



City of Madison

City of Madison
Madison, WI 53703
www.cityofmadison.com

Meeting Minutes - Draft ADA TRANSIT SUBCOMMITTEE TO THE TRANSIT AND PARKING COMM

Monday, December 21, 2015

5:15 PM
Madison Municipal Building, 215 Martin Luther King, Jr. Blvd,
Room LL-130

CALL TO ORDER / ROLL CALL

Staff: Crystal Martin, Ann Schroeder, Karen Darcy

Guests: Paul Bittdorf, Doug Hunt

Present: 5 - Barbara Harrington-McKinney; Kenneth Golden; Susan M. De Vos; Mary E. Jacobs and Carl D. DuRocher

Absent: 2 - Betty Hicks and Judi M. Sopher

1. Proper Meeting Notification

The meeting was properly noticed.

2. Introductions

Introductions were made.

3. APPROVAL OF MINUTES

**Mr. Golden moved to approve the minutes as written; Ms. De Vos seconded.
The motion passed by voice vote/other.**

4. PUBLIC COMMENT

There was no public comment.

5. DISCLOSURES AND RECUSALS

There were no disclosures or recusals.

6. [41161](#) Statement of Interest Forms - Please complete and submit this to the City Clerk's Office by January 5, 2016

No one had an outstanding form.

7. [41162](#) Leave Attended - Paratransit Service Issues
a. Draft policy for discussion

Attachments: [Draft Leave Attended Policy Violation Proposal 12.15.pdf](#)
[Metro Report Increasing Lv Attended Issues and Sample Policies Other Syst](#)

Staff provided a draft policy for discussion. Leave attended is not regulated by the Americans with Disabilities Act. This service goes beyond the requirements. A recommendation by this body would be referred to the TPC when it is ready. Doug Hunt spoke about a task force dealing with this issue. They created a tip sheet as well as changed how they route incident reports so they go to the correct person. Since these measures, there has been a noticeable decline in leave attended incidents.

Members asked that the policy be more specific in the second paragraph about how customers are designated as leave attended. Some members thought the suspension policy was harsh, particularly that the second occurrence could mean up to 60 days suspension. This is far harsher than the no show policy. They felt that a 10 day suspension would give an agency time to come up with a corrective action plan. There was discussion about how to improve incidents while still allowing service – requiring an attendant ride along rather than suspension after the first occurrence. There was also concern about the return to service after suspension rules. It would be problematic for an agency to get the attendant to both the origin and destination for the rider.

Mr. Golden noted that this is really a penalty on the agency or the system, not on the client or family. He suggested a floating window of time between the first and second occurrence. The person shouldn't necessarily get suspended if there has been a year between incidents or the second incident is with a different provider. Mr. Hunt said sometimes it does indirectly impact the client/family. Alder McKinney noted that this is our most vulnerable population.

Members like that the proposed policy allowed for appeals. They also liked that the Spokane policy specified how long a driver must wait. Members asked that staff bring a revised policy based on feedback to the next meeting.

8. [39583](#)

Accessible Taxi Services - TPC 08.12.15

Attachments: [City Attys Legal Analysis Accessible Taxi Program 04.30.15.pdf](#)
[Union Cab recommendations to TPC re Accessible Taxi Service 07.08.15.pdf](#)
[Bittorf registration slip 08.12.15.pdf](#)

The only current service is Union Cab, but it is not profitable and the New Freedom Grant funding is no longer available for capital purposes. There was discussion about how to keep accessible taxi service available. One idea was to require all companies to provide accessible service.

Union Cab's fleet is aging. Mr. Golden said that he is chair of a county transportation subcommittee that has a \$1.5 million budget for capital purchases. Robin Schmidt is also someone who has been working on transit issues with the county. There could be some sympathy there for a taxi only proposal as long as it serves the whole of Dane County. Mr. Bittorf said he would attend some meetings and look for opportunities to apply for any available funding as well as meet with Norah Cashin and see if there is any money immediately available. Union recently purchased two vans in order not to turn any business away, but this aspect of their business has been losing money. Accessible taxi service needs economy of scale, so it doesn't make sense to require all companies to provide it. Union's ridership numbers don't

reflect all the needed service, such as ride requests they have to decline.

The YWCA is short on funds too, and the MPO is likely to look at them before accessible taxis. There is a slim possibility that Dane County could apply for 5310 funding to put out an RFP for a private company, such as Union, to provide service.

9. [41163](#)

Reports

- a. Transit & Parking Commission
- b. Commission on People with Disabilities
- 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 - Hiring Update for New Paratransit Manager

Attachments: [Para Indicators Aug2015.pdf](#)
[Para Indicators Oct2015.pdf](#)
[Para Indicators Sep2015.pdf](#)
[ADA TS Roster 12 15.pdf](#)

a. Transit and Parking Commission – There was a presentation about the results of the onboard survey. There is going to be a proposed fare increase for 2016. A recent survey was sent out about the value of transportation; it will be shared so this committee can participate and share it with their contacts.

b. Commission on People with Disabilities - No report.

c. Dane County Specialized Transportation Commission – They talked about accessible taxi service, the fact that Norah Cashin is retiring, and their 8521 application got approved.

d. Other Community Meetings – There were no other community meetings to report.

e. Performance Indicators – No shows and cancels are too high. The members asked about the on-going cost per ride being missing for some time from the report. That is a function of our new financial system.

f. Report from the Chair – No report from the Chair.

g. Staff Report – We are in the process of hiring a new Paratransit Program Manager. Interviews are in progress, and we expect to hire someone by the end of January. Mr. DuRocher mentioned he would like ADATS to be involved in the hire.

10. Other Transit Related Announcements

There were no other transit related announcements.

ADJOURNMENT

The meeting adjourned at 6:58 PM.