



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, February 22, 2010

5:10 PM 215 Martin Luther King, Jr. Blvd., Room 303 (Madison
Municipal Building)

1. CALL TO ORDER / ROLL CALL

Also present: Jeanne Brunette-Tregoning and Mary Jacobs

Staff: Crystal Martin, Ann Schroeder

Chair Brunette-Tregoning called the meeting to order at 5:11 PM

Present: 4 -
William J. Tangney; Susan M. De Vos; Carl D. DuRocher and Kenneth M. Streit

Absent: 1 -
Michael A. Huckaby

Excused: 2 -
Chris Schmidt and Ida W. Nathan

2. APPROVAL OF MINUTES

Mr. Tangney moved approval of the minutes; Ms. De Vos seconded. Mr. DuRocher requested the correction of a typing error in Alder Schmidt's motion from the word "lost" to "lot". The motion passed by voice vote/other.

3. PUBLIC COMMENT

There was no public comment.

4. [17518](#) Long-Term Assignmnet - Update

The Request for Proposals (RFP) for this program had a successful proposer, Badger Bus, but there was also a protest. After that is completed, we will know where this is going. We are following the protest procedure that is put out in the RFP. Mr. DurRocher asked if the number of riders on LTA will be changed. One person will be moved back into regular paratransit service and about 20 people will be added. There are 90 people currently. We are experiencing some growth in our peaks, so adding people to the LTA program is an attempt to help manage our peaks. Ms. Jacobs asked how the 20 people to be added will be notified. Ms. Martin said we are working with Doug Hunt.

We will send a letter to the individual and their contacts such as residential, vocational and case manager so everyone knows what is going on. We've made some program changes, such as shortening the number of days necessary to schedule standing rides. Metro is working closely with the County and Badger Bus to make notification, changes and implementation. Mr. DuRocher asked in the event the protest is not upheld, whether Badger Bus will continue with LTA. Ms. Martin said that is the case.

5. [17519](#) Contracted Service Driver Requirements

Attachments: [Operator Training Requirements 2011.pdf](#)

Ms. Martin said there was a request to know what Metro put in the RFP regarding driver training. Metro Plus drivers get trained in-house. She split issue of in-house and contracted driver training for the purposes of this discussion. The handout is for contracted service. The language is broad because it is for an RFP. Some of the types of information proposers give Metro is types of vehicles, vehicle maintenance facility, driver training program, and compliance with Department of Transportation (DOT) and FTA regulations. Ms. De Vos said the last management audit questioned whether drivers for Metro directly operated service have a comparable level of training. The audit suggested they didn't. The paratransit drivers got those positions because of seniority and not because of any special training or qualification. She wondered if there was comparable training for drivers of directly operated service compared to contracted service drivers. Ms. Martin said she could bring information about training for Metro drivers but this question had been about what was in the RFP for contracted service drivers.

The locally sponsored sensitivity training that Karl Schulte of Union Cab presented is generally supplemented with company based training such as procedures if there is an emergency on board, and additional sensitivity training. Items in italics on the handout are things updated for this RFP.

Mr. DuRocher said he did not see any alternative to having to have a cab driving permit. Ms. Martin said companies can choose Medicaid certification rather than a city taxi cab license. Regardless, they still have to participate in the sensitivity training. The training for Medicaid certification is first aid and CPR, but not sensitivity training. So we have a locally sponsored program that traditionally has a member of the community who works with the facilitators to provide the perspective of a person with a disability. Mr. DuRocher asked if we have a provision for companies that do neither taxi licensing nor Medicaid certification. We don't. We used to say every driver had to have a cab license. We wondered if we were limiting ourselves, so we opened it to Medicaid certification. We did gain two companies – Badger Bus which has switched over to licensing and Capitol Express.

Mr. DuRocher wondered if there was anything in the RFP requiring the contracted company to have any training for their drivers where they are actually getting the experience in a wheelchair. Does the RFP require that sort of experiential training? Ms. Martin said that the requests in the RFP are very broad. It doesn't require that. She read that comment in the minutes from the

last meeting and also got an email from Randy Bartels. She did some research on what it would take to get that level of specificity. She is going to research best practices. On a company level, there could be some liability issues. She wants to contact the risk manager to make sure we have the proper approach before we put it in the RFP. Mr. DuRocher said the classroom training is good, but the sensitivity ride is also an important type of training. Ms. Martin said that it may be recommended that the RFP state that type of training is something that we'd look for but not require. That way we can evaluate a proposal as better if it has that in it, but not necessarily make that a requirement if it poses problems in other areas.

