service was going well.

5. Other matters.

C. Runge stated that it was Sunny Archambault's last meeting as she is retiring. The committee thanked Sunny for the work she has done over the years.

The regular 2012 TCC schedule is as follows:

Monday, March 12, 2012
Monday, June 11, 2012
Monday, September 10, 2012
Monday, December 10, 2012

The meetings will be held at:

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

6. Adjourn.

C. Runge closed the meeting at 10:43 a.m.