



# City of Madison

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

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Monday, August 18, 2014

5:15 PM

Madison Municipal Building, Room LL-130

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### CALL TO ORDER / ROLL CALL

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

**The meeting was called to order at 5:20 PM.**

**Present:** 5 - Lisa Subeck; Jeanne M. Tregoning; Susan M. De Vos; Mary E. Jacobs  
and Carl D. DuRocher

**Absent:** 1 - Betty Hicks

#### 1. PROPER MEETING NOTIFICATION

**The meeting was properly noticed.**

#### 2. INTRODUCTIONS

**There were no new members at this meeting.**

#### 3. APPROVAL OF MINUTES

**Mr. DuRocher moved approval; Ms. De Vos seconded. Motion carried by voice vote/other.**

#### 4. PUBLIC APPEARANCES

**There were no public appearances.**

#### 5. DISCLOSURES AND RECUSALS

**There were no disclosures or recusals.**

#### 6. [35182](#)

Annual Organizational Items

- a. Election of Chair
- b. Election of Vice Chair
- c. Meeting Times and Dates

**a. Election of Chair – Ms. De Vos nominated Mr. DuRocher. Ms. Brunette-Tregoning seconded. He accepted the nomination. The nomination was approved by acclamation.**

**b. Election of Vice Chair – Ms. Brunette-Tregoning nominated Ms. Jacobs; Alder Subeck seconded. The nomination was approved by acclamation.**

c. Meeting Times and Dates – Ms. Jacobs said we’ve struggled with quorum. Going to every other month was not that helpful. Mr. DuRocher said people are used to this date and time. Ms. De Vos said the reason there is a quorum problem is that we don’t have all the slots filled. I ask people and they say they are interested, but they don’t apply. Ms. Subeck agreed. No matter what date and time we picked, some people might have a conflict but we can’t make quorum because we don’t have a full group. Board of Estimates is the Monday before a Council meeting, so sometimes there is a conflict. If there is something on another agenda that I have to attend to, that is when I would miss. Ms. Martin said we can usually move things around on the agenda to accommodate the alder. Ms. De Vos said again this year they scheduled the neighborhood conference with BobFest. They all schedule the same day. For an alder it’s multiplied. Alder Subeck said there aren’t enough days in the year.

Mr. DuRocher said I don’t see Betty Hicks on the list. She is the representative from Commission on People with Disabilities; that position is filled. Alder Subeck said she is particularly disappointed that the Transit and Parking Commission (TPC) has not appointed someone from the TPC. We are a subcommittee of them and that is how information should come to us. Mr. DuRocher said since the last meeting we’ve gotten in touch with Gary Poulson, and he said he’d keep trying. Ms. Martin said there are a number of TPC subcommittees with assignments like accessible taxi, Lyft and Uber. People are volunteering on those committees. This is a long standing committee that has been functioning very well. Ms. De Vos said why isn’t the accessible taxi issue sent to us? When we suggest anything, we are ignored. Gary Poulson had a potential conflict this evening but had wanted to attend this meeting. He is aware of it and looking for ways to address it. It’s not that he’s not aware; there are competing interests. Alder Subeck said perhaps if there is a member on this committee they might have thought this was a good place to send the accessible taxi issue. Ms. De Vos said she is not impressed. Ms. Jacobs asked if this is posted anywhere to get the word out. Ms. Martin said it’s on our website, we can tweet it again. Metro offers it to people who come in for assessments. Ms. Gullickson said it was in our paratransit newsletter. Alder Subeck asked if we had checked with the Mayor’s office to see if they had received applications. She asked someone in her district if he might be interested, and he didn’t seem to be.

Ms. Martin suggested it’s a case of people seeing that things are going well. Ms. De Vos said when contracting approval doesn’t come to ADA TS, that’s not doing things well. That is the important things being done by others. It’s saying you guys don’t really matter. When it comes to doing something substantive, forget it.

Mr. DuRocher moved that we continue for the next year at 5:15 PM on the third Monday every other month. Alder Subeck seconded. The motion carried by voice vote/other.

