

Transportation Coordinating Committee Meeting Minutes
Friday, May 8, 2015

Call to Order: The meeting was called to order at 8:30 a.m. by Vice-Chair Terry Nolan.

Approval of Agenda: A motion was made by Rob Wilkinson, seconded by Steve Skelly, to approve the agenda. Motion carried.

Roll Call and Introduction of Members:

Members Present: Jennifer Anselmi, Supervisor Brenton Driscoll, Patty Hansberry, Lynn Jones, Joyce Lubben, TJ Nee, Terry Nolan, Ryan Schomber, Steve Skelly, Rob Wilkinson, Julie Seeman

Alternates Present: James Thompson, Joe Scharenbroch, Dave Lowe

Members Excused: Michelle Gavin, Karl Shulte, John Hanewall

Members Unexcused: Rebecca Smith

Approval of the March 30, 2015 Minutes: A motion was made by Julie Seeman, seconded by Rob Wilkinson, to approve the March 30, 2015 minutes. Motion carried.

Introduction of Visitors: Also present were Mark Carmichael, DRM; Dana Schulte, MTM; Senator Janis Ringhand, Steve Englebert from Representative Deb Kolste's office; Julie Anslett, Department of Health Services, Supervisor Norvain Pleasant.

Citizen Participation, Communication, and Announcements: None

Old Business:

Status of County Board Resolution in Opposition to Proposed State Budget Items: Vice-Chair Nolan reported that this resolution had been presented to the County Board Staff Committee. The committee, upon comment from the Public Works Director, voted to allow the Public Works Committee to comment on the resolution. The resolution is on the agendas for both committees in the coming week.

Continued Discussion with MTM: Dana Schultz, Senior Manager of Facility, Education, Training & Outreach for MTM provided a response to questions posed to MTM:

- **Monitoring of Providers:** Ms. Schulz provided an overview of the network team. She stated that the team meets on a daily basis, evaluates the individual providers and initiates a performance improvement plan for those providers not meeting expectations. One protocol for underperforming providers is to reduce the number of trips assigned to see if the quality improves.
- **Number of vehicle checks in Rock County:** Ms. Schulz stated that MTM is obligated to provide inspections on each vehicle quarter. DRM has stepped up to the place and increased the number of vehicles operating in Rock County. Also, LaVign has increased their presence in the county. MTM liaisons are responsible for conducting spot checks and may do a stakeout at a facility.
- **Corrective action on number of wrong vehicles sent to pick up a member and how long a typical wait time is for the "We Care" line.** Ms. Schulz stated she did not have this information.

- Actions taken to increase number of providers: Ms. Schulz stated MTM is comfortable with the number of providers in Rock County. Their strategy is to increase the volume of rides assigned to a provider, not to increase the number of providers.
- K-Town returning to Rock County: Ms. Schulz re-stated MTM's stance that K-Town made a business decision to pull out of Rock County. MTM is not actively working to encourage K-Town to return.
- Ms. Schulz reported that they are working with the larger medical entities in Rock County and have not encountered huge issues. The Quality Management line is now fully staffed.

In response, it was the general consensus of TCC members that issues raised at the Town Hall meeting are still not being addressed. The concern is that MTM is viewing the issue from a corporate perspective, but the issues are at the consumer level. Ms. Schulz stated that Rock County is the only county that has expressed concerns regarding the quality of service for NEMT users. It was noted by members that these issues are occurring all over the state, Rock County may just be more vocal and may advocate harder for those individuals who cannot advocate for themselves.

Ms. Schulz was asked to return with more data and specifics on how issues are being addressed on a personal level with members, e.g. the membership and ridership for the State and for Rock County, average time on hold on We Care line, number and results of vehicle checks.

Sub Committee Reports:

Bicycle/Pedestrian: No report.

Personal Mobility: No report. Lynn Jones stated that Community Action is offering drivers' education classes this summer. They are waiting for the vendor to provide available dates for this training.

Marketing and Outreach: No report.

Advocacy: No report.

Member Reports:

Terry Nolan reported that google transit has gone live.

Patty Hansberry reported that a volunteer who received a Helping Hands award was featured on TV.

Steve Skelly stated that a new MV1 vehicle should be arriving this summer.

James Thompson reported that Beloit Transit has been working on a Transit Development Plan. The plan was to have been distributed, but the consultant was asked to re-do the report.

Rob Wilkinson stated the GWAAR is still recruiting for board and advisory board members.

Future Agenda Items: Vice-Chair Terry Nolan stated that the NEMT/MTM issue will be on the next agenda.

Future Meeting Dates: July 10, September 11, November 13

Adjournment: Vice-Chair Nolan adjourned the meeting at 9:55 a.m.