

MINUTES
BROWN COUNTY TRANSPORTATION COORDINATING COMMITTEE
Monday, September 12, 2011
Green Bay Metro Transportation Center
901 University Avenue
Green Bay, Wisconsin
10:00 a.m.

ROLL CALL

| | | | |
|--------------------|-------|----------------------|-------|
| Sunny Archambault | x | Barbara Natelle | _____ |
| Diana Brown | x | Sandy Popp | x |
| Brandon Cooper | _____ | Cole Runge | Exc. |
| Pat Finder-Stone | x | Julie Tetzlaff | x |
| Chris Hasselbacher | x | Derek Weyer | x |
| Kathy Hillary | _____ | Tina Whetung | x |
| George Jackson | _____ | John Withbroe | _____ |
| Debbie Johnson | x | Vacant BC Exec. | _____ |
| Kathy Johnson | x | Vacant BC Board Sup. | _____ |
| Byia Martin | _____ | | |

Others Present: Lisa J. Conard, Dan Teaters, Steve Maricque, Mary Schlautman, and Mai Yia Yang (Brown County Mobility Manager)

Vice-Chair Sandy Popp opened the meeting at 10:00 a.m.

L. Conard introduced Mr. Dan Teaters. L. Conard stated Dan was with the MPO and developed the map (distributed at the meeting) and the Metro route guide. All introductions were made.

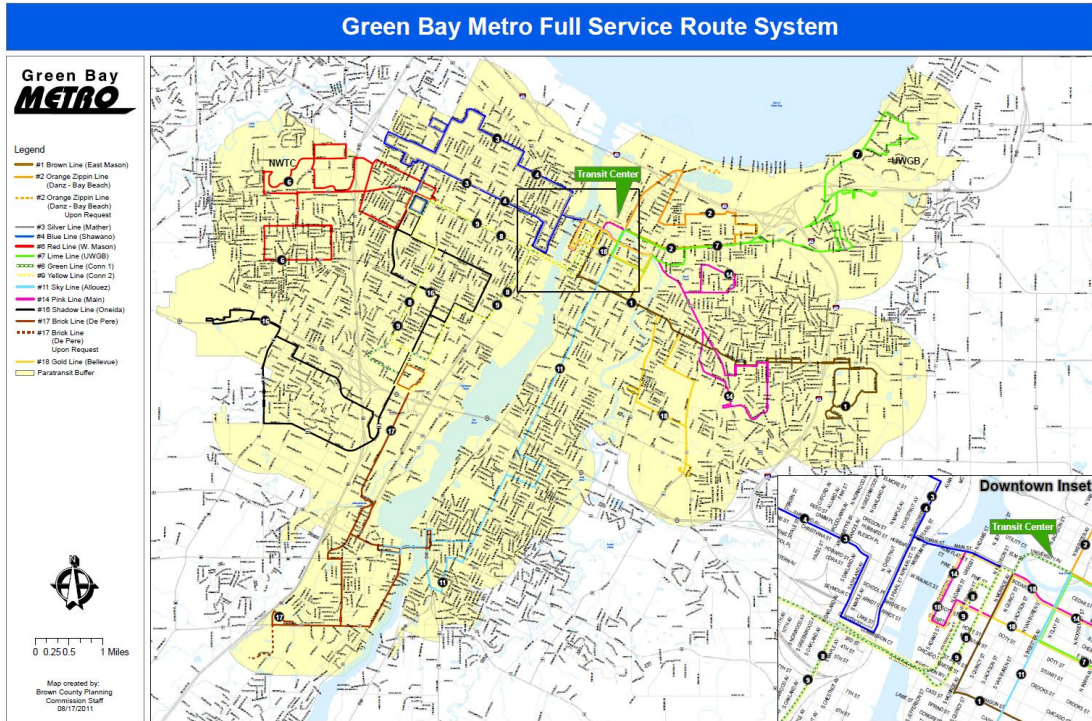
ORDER OF BUSINESS

1. Approval of the June 13, 2011, Transportation Coordinating Committee meeting minutes.

A motion was made by P. Finder-Stone seconded by S. Archambault, to approve the June 13, 2011, Transportation Coordinating Committee meeting minutes. Motion Carried.

2. Discussion of the modified paratransit service area that went into effect on September 6, 2011.

The BCPC staff provided members of the TCC with an 11”X17” color copy of the system map and paratransit boundary as follows:



K. Johnson stated the fixed route changes had little impact on the paratransit boundary. Initially, it looked like fixed route service would be eliminated from Libal Street, but the final plan allowed for some fixed route service on Libal Street to continue.

L. Conard stated that Tom Wittig, the new Metro Director, will allow certified paratransit clients that lived in the paratransit boundary area prior to September 6th to be “grandfathered” and able to use the system to and from their residence.

