



# City of Madison

City of Madison  
Madison, WI 53703  
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## Meeting Minutes - Approved ADA TRANSIT SUBCOMMITTEE TO THE TRANSIT AND PARKING COMM

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Monday, May 16, 2011

5:10 PM 15 Martin Luther King Jr. Blvd., Room LL-130 (Madison  
Municipal Building)

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### CALL TO ORDER / ROLL CALL

**Staff:** Crystal Martin, Ann Gullickson, Ann Schroeder

**Guests:** Norah Cashin

**Chair DuRocher called the meeting to order at 5:11 PM.**

**Present:** 6 -

Ald. Bridget R. Maniaci; Lorry Bond; Susan M. De Vos; Mary E. Jacobs;  
Ida W. Nathan and Carl D. DuRocher

**Absent:** 2 -

Kenneth M. Streit and Michael A. Huckaby

**Excused:** 1 -

Jeanne M. Tregoning

#### 1. PROPER MEETING NOTIFICATION

The meeting was properly noticed.

#### 2. INTRODUCTIONS

Introductions were made because the Subcommittee has a new member, Alder Bridget Maniaci. She represents District 2 which includes part of Langdon Street and the area around James Madison and Tenney parks. Her constituents are heavy transit users. She recently became a member of the Transit and Parking Commission and is also a member of the Pedestrian/Bicycle/Motor Vehicle Commission She's done a lot with landlord/tenant and other housing committees. Now a lot of her policy area will focus on transportation and parking. Her district also includes the Camelot Apartments and Sherman Terrace.

#### 3. APPROVAL OF MINUTES

Ms. DeVos moved to approve the minutes; Alder Maniaci seconded. The motion passed by voice vote/other.

4. PUBLIC COMMENT

There was no public comment.

5. DISCLOSURES AND RECUSALS

There were no disclosures or recusals.

6. [22483](#)

Update - Statewide Medicaid Transportation Brokerage

a. Norah Cashin, Specialized Transportation Manager, Dane County

Susan Lampe, 1129 Elizabeth Street, understands that the state reimburses rides at 50%. Any state can present a spreadsheet of costs, and the reimbursement rate can be increased to 60.1%. Counties offered this data three years ago but it was denied by DHS employees. Instead a private company was brought in. That company is LogistiCare. Their representative, Bob Harrison, said the first thing they were going to do is raise the federal reimbursement rate to the state to 60.1%. In addition, LogistiCare will make the services more efficient. The way he talked about efficiency was chilling. Sometimes parents need to get medical clearance for a child to go back to school or daycare. The broker will only cover one child per family. Ms. Lampe was concerned that there would be people with cognitive disabilities who won't be covered because the rides are not to medical destinations. LogistiCare has an urgent call time of 3 hours. Our cab companies regularly do that in 30 minutes. What LogistiCare is going to be doing is calling the doctors to see whether the situation is urgent or not. She doesn't know how this will work. She can't get in touch with her own doctor in three hours. We will have people waiting at home or in clinics/hospitals for hours. LogistiCare wants to ask people if they can take a bus or find a ride with a friend or neighbor. Counties could do that now without hiring a private company. She is very concerned that the focus will not be our citizens but the shareholders of LogistiCare. She would be considered a consumer, but managed to go to a meeting, otherwise she would not have this information.

County Supervisor Barbara Vedder, 2314 E. Dayton Street, thanked the group for having a meeting addressing this issue. Unfortunately she just found out about this LogistiCare issue but wishes she could have known before. She wanted to know if there is some way to get out of this contract because issues the previous speaker brought up and things she has been hearing from other people are concerns for her as well. She is extremely concerned about the services that will be provided to the citizens of Dane County and Madison and how it is going to impact people who need these rides, including people who are frail elderly and have a variety of disabilities. She has heard that LogistiCare is in operation in 40 states and their bottom line is to make money. It is a privatization of government services. She doesn't think we should go to companies that are private rather than use our own public transportation entities that have been doing an excellent job through Metro mainline, Metro paratransit, cab companies, etc. The people most affected will be the most vulnerable who need these rides and have no other way to get to their medical

appointments. She would like to meet with Ms. Cashin to find out more about this. She has a copy of the contract now and has questions. Is there only one number to call about problems and to arrange rides? Are all the things that the previous speaker said true? Is it true that if you can get another ride you have to take it rather than go through LogistiCare? Does this mean if someone has a spouse with an accessible van, that person has to be at the customer's mercy rather than the customer being able to arrange independent transportation? Those are the basic concerns.

