

**COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION**

DATE: July 31, 2017

TO: Theodore Lipscomb, Chair, Milwaukee County Board
Michael Mayo, Sr., Chair, Transportation, Public Works and Transit Committee

FROM: Brian Dranzik, Director, Department of Transportation
Holly Davis, Director, Department on Aging
Geri L. Lyday, Administrator, DHHS Disabilities Services Division

SUBJECT: Update on changes to the Growing Opportunities Pass (GO Pass) program

POLICY

This report is for informational purposes only.

BACKGROUND

The following information is being submitted in response to a request from the County Board Chair, to provide an informational update on changes to the GO Pass program implemented in June 2017. Program modifications were a result of the 2017 Adopted Milwaukee County Budget approved by the County Board and designed to help provide a more sustainable program that meets the transportation needs of certain elders and individuals with disabilities in Milwaukee County.

This project has been a joint effort between numerous County Departments and has been a highly successful collaboration. The Department of Health and Human Services, Department of Transportation, Information Management Services Division and the County Executive's Office along with MCTS worked to restructure the program and to thoughtfully implement a transition not only to the program structure, but also to the administration and eligibility determination process. Over a six-month period from January to June 2017, all required changes have been implemented.

The specific tasks outlined below have been accomplished to date:

- On Monday June 12, 2017, new eligibility criteria went into effect requiring a means test.

- As of 6/20/17, approximately 16,440 elders and individuals with disabilities remain eligible.
- Applications for reduced fare ("half-fare") cards has increased mainly from individuals who are no longer eligible for the GO Pass program. MCTS continues to process these applications.
- On Friday, June 23, 2017, program materials including furniture, technology and personnel were relocated to the Coggs Center Aging and Disability Resource Centers (DRC) and on Monday, June 26, 2017, the GO Pass enrollment processing administration was assumed by the DRC and the Aging Resource Center (ARC) staff.
- On Monday, June 26, 2017, the new \$1 per day fare for the GO Pass was implemented.
- MCTS Bus Operators were provided updated information on the new fare and were trained to support GO Pass riders.
- All applications for new and replacement cards are being administered by the DRC and ARC at the Coggs Center.
- The MCTS Customer Service Center continues to support GO Pass riders with managing fare cards including stored value or troubleshooting technical difficulties.
- The GO Pass Executive Steering Committee continues to meet and oversee the process with the assistance of and IMSD project management team.
- Ongoing communication between the ARC/DRC and MCTS will be maintained to support the program moving forward.
- The transition of responsibilities from MCTS to DRC and ARC has gone smoothly and GO Pass riders have been able to manage this transition without significant difficulties.
- Staff at the DRC and ARC have done a good job of handling a temporary increase in the numbers of GO Pass riders who came in for new applications or to apply for a new GO Pass.
- The DRC has indicated interest in providing the ability to process applications for reduced fare cards. When individuals do not qualify for the GO Pass, and they are interested in applying for a reduced fare card, they are sent to MCTS. Allowing DRC and ARC to be the sole distribution point for reduced fare photo ID cards would provide for more of a one-stop option. MCTS and the Resource Centers will discuss this option in the near future.
- The Disability and Aging Resource Centers have assisted Milwaukee County residents in the following ways:
 - 230 referrals (208 Disability/22 Aging) to benefits specialists
 - 2 referrals to Long Term Care (both from Disability)
 - 437 Medical Assistance/FoodShare applications completed (134 Disability/303 Aging)
 - 365 Reduced Fare referrals were made as a result of ineligibility for GoPass (193 Disability/ 172 Aging)

It should be noted that several events helped contribute to the success of this large-scale program transition, including recruitment of a key staff member from MCTS to continue to support the GO Pass application process at the DRC and ARC. In addition, MCTS transferred all

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equipment and furniture, as well as shared the necessary technical support to allow expedite the transition with little disruption to the flow of operations. Indeed, due to the cooperative efforts of both the DRC/ARC and MCTS, the program was able to go offline for only two hours on a Friday afternoon before resuming operation at the new location the following Monday morning. Similarly, DRC and ARC staff provided support to MCTS prior to the transition with eligibility screenings.

RECOMMENDATION

This report is for information purposes only.

Prepared by: Dan Boehm, Managing Director, MCTS

Approved by:



Brian Dranzik, Director, Department of Transportation

cc: Chris Abele, Milwaukee County Executive
Theodore Lipscomb, Sr., Chairman, County Board of Supervisors
Kelly Bablitch, Chief of Staff, County Board of Supervisors
Raisa Koltun, Chief of Staff, Milwaukee County Executive Chris Abele
Michael Mayo, Sr., Chairman, Committee on Transportation, Public Works and Transit