



City of Madison

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

Monday, October 15, 2012

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

CALL TO ORDER / ROLL CALL

Also present: Bill Tangney

Staff: Crystal Martin, Ann Gullickson, Ann Schroeder

Guests: Jason Glozier

The meeting was called to order at 5:15 PM.

Present: 5 -

Bridget R. Maniaci; Jeanne M. Tregoning; Susan M. De Vos; Mary E. Jacobs and Carl D. DuRocher

Excused: 1 -

Michael A. Huckaby

1. PROPER MEETING NOTIFICATION

The meeting was properly noticed.

2. APPROVAL OF MINUTES

Mr. DuRocher moved approval; Ms. De Vos seconded. Mr. DuRocher wondered if it was correct on page 2 that Mr. Cechvala said it is best for bus stops to be far side rather than near side. Ms. Schroeder will check with Mr. Cechvala and make a correction if necessary. The motion passed by voice vote/other.

3. PUBLIC APPEARANCES

There were no public appearances.

4. DISCLOSURES AND RECUSALS

There were no disclosures or recusals.

5. [28007](#) Jason Glozier, Disability Rights Specialist, Department of Civil Rights

Attachments: [Cap Times Article - Jason Glozier.pdf](#)

Mr. Glozier started in this position last July. He staffs the Commission on People with Disabilities. He has a long history with disability rights and has been involved with issues since he was 7 years old. He has a brother with cerebral palsy. His family afforded everyone the same opportunities, but there were differences created by society. He got involved with a group called ADAPT. Their issue was public transportation, and he was involved in getting laws to require lifts on public transportation. There is an institutional bias. He was involved with the IRIS program for long term care options and worked for 2 ½ years as a grassroots organizer for Access to Independence. They worked to identify issues and come together as a grassroots organization to address those issues. He is excited to be working for the city on all sorts of different projects.

Mr. DuRocher asked the status of the IRIS project. Mr. Glozier said it was on hold temporarily due to Family Care. It's active in 57 counties in the state. Funding to pay for IRIS is through Medicaid. The funding is different so that it doesn't require a wait list. It is self-directed, so over the life of the program, anyone who applies will receive services.

Ms. Gullickson said she'd never heard "radical inclusion" before reading the newspaper article about Mr. Glozier. He said that means inclusion at the most fundamental basis. Not looking at inclusion as much as who we are excluding. We design programs for inclusion. Radical inclusion looks at it more in terms of who we are excluding. That's not a question society often asks. Who is not sitting at the table; who isn't here and who needs to be here to make this a community? It's something that is hard to describe. Growing up with a brother who has a disability, he was used to looking at things this way.

Mr. DuRocher said the Waisman Center uses "natural supports" and that seems to fit in with the concept of radical inclusion. Ms. De Vos wanted Mr. Glozier to lobby for more representation of people with disabilities on non-ADA type committees like Urban Design, etc. She hears well-intentioned people talk about multi-use buildings where all the residences are on the 2nd floor, and they don't realize what it is like for someone who can't navigate the stairs to rely on an elevator that might break down. They don't think about that unless someone can sensitize them to issues such as that. Ms. Brunette-Tregoning said she loves the opportunity of door-to-door transit because sometimes she is alone and needs someone to walk her to the door or open the door. The State Office Building has a "stair chair"; she doesn't know if other buildings have that.

There was some talk about parking issues at the University. Anyone who uses their own vehicle has to pay \$400 a year or a semester for parking. Many people can't afford that.

Ms. Jacobs said she is familiar with radical inclusion in her role.

Mr. Glozier said he's very familiar with the term "natural supports." He's certified in PATH training and development. The idea is one that he tends to shy away from a little bit. Natural supports have their place, but one trend in the service system is looking at natural supports as a service. He sees that it has a place, but society has a larger more general place in the service system and how they can incorporate people and not as part of a system but as part of society. Goodwill said they use their profits to support their mission. That is one way to look at things. Or they could have a mission of providing someone an income to make them equal. We're not going to be part of your service system, but we'll be your employer, friend, help you find a place to live.

Mr. DuRocher said for many years he did assistive technology assessments and training for DVR clients. From that experience he thinks it is a struggle to get society to view someone with a disability as a provider and not a recipient. If you can do that, it is a sea change.

