



# City of Madison

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

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Monday, October 17, 2011

5:10 PM 15 Martin Luther King Jr. Blvd., Room LL-130 (Madison  
Municipal Building)

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### 1. CALL TO ORDER / ROLL CALL

Also excused: Jeanne Brunette-Tregoning

Staff: Crystal Martin, Ann Gullickson, Ann Schroeder

Chair Jacobs called the meeting to order at 5:17 PM.

Present: 5 -

Ald. Bridget R. Maniaci; Kenneth M. Streit; Susan M. De Vos; Mary E. Jacobs and Carl D. DuRocher

Excused: 3 -

Lorry Bond; Ida W. Nathan and Michael A. Huckaby

### 2. PROPER MEETING NOTIFICATION

The meeting was properly noticed.

### 3. APPROVAL OF MINUTES

Alder Maniaci moved approval; Mr. DuRocher seconded. Ms. De Vos noted that a roll call vote is usually recorded if the vote is not unanimous. The motion passed by voice vote/other.

### 4. PUBLIC APPEARANCES

There were no public appearances.

### 5. DISCLOSURES AND RECUSALS

There were no disclosures or recusals.

### 6. [24248](#)

Update Pending List

Attachments: [Pending List 10.19.09.pdf](#)

Ms. De Vos said she isn't sure where it is appropriate to note, but she and Ms. Bond agreed to make a list of appropriate accessible features to include on a mainline bus. That will be added to the pending list. They can have a report available at a future meeting. Mr. DuRocher asked for some elaboration. Ms. De Vos said for example, the driver doesn't know that it's a wheelchair user ringing the bell and it causes things to be delayed. The old buses had a double chime for the wheelchair user stop request. Other things that need to be considered are slippery floors. Mr. DuRocher said he thought the square buttons on the underside of the seats gave a different stop request. Ms. DeVos said it sounds the same but there could be a different alert for the drivers. However, if you see the driver's dash, there are so many controls. An auditory feature would be helpful. Also, there are people who cannot sit facing the middle of the bus; they need to sit forward. Some buses don't have appropriate seats for those people. So there are a number of issues to consider. Ms. De Vos contacted Easter Seals because they are a clearing house for a lot of information. But they did not have a checklist of features, so that is something that needs to be done.

Alder Maniaci said there is a report the Transit and Parking Commission (TPC) got showing that ridership is up quite a bit. She wonders how this affects ADA riders on fixed route. We're going to be at this place for a while where we have really full buses. So quality of experience, especially for seniors and people with disabilities, is going to be important to keep on the radar. She can only think there is going to be some conflict. She's not sure how to ask that this sort of data be quantified and brought to the subcommittee.

Ms. De Vos clarified that she is talking about disabled users on fixed route. Ms. Martin said we have been encouraging people with disabilities to use fixed route. Alder Maniaci said there was a question at TPC about how many people can be on the bus. The answer was as long as people are behind the yellow line. So if Ms. De Vos is saying drivers don't even know it is a wheelchair user requesting to get off the bus, this is something to keep on the radar. Alder Maniaci said it would be good to know if Metro will be doing any survey efforts to see how satisfied customers are. Mayor Soglin is talking about doing some flyers to try to get to outlying areas of the community that we're not serving well right now. It's not just about the quantity of rides. There is a real need to keep track of the quality of rides.

Mr. Streit said the deployment of the ramp is by button push of the driver. But it automatically gets recorded as a ramp deployment. Using the lift was almost exclusively wheelchair users, so it was a good count. But now with the ramp it's a greater variety of people with strollers and shoppers with carts. It's a higher ramp deployment but doesn't necessarily mean our wheelchair usage is going up. Mr. Streit said in the future, without invading wheelchair users' privacy, we might track where wheelchair users enter and exit the bus. There are stops at the University where the bus has to pass people by. They could possibly get more people on, but it would take so long to move the current passengers back, there would be a domino effect of causing buses to be behind time.

Mr. DuRocher asked if we are getting more buses. We are getting 14 more buses. We are keeping 5 additional older buses. We have 224 buses in a garage for 175 buses. We have not been able to put together a financial package for a satellite garage. Meanwhile, ridership is up 10%. Ms. De Vos said she was annoyed that the American Recovery and Reinvestment Act offered money to shovel-ready projects, but the general manager said that a bus garage project was not ready. Ms. Gullickson said it will probably be \$2.5 million just to do the engineering to have a shovel-ready project. So it is a challenge.

