Minutes
BROWN COUNTY TRANSPORTATION COORDINATING COMMITTEE
Monday, March 13, 2017
Green Bay Metro Transportation Center
901 University Avenue
Green Bay, Wisconsin
10:15 a.m.

ROLL CALL

Mary Brick (Syble Hopp School)		Sandy Popp (Options for Independent Living)	x
Diana Brown (Curative Connections)		Cole Runge (BC Planning Commission/Green Bay MPO)	x
Vinny Caldara (MV Transportation)		Mary Schlautman (ADRC of Brown County)	x
Corrie Campbell (BC Board of Supervisors)	x	Julie Tetzlaff (Cerebral Palsy Inc.)	
Brandon Cooper (Oneida Nation)		Lisa Van Donsel (ADRC of Brown County Board)	
Mallory Cornelius (ASPIRO)		Derek Weyer (Wisconsin DOT NE Region)	
Pat Finder-Stone (Citizen Member)	Exc	Tina Whetung (Curative Connections Trans. Program)	x
Patty Kiewiz (Green Bay Metro)*	x	Genny Willemon (BC Human Services)	
Greg Maloney (Lakeland Care District)	Exc	John Withbroe (Green Bay Transit Commission)	
Linda Mamrosh (Citizen Member)	x	Vacant (BC Executive Department)	

Others Present: *Essie Fels for Patty Kiewiz, Lisa J. Conard, and Jennifer Hallam-Nelson

C. Runge opened the meeting at 10:15 a.m.

ORDER OF BUSINESS

1. Approval of the December 5, 2016, TCC meeting minutes.

   C. Campbell requested a minor modification to the minutes. Page 6 of the draft minutes will be changed to read: C. Campbell stated that she wants to see the Mobility Coordinator and Travel Trainer focusing efforts in the rural area in addition to the urban area.

   A motion was made by T. Whetung, seconded by M. Schlautman, to approve the December 5, 2016, TCC meeting minutes as modified. Motion carried.

2. Introduction of Specialized Transportation Mobility Coordinator Jennifer Hallam-Nelson.

   C. Runge introduced Jennifer Hallam-Nelson.

   J. Hallam-Nelson stated that she is excited be the Mobility Coordinator. J. Hallam-Nelson noted relevant experience stating that she had been the director of the transportation program at Red Cross (now Curative Connections[1]), had been involved in the literacy council, has two years of experience with Green Bay Metro as a dispatcher, and has established relationships within the community.

   Committee members welcomed Jennifer.

   L. Mamrosh offered J. Hallam-Nelson her assistance as it relates to navigating transportation systems as a visually-impaired person who uses technology and a guide dog.

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[1] Discussion under this item is in regard to the transportation program offered by Curative Connections as of July 1, 2015. Prior to this date, the service was provided by the Lakeland Chapter of the American Red Cross. The program offers demand-response transportation services to seniors and qualifying individuals with disabilities with use of a small-medium bus, van, or sedan.

C. Runge stated that the members of the TCC will be good resources for J. Hallam-Nelson.

C. Campbell asked about other Mobility Management programs in Wisconsin.

S. Popp stated that most surrounding counties already have one.

L. Conard noted that there are over 50 recognized mobility management programs in the state.

J. Hallam-Nelson stated that she has had conversations with several mobility managers over the last year. J. Hallam-Nelson also noted that she and Pam Push, Mobility Manager for Door County, worked together a number of years ago to establish a transportation program in Door County.

3. Round robin discussion about specialized transportation services in Brown County.

C. Campbell asked about the relationship between the local mobility coordinator and MTM[2] as it relates to complaints about MTM.

C. Runge noted that mobility manager programs are not the go-to for complaints about MTM's service.

Members of the committee stated that they often deal with client complaints regarding MTM but there is not a local central database for such complaints. S. Popp noted that she, like others, encourages her clients to report complaints directly to MTM (MTM's *We Care* number is 1-866-436-0457).

C. Campbell stated that is like "the fox guarding the hen house".

S. Popp agreed and noted that advocates have tried unsuccessfully to get an independent ombudsman for years. The Wisconsin Department of Health Services (DHS) has not moved forward with hiring an ombudsman to independently monitor MTM's performance.

C. Campbell would like to document local complaints against MTM so that she has data to bring forward to state legislators. C. Campbell would like to see the program regionalized, with the Brown County area being the pilot. C. Campbell stated she is working with State Representative John Nygren on this issue.