Brown County Planning Commission (BCPC) staff took clients’ names and addresses from the MV Transportation database and ran them through the GIS mapping system. A total of nine clients qualified for grandfathered status.

K. Johnson stated that she will provide MV with the names of the grandfathered clients. K. Johnson also stated that some of the grandfathered clients live in a CBRF.

C. Hasselbacher asked for the addresses of the clients who are grandfathered so that service agencies do not place other eligible paratransit clients at that particular CBRF.

K. Johnson agreed to do so.

S. Archambault asked about the level of service in Allouez.

L. Conard stated that prior to September 6th, Allouez had service on both Webster Avenue and Libal Street. The village of Allouez desired a level of service that was more cost effective. Green Bay Metro staff worked with the village and developed a plan. Initially the proposal provided fixed route service on Webster only. Later the plan was modified to include service on a portion of Libal from Broadview to Hoffman. This was the service implemented on September 6th.

K. Johnson stated that it was not a reduction in service.

L. Conard stated that the existing paratransit clients would continue to be served by paratransit services and the paratransit portion of the costs would remain the same (population formula). The fixed route costs billed to Allouez would be reduced slightly (mileage formula).

L. Conard stated that Metro may consider minor tweaks to the new system in the near future. It is not anticipated that this will have an impact on the paratransit boundary as presented on the map.

J. Tetzlaff asked if the newly implemented Green Saturday program, which allows all fixed-route riders to ride free on Saturday, would be considered for the paratransit program.

K. Johnson stated no.

L. Conard confirmed that it is the policy to charge \$3.00 per one-way trip. A little more than a year ago, Green Bay Metro implemented a half-fare policy on Saturday (\$0.75). The paratransit fare remained at \$3.00. This practice is consistent with other systems.

L. Conard explained how Metro was able to offer free rides on the fixed route system on Saturdays. Most fixed-route riders use a 30 day-pass (\$35 adult, \$25 E&D, and \$19 students). Green Bay Metro collects payment at the beginning of the 30-day period and riders are allowed unlimited use of the system until the pass expires. Therefore, Metro does not collect any additional revenue if the pass holder rides on Saturdays or not. There are very few cash paying passengers and the amount of cash collected on previous Saturdays was negligible. If Metro were to waive the \$3.00 fare on Saturday for paratransit clients, it would have a significant impact on revenue.

3. Round robin discussion about paratransit service.

K. Johnson stated she hosted a meeting in August with MV staff and paratransit clients. This allowed clients to discuss any issues they had/have with MV and allow MV staff to address the issue.

K. Johnson stated that scheduled trips were missed and vehicles arrived late during the initial start-up period. This should not have happened but it did. Many issues have been addressed since this time.

A few issues have come to the forefront:

- K. Johnson stated that the carrying capacity of many of the MV vehicles is greater than that of the previous provider. For example, MV can carry four wheelchair passengers in one vehicle and the previous provider carried only two. Currently, passengers are sharing rides with up to three others. A trip that previously took 30 minutes may now take 45 minutes. This leads the client/caregiver to conclude that the trip was "late". In this case the client was not late as the law states that a passenger can be in a vehicle for up to 60 minutes.
- MV staff took over a system that was running at a rate of 96% subscription trips (subscription service is a standing reservation for customers who make the same trip

several times a week). K. Johnson noted that when you are at the 96% level, it is a given that casual trips are denied. Federal guidelines for subscription service indicate transit systems should be at 50%. K. Johnson stated that they are currently running at 86% subscription, in large part due to ASPIRO, NEW Curative, and CP being more flexible with programming. The goal is to get down to 50-60%.

- K. Johnson stated that she received complaints regarding Medicaid (MA) funded transportation services. It should be noted that Green Bay Metro is not responsible for MA trips. The State of Wisconsin, through a private trip brokerage firm called LogistiCare, manages the MA transportation program. Many MA clients are also certified paratransit clients and it is difficult for many to understand the difference in the programs.
- K. Johnson also heard complaints that MV drivers are not EMTs, which is a misunderstanding of the program.

L. Conard noted that the provider is allowed to negotiate with the client a trip pick-up time within specific parameters. Therefore, clients may not get their first choice. MV is not allowed to deny paratransit trips.

Discussion occurred regarding the problems clients and human service agencies are having with LogistiCare. They include no-shows, late trips, and not answering phones.

S. Popp stated that she is working with a group of advocates throughout the state to document LogistiCare problems.

Committee members agreed that MA clients that are not receiving services should contact their respective state legislators.

P. Finder-Stone suggested many individuals do not know who their state legislators are and that the information should be provided to the client.