Ms. Nathan asked if this contract is already in place. Ms. Vedder said it is supposed start in July.

Ms. Cashin said Medicaid transportation is a right/entitlement. If you are Medicaid eligible, you have a right to medical transportation. Medical transportation is really expensive, so states are instituting a variety of ways to contain costs. One method is brokerage. It is sort of counter to all the current best practices in transportation. The current thinking in transportation is that the best way to save money is to coordinate rides across programs and funding sources, like we do in Dane County. People in the same area going to a similar destination take the same vehicle. What brokerage does is silo that money so you can't use it for anything else, i.e. no coordination across programs. There have been attempts in the past to institute brokerage, and they have failed. One reason is that counties had to agree to relinquish their authority to arrange the rides, and they did not agree to do so in the past. However, in the last budget bill (with Governor Doyle) there was a measure rescinding counties' authority to authorized medical transportation. The State put out an RFP for private companies to arrange the services instead. LogistiCare claims they operate in 40 states. But it appears they are only doing statewide brokerage in 3 states; they only have a small presence in the other states.

The State's RFP requested a capitated rate on transportation, meaning a limited pool of money for this transportation. Excluding service for 6 counties surrounding Milwaukee, the pool of money is about \$40 million. If you take administrative costs into account, it's more like \$25 or \$30 million. Private companies save money by denying service, transferring to cheaper transportation types, and going for the higher reimbursement rate like Ms. Lampe mentioned. We could have given the state the necessary data for a higher reimbursement rate years ago for some counties, but the state didn't want to do it piecemeal.

Every Medicaid member in the state will get a letter from LogistiCare telling them they have to call an 800 number to get Medicaid transportation. There is the 24/7 Medicaid line. There is also a line for staff from facilities to call. If somebody has an appointment at least 3 times a week for at least 3 months, their doctor or facility can call and set up a standing ride for them. Otherwise they have to call for each ride. You need to call 2 days in advance. There is an emergency line, but there is no guarantee that you'll get a ride earlier than 3 hours. You can't get a ride to urgent care or the emergency room. You have to call an ambulance. So that is cost shifting to the EMS services. There is a third line that they call the "where's my ride line" to find out why a ride is late or to cancel. They are available 24/7.

When people call into the first line, the agent has a four page call script that starts by asking how the caller gets to other destinations. Once the caller mentions some other mode of transportation (my mother takes me or I take the bus) that is what will be focused on. They will provide mileage reimbursement to the parent or neighbor who drives if they are "financially needy." We don't know how they will determine financial need.

Alder Maniaci asked if this is a done deal. It is; the contract has been awarded and signed. There were three respondents to the RFP.

LogistiCare will ask consumers their level of mobility. If you can walk to a bus stop they will consider that you can take the bus, regardless of whether you know what to do when you get there or you can stand long enough to wait for a bus. There is concern they won't take those things into consideration. There won't be any escort services; just drop off at the door. The county has a mobility training program to help people access accessible fixed route services. But it is not the county's intention to train people in order to save money for LogistiCare.

Ms. Cashin said LogistiCare has been having meetings around the state. They are being met with increasing hostility. They have not, so far as we know, signed a single provider as of this date. Public and private transportation companies don't want to deal with their contracting requirements, such as having to change drug testing programs. They appear to want to use volunteer driver programs around the state. They propose to pay 40 cents a mile (the IRS rate is 50 cents) and offer no administrative costs for volunteer programs. LogistiCare now admits start up may be a bit bumpy. They have a focus on dialysis and chemotherapy appointments. They say the rides they provide are not emergency medical appointments.

Ms. De Vos asked when the state can re-consider the contract. In three years. Alder Maniaci asked what happens if people hold out for three years. Ms. Cashin said that would damage the transportation infrastructure and result in a smaller pool of available vendors at the end of the three years. Ms. De Vos said there must be some metric LogistiCare has to meet in order to keep the contract. Ms. Cashin said that won't happen. For example, you can't deny rides without a cause. So they can just document a cause. Ms. De Vos said but then people can complain and there would have to be some response. Ms. Cashin said she is getting to that.