Mr. Glozier was at the University last week doing a radio show talking about the parking issue. It has been a long-standing issue. Someone brought it to his attention when he was at Access to Independence. They brought this to UW, and the response has been very dismissive. They said about the Memorial Union that they were relocating those spots to nearby. Otherwise they say they are staying above the 2% limit in compliance with the law. They don't care. As long as those spots are on UW property, they have a right and responsibility to charge equal to other spots – accessible and non-accessible. It's not motivated by fairness, but because the parking passes are funding their transportation services. It's a disincentive to the University to charge less than the full cost. As many people say, people with disabilities often can't afford the high cost. Ms. De Vos said they don't charge the full cost of parking. They could add more spots, but they feel compelled to charge what they do because they aren't adding more spots. She wants them to maintain the no fare bus pass for staff, and they are under the same pressure. Ms. Brunette-Tregoning said you represent the city; who is the ADA state representative? Even though the UW is their own entity, perhaps someone on a state level could help. Mr. Glozier said he could get a name. The University has an office of diversity and inclusion. But one of the things about raising it as an ADA issue is that they are technically well within the law. That's one of the things we've reiterated to them – it is in the letter of the law but not the spirit of the law. It's a disincentive to people who want to use the university and students who want to go there.

Mr. Tangney said it wouldn't hurt to let the person know that they aren't complying with federal standards. Mr. Glozier said they are following federal law. There is a caveat to everything. They maintain the parking where it is "most necessary." They have yet to define for us what is "most necessary."

One of the first things Mr. Glozier asked Ms. Martin is how Metro determines which paratransit users would make good candidates to refer to travel training. She answered that we have a poor method, so that segues into our next topic.

6. [28008](#)

ADA Paratransit Eligibility Determinations

- a. Pilot Program - In Person Eligibility Assessments
- b. Re-Certification Process 2013

Attachments: [Pilot In Person Assessments 09 12.pdf](#)
[Certification Schedule 2013.pdf](#)

Ms. Martin said our eligibility process gets criticized. As a stand-alone paper-process, it's a dinosaur. It's long, it's written, and you can't do it on-line. The National Transit Institute's training no longer models our process. They do train on in-person assessments. The paper process is inadequate in so many ways – either due to handwriting, or if you have an experienced staff person who works with lots of applicants or if you get a new case manager, or if you don't fill out forms well, that could affect whether you are eligible for paratransit service or identified as a candidate for travel training. The paper application is in-accurate and unfair.

Mr. Tangney said that Mr. Kenney seemed like a great resource. Ms. Martin said she's been to Milwaukee several time to look at their process. They have a greeting area so staff can do in-person assessments. They have video of someone paying a fare, someone identifying where stops are, so applicants can demonstrate their skills after modeled behaviors. Mr. Tangney asked if Metro has a space. Ms. Martin said we would like to find a space near a human service agency. The Aging and Disability Resource Center will open next month. There are senior centers around the City. In terms of looking for a space, we haven't gotten that far. We want to flesh out what we want to accomplish and get input so when we get to that point we have everything we need to consider.

We're working on a pilot program to discern the effectiveness of in-person assessments. The process is to determine the travel ability of the applicant and the appropriate mode(s). A person with a vision impairment might have mixed use – i.e. fixed route during the day and paratransit at night.

Currently we use a paper application; it's off-putting and long. People who fill them out regularly can whip through them in a hurry and understand the goal. Individuals without experience may be less able to articulate their need in order for us to make a fair and accurate determination.

Ms. De Vos asked if we are working toward an option of either in-person or a form. Ms. Martin said even with an in-person process people usually get one sheet to write name and contact information so they have that ready to go.

Many other systems in the state have already moved to the in-person process. Currently, we do between 300 – 400 new applications a year. Another 100 – 200 reviews come in due to changes. Some people get temporary eligibility and might need to reapply at the end of that. Ms. De Vos said many years ago she was turned down for paratransit service. She went to an in-person evaluation and that person was at an out-patient medical facility. So Metro must have had a relationship. Ann Gullickson said we used to contract for functional assessments for 10 – 15% of the applicants who we couldn't decide based on paper or for anyone who appealed. We've contracted with two firms since then, but have not found a steady service provider. Ms. De Vos said the person seemed really good. Mr. DuRocher clarified that an appeal does not include an in-person assessment. Ms. Gullickson said it includes an interview. It goes to a board. People appealing can bring someone to help make their

case. We'll talk to doctors and people who know how the disability affects the transportation needs. It's the first step in an administrative process within Metro. If the denial is upheld, we convene a panel that includes ADA TS members. The vast majority of eligibility is unconditional eligibility at 80%. That is a very high number; it would be lower if we were in line with the national average. We'd like to pilot in-person assessments and see how that affects eligibility.