7. [35183](#)
  - Paratransit RFP Preparation - Update
    - a. Qualifications
    - b. Standards
    - c. Policies
    - d. Fuel Escalators

e. Timeline

Attachments: [Amended Paratransit Contractor Qualifications.pdf](#)  
[Amended Paratransit Contractor Service Standards for RFP 2015.pdf](#)  
[Fuel Clauses.pdf](#)

Ms. Martin said she's met with current and potential contractors. She expects good interest in the request for proposals (RFP) next year. In going through the qualifications we made mention at the last meeting there have been changes with Medicaid provider requirements with the state. We wanted more than just local taxi qualifications for companies to apply so we could cast a better net. It worked well last time. We got more proposals. We got Abby Vans from Neillsville. There was a subsequent problem then with the switch over to the brokerage. State Patrol is no longer doing vehicle inspections like they had been. If we maintain that status, they can get their drivers and companies qualified by background checks but how can they get the vehicles inspected? A reasonable alternative would be that for the bid process all vehicles would be inspected by an independent automotive center to Wisconsin Transportation Code 301. That is what the state patrol used. There would be an initial expense upfront. Every year there would be an inspection of four of their vehicles. If we get a complaint, we would require vehicles that got complaints to be inspected. Ms. Martin prepared some language she shared. We think we have a standard that is attainable and not so locally restrictive.

Alder Subeck said so staff is comfortable with that language that it meets the same quality standard. Ms. Martin said yes. It's the same standard and we find an independent inspector (no Metro liability issue). There is an initial expense before the contract starts, but then there is also a way to keep it going when the contract is in effect. Alder Subeck asked what independent means. Ms. Martin said mutually agreed upon. Mr. DuRocher said one for all or each chooses their own. Ms. Martin said I'm sure if one service station offers the service, everyone will want to get in on that. But if there is more than one to do it, fine.

Mr. DuRocher said this opens up the possibility of a contractor having friends or contacts at service stations. Alder Subeck said the City has to agree. Mr. DuRocher said wouldn't you be happy having the City pick? Ms. Martin said no they can do the legwork and we'll see what they come up with. Mr. DuRocher said I want to avoid the possibility of anyone being in cahoots. Ms. Martin said part of Badger Bus is Meier Trucking. Can they say it is independent? Alder Subeck said they could inspect a different company's vehicles but not their own.

Service standards have been upgraded to include "leave attended". This is a significant service issue on the customer end, and we want to get more consistency from our contractors. So we included that as a service standard for penalties. We took out the language on submitting no show tickets since we don't do those any more. No Shows are an all electronic process. We included the prompt feedback response. I think I mentioned that Metro ends up making calls on behalf of contractors to meet our 10 day deadline on returning contact to a customer. Our contractors are aware they need to get back to us, but there is no penalty if they don't. So we're putting some

backbone in adding that as a performance standard.

Last, Ms. Brunette-Tregoning had asked at our last meeting information about fuel escalators. If it's by the trip we pay additional per trip whatever the difference is in the window. If fuel is .25 over the window in their range, we pay .25 per trip. If it is service by the run and the fuel is over/under and they report the number of gallons used, we will calculate that and they will get a credit back. That has been working well. A number of contractors have been over range and haven't added that to their bill. It hasn't been a lot of money, but it's more of a bother to them to have to track it. The difference in fuel hasn't been a deal breaker.

Ms. Martin said we'll see in contracts something about concealed carry to match the City's policy. No weapons allowed on the vehicle. Once our work is finished, we'll put together the completed scope of work to be reviewed by the Department of Civil Rights, Risk Manager, City Attorney and purchasing. We hope to get the RFP out late December or very early January with responses due at the end of January. Then we should do notice of awards by March 1st. New service starts July 1st of 2015.

Alder Subeck recommended approval of the RFP information presented. Mr. DuRocher seconded. The motion passed by voice vote/other.