A 'will call' is when you call at the end of your appointment and then the transporter finds a driver to send and you will get a ride within an hour. It puts the sickest people in the position of having unreliable transportation. Then those people find a more reliable way to get transportation and "go away." That way LogistiCare saves money. They get the same amount of money per person whether they provide service or not. Volunteer drivers are a very cost effective means of providing Medicare transportation. We expect volunteers for LogistiCare will decrease because they won't get as much per mile and there is no money given for administrative costs for volunteer programs. Volunteers will also face federal background checks, have to have a fire extinguisher in their vehicles and be subject to monthly drug testing. Volunteers won't want that level of bother. There are also privacy concerns.

Ms. De Vos said if she were an administrator she would have somebody project how many rides were being provided and contrast with the number of rides after the policy change. In that way, staff can evaluate the effectiveness of the policy. If only a third of the previous number of rides is being filled by the private company, then something is off.

Ms. Cashin said she doesn't disagree, but the data we get will come from LogistiCare, and they can explain that away by saying the rides were ineligible etc. There is a grievance procedure. Every Medicare recipient has the right to a fair hearing in front of an administrative law judge. But the information sent out from LogistiCare only mentions appealing to LogistiCare.

Ms. De Vos said she would compare the data from LogistiCare with data from the state. Ms. Cashin said the state hasn't kept good data. Ms. Cashin said she doesn't think we will be able to make this case with numbers. With the exception of cost shifting, we won't have good numbers. We need to have individual stories from across the state. This happened in Michigan. There has been excellent coverage of things like a young man who had to push his father to dialysis in a wheelchair for three weeks until he was found eligible for LogistiCare services.

Alder Maniaci asked how many people qualify for LogistiCare. Ms. Cashin said we don't know. We have a lot of people we pay mileage to who drive themselves. They almost certainly won't get mileage under LogistiCare. Whether they can then say they can't afford to drive themselves and need a taxi, we don't know. Alder Maniaci asked what staff we have to collect these stories and numbers. Ms. Cashin said she is it. Alder Maniaci suggested that the alders and county board members be alerted to this. The alders can refer people who have complaints and Ms. Cashin can tell alders what kind of questions to ask the consumer. She also suggested establishing a website so that people can enter information, and staff can follow up.

Ms. Nathan said that is a great idea, but don't limit it to one thing like the computer. Make sure it is a website and a telephone number so all people have access. Alder Maniaci said it shouldn't be too hard to talk with the county information technology department to get a simple HTML form set up.

Ms. Vedder said she wanted to piggyback on what Alder Maniaci said. Not only the alders and supervisors should be informed, but other non-profit organizations or whoever the customer might have contact with about their transportation issues. Have people outside of Dane County also get information about how to deal with those phone calls and complaints. Ms. Bond said also get the information out to state and federal legislators' offices. Consumers might also go to them.

Alder Maniaci asked if there was something political that happened resulting in Milwaukee and the surrounding area being excluded from this. Ms. Cashin said we don't know. LogistiCare is doing some rides for Milwaukee, but we think within two years they'll be in the pool. Alder Maniaci said the Milwaukee area representatives might not want to get involved.

Ms. Cashin is having a meeting with non-profits who deal with Medicaid. There is a grant-funded one-stop transportation center in Dane County, so there is a

number for consumers to call and complain. We can tell them their rights. But having a form on the web is a great idea. It is important for this group, if they hear stories, to call the line too and let us know what is happening. We will help people go all the way through the complaint process up to the administrative law judge.

Ms. Cashin said she wanted to explain what this means for Metro. A good way for a company to save money is have people use paratransit services and only pay the fare. The cost for Metro is \$29 a ride, and the fare is only \$3 or \$4. Ms. Cashin and Ms. Martin have been working on this for several years. Ms. Martin has come up with some good ideas to protect Metro from cost shifting. Agency fares have been put into place. It isn't without problems for the county because they've had to figure out how some agency clients will be able to access transportation. However, it has been working out pretty well. Metro is uniquely placed among the transportation agencies so they probably won't have as much trouble as some other transit utilities might have with cost shifting. What LogistiCare can do is put some people on county funded programs, so the county has to watch for that. Medicaid transportation is a \$6 to \$8 million budget each year for the county. The county budget for other transportation is \$800,000. So if they try to shift between those, it's a problem. The County has a plan for documenting problems and helping people through the grievance process. Some years from now, or certainly at the end of the contract in 3 years, we can apply political pressure to end brokerage if we gather evidence it isn't working. In several states where LogistiCare has gotten the contract, they come in and do the start up and then another company gets the contract after that. Ms. Cashin thinks we are stuck with the basic brokerage model; she doesn't think we'll go back to the county model.

