City of Madison

Meeting Minutes - Approved
CONTRACTED SERVICE OVERSIGHT SUBCOMMITTEE

Thursday, March 12, 2009	**12:00 PM**	**215 Martin Luther King, Jr. Blvd.** **Room LL110(Madison Municipal Building)**

1. CALL TO ORDER / ROLL CALL

Staff: Chuck Kamp, Drew Beck, Wayne Block, Ann Schroeder

Guest: Bill Schaefer

Present: 7 -

Bruce K. Sylvester; Carl D. DuRocher; Ahnaray Bizjak; Mark M. Opitz; Renee R. Bremer; Margaret Bergamini and Rob Kennedy

Absent: 1 -

Jed Sanborn

Excused: 5 -

Rick Rose; Rindert Kiemel, Jr.; Andrew Potts; Shawn M. Murphy and Howard E. Teal

2. APPROVAL OF MINUTES

Kennedy moved approval of the November minutes as written; DuRocher seconded. The motion carried by voice vote/other.

3. PUBLIC COMMENT

There was no public comment.

4. [13843] Status of Contract Updates

Kamp said the meeting packets included a sampling of partner contracts. Some have wording that the City of Madison and the municipality have to approve fare changes, such as the Fitchburg contract. Another contract example doesn't; the agreement with Verona says final determination of fares remains Madison's. Metro makes a good faith effort to inform partners through this Subcommittee about things such as fare changes. DuRocher said it is in the contract that Fitchburg could complain about fare changes. But also, it could be argued that there is tacit agreement because estimates provided to the municipality reflect a budget based on this fare increase. Kamp said staff is now beginning to give language to issues that came up in contract update discussions last summer. When we come up with a full contract sample, we

will ask for some agreement from this group. Language will be made more consistent in updated contracts. Kennedy said "fare" is not defined clearly. Fixed route passenger revenue is our attempt to address Kennedy's question. On page two of the Attachment A handout, this would include anything that interacts with the farebox.

MA waiver funding is treated more as operating funding more so than local share. We can continue to share and identify what needs adjustment. "Total paratransit revenue" should be changed to "total paratransit passenger revenue."

On the Fixed Route Riders by Route report, staff needs to figure out how to fix inconsistent data for the Route 80. Beck and Block will work on it.

One problem is drivers logged into the wrong route. Bergamini asked if dispatch could override incorrect logins. Beck said there are some flags to alert dispatch to incorrect logins, but it can be during hectic times; this problem is better than it used to be. GFI and Continental are proprietary, so it's hard to always get the appropriate interfaces we need.

Block gave overview of Attachment A. Opitz asked whether system cost is based on mileage or how many people board in the municipality. It is based on service hours; it doesn't matter where people board. Metro doesn't calculate AVL based on where people board. Beck said it is a two-way trip – people might board in Middleton in the morning, but they board in Madison to go back to Middleton in the afternoon.

Kamp wanted to highlight that staff has struggled to deal with the fact that current arrangements with municipalities differ regarding deadhead miles. Metro is moving in direction of adding up all deadhead miles and allocating a portion to each municipality based on their percentage of system service. If everyone shares in deadhead costs, it's easier and it seems the fairest calculation as we add other partners to our service. But this is not always how it was done in the past.

Block explained the calculation for deadhead miles. Total system hours minus service hours equals deadhead hours. For example, if we had 407,000 total system hours and 367,000 service hours, that would leave about 40,000 deadhead hours.

Bergamini said there is a report of revenue miles and non-revenue miles. She wondered if non-revenue miles would also be part of the cost for partners. They won't; however, those are in the total system costs like any overhead.

Kennedy said that we all share in the system so we should all support it. But peripheral communities will have more deadhead time. Bizjak said that might not be true. For example, all Fitchburg routes start at a transfer point in Madison. Currently Verona is not paying the full cost because they pay for no deadhead time. At the next meeting, we'll talk about changing that.

Kamp said suppose we add Stoughton. There is potentially a lot of deadhead, but that would be benefiting the region. Kennedy agreed but said that it's important to be clear about that information so people are making an informed

decision. Metro uses the Federal Transit Administration definition of revenue time – any time someone could be riding the bus. For example, the Verona route starts at the West Transfer Point (WTP). After that, it doesn't pick anyone up until the first stop in Verona. That stretch between the WTP and Verona is still revenue service because someone could get on at the WTP to ride to Verona.

Kamp said 2009 was the first year for partner costs to include a contingency reserve estimate. We will try to have short agenda at the next meeting and go through this and other questions regarding updated contracts. Sylvester said he likes the language that is currently in the Verona agreement leaving fare changes to the City of Madison.

Bergamini said contracts should define service hours, revenue hours, and deadhead hours. Block said deadhead hours are not part of the calculation any more. Kennedy said the University uses a net cost per hour, so that would be helpful to have as well. It is the net deficit divided by the number of hours. Metro estimates could include that. Block said that could be done. That could be included in the contract; partners annual net deficit divided by net service hours.

Sylvester asked about getting 5th quarter billing in a timely manner. Bizjak said she hopes that if service is added, that cost can be billed on the 4th quarter. Block said Metro could add our best projection to the 3rd and 4th quarter bills. The 5th quarter bill would still exist (based on actual costs) but it would be a much smaller amount.

Bizjak and Sylvester said their preference would be to get the 5th quarter amount in January of 2008 (for the 5th quarter of 2007) and pay it in January of 2009 so they would have a chance to get that in their budget. Block said the numbers are supposed to be audited, and the audit doesn't occur until April. He's not sure he can get actual numbers in January, but he can come as close as possible. Bizjak said once the contingency fund is up to speed, we will use that for 5th quarter differences, so it might not be an annual event. Kamp said Metro would attempt to get the 5th quarter invoices out sooner and answer some questions in upcoming meetings.