Ms. Martin said she kept track of items people have mentioned for the pending list over time:

- Inventory of accessible bus features
- Possibility of having alternate committee members
- Development and recruitment of members/outreach to attract new members
- New maintenance manager visit – meet, talk about replacing paratransit buses
- Also a new PM paratransit dispatcher – introduce when he’s more settled in
- Getting more involvement from this committee and recognizing that there is a lot of customer service turnover. See if ADATS can have input on selection criteria, have a member sit in on interviews, be involved in training
- Still on list from last time – Milwaukee has a program that they’ve been experimenting with migration from paratransit to fixed route using incentives. They have two mobility managers. Maybe have them come talk about their program. Consider if want to press people into using fixed route as much if we have a problem with crowded buses. Ms. De Vos said that our Mobility Manager was oriented that way as well. Ms. Martin said Dane County’s mobility manager will leave at the end of the year and not sure if she will be replaced.
- How to identify which stops should have benches for accessibility. Ms. Jacobs wondered how that came about. Ms. De Vos said that came up because some people may be required to stand for nearly an hour, and it can be difficult. She talked with a woman who was nearly 70, and she needed a bench. It was near senior housing, a natural spot for a bench you would think. We didn’t lay out any criteria. That’s something else Easter Seals might have. Ms. Jacobs asked if the map distinguishes which stops have shelters/benches. We don’t currently have this. Ms. De Vos said she will tell people by her house to go to a nearby stop that has a bench. If people knew which stops had benches, they would tend to use those. Bus riders need more information in general.

7. [24249](#)

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 - Budget Update

Attachments: [Para Indicators Aug 11.pdf](#)

a. Transit & Parking Commission – They went over the monthly reports. They were happy about the Mayor’s funding for Metro. He might even add a little service. It is a political decision to find money to add a little service.

b. Commission on People with Disabilities – Ms. Bond was not available for a report.

c. Dane County Specialized Transportation Commission – Dave Tetzlaff is retiring from RSVP. A 30 year employee is taking over, so the program will be in good hands. They had the usual update on brokerage. The state transit budget for the county is staying even. However, all county transportation programs are over budget, and they will talk about that at the next specialized transportation meeting. There are challenges with dialysis clinics. There used to be more dialysis chairs in rural areas. Now rural areas have consolidated to centers in Madison. There is a lot more transportation involved, and RSVP is providing a lot of those trips. They’re discussing how sustainable it is having dialysis centers so concentrated and if there is a way to un-do some of that. Norah Cashin is working on an upcoming meeting of nursing homes and providers that were not included in the brokerage. They are having some problems connecting with private providers to make transportation arrangements.

d. Other Community Meetings – On Wednesday, October 19th, from 1:00 to 7:00 Dennis Smith is heading a community listening session with information on Medicaid initiatives. Alder Maniaci requested that this information be shared with all alders so they can share as appropriate with constituents.

The Capital Area Regional Planning Commission is having a conference next week Thursday and Friday at the Alliant Energy Center.

e. Performance Indicators – Mr. DuRocher said we need to keep on top of late service reports for Abby Vans. They are significantly higher than other providers. Ms. Martin said it will stay higher than the others for the year because that is not a monthly number but a year to date number. Ms. Martin said she can give additional monthly information. That number has gone down. We knew July would be a hurdle.

f. Report from the Chair – There was no report from the chair.

g. Staff Report – We’ve been updating people on the new no show process/postcards. Doug Hunt was very appreciative of our soft rollout.

Ms. De Vos asked Alder Maniaci if she has the same meeting conflict every month. She does. She doesn’t know how changes for the Sister City Committee could affect their meeting time. She was able to get them to push up the meeting time this month to allow her to also attend ADATS. Alder Maniaci said other Alders from the TPC also have conflicts. Ms. De Vos said

we need to figure out a strategy to deal with this. Alder Maniaci said there is usually not a quorum problem for ADATS. Ms. Martin said we can put things we need Alder input on at the top of the meeting.

8. [08706](#) Other Transit Related Announcements

There were no other transit related announcements.

9. **ADJOURNMENT**

Mr. DuRocher moved to adjourn. Mr. Streit seconded. The meeting adjourned at 5:57 PM.