Ms. Vedder wondered given the information that is out there and the experience other states have had, if there were any way we could enlist Representative Tammy Baldwin to help stop this before it happens. She wanted to try to avoid people having to go through this. If there is evidence that LogistiCare has been so blatantly bad in so many places they provide service, can't we present that to someone and say we don't want this?

Ms. Martin said that with the short timeline before implementation, there is concern that people in the community get served. This might be the channel to work through to make sure there is service available. Metro will have some more discussions about this. We've really worked hard to come up with agency fares and work with agencies, so this is what we can do for the meantime. She's willing to work on other ideas, but she thinks we need to deal with the facts.

Alder Maniaci asked if the medical community was involved in the coalition working on this before implementation. Ms. Cashin said the nursing home association and hospital association were included. The nursing home association got exempted from the brokerage, but it backfired because they now get no funding for ambulatory clients' transportation.

Ms. Martin said the split with the nursing homes, HMO and Family Care represents different points of view on the whole project within the Department of Health Services. Ms. Cashin said they are working with different community organizations such as Dane County Time Bank to provide for transportation

needs of the community. Alder Maniaci suggested that students are looking for services credits, so they could be a resource but might not know about the Dane County Time Bank. Mr. DuRocher asked if there is a pool of people wanting these service credits. Alder Maniaci said that the Morgridge Center on campus is a good place to start.

Ms. Gullickson said Ms. Martin and Ms. Cashin have been involved for two years lobbying and doing what they can to prevent this from happening. We have to take a deep breath right now and say in six weeks this will be the transportation model. We need to make it work for people. We can keep fighting, but we need to make sure people know what number to call to schedule rides and that they get their rides. This starts the first of July. There are people who need this service, and we need to help them be as successful as we can with LogistiCare.

Alder Maniaci questioned that contracts haven't been signed with vendors. Ms. Cashin said in other states LogistiCare has brought in vendors from out of state. Or, if there is a specific problem a vendor has with the contract, they don't sign the full contract but have a one page memorandum of understanding that exempts them from that requirement temporarily.

Ms. Bond asked who owns LogistiCare. Susan Lampe said the owner is Providence Service Corporation. That company is on the east coast. LogistiCare is based in Atlanta, GA.

Ms. Cashin said the county is going to be sending out information to Medicaid recipients in the county. The people who currently get "free" rides from Metro won't be getting those any more, and they will be getting that information. There are 96 people currently receiving service from Metro paratransit. Ms. Martin said Metro is going to follow up with them individually. Mr. DuRocher said the concern is that people needing service might increase significantly. Alder Maniaci asked if there were privacy restrictions that would prohibit sharing those names. Ms. Martin said there are privacy issues, and she will call the people herself.

7. [22484](#)

Metro Paratransit No Show Policy - Update

- a. Updated Procedures - including prompt customer notices
- b. Policy Proposal

**Attachments:** [MPM 2-3 No Show Policy Proposal 05 11.pdf](#)

Ms. Martin said there are two parts relating to the current No Show discussion. There are the "Oops! forms" for notifying customers if they have a no show. And then, there are policy issues. Metro will start doing more prompt notification of no shows so a person remembers the ride if they want to appeal it. Metro currently has a no show "Oops! form" that is sent to the customer if a pickup doesn't happen. We send out the notice to let the person know the driver attempted to make the pickup. If the customer gets too many, then we have to make contact with them to see what the situation is.

Metro orders the "oops forms" that are multi-part forms. They are sent to contractors. When there is a no show, the contractor fills out the form, and

Metro verifies that the ride was in the computer. We group them together to mail if the customer has multiple no shows. The person may or may not do anything with them. Our experience has been that many people just ignore them. They can appeal by letter or on line. Metro spends money and time dealing with these forms. For the fact that the ride didn't happen, we spend a lot of time on these pieces of paper. But we already have ride information available in our scheduling computer. So, we are replacing the "Oops! form" with a no show postcard. From the scheduling software, we will be able to print the customer's address, date, and origin of the ride. We won't have to print special forms for the drivers. They will call in their no shows to the dispatchers after they've been at the pickup location five full minutes within the 20 minute window.

Ms. De Vos was concerned about how we know that a no show is legitimate because she has seen cabs fly by a person who is waiting. Ms. Martin said we have a lot more tools to verify that the ride was there, like GPS. We don't have that many no shows. We are working with the technology resources we have like Trapeze. We can print the no show postcards to save administrative time, make the scheduling software more functional, and notify customers more quickly.