Bergamini suggested updated language to the definition of "total paratransit revenues." We might want to have some language that would encompass "new sources of revenue that are targeted for paratransit service." The group agreed.

Kamp estimated that it would be summer until we have a draft of a fully updated contract for review.

DuRocher wondered if Verona was able to get any of its own state operating assistance. It appears so. Schaefer said the Wisconsin Department of Transportation (WisDOT) agreed to do that because why there is no reason to penalize a municipality just because they are contracting with a public transit system rather than a private system or running their own system. Municipalities that already have a contract with Metro (such as Middleton) cannot apply for their own funding because WisDOT is already factoring those municipalities into the funding they are giving to Metro. However, as more partners are added to Metro service, funding could be handled the way it was

with Verona.

Regarding the formation of a Regional Transit Authority (RTA), Kamp said that would tax a municipality like Monona, which doesn't contract with Metro, but Monona wouldn't be able to partake of the RTA services unless they joined.

5.	**13898**	Update on Fare Changes and Service Improvements

Attachments: City of Verona.pdf
City of Fitchburg Agreement.pdf

Fare changes go into effect April 5th. Kamp passed out a flyer that is on buses showing the effective date, fares, and information about the pilot low-income bus fare. Metro will have 400 passes a month for the low-income program under controlled distribution. They won't look different than the regular 31-day pass. They will be available at the Dane County Job Center, City Hall, and Metro. Those organizations along with staff from other non profits are meeting tomorrow to work through some details.

Metro is also allowing people to continue using existing passes. Staff is addressing on a case-by-case basis if someone is trying to buy 100 passes right now to avoid the fare change. Information about the fare changes is also available through Metro test messages, Website, customer service center, and email alerts.

6.	**13844**	5th Quarter Payments

This was addressed during the discussion of agenda item #4. Partners currently get a fairly good estimate. Block said he could give partners an updated estimate, but there could still be changes. It's looking like partners will get a credit on the 5th quarter from 2008 because fuel prices were lower than was budgeted.

7.	**13899**	Year End Financials

Attachments: 2008 riders by route.pdf
Ride & revenue 12-2008.pdf

Reports were passed out but there was not further discussion of this item.

8.	**13845**	Route Productivity - January 2009

Attachments: Route Productivity Jan09.pdf

As we look at the Transportation Development Plan (TDP), we should look at articulated buses as well as small buses. We will be having on-board signs to educate people that on crowded buses, people should move back to open seats or standing areas. Kennedy said UW does an audit a couple of times a

year to see how crowded Route 80 buses are. It's better than it was in the past because we are keeping more regular intervals between buses. Bergamini asked if there were any reports of similar crowding problems during peak hours for other busy routes such as 2, 3, or 38. Kamp said there is a complaint category in our feedback database for "customer passed up" caused by overcrowded routes, and it's not dominated by route 80. It is also a problem on other core routes. Route 80 has 98 rides per hour, which seems to be a lot, but that could be people riding for one or two blocks. Other core routes could be people riding for longer periods. Beck said overloads change from day to day. For example, Monday could have overloads on a route at 7:15 AM, but then on Tuesday it would occur on that route at 8:15 AM. It depends on class schedules and other events. It's a moving target. Opitz said if you take out all school related service, Route 71 has the biggest growth. Other Middleton routes are in the "x" category and not growing as much as he had hoped. Overall, Metro ridership is at a 30 year high.

Staff will make sure that this Subcommittee gets the Riders by Route by Fare Type and Ridership by Route reports on at least a quarterly basis.

9.   08290   Reports of Member Communities/Institutions

Opitz (Middleton) – The only thing of note are some complaints about garbage at bus stops. That indicates a lot of bus stop use. Optiz heard no reaction to bus fare changes.

Kennedy (UW) – They will be doing more observations of Route 80. They just finished observations of Routes 81 and 82. They anticipate mapping that out, getting back to students and also bringing Metro Scheduler Colin Conn over to look at potential changes to Routes 81 and 82. One currently goes pretty far to the east side; maybe they can tighten up the route.

Sylvester (Verona) – He is pleased to see Verona finally out of the "x" area in the productivity report. Verona met with Epic and asked the total of current employees on the Verona campus. Two thousand are there out of a total of 3000. Epic is expanding, and there will be another 1000 employees in Verona a year from now. Sylvester assumes there will be a large impact on Route 55. Epic is also starting to talk a little more about a third campus, which would add another 1500 or 2000 employees.

Schaefer (MPO) – He's getting a review group together for the TDP. It will include many people from this subcommittee. He is looking at the week of March 30th to have the first meeting. There will be approximately 4 or 5 meetings between now and summer.

DuRocher (TPC) – The effect of increased fares will be mitigated for a number of low-income individuals. A committee will be set up by the Mayor's office tow work on a more long-term low-fare pass program. It is most likely that a non-profit entity would head that up. Advantages of that are that Metro wouldn't be in the business of trying to run a social service and also a non-profit entity would be able to apply for funding separate from Metro. Perhaps there could be contributions from United Way or Job Access and Reverse Commute (JARC) funding. A municipality can only get JARC funding for a limited time, but a non-profit can get JARC funding for an unlimited

amount of time.

Bergamini wondered about all distribution points for the low-income pass being in the City of Madison. DuRocher said this is just phase one of the program. If we get some plan together to expand, he hopes that would be one objective – to come up with a more usable distribution system. But in order to have something in place next month, we had to choose something. There will be a small group to implement the short-term pilot in April. A larger group will be appointed by the Mayor's office to work on a more sustainable program.

10. ADJOURNMENT

Sylvester moved to adjourn; Opitz seconded. The motion carried by voice vote/other. The meeting adjourned at 1:34 PM.