8. [35184](#)

Long-Term Assignment Transition - Update

Ms. Martin said the contract comes to an end at the end of August. September 2nd we move those trips back to being directly received and assigned by Metro. We have received all of the standing orders and client list from Badger Bus. Karen Darcy spent time getting all that entered in the computer systems. Starting next week Monday we'll have riders call and verify that we've entered that correctly. Anyone who doesn't call, their trips won't be activated. When we have stuff coming in from a contractor in this manner, it's important not to make assumptions. All people on LTA are on MA Waiver and have a case manager. We've gotten good cooperation from that end. Karen Darcy will do all of the verifications since she entered them and knows what she's looking at. Anyone who doesn't call we will reach out to them. I'm expecting a few bumps. It's also the start up of the school year. They've been getting top shelf service with the same drivers and same routines for quite a few years, so there might be some complaints.

Ms. Jacobs said when we call to confirm the rides we call Customer Service and they'll know what I'm talking about? Ms. Martin said the information that went out is to call Karen Darcy directly. If you have places you need to go September 2nd and 3rd, give yourself extra time. We'll see a big increase in the number of rides we provide on peak. We're talking to our contractors to expand capacity appropriately. But it's going to be a big change, and change is hard.

9. [35185](#)

Service Issue - Pushing heavy manual wheelchairs to the vehicle or up & down ramps

Attachments: [Ramps and Heavy passengers.pdf](#)

Ms. Martin said this question went to the ACCESS committee of the American Public Transportation Association (APTA). We put this question out there because we have a very few number of customers in manual wheelchairs with their combined weight where some of our drivers can't push them from a dead stop or once the ramp is extended if it is going to road level they can't push them up the ramp. Two drivers have been injured. We thought we can't be the only ones, so we solicited information from our peers. Answers were everything from it's the customers' responsibility to propel their wheelchair or have someone with them, to the overachievers who have studied musculoskeletal amount of force needed to move a certain weight. Staff has reviewed these responses, but we thought we'd bring it to you to get some opinions and let you know what is going on. What we've been doing in the meanwhile is telling people we want them to have a successful trip, and we've asked them to bring someone who can push if they have someone available. That has been working to a certain degree. Occasionally we have a driver and passenger pairing that doesn't work as well. If we can't send someone to assist, sometimes we have to say we'll try it again but we might not be able to get someone here for 20 minutes or an hour. If that's not acceptable, this is not going to be a successful trip.

Mr. DuRocher said this is directly operated service. Do you hear the same from contractors? Ms. Martin said yes. Sometimes the inflated tire is mashed to the rim, and the chair can't be pushed. It's a challenge and an awkward situation in trying to handle it tactfully. We don't have a policy, and I don't know what our options are. Mr. DuRocher asked if we have two people on workers' comp due to this. Ms. Martin said we've had two incidents.

Alder Subeck said what about having two lift vehicles to solve this issue. Ms. Martin said we experimented with the low floor vehicles and it was a good experience. We've had fewer workers' comp issues, and customers were more comfortable than a lift. Alder Subeck asked about having a small mix with a couple that have lifts. Ms. Martin said in the past we haven't had this issue. We've had large customers but always in power wheelchairs. This is a relatively new issue. The lift vehicles help you overcome the issue of the ramp. Ms. DeVos asked if it was the same person each time there was an injury. No. Ms. Martin said it wouldn't help when we can't even move them from a dead stop.

Ms. Gullickson said it's on the table for the next time we do replacements whether it makes sense to have a more mixed fleet. Maybe it makes sense to have 3 of 15 vehicles with lifts. I think our passengers by and large are better served with the ramped access with the low floor. Our drivers give feedback that this is better. We've had terrible experiences with people up high on a lift. It's bad going down a ramp if someone loses control, but much worse potential for injury if someone falls off a lift. We had refresher training for drivers and brought in a physical therapist from Dean showing them tips about how to push someone who uses a chair. But we have a few situations with the combined weight of chair that prove problematic.

Ms. De Vos said there are people who have all sorts of little devices that help propel their manual chair. I'm wondering if there could be an arsenal of tools

that could fit on a chair and help get someone up a ramp. Ms. Martin said the individuals we currently have would not be helped by those devices. We've come across some interesting potential solutions, like a winch system. At the same time it creates a delicate situation where which customers are you winching and which aren't you. How close do they have to get to the vehicle to apply that technology? We sorted through all of the pros and cons. If we did get more lift vehicles in the mix, we currently have oversized mobility devices that we only service with directly operated service. That puts another restriction for dedicating a vehicle.

