

Walworth County Board of Supervisors
July 6, 2020 Transportation Coordinating Committee Meeting Minutes
Walworth County Government Center, County Board Room 114
100 W. Walworth Street, Elkhorn, Wisconsin

The meeting was called to order by Chair Nancy Russell at 1:30 p.m.

Roll call was conducted and the following members were present, either in-person or through remote attendance: Chair Nancy Russell, Vice Chair Andrew Kerwin, Health and Human Services (HHS) Board Chair Ken Monroe, HHS Administrative Analyst Lisa Kadlec, and Citizen Members Eric Russow, Michael McKay and Shawn Davenport. A quorum was declared.

Others in Attendance, either in-person or through remote attendance:

County Staff: County Administrator Mark Luberd; Office Supervisor/Mobility Manager Nicole Hill; Senior Accountant Natasha Gantenbein; and Human Services Manager-Long Term Care Randy Kohl

Members of the Public: Executive Director of VIP Services Cynthia Simonsen

On motion by Citizen Member Russow, second by Citizen Member McKay, the agenda was approved with no withdrawals.

On motion by Supervisor Monroe, second by Citizen Member McKay, the May 4, 2020 meeting minutes were approved.

Public Comment – There was none.

New Business

- Review and discussion of fares and hours of operation

Office Supervisor/Mobility Manager Nicole Hill referred to a memo which had been provided and said that last year they had been approached by citizens to expand hours of Shared-Ride to Sundays and holidays. Due to significant increases in demand of the program, the committee decided that they would postpone expansion and reassess the program in one year; this meeting is the one year reassessment.

Hill said that prior to Covid-19 there were significant increases in Shared-Ride utilization. She added that we have now seen a significant decrease in utilization illustrated in the monthly ridership graphs due to the pandemic. Hill recommended that the committee reevaluate the hours in the future once we see the ultimate impact of Covid-19 on demand for the service. The committee discussed reevaluating after the first of the year.

County Administrator Luberd said he would continue to monitor ridership on a month to month basis and report back to the committee regularly.

- Mobility Manager Position

Hill announced she has accepted a position with Health and Human Services and will be leaving the County Administration Office. Hill's current position title is Office Supervisor/Mobility Manager, she stated that the position was a dual role.

Luberd said in addition to Hill's position they currently have .25 FTE position for support of the Mobility Manager Assistant in the budget. He said he is currently looking at the position on a broader scale and will be reviewing the staffing levels for the Mobility Manager and looking at it with a longer

term perspective. He said he is giving consideration to combining the .5 FTE and .25 FTE positions in to one position. Luberda will be addressing the Human Resources Committee regarding this matter as early as their next meeting.

Russow suggested contacting the previous Mobility Manager to inquire if he would be interested in working on a temporary basis.

Vice Chair Kerwin expressed appreciation to Nicole Hill for her efforts in the position and wished her well in her new endeavors.

- **2019 Transportation Annual Report**

Hill presented a brief overview of the Annual Report. Chair Russell inquired about the number of one way trips cited on page 7 as increasing by 28%, she inquired whether this should be 2019 rather than 2018. Hill will research this and make any required updates.

Hill offered special note that Employment is now the #1 trip purpose, taking the top spot from Medical Appointments in 2018.

Transportation Financial Summary

Senior Accountant Natasha Gantenbein provided an overview of the April and May financial summaries. She noted the April and May financial summaries are trending under budget due to the impact of Covid-19.

Monthly Ridership

Included in the packet were graphs showing the average weekday and Saturday demand for the Shared-Ride and specialized transportation programs.

Gantenbein noted that demand appears to be increasing but is still significantly below utilization at the beginning of 2020.

Russow inquired what the ramifications would be if ridership doesn't increase. Gantenbein said with decreased demand there will be a reduction both in revenue and expenses.

Gantenbein said it will be important to watch the trends and see how demand is trending as it pertains to Covid-19. She said if demand does not increase then we would need to evaluate why this is happening. She noted that Shared-Ride is currently funded 100% by the CARES Act, but that there is the potential for a required county match for next year. She noted CARES Act is expected to continue into 2021 and 2022. Gantenbein also noted that Specialized has decreased, but not as much as Shared-Ride.

Chair Russell inquired if there was any trouble getting drivers. Executive Director of VIP Services Simonsen said all of the drivers had been called back. They are actively recruiting drivers and are currently able to handle demand. She said going forward, to maintain the budget, they will need to become more efficient in the scheduling of rides and become more of a shared ride rather than a taxi service.

Luberda added that they have emphasized with VIP that if we get demand back up that we will need to be more efficient with scheduling to stay within the budget. He said future riders may have to adjust their

expectations and anticipate that it is a shared service and figure some additional time into the scheduling of appointments.

VIP Services report of any “turn down” requests for service

Simonsen reported that in May and June there were 33 turn downs. There were 3 turn downs in May and 30 in June. The bulk of these turn downs were same day requests or there was not availability.

Announcements

Hill noted that the grant funded minivan was delivered at the end of June. She said they were currently working on the grant documentation for the state before it can be put into service.

Confirmation of next meeting: The next meeting was scheduled for August 31, 2020 at 1:30 p.m.

On motion and second by Supervisor Monroe and Citizen Member Russow, Chair Russell adjourned the meeting at 2:01 p.m.