Mr. Tangney had said at a previous meeting that a four-hour training was too long. But he has since attended the locally sponsored sensitivity training. It was lively and there were sufficient breaks. Karl Schulte was very responsive to questions. The sensitivity portions were handled very nicely. He would still advocate for the sensitivity ride for drivers. Perhaps there could be language in the RFP to ask about what type of on the job training the company would have, something that would encourage people to not just think about it but realize it is an expectation one way or another that people get on the job training. You can't just put people in the job and say go do this. At Union, there was a three day on the job training during which things could be explained to make sure the person understood everything and respect that when the new driver had questions, they got really good answers and preferably the experience of a hands on answer.

Mr. DuRocher said it was nice that Karl Schulte had a lot of people there who had different perspectives. It was a really well done training. There were a number of people who had been driving for a while who hadn't yet had the training because it wasn't available. A video was shown about tie downs. The people there realized what they were seeing in the video was not what they had been trained at work. Since the training, Mr. DuRocher noticed people from Badger Bus have changed their methods.

Ms. Martin said she is glad to hear that the collaborative nature of the class helps provide consistency across companies. She went to the training last summer with a different trainer because of the nature of some of our feedback items at Metro. This is the result of a new group of people taking over the class and following through on some issues. Ms. Martin said there is a facilitator who has been invited to take part in the class to give the perspective of a person with a disability, Michael Conley-Kuhagen. He also serves on the Dane County Specialized Transportation Committee. She told him she'd give him this committee's feedback for when he goes to Milwaukee for the "Train the Trainer" class. Ariel Weathers from the Department of Civil Rights DCR has observed the class, and one of their staff will attend in Milwaukee. The City of Madison wanted to know more about these issues so they can better respond to complaints related to transportation.

Mr. Tangney said one thing he's thinking about quite a bit is that the sensitivity training is primarily sponsored by the City. While there is discussion about how to do the job, the majority of hands on training is by the contractor. There is an overlap, but also a separation of those types of training. Ms. Martin said that agencies have different equipment, so it's important that on the job training is done by that company on their equipment.

6. [17520](#)

Reports

- a. Transit & Parking Commission
- b. Commission on People with Disabilities
- c. Dane County Specialized Transportation Committee
- d. Transportation Planning Board (MPO)
- e. Other Community Meetings
- f. Report from the Chair
- g. Staff Report
- h. Paratransit Performance Indicators

Attachments: [Para Indicators Dec09-2.pdf](#)

a. **Transit & Parking Commission – Mr. Streit was not at the last meeting, so he has nothing to report.**

b. **Commission on People with Disabilities – Mr. Tangney said the last meeting was spent on whether or not to pursue the ability for their commission to submit resolutions without a sponsoring alder or the Mayor. They approved to pursue this, but they had a big discussion about whether the reason they wanted to do it would be included in the language. The reason is this is a special group of people – a protected class – and Mr. Tangney thought it would be good to include that reason. The assumption was that people would understand that without being told. Ms. De Vos asked whether the alder on the commission doesn't take on the business of sponsoring things. Alder Mark Clear declined to sponsor this for procedural reasons. There are commissions that don't have to get sponsors, but it is for a set of reasons that doesn't apply in this situation. The CPD got Alder Brian Solomon to sponsor. The language was not added, but they did ask that it be considered. One of the commissioners remembered something similar years ago that went between committees for years and was killed at the Common Council in five minutes. It was a healthy discussion. They are also very interested and concerned in making bus service accessible with things like snow removal and curb cuts and understand this committee is working on those issues.**

Mr. Tangney added from that Jeff Erlanger's mother Pam is hoping to change the law through the Parking Council for Persons with Disabilities. Currently, the person with a disability must be in the car when the car is parked rather than being able to drop the person off and then park in the disabled space. The government says it is very hard to enforce the law if the person with the disability is not in the car. But the objection is that if you drop someone off and then have to park far away, you are leaving them unattended. Pam said she would rather that a few people cheat than leave someone unattended.

c. **Dane County Specialized Transportation Committee – This committee did not meet.**

d. **Transportation Planning Board (MPO) – Alder Schmidt was not available to give a report.**

e. **Other Community Meetings – Ms. De Vos said the Downtown Coordinating**

Committee has taken up the issue of where the location of the high speed rail terminal should be. They have voted to recommend the Yahara station. She is not sure what that means and why they are doing it. That doesn't even sound like it would be within their district.

f. Report from the Chair – Ms. Brunette-Tregoning said she realized she will not be able to attend the March meeting due to a conference and vacation. She asked that Mr. Tangney, as vice chairperson, run the March meeting.

