

**Minutes**  
**BROWN COUNTY TRANSPORTATION COORDINATING COMMITTEE**  
**Monday, June 12, 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)	_____ x	Mary Schlautman (ADRC of Brown County)*	_____ x
Corrie Campbell (BC Board of Supervisors)	_____	Julie Tetzlaff (Cerebral Palsy Inc.)	_____ x
Brandon Cooper (Oneida Nation)	_____	Lisa Van Donsel (ADRC of Brown County Board)	_____
Mallory Cornelius (ASPIRO)	_____	Derek Weyer (Wisconsin DOT NE Region)	_____ Exc
Pat Finder-Stone (Citizen Member)	_____ x	Tina Whetung (Curative Connections Trans. Program)	_____ x
Patty Kiewiz (Green Bay Metro)*	_____ x	Genny Willemon (BC Human Services)	_____
Greg Maloney (Lakeland Care, Inc.)	_____ Exc	John Withbroe (Green Bay Transit Commission)	_____
Linda Mamrosh (Citizen Member)	_____ Exc	Vacant (BC Executive Department)	_____

Others present: Lisa J. Conard, \*Christel Giesen for Mary Schlautman, and \*Jennifer Hallam-Nelson for Patty Kiewiz.

**ORDER OF BUSINESS**

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

1. Approval of the March 13, 2017, TCC meeting minutes.

A motion was made by P. Finder-Stone, seconded by T. Whetung, to approve the March 13, 2017, TCC meeting minutes. Motion carried.

2. Selection of a Section 5310 Program Project Review Subcommittee for the Calendar Year (CY) 2018 application cycle.

C. Runge noted that staff is expecting WisDOT to release the CY 2018 Section 5310 application materials in the near future. It will be necessary to form a small subcommittee to review and score all the completed applications. In addition to MPO staff members Cole Runge and Lisa Conard, C. Runge asked for three volunteers from the TCC to serve on the subcommittee. The following members agreed to participate:

1. Sandy Popp, Options for Independent Living
2. Christel Giesen, ADRC of Brown County
3. Julie Tetzlaff, CP Center

C. Runge stated that completed applications will be forwarded to the subcommittee members in advance of the lone meeting for review and scoring consideration, likely in August.

C. Runge noted that the amount of funds available for 2018 is approximately \$168,000, which is slightly more than the previous funding cycles.

3. Discussion regarding the transfer of administrative responsibilities for Brown County's Specialized Transportation Assistance Program (State Stat. 85.21) from the ADRC of Brown County to the Brown County Planning and Land Services Department in 2018.

C. Runge stated that beginning in 2018, the ADRC of Brown County and the six other aging units in Wisconsin that administer the State Specialized Transportation Assistance Program for Counties (State Stat. 85.21) will no longer be able to administer this program. The state informed the ADRCs that this will no longer be acceptable because the 85.21 Program must be administered by a county department. (The ADRC is not an official Brown County department.)

The Brown County department that would be the most appropriate choice to assume responsibility for administering the county's 85.21 program is the Planning and Land Services (PALS) Department because the transportation division staff currently administers a federal specialized transportation assistance program (Section 5310) that is very similar to the state's 85.21 Program. There are also other reasons why it makes sense for the PALS Department to administer the 85.21 Program.

PALS and the ADRC staff brought this solution to the Brown County Executive, and he agreed. There will be no impact to the county's overall levy. C. Runge noted that the local match for the 85.21 funds will need to be reflected in the PALS Department's budget beginning in 2018.

S. Popp asked which entity would determine dollar awards.

C. Runge stated that staff is proposing to follow the same award approval process that is currently followed for the federal Section 5310 Program. This process involves the TCC reviewing and recommending projects to the Brown County Planning Commission (BCPC) Board of Directors and the BCPC Board of Directors approving the projects.

C. Runge noted that MPO transportation planning grant funds (federal and state) will be used to cover staff time administering the program, which will enable all of the county's 85.21 funds to be used for projects.

C. Giesen noted that the ADRC staff will work closely with PALS staff in developing the 2018 application to the state.

Members of the TCC agreed that the PALS department was the most appropriate placement for the management of the program.

