

(DRAFT) MINUTES
BROWN COUNTY PLANNING COMMISSION BOARD OF DIRECTORS
ELDERLY AND DISABLED TRANSPORTATION SUBCOMMITTEE
Tuesday, April 8, 2008
Green Bay Metro Transportation Center
901 University Avenue
Green Bay, Wisconsin
9:45 a.m.



ROLL CALL

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

Others Present: Mary Brick, Lisa Conard, Steve Rosenbaum, Cole Runge, and Barb Zambon.

C. Runge opened the meeting at 9:50 a.m.

APPROVAL OF THE MINUTES

Approval of the minutes of the January 8, 2008, meeting of the Elderly and Disabled Transportation Subcommittee.

A motion was made by S. Popp, seconded by L. Blohowiak, to approve the minutes of the January 8, 2008, meeting of the Elderly and Disabled Transportation Subcommittee. Motion carried.

ORDER OF BUSINESS

1. Status of the Transportation Coordinating Committee (TCC) for Brown County.

C. Runge distributed a copy of the *Resolution Authorizing the Creation of the Brown Transportation Coordinating Committee (TCC)* submitted and approved by the Brown County Human Services Committee and the Brown County Board of Supervisors in March 2008.

C. Runge stated that the TCC is formed under state statutes and administrative code (Wisconsin Administrative Code, Sec. Trans. 2.10).

C. Runge stated that administrative code requires the following representatives make up a TCC:

- One County Board member
- One County aging unit representative
- One County Department of Social Services or Human Services representative
- One transportation provider – public, proprietary, or non profit
- One or more elderly and disabled citizen advocates
- One or more consumer and agency advocates

C. Runge stated that the Brown County TCC will include those required by statutes as well as others identified below:

- One member of the Brown County Board of Supervisors
- One representative of the Brown County Executive
- One member of the Brown County Aging and Disability Resource Center staff
- One member of the Brown County Aging and Disability Resource Center Board
- Two members of the Brown County Department of Human Services staff
- One member of the American Red Cross – Lakeland Chapter staff
- One member of the Options for Independent Living staff
- One member of the ASPIRO staff
- One member of the Syble Hopp School staff
- One member of the Cerebral Palsy (CP) Center staff
- One member of the Curative Rehabilitation Center staff
- One member of the Green Bay Metro staff
- One member of the Green Bay Transit Commission
- One member of the Wisconsin Department of Transportation staff
- One member of the Brown County Planning Commission staff
- One member from the Oneida Tribal Government
- Two citizen members
- One local private transportation provider

A major responsibility of the TCC will be to review and recommend approval of the 85.21 application to the Aging and Disabilities Resource Center Board of Directors and subsequently the Brown County Board of Supervisors.

C. Runge stated the TCC will likely meet four times a year or more depending on necessity.

S. Archambault stated that the 85.21 application process typically occurs in fall.

S. Popp asked if the TCC would report to the Green Bay Transit Commission.

C. Runge stated the Elderly and Disabled Transportation Subcommittee reported to the Transit Commission and the Brown County Planning Commission Board of Directors. The TCC will report to the Brown County Human Services Committee and Brown County Board of Supervisors. The TCC will continue to discuss paratransit services provided by Green Bay Metro and staff would inform the Transit Commission as necessary.

K. Johnson stated she supports the formation of the TCC.

2. Round robin discussion of paratransit service.

N. Mahlik stated that Medi-Vans implemented a route scheduling and dispatching software package called Route Match on March 4, 2008. Previously, all scheduling and dispatching was done manually by staff. The software manufacturer stated that it would take Medi-Vans staff 60-90 days to "iron out the lumps."

N. Mahlik and S. Rosenbaum acknowledged that there were problems with the system at the beginning of March, but the problems are now minimal.

C. Hasselbacher reported that many Human Services clients experienced problems in early March such as late, early, or missed trips.

K. Johnson confirmed this and stated she had received a number of calls from clients indicating they were having problems.

The subcommittee members agreed that Medi-Vans has worked out many of the problems and that the service is back to near normal.

S. Rosenbaum stated Medi-Vans has moved from "will-call" to advance scheduling for medical appointments. In the past, if a client had a medical appointment, the client would call Medi-Vans when the appointment was finished (the will-call method). Now, Medi-Vans is recommending that the client estimate when the appointment will be completed and schedule a pick-up. S. Rosenbaum stated this is working out well for Medi-Vans and clients are not waiting as long as they did in the past.

B. Martin asked what the client should do when the appointment runs late.

S. Rosenbaum stated the client should cancel the scheduled trip and use the will-call method when the appointment is completed.