Alder Subeck said are these individuals who could operate a motorized vehicle? You mentioned this is the first time we've seen this situation. Are there case managers or others involved in that we could be helpful in demonstrating the need for a motorized wheelchair to an insurance company? Ms. Martin said we have one person who has a motorized wheelchair who takes it only when they are traveling alone. The person who travels with them cannot push them when they have their manual wheelchair. Alder Subeck said can we ask them to use the motorized chair? Ms. De Vos said I have both. I use the manual fold up when there is someone to drive. If it's just me I have to use the motorized. Ms. Martin said there are very personal reasons. Alder Subeck said it is a difficult conversation, but one that might be helpful.

Ms. Gullickson asked if there was a place we could refer people to potentially get a power chair. There is, but Ms. Brunette-Tregoning said motorized chairs are heavier. We wouldn't want people plus chair to be outside weight restrictions. Ms. Martin said we won't come to a conclusion tonight, but we wanted to make you aware. Ms. De Vos said we have to think about the workers too. Ms. Martin said some systems have experienced where the ramp has buckled. For a while we might have to do our workaround. If you think of anything, let me know.

Mr. DuRocher said all the people are under the 600 pound weight restriction? Ms. Martin said yes. Based on the information we've gotten from other systems, once you get past 350 or 360 pounds, that seems to be the threshold for difficulty pushing it. Our ramps are rated for 800 pounds for our paratransit fleet. Mr. DuRocher said on Abby Vans' rear loaders they have retracting straps that could be converted to a winch. If power were applied to the straps it would pull a lot of weight.

10. [35186](#)

Outlet Sales of Paratransit Tickets - Update

Attachments: [PT ticket sales 2009-2014.pdf](#)

Ms. Martin said this item is marked update because some years ago this committee had discussion about the outlets for paratransit tickets and the geographic spread. Since that time we've also been promoting our agency ticket sales and trying to work with partners that if they are funded with transportation funding, they should contract as an agency. We did contract with Dane County and some area agencies. The brokerage for MTM and Logisticare have declined. Nursing homes have not been interested. People who come to Dane County for Family Care like those on IRIS have gone to our outlets to purchase tickets there and reimburse staff or whomever for buying

tickets for \$3.25 instead of an agency rate. Some do it innocently and call my office to find out how to buy more tickets. Some are being real open like that. The way it's set up they can do that. If you look at our ticket sales for our outlets for paratransit tickets, they are all close or convenient for senior communities. Some agencies are taking their agency checks and using them at our outlets. It's hard to educate outlets to say if it's not a personal check, if it's a school district check or agency check, don't accept it. They don't want to have that confrontation at their store. We want tickets available to individual customers, but we are best able to discern who is using agency checks at Metro's front window. That is not happening at our outlets.

This is an issue I want you to know about. People are working around agency fares to their advantage. Based on how we are administering it right now, I don't blame them, but I want you to know what is going on. Alder Subeck said would it be reasonable to limit the number of tickets per transaction. Ms. Martin said we have a number; this means that we just see that number more often. Mr. DuRocher asked if the information shows books of tickets. Yes, a book has 6 one way trips in it. It hasn't changed very much from 2011 to now even though we want agencies to partner with us. One of our goals is to keep a book of tickets affordable at \$20.

Ms. Brunette-Tregoning said it looks like in 2013 Metcalfe stopped ticket sales? Ms. Martin said when they opened their West Towne store we went to stock them up and gave them paratransit tickets because that's also what the other Metcalfe's had. That made it very convenient for Memorial High School tickets. I got calls about that. There was one person who called who was disappointed that they were no longer available at West Towne once we pulled the tickets. I told her she could get them Metro by Mail. That was good for her. Those tickets are available to be delivered at no charge. Ms. Martin said she surveyed some other systems around the state. They are facing the same challenges. Thirteen of 19 other systems sell paratransit fare media. Six of them are cash only, no tickets. Of the rest, 10 only sell only from their office or on the bus. The others use outlets. I'm impressed the drivers have the time to handle transactions like that, but they are smaller systems. I'm open for discussions or other things we can bring back to the committee.