4. Discussion regarding Medical Transportation Management's (MTM's) compliance with portions of its contract with the Wisconsin Department of Health Services (DHS) in 2016.<sup>1</sup>

C. Runge noted that staff put together a summary of information regarding MTMs performance. Information regarding complaints, unsuccessful trips, and phone wait times were pulled from the database and are summarized in table format below.

MTM is meeting the standards set by the contract.

---

<sup>1</sup> 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.

**2016 MTM System Performance Summary  
Wisconsin Department of Health Services (DHS)  
June 2017**

**Complaints**

Wisconsin								Brown County			
Date	Members	Members Provided at Least One Trip	Percent of Members Provided at Least One Trip	Completed Trips	Substantiated Complaints	DHS Contract Standard for Trip to Complaint Ratio = 99.70%	Met DHS Contract Standard?	Completed Trips	Substantiated Complaints	DHS Contract Standard for Trip to Complaint Ratio = 99.70%	Met DHS Contract Standard?
Jan-16	987,318	28,839	2.9%	292,015	690	99.76%	Yes	8,736	9	99.90%	Yes
Feb-16	992,096	28,415	2.9%	300,795	599	99.80%	Yes	9,049	12	99.87%	Yes
Mar-16	994,575	27,994	2.8%	319,147	558	99.83%	Yes	9,307	8	99.91%	Yes
Apr-16	981,156	27,256	2.8%	305,202	460	99.85%	Yes	8,941	5	99.94%	Yes
May-16	994,801	27,168	2.7%	302,539	455	99.85%	Yes	8,700	4	99.95%	Yes
Jun-16	985,363	26,929	2.7%	306,422	503	99.84%	Yes	8,610	7	99.92%	Yes
Jul-16	978,729	25,668	2.6%	287,770	418	99.85%	Yes	8,183	10	99.88%	Yes
Aug-16	985,495	27,257	2.8%	316,272	465	99.85%	Yes	9,540	12	99.87%	Yes
Sep-16	977,522	26,980	2.8%	296,323	536	99.82%	Yes	8,744	9	99.90%	Yes
Oct-16	983,859	27,142	2.8%	304,531	500	99.84%	Yes	8,968	8	99.91%	Yes
Nov-16	977,726	26,825	2.7%	299,749	424	99.86%	Yes	8,918	9	99.90%	Yes
Dec-16	970,131	27,057	2.8%	301,598	499	99.83%	Yes	8,906	15	99.83%	Yes
<b>Average:</b>	<b>984,064</b>	<b>27,294</b>	<b>2.8%</b>	<b>302,697</b>	<b>509</b>	<b>99.83%</b>		<b>8,884</b>	<b>9</b>	<b>99.90%</b>	

**Unsuccessful Trips**

Wisconsin			
Date	Completed Trips	Actual Unsuccessful Trips	Met DHS Contract Standard?
Jan-16	292,015	205	No
Feb-16	300,795	173	No
Mar-16	319,147	125	Yes
Apr-16	305,202	123	Yes
May-16	302,539	109	Yes
Jun-16	306,422	122	Yes
Jul-16	287,770	122	Yes
Aug-16	316,272	92	Yes
Sep-16	296,323	132	Yes
Oct-16	304,531	98	Yes
Nov-16	299,749	98	Yes
Dec-16	301,598	130	Yes
<b>Average:</b>	<b>302,697</b>	<b>127</b>	

Unsuccessful Trip: MTM was unable to locate a vehicle or a scheduled transportation provider did not arrive. DHS contract standard: No more than 1 unsuccessful trip per 2,250 scheduled trips.

Note: Unsuccessful trip data for Brown County was requested but was not provided by MTM.