K. Johnson stated that many clients do not know the ADA rules as they relate to pick-up times. For example, if a client makes an appointment for 9:00 a.m., the rules allow Medi-Vans to pick up the client between 8:45 a.m. and 9:15 a.m.

The Brown County Planning Commission produced a brochure many years ago explaining the ADA paratransit service rules. The Planning Commission updated the brochure in 2006 when the system implemented the $\frac{3}{4}$ mile rule.

S. Rosenbaum stated that the key to on-time performance is having the client ready to go at the scheduled pick-up time. In many cases, drivers arrive and the client is not ready. If the driver waits, the driver's schedule for the rest of the day is affected.

B. Zambon suggested that the *City of Green Bay-Green Bay Metro Paratransit Service Complimentary ADA Paratransit Service Policy Document* K. Johnson is sending to all 3,000 paratransit clients be sent to service agency and CBRF staff as well.

K. Johnson distributed copies of the document to the subcommittee members in attendance.

The subcommittee members suggested that this document be placed on the city's web site.

Discussion occurred on how the paratransit program has evolved over the years.

B. Zambon stated that NEW Curative has a client that has been a paratransit user for a long time. At the time of renewal, the client was interviewed and was denied. The client has filed an appeal. B. Zambon suggested that the client is very worried that he or she will immediately lose access to paratransit service.

K. Johnson stated that she told the client that he or she is allowed to ride until the appeal is heard by the Transit Commission.

C. Runge suggested that K. Johnson prepare a letter stating the client can ride until his or her appeal is heard by the Transit Commission. He also suggested that the letter include the date of the Transit Commission meeting.

M. Brick asked how a person could ride for years and be denied future service.

K. Johnson stated that past practice allowed all applications to be approved. However, the client interview process that now occurs before certifications are renewed has removed non-qualifying people from the program.

C. Runge stated that in the past, many people were granted paratransit service because the transit system's fixed-route buses were not equipped with wheelchair lifts. But now that all of the buses have lifts, many paratransit clients are able to use the buses instead.

The subcommittee discussed holding a public forum to discuss transportation services for the elderly and persons with disabilities in Brown County. The subcommittee suggested that Kathy Johnson from Metro, Medi-Vans staff, and Jennifer Nelson from Red Cross prepare presentations. The subcommittee also suggested that the forum be held in June of 2008.

L. Blohowiak stated that ASPIRO presented an award to the Lakeland Chapter of the American Red Cross for providing quality transportation services to ASPIRO clients.

S. Rosenbaum stated that Medi-Vans provides three types of services:

Private Pay. Private pay services can include long-distance trips, trips at various hours of the day, door-through-door assistance, help with coats, the carrying of groceries, etc. This service is not subsidized by any program and riders must pay the full cost of service. Private pay trips can be very expensive.

Paratransit. The paratransit program offers qualifying persons service within ¾ mile of a Green Bay Metro fixed route during regular bus service hours. Two service levels are offered (curb-to-curb for a \$3.00 co-pay and door-to-door for a \$5.00 co-pay). Assistance with coats and groceries is not provided with ADA paratransit service. However, the client is allowed to bring an attendant (for free) or companion (for a fee) to assist.

Medical Assistance. The level of assistance can vary and is determined by the participating provider.

S. Rosenbaum stated that offering three services has led to confusion among paratransit clients as they may see a driver helping a client with groceries without realizing it is a private pay trip.

S. Archambault suggested that the TCC should discuss the responsibilities and requirements of the committee at the committee's first meeting.

D. Brown asked K. Johnson about the rate of paratransit application denials. K. Johnson stated that 98% of all applications are renewed. In terms of actual numbers, K. Johnson stated she has denied about 10 applications in the last 18 months.

S. Popp announced she was able to secure funding to have the "How to Ride the Bus" video closed captioned for the hearing impaired.

Many subcommittee members expressed appreciation for the video.

3. Other matters.

C. Runge reviewed the following:

S. Archambault will provide K. Johnson with a mailing list of entities (service agencies, CBRFs, etc.) and K. Johnson will provide the entities with a copy of the Paratransit Service Policy Document. S. Archambault will also send the mailing list to the BCPC for the June public forum.

C. Runge stated that a forum will be held in June to educate care providers about transportation services available in Brown County. The subcommittee members agreed that K. Johnson (Metro), Medi-Vans staff, and J. Nelson (Red Cross) should prepare presentations for the forum. C. Runge stated that BCPC staff will organize the forum.

4. Adjourn.

C. Runge closed the meeting at 10:55 a.m.