Mr. DuRocher asked whether there are outlets with overlap where both paratransit and low income passes are sold. Low income passes used to be available only at Metro's front office. Ms. Gullickson said the Treasurer, Metro and Job Center are the only places that sell low income passes. Mr. DuRocher said the Treasurer is the only one that sells all passes and tickets. Yes.

Ms. Brunette-Tregoning said Metcalfe Hilldale sold 277 paratransit tickets in April. I know we go out to Metcalfe's once in a while when we're in the area. We notice the older people, and it really is a good location. They do it by check, so I suppose it takes too long to monitor something like that. We could see if it was really our paratransit customers if we had a list of people in that area. Ms. Martin said it tends to be anecdotal. People will call and complain about their ride to the doctor, and I ask them about it. They say MTM sent them fare media. Or they are moving here from another community and they have Family Care or MTM and they want to have a contract with us but not for the agency rate so they made a deal with their provider. It's not very hard to figure out how to get around agency fares.

11. [35187](#)

Reports

- a. Transit & Parking Commission
- b. Commission on People with Disabilities - Accessible Cab Listening Sessions
- c. Dane County Specialized Transportation Commission
- d. Other Community Meetings
- e. Performance Indicators, Quarterly Feedback by Unit
- f. Report from the Chair
- g. Staff Report - Service Changes Update, Fare Box Update

**Attachments:**

[accessibleTaxiFlyer201408.pdf](#)  
[ADA TS Roster 03 05 14.pdf](#)  
[Pending List 12 16 13.pdf](#)  
[Multi-Yr Counts by Primary Unit and Category 2014-01-01 to 2014-06-30.pdf](#)  
[Para Indicators May2014.pdf](#)  
[Para Indicators Jun2014.pdf](#)

a. **Transit and Parking Commission** – Ms. Martin said they've been working on service changes which take effect August 24th. There will be expanded hours of service for paratransit near American Parkway. Ms. De Vos asked how that happened. Ms. Martin said we are going to have fixed route service extended beyond peak hours. It is going to be until later at night. Ms. Gullickson said that's not until the UW Hospital East opens. Ms. Martin said she would check on this. Tim Sobota sent her a map.

Ms. De Vos asked if Alder Subeck was responsible for expanded service. She said not singlehandedly but people around Elver Park and those who are transit dependent are pleased. The Neighborhood Resource Teams (NRTs) do help bring attention to those issues. The NRTs bring staff members in the neighborhood periodically, and they notice things that might have been going to the wrong person.

b. **Commission on People with Disabilities** – Ms. Martin said Betty Hicks is our liaison. CPD is having listening sessions around the city about accessible taxi service. I went to one several weeks ago. There was a nice turnout having people come talk about their experience with the service or agency folks talking about people who need access. There was a striking amount of people who aren't aware of why sometimes transportation is limited in their area. Some case managers from Monona showed up there.

Ms. De Vos said I thought there wasn't an ordinance requiring accessible taxi service, but Union went ahead and did it anyway. Mr. DuRocher said in the end City Council passed an ordinance requiring that all cab companies provide some accessible service unless that service is available otherwise. Union said if we step up others are off the hook. Badger said we'd have to buy equipment, and it would put them out of business. So the ordinance was set up to say if the service was available the requirement for all wouldn't go into effect. If the service wasn't available, there was a sunrise clause as to when it would take effect. I think the time has expired and Union has continued to do it. It brought them a certain type of business and fulfills a sense of community. Ms. Martin said they are pulling out because they were applying for New Freedom



grants for equipment and that's how they got funding for accessible vehicles. But the funding dried up and moved to 5310 and they are no longer eligible. Union Cab had initiated the discussions and notified the City that they needed to change the way they provided service. Then, the Uber/Lyft situation came up. Those two things are separate but getting muddled together. The two things might end up getting dealt with together because one problem with Uber/Lyft is they do not provide accessible service. Because there was a sunset to the sunrise clause, the city no longer has a related ordinance.