Ms. De Vos said often Metro makes decisions based on administrative viewpoint and not the consumer point of view. Where does Metro get feedback for these decisions? Ms. Martin said she has gotten feedback over the years that the handwritten "Oops! form" is difficult to read and also there was no option for Braille or large print. There would be a note in Trapeze for this option that would flag the request so we can make it accessible to people with vision impairments.

Ms. Nathan said that in the past she would get the notice so late she didn't even remember the ride, so this would be helpful. Also, Ms. Bond said she wondered about Braille and large print, but Ms. Martin answered that question. Mr. DuRocher asked how the contractor would alert Metro to send out a card. Ms. Martin said the contractor will call in the no show as they did in the past. Then Metro marks the no shows in Trapeze, and we reconciled the no show form with the information in Trapeze. That was duplicate work. If Metro is closed, the no show is called in the next day.

This is a way to make sure the information gets out in a timely way. We haven't been enforcing suspensions or any penalty because it isn't appropriate when the notice is not timely. For some people, that is a problem because it doesn't allow us to address the no show issue. We will start the new method in another month or two, and we hope that makes us communicate more efficiently and also helps us honor the requests for alternate formats.

Ms. Nathan suggested that there could be a larger font and more white space between the three sentences on the back of the postcard for ease of reading for people who don't have the best vision. Alder Maniaci thought the sentence "Violation of No Show Policy will result in suspension of service" could be larger. She thought the post card was perhaps a little too polite. She wants to make sure people know this is something they need to take care of. Ms. Nathan suggested bullet dots in front of each point to separate them.



Mr. DuRocher asked about there being no mention of the \$5 fine. The only penalty will be suspension of service after a certain number of no shows. There has been some federal clarification that you can't collect a fine on an individual no show, but you can buy your way out of a suspension.

Alder Maniaci asked the reason for changing the required cancelation time from 30 minutes cancel to 90 minutes prior. Ms. Martin said it takes more than 30 minutes to get the information to our contractor and from their dispatcher to the driver on the road. We need more lead time to get that information out. Our call center is taking many more calls than it used to. The policy is outdated. Alder Maniaci asked who this policy applies to. Ms. Martin explained it is only for paratransit clients who use that service because they can't access mainline service. Mr. DuRocher said the trip purposes for taking paratransit are as varied as those on mainline. Ms. Maniaci said 90 minutes seemed a bit excessive. Mr. DuRocher agreed. Ms. Jacobs nodded. Ms. Martin said we'd probably talk about this again next meeting.

Mr. DuRocher said why have complicated formula of number of rides and number of no shows before suspension kicks in. Just say if you no show more than 12% of the time, you will be suspended. He did the math, and it is approximately 12% using the formula. Ms. Martin said due to the time that we should talk about it next month. We will put this on the next agenda. Mr. DuRocher said another idea for the next agenda is to bring in Mark Oles from the Metro IT unit who has been riding around on paratransit buses to learn about the service.

Ms. De Vos said there needs to be a checklist to make sure mainline service is accessible. For example, sometimes the driver doesn't know a wheelchair user has rung the bell. It used to be a double chime for a wheelchair user. Or, sometimes the ramp doesn't work well. We might need a subcommittee of this subcommittee to discuss this.

Ms. Bond asked when the next Ride the Drive is. In the past there has been an issue for people who need access to transit in that area during the event. Alder Maniaci said other alders are talking about it.

8. [22485](#)

Reports

- a. Transit & Parking Commission
- b. Commission on People with Disabilities
- c. Dane County Specialized Transportation Commission
- d. Transportation Planning Board (MPO)
- e. Other Community Meetings - UW Parking Forum 4/20/11
- f. Performance Indicators
- g. Report from the Chair
- h. Staff Report

**Attachments:** [Para Indicators Feb11 \(2\).pdf](#)  
[Para Indicators Mar11.pdf](#)

There were no reports.

9. [08706](#)

Other Transit Related Announcements

Ms. De Vos said there would be a Wisconsin Urban and Rural Transit Association (WURTA) meeting at the Best Western Inn on the Park on Friday, May 20, 2011. The morning session would be just WURTA and the afternoon would be a statewide transit meeting open to everyone.

**10. ADJOURNMENT**

Alder Maniaci moved adjournment. Ms. Jacobs seconded. The meeting adjourned at 7:00 PM.