g. Staff Report – Ms. Martin wanted to clear up one item from the last agenda. The re-certification for paratransit riders happens every three years. We send notices out for 12 consecutive months alphabetically. The As, Bs, and Cs have been sent. A letter tells riders they are automatically recertified, but there is a gold colored form to fill out in the event people need to update contact information, emergency contacts, etc. One improvement to the process is that the eligibility card is now pre-printed rather than handwritten. It's been three years since the last re-certification. Our newsletters used to have "please return if undeliverable" language which helped clean up our database. That language was somehow removed in the last three years, so we're having a lot of returned items in the re-certification mailings. There will probably be a steep decline in certified users as we get mail back that cannot be forwarded. That will be happening through January of next year. Mr. Streit suggested asterisking where the certified users are listed explaining the decline.

h. Paratransit Performance Indicators – Paratransit ridership was up just barely 1% which is atypical. It is usually up 2 or 3% in an average year. Last summer we had more rides than we were accustomed to. But once again no shows are at 2.2% of rides. The goal is to keep that under 3%. Karen Darcy, Paratransit Scheduling Coordinator, listened to a conference about scheduling and learned some things. So over the course of the next year we might see that decline even further. The number of cancellations is down too, which is helpful. For today's schedule, Monday, we had the most wheelchair spaces Ms. Martin ever recalled seeing – 359. It is usually 300 or 320. We were able to handle that. But the cancellation rate then turned out to be about 13%. Perhaps people are using Metro as a backup system. Ms. Jacobs said she agreed; we were supposed to get snow so they scheduled their rides ahead. Then we didn't get snow, so they cancelled.

Ms. De Vos wondered if there was a sense of how much UW students are using the service. Ms. Martin said this year we have a number of students with temporary disabilities. So we are getting quite a bit of ridership, but that just started in January. Ms. De Vos asked because there is a professor of kinesthesiology who has many people who go to his lab who take paratransit. Then others see that and find out about the service. Mr. Streit wondered if we have the time to pick about 6 people who cancelled and contact them in an unobtrusive way and ask about it, explaining that we have peaks and wonder about this to see if there is a way we can plan for it. Ms. Martin said she could do that. Mr. Tangney said the increase in wheelchair ridership is smaller. Madison has long been known as a magnet for people with disabilities. He wondered if this is related to the economy or if Madison has reached our saturation of people with disabilities. Ms. Martin said she has seen nothing to indicate a saturation but would expect a boom due to assisted living facilities that have been built but are not fully occupied, on-going research, and

Madison being an area of public employment.

Ms. Martin said directly operated service is just under 24% of overall service. Metro really worked on efficiency; drivers and dispatch have been working very hard. If they're doing a good job, let us know. Capitol Express is getting a piece of the work, and they are doing well. Complaints and late trip reports see some variation, but they are not what they used to be, so we're pleased that contractors are paying attention and working on these issues. We are expecting to see a decline in the number of certified people as mentioned before.

Mr. DuRocher mentioned that Badger Cab is doing less ambulatory work. Ms. Martin said their price went up, so we probably moved 200 rides a day over to Transit Solutions that had previously been done by Badger Cab. The way that Transit Solutions offers those trips is a bit more consistent for riders. Ms. Jacobs agreed. It has brought down complaints. This also opened capacity for Badger Cab when we have peaks and busy days. We've adjusted ridership in response to prices, but gradually so it wasn't a shock for people. It's gone well. Ms. Jacobs agreed. What has helped them is having rides go from Badger Cab to Transit Solutions. At the end of the day they can put multiple people on a Transit Solutions van and not have six different cabs. Ms. Jacobs said it has helped consistency. They support one person who they thought could never take paratransit because he runs out of the van. Having a consistent driver with Transit Solutions makes the rider more comfortable, and he is placed in the corner of the van where there is no door. It's a good success story. Karen Darcy has been doing some fantastic work getting rides on templates. Almost all the standing wheelchair rides are templated. This has been a goal for a long time. Ms. Brunette-Tregoning said in general she knows who she is going to get every day. She said it feels more comfortable and is really very nice. Mr. DuRocher wondered if there was any discussion about any contractor other than Badger Cab doing night and weekend rides. He'd like to see it expand.

7. [08706](#)

Other Transit Related Announcements

Mr. Tangney handed out some brochures paid for by the Parking Utility about parking for people with disabilities. It is better and clearer than the previous brochure. Brochures are distributed with citations from the Madison Police Department when someone violates these rules. They are also distributed in other places such as the Department of Transportation offices. In the past he tried to get them in the Sheboygan Avenue office and has been unable to. Another member did get them in there.

Mr. DuRocher said March 4th will be the first organizational meeting of the Regional Transit Authority Board. It is a public meeting. It's in Room 315 of the City-County Building at 4:30 PM.

8. **ADJOURNMENT**

Mr. DuRocher moved to adjourn; Ms. Jacobs seconded. The meeting adjourned at 6:37 PM.