L. Conard asked if any local private operators have signed on with LogistiCare.

S. Popp stated Wheelchair Transport started the process, but in the end decided against it.

Members of the committee stated that a company from Antigo had provided some trips in the Green Bay area. In addition, a local taxi cab company may have recently signed-on with LogistiCare.

K. Johnson stated that many people are unaware that a nursing home can become a LogistiCare-approved transportation provider and provide reimbursable trips for its own clients.

S. Archambault asked if Green Bay Metro has experienced an increase in paratransit trips since LogistiCare began brokering MA trips on July 1st, 2011.

K. Johnson stated no. Paratransit ridership is down slightly.

L. Conard asked Red Cross staff if they were seeing an increase in requests for services.

T. Whetung stated yes. They have experienced an increase of 30% in wheelchair-only rides. Red Cross has added an extra run and restructured vehicle assignments to accommodate the

increase. T. Whetung stated that she did not believe it was displacing existing trips/riders.

Diana Brown asked for statistics regarding denied paratransit trip requests.

K. Johnson stated that denied rides were not tracked.

D. Brown stated that her staff (NEW Curative) is working with MV staff on a daily basis. They are fine-tuning pick-up/drop-off locations and MV is working hard to address the problems.

J. Tetzlaff stated she is hearing reports from her clients that MV drivers will openly say things such as "I do not know where I am going" or "Why is dispatch telling me to do such and such, it does not make sense". Other committee members reported hearing this from their clients as well.

J. Tetzlaff stated that she regularly monitors the pick-ups at the CP center at the end of the day. She noticed that clients going to the same address are not necessarily assigned the same vehicle. J. Tetzlaff stated that she and her staff will be willing to work with MV to make the ride home more efficient.

K. Johnson stated that MV has had staff turnover in the dispatching area.

C. Hasselbacher stated she has a client that has given up on MV and has reallocated her resources and is now paying private pay to another provider.

S. Popp stated that she will be meeting with MV staff regarding the use of service animals in the near future. S. Popp stated she has a client with a large dog that will be assisting.

T. Whetung asked about the number of vehicles in use by MV for Metro's paratransit program.

K. Johnson stated that MV was currently using 16 vehicles to provide the paratransit service. The previous provider used 24 vehicles.

L. Conard stated it is important to note that the previous provider also offered MA and private-pay trips supporting the larger fleet. MV does not offer services outside of the paratransit contract at this time.

J. Tetzlaff asked K. Johnson if paratransit clients would be allowed to take paratransit on Packers game days, just like those who use the fixed-route service.

K. Johnson stated that Green Bay Metro is not publicizing the service. However, if a client needs transportation, Metro staff will work with MV to provide the ride.

L. Conard asked K. Johnson to clarify for the committee the paratransit boundary that would be applied: 1.) the full service system paratransit boundary, or 2.) a paratransit boundary based on the four Packers game day Sunday routes, which is considerably smaller.

K. Johnson stated that the four Packers game day routes would define the paratransit service area.

L. Conard asked if paratransit clients anywhere in the boundary could take paratransit on the Packers game scheduled for Monday, November 14th, 2011.

K. Johnson stated yes.

K. Johnson stated that Metro did not want to provide the service but may have to due to requests.

J. Tetzlaff stated that she has CP clients that use a wheelchair and have Packers tickets that will need transportation to and from the game.

L. Conard stated that specialized transportation to and from Packers games had previously been provided by Medi-Vans. Medi-Vans is no longer in business. L. Conard asked if this represents a service gap and wondered if there was a private sector solution to the problem.

S. Popp stated that Options for Independent Living has worked with the Packers organization in the past regarding accommodations for persons with disabilities and described the relationship as a positive one.

J. Tetzlaff stated that several of her clients got “no show” letters from MV. J. Tetzlaff stated that in some cases the driver did not show up on time so the clients left their pick-up points and made other arrangements. Later, the clients were given “no-show” letters.

K. Johnson stated that the previous provider did not issue “no-show” letters for many years. K. Johnson stated she had a hard time believing there were zero no-shows during that time.

K. Johnson is working with MV on this issue.

D. Teaters stated that the LIO office has created a tool for determining if a potential client’s residence or any other origin or destination is within the paratransit boundary. It requires the user to enter the address and the system will determine if the parcel is within or outside of the boundary.

Staff agreed to share the link with the committee.

P. Finder-Stone commended the members of the committee for solving consumer problems.

4. Other matters.

S. Maricque stated that he rode the Quick Slant (new Packers game day service) on Thursday, September 8th. S. Maricque stated it worked well.

The next meeting of the TCC will be held on:

Monday, December 12, 2011
Green Bay Metro Transportation Center
901 University Avenue
Green Bay, Wisconsin
9:45 a.m.

5. Adjourn.

S. Popp closed the meeting at 11:40 a.m.