C. Runge stated that it appears that MTM is meeting the terms of its current contract with DHS, and a way to improve MTM's performance may be to have state legislators direct DHS to strengthen the contract's performance requirements.

S. Popp noted that the contract between DHS and MTM expires in August 2017 and that she and many other advocates would like to see some changes in the next contract.

S. Popp noted that Options for Independent Living staff will be meeting with state legislators and legislature staff members on behalf of its 17 county area this Thursday in Madison.

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[2] MTM is the private transportation broker hired by the Wisconsin Department of Health Services to coordinate Non-Emergency Medical Transportation (NEMT) services for qualifying Medicaid and BadgerCare Plus clients.

L. Mamrosh noted that when she calls MV to schedule a trip through Green Bay Metro's Paratransit Program[3] she is asked by the call taker "when do you want to be picked up?" not "when do you want to reach your destination?". At the last meeting, Vinny Caldara, MV Manager, stated that all call takers should be asking clients the latter. E. Fels agreed to follow-up with Vinny Caldara.

L. Mamrosh noted that it is difficult for her to walk/navigate through roundabouts as a visually-impaired person.

C. Runge stated that he appreciates L. Mamrosh's perspective and that the safe navigation of roundabouts by visually-impaired pedestrians is an issue that has been discussed for many years. He noted that one of the reasons roundabouts have been built in school zones, neighborhoods, and elsewhere in Brown County is for pedestrian safety. Since the first Brown County roundabout opened in 1999, there has been only one reported pedestrian crash at all of the roundabouts in the county. On the other hand, there are many reported pedestrian crashes at intersections controlled by traffic lights and stop signs each year.

L. Mamrosh noted that she lives in De Pere and is troubled by the time it takes to clear snow from sidewalks/curb cuts as this impedes her ability to live independently. It is also difficult to reach a bus stop or cross the street when snow is not cleared. When snow is not removed in a timely manner, individuals like herself who qualify for paratransit may have to schedule a paratransit trip (which is expensive for the system) in lieu of taking the bus (which adds no additional cost to the system).

It was noted that De Pere businesses have 48 hours after an event to clear the snow.

C. Campbell suggested a media campaign similar to the campaigns fire departments use to promote snow clearance from fire hydrants. C. Campbell stated that she would contact local media and L. Mamrosh agreed to be part of the effort.

C. Runge noted that that the Brown County Planning Commission encourages communities to have developers construct their buildings near sidewalks with parking to the side or rear, and to construct uninterrupted walkways between sidewalks and building entrances so people don't have to walk or maneuver mobility devices through large parking lots.

Members of the committee discussed how the Festival Foods location in De Pere is difficult for persons with disabilities to reach because of the large parking lot between the sidewalk and store entrance. However, the Shopko in De Pere is easy to reach because the bus drops passengers off next to the store entrance.

L. Mamrosh noted that the automated bus stop and transfer announcements on Green Bay Metro buses are appreciated.

Members present thanked L. Mamrosh for bringing these issues to the attention of the committee.

C. Runge noted that G. Maloney is excused from the meeting but forwarded three comments:

- The Lakeland Care District is now Lakeland Care, Inc. as it has transferred from a government to private non-profit organization. Lakeland Care, Inc. is a Managed Care

[3] Discussion is in regard to the paratransit program offered by Green Bay Metro to qualifying clients under contract with MV Transportation, a private transportation company.

Organization or MCO.

- Please offer explanation as to why Green Bay Metro does not drop off Goodwill Industry employees closer to the door, particularly the Goodwill location on Brosig Street.

- There are two street signs near University Avenue and Curry Lane that read NEW Curative that need to be changed to read Curative Connections.

E. Fels noted that businesses typically do not want buses using their private roads/parking lots because of the perception that buses break down pavement.

L. Conard noted that bus shelter placement is also an issue. Oftentimes Metro staff would like to install a shelter at a particular location knowing that it would be beneficial to clients. However, the property owner (business or other) may not allow Metro to do so.

E. Fels noted that even if an entity is in agreement with routing or a shelter, it can take a long time as the entity may be slow to initially agree and complete the process.

4. Other matters.

The tentative meeting schedule for 2017 is as follows:

Monday, June 12, 2017
Monday, September 11, 2017
Monday, December 4, 2017

Green Bay Metro Transportation Center
901 University Avenue
Green Bay, Wisconsin
10:15 a.m.

5. Adjourn.

C. Runge closed the meeting at 11:30 a.m.