Alder Subeck said my understanding is that when Alder Resnick introduced something about Uber/Lyft, it was referred here. Was that introduced? Ms. De Vos said we're not important enough. Alder Subeck said he promised he would, but I didn't know the timeline. Ms. Martin said after all proposals are available from the subcommittee, Mayor's office, etc. then it will be referred. Alder Subeck said I will try to make sure the Council will refer to us. Mr. DuRocher said so until this work is done Uber and Lyft are not being regulated. Alder Subeck said they are in violation of the ordinance. Some enforcement actions have been taken. Mr. DuRocher asked who the person in Transportation who deals with taxis is. Keith Pollack. Alder Subeck said some tickets have been written for violating the taxi law. Ms. De Vos said it will be hard to deal with Uber. They recently got something in Milwaukee. Alder Subeck said they just come in and start operating. I think the Council is mixed. Some want to accommodate them, some say they need to follow rules, and some are in the middle.

c. Dane County Specialized Transportation Commission – Mr. DuRocher said they met in July. The offices of RSVP and County staff provided budget information. They got a little bit of an update on an ongoing audit of MTM. They are being audited by the Department of Health Services (DHS). It's looking to more and more people that the problem isn't Laidlaw and MTM per se but the capitated business model that gives them an incentive to discourage people from riding with them. Ms. De Vos said the state threw in millions of dollars more and they are still complaining. Mr. DuRocher said but they still earn more of that if they turn people away and turn down rides.

d. Other Community Meetings – There were no other community meeting reports.

e. Performance Indicators, Quarterly Feedback by Unit – We are through June and May is also in your packet. Ridership is up just a little compared to last year at this time. DDS trips are up just a very little bit. After the first quarter they were up almost 5%. Customer service YTD I would point out under the complaints per 1000 compared to 2013 Metro is improving from last year as is Transit Solutions. Everybody's been working on it. Abby Vans is up a little, but they've been really working on bringing lates down. June and July our staff have noticed we are getting hit really hard with complaints. We have a particular customer who has a need to call in an equal number of compliments and complaints. They didn't call in any last year. So there is an uptick. Alder Subeck asked if there is tracking of whether there is an individual making a large number of reports. Ms. Martin said yes there is a report we can run. Alder Subeck said sometimes a number looks larger until you realize 30% of it is one person.

Ms. Brunette-Tregoning said sometimes I call in compliments and sometimes I get busy, but I have never ever had one complaint, so I'd like to compliment transit for the rides I get. Even the new drivers do a good job. Ms. Jacobs said there are a lot of drivers out on vacation and there are new drivers who don't know the routes so that could be a reason for the uptick in complaints during the summer months.

Mr. DuRocher said it's nice to see the Metro direct service has by far the lowest number of late service reports. Alder Subeck said so dramatically lower. On the customer feedback, the compliments are 44 and previous three years are in the mid-20s. It's great we are getting the increase, but we have a particular customer not responsible for all 20 of the increase, but some.

f. Report from the Chair – Ms. Jacobs wanted to thank everyone for their understanding the last two years. She had lots of help from everyone especially Ms. Martin. Alder Subeck said Ms. Jacobs did a fabulous job.

g. Staff Report – Service Changes Update, Fare Box Update - Gullickson said you will see on fixed route we have new fareboxes installed. She wanted to report two positives about this. This was done in one weekend starting on Friday afternoon and finishing on Sunday afternoon. There were 240 buses that had fareboxes taken out, new boxes installed and firmware, software and wiring done. We didn't have to have an exchange of fare media. Morale was really high. There were all hands on deck. We had managers cooking brats and burgers. It was a really a fun day. The folks working that day will look back on that as an accomplishment. The other thing we aren't using right now because for the first six weeks or so we need to test regular operation, but they are enabled for smart cards so we can use these for years to come. We will probably begin a pilot for smart cards with one of our partners. Ms. De Vos said this is minor but some buses had a bar that disguised where the pass went through. New fareboxes are much better. Ms. Gullickson was glad to hear that.

## 12. ADJOURNMENT

Mr. DuRocher moved adjournment; Alder Subeck seconded. The motion passed by voice vote/other. The meeting adjourned at 6:55 PM.