Mr. Glozier said this is an issue nationwide and travel training hasn't existed for people under 55, who have disabilities that aren't cognitive and people who just haven't gained the skills to use fixed route transit. Having that travel training program can help this. Ms. De Vos said some drivers are very nice and some won't do one extra step for vulnerable people who need that extra care. Mr. Glozier said it would be fair to ask the City and staff to follow the rules; that's part of radical inclusion. Ms. De Vos said the union wouldn't agree. Mr. Glozier said even the union has to follow the ADA. This is something that is being taken into consideration. People who know enough to give feedback might get results, but some people won't.

Ms. Martin said we'd like to do a pilot next year two days a week with current staff that has been trained, working with clinics and some drop in clients. We also have a list of folks who in their application process indicated that they'd be interested in travel training; we'd like to have them come in during this pilot. If you have questions or input, please send those to Ms. Martin so we can incorporate those. Mr. DuRocher asked if this looks like it is a success after the pilot, will it require a position and a budget item? Ms. Martin said we would have to make an argument in the budget process that the program is cost effective due to higher in-eligible applicants or being able to migrate people to fixed route.

Mr. DuRocher moved that the committee go on record to support the pilot program of in-person assessment. Ms. Maniaci seconded. Ms. De Vos said she is concerned about cost. Ms. Martin said the cost is covered with existing staff. Sending out materials is covered under the marketing budget. We're only doing it for two months for two days a week to see what resources it takes and if we can make an argument for it in the budget. The motion passed with Ms. De Vos abstaining.

There was a suggestion by Metro IT that Metro has the capability to re-certify all Paratransit riders all at once instead of being done over the course of a year. Ms. Martin wanted to check in with the committee to see if there were any residual purposes for spreading the process out. Hearing none, Mr. DuRocher moved that we defer whatever is most efficient to staff and support their decision; Ms. De Vos seconded. The motion passed by voice vote/other.

7. [28009](#)
 - 2013 Operating Budget
 - a. Proposed Fare Increase
 - b. Possible Service Improvements

Attachments: [Proposed Fare Increase.pdf](#)
[Possible Service Improvement Description.pdf](#)

Ms. De Vos said she is very disturbed by the price increase of senior/disabled pass 31-day pass. It should stay half of the regular adult pass. She moved that this group recommend the senior/disabled 31-day pass stay half of the adult 31-day pass. Alder Maniaci said that is a good point because historically they've been looked at differently. So it would be good to understand how many low income passes we sell and how many senior/disabled 31-day passes. We should have some stats on that. Ms. De Vos said this pass used to not exist. It went through a year-long pilot program to see if there was enough interest. Alder Maniaci said when you change the price of one pass, that will affect the estimated revenue in the proposed budget. The percentage increases aren't all equal, so there is some question there. Mayor Dave wrote a blog post saying that this price increase is based on the increased service. The cost was \$80,000 but the increase nets \$600,000. Where is all the other money going? If the alders say no increase, we have to figure where we get that other \$700,000. If this is a question, it would be good to bring it out at the public hearing. It's good to have information so we understand the reasoning, and staff is prepared to give us information.

The public hearing about fare increases is on November 7th in Room 201 of the City County Building. The Board of Estimates is meeting about the budget on Monday, October 22nd, and amendments have to be submitted by Wednesday, October 17th. Ms. Gullickson said generally the Common Council votes on the amount of revenue being raised and then the TPC discusses different tweaks to how to come up with that revenue.