Reservations						
Wisconsin						
Date	Calls Presented	Average Time to Reach Live Response (on-hold)	Met DHS Contract Standard?	Average Time to Complete Call after Live Response	Average Time on Phone	Percent of Calls Abandoned Prior to Live Response
Jan-16	116,801	3:04	Yes	6:35	9:39	13.3%
Feb-16	106,870	2:21	Yes	6:23	8:44	10.4%
Mar-16	105,271	2:12	Yes	6:10	8:22	9.7%
Apr-16	96,490	2:02	Yes	6:01	8:03	9.1%
May-16	95,966	1:08	Yes	5:50	6:58	5.6%
Jun-16	97,580	1:41	Yes	5:51	7:32	8.7%
Jul-16	93,060	1:51	Yes	5:53	7:44	9.5%
Aug-16	103,134	1:26	Yes	5:50	7:16	7.5%
Sep-16	100,741	2:26	Yes	5:49	8:15	11.2%
Oct-16	101,042	2:45	Yes	5:52	8:37	11.7%
Nov-16	97,470	2:31	Yes	5:51	8:22	11.2%
Dec-16	100,704	2:32	Yes	6:06	8:38	11.1%
<b>Average:</b>	<b>101,261</b>	<b>2:09</b>		<b>6:00</b>	<b>8:10</b>	<b>9.9%</b>

Note: MTM may schedule multiple trips per phone call. Enrollees can also schedule trips on-line.  
 MTM is required by the terms of the contract with DHS to establish an average time to reach a live response at four minutes.  
Note: Phone data for Brown County was requested but was not provided by MTM.

C. Runge noted that data specific to Brown County was requested by was not provided by MTM for two of the three measures noted above.

P. Finder-Stone asked the nature of the substantiated complaints made by Brown County residents.

L. Conard noted that Brown County averaged nine substantiated complaints per month in 2016. Specific complaint information was not provided by MTM. However, examples could be the driver was smoking in the vehicle while transporting a client, the driver was using a cell phone while transporting a client, or the driver arrived outside of the time set for the pick-up window.

L. Conard noted that Brown County did better than the state as a whole in regard to substantiated complaints, perhaps because there are more private providers operating in Brown County than the number providing service in rural counties. L. Conard suggested that data by county, particularly the first two measures, be explored. S. Popp was not aware of specified county-wide data for any of the rural counties in her service area (Options for Independent Living) but this is something to suggest be included in the next contract.

C. Runge pointed out that very few who are eligible use the service. (In a typical month, one million Wisconsin residents are eligible yet less than 30,000 utilize the service.)

The committee members agreed that changes in the contract (between DHS and transportation broker) are needed.

The current contract between DHS and MTM runs through August of 2018 with an option for one more year.

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

J. Hallam-Nelson, Specialized Transportation Mobility Coordinator of Brown County, provided an overview of her work since being hired in late March.

- Developed an extensive list of private and public providers/interested parties
- Created and deployed fixed route bus travel training program
  - Conducted several group-level presentations

- Conducted several one-on-one training sessions with individuals with disabilities
- Developed and disseminated Transportation User-Needs Survey. In process of reviewing over 200 responses coming from all areas of Brown County.
- Wrote and disseminated first Mobility Management Program newsletter
- Information packet distributed interested parties

J. Tetzlaff stated that the CP Center is undergoing a major facility expansion project. As a result, the client drop-off/pick-up location has changed. MV<sup>2</sup> has been providing excellent service as it relates to the new location. V. Caldera, MV Manager, has been present each day during the transition to supervise. MV also provided safety vests to CP staff to be used pre-boarding and post-alighting clients from MV vehicles.

V. Caldera reported that he refers MTM-eligible clients to the Green Bay Metro office to purchase a Gold ticket (\$15.00 agency fare ticket). V. Caldera estimated that MV provides approximately 30 trips per month under this scenario.

T. Whetung stated that Curative Connections<sup>3</sup> is expanding services into the urban fringe/rural areas of Brown County. Curative is using a combination of paid and volunteer drivers. T. Whetung discussed outreach and new printing and electronic media.

Discussion occurred regarding proposed federal and state legislation regarding healthcare/specialized transportation and possible effects on local programs, particularly the assurance of non-emergency medical transportation (NEMT) for Medicaid patients (HR 1394).

S. Popp stated that the State of Wisconsin may resurrect ICTC, which was the state's Interagency Council on Transportation Coordination. This group met in the early to mid-2000s and brought the state's human service agencies, transportation departments, and others to the same table.

6. Other matters.

The tentative meeting schedule for 2017 is as follows:

Monday, September 11, 2017  
Monday, December 4, 2017

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

7. Adjourn.

C. Runge adjourned the meeting at 11:07 a.m.

---

<sup>2</sup> 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.

<sup>3</sup> 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.