Mr. Tangney said if the old numbers are still correct, 10,000 people ride the bus regularly. Half of those are below the poverty level. Three hundred low income bus passes are available. Alder Maniaci said she thinks those numbers are quite different now. Mr. Tangney said nevertheless, we should have a simple method of recognizing a low income person, like a QUEST card. Let people purchase those tickets at all outlets where Metro passes are sold. Alder Maniaci said there was a lengthy discussion on that issue at the time; she doesn't see it being opened up again. Mr. DuRocher suggested eliminating the program because it is a token to show we are doing something. Then we raise fares that will hurt a lot more low income people. Alder Maniaci said eliminating that program would just be a drop in the bucket.

Ms. Maniaci said Mayor Dave wanted to fund the contingency at .5%. We budgeted \$1.2 million. The current balance is a bit over \$1.2 million. One major item not drawn from the reserves is the cost of the recall elections. After that expense is deducted, there would be \$762,000. The 2013 executive budget includes a contingency of \$1.2 million. In 2013 we expect to draw from that fund for the stagehands case to participate in WRS. The cost would be \$850,000. So that is a caveat for alders wanting to dig into that fund. There are going to be some really tough decisions about what we have for funds, what we are able to do under state law. If there isn't support for the bus fare increase, then there is close to \$700,000 that has to be made up. You want to keep your cushion at 15% to maintain the bond rating.

Ms. De Vos moved to keep the senior/disabled 31-day pass to half the price of the adult 31-day fare. Mr. DuRocher would second it if it were instead that the cost stay on par with the low income pass. That was considered a friendly amendment. The motion passed with Alder Maniaci abstaining. She'd like to

know how many of the different passes we sell. Mr. Tangney wondered how many senior/disabled people are like him and could afford that much of an increase. Ms. De Vos said she knows many people who cannot tolerate \$5 here and \$10 there.

Alder Maniaci said the TPC had testimony from LaFollette High School about having access to after school services. The added service will enable students in the Owl Creek area stay for after school activities. During the week, service would be on peak. On the weekend it would be all day. Mr. Tangney asked if future planning for low income housing will include planning for transit. Alder Maniaci said that was discussed.

Ms. De Vos said we voted to abolish the peak/non-peak paratransit fare, but we still have it. Ms. Gullickson said that was in last year's budget, and it was not approved. Last year the budget did not include any fare increase. So we've included it with the fare increase this time.

Ms. Maniaci said at the last TPC meeting they talked about late night service on the east isthmus. The idea was, especially with the Route 81 cuts, to try to find another option for transportation at night. She's looking at Friday/Saturday night service between the east side and the square. She doesn't know if there will be support. Ms. De Vos said the budget is very biased against the bus/transit and favors road construction. If we want a better transportation system, we can't have a 5% across the board cut. We need to change the priorities. Transit deserves a lot more and some road reconstruction needs less. Alder Maniaci said that is something that some of the alders see. If there is something you think is very important, she encouraged people to be in communication with their local alder. Stress if it is in the capacity as part of this committee. People want everything and each person is fighting for his or her interest. If you can be succinct and reach out to alders who represent you – list your address – or alders that sit on committees that have that power, like the TPC with the bus fares, that can help. A lot of alders are struggling not just with a single issue like transit, but also other issues like Overture funding. Especially with state levy changes, our hands are tied in many ways. So we're really struggling until we bring major construction to the city. Ms. De Vos said maybe building big box stores in the cornfields could be helpful in the short term, but then when they have to pay for infrastructure it can become problematic.

8. [28010](#)

Reports

- a. Transit & Parking Commission
- b. Commission on People with Disabilities
- c. Dane County Specialized Transportation Commission
- d. Other Community Meetings
- e. Performance Indicators
- f. Report from the Chair
- g. Staff Report

Attachments: [Para Indicators Jun12.pdf](#)
[Para Indicators Jul12.pdf](#)
[Para Indicators Aug12.pdf](#)

Reports were tabled.

9. [08706](#) Other Transit Related Announcements

Attachments: [Informational Hearing.pdf](#)

There is a public hearing in Milwaukee that was requested by Senator Erpenbach. A number of organizations signed on to a letter requesting an audit of LogistiCare. Fifty-one members signed on with bipartisan support. The audit committee is considering it. The Erpenbach hearing is very important. Contact your representative. The audit committee has not put together a schedule yet.

10. ADJOURNMENT

Alder Maniaci moved adjournment; Ms. De Vos seconded. The meeting adjourned at 6:58 PM.