



# City of Madison

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

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Wednesday, January 9, 2008

5:10 PM

215 Martin Luther King, Jr. Blvd.  
Room LL-120 (Madison Municipal Building)

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### 1. CALL TO ORDER / ROLL CALL

Chair DeVos called the meeting to order at 5:20 PM. Introductions were made with the new member, Bill Tangney.

**Present:** 5 -

Tim Gruber; Carl D. Durocher; William J. Tangney; Susan M. De Vos and Mary E. Jacobs

**Absent:** 1 -

Jeanne M. Tregoning

**Excused:** 1 -

James Cobb

### 2. APPROVAL OF MINUTES

Mr. DuRocher asked that MPM be spelled out as Metro Procedural Memorandum and IPE be corrected to IEP. Those changes will be made. Mr. Tangney added that any time initials are used, the first use should be spelled out. Mr. DuRocher moved approval of the minutes as amended; Alder Gruber seconded. The motion carried.

### 3. PUBLIC COMMENT

There was no public comment.

### 4. [08703](#)

Pending Items List

a. Request for topics to be addressed at future meetings.

**Attachments:** [Pending List 01 09 08.pdf](#)

Ms. Martin said it is handy to keep a list of things the Subcommittee has accomplished. The list also shows things that are up-coming and still need to be completed.

Ms. DeVos suggested the group talk about the need for a formal arrangement so that this Subcommittee is consulted about issues that are bypassing the group now. One situation that occurred last year was bus wraps and putting something

on the windows. That was not brought to this Subcommittee until the pilot was already approved. More recently there was an approval to purchase new buses. This group was never consulted on features that would be appropriate for mobility challenged people. The Subcommittee was consulted about paratransit buses, but people with disabilities don't only ride paratransit buses. This group is a subcommittee of the Transit and Parking Commission (TPC). Alder Gruber said this Subcommittee could have the TPC representative move referral to the ADA Transit Subcommittee (ADATS) when the TPC has an appropriate issue. Gullickson agreed but said the timing should be even earlier than the resolution stage. Several months before when the bus bid was being worked on, the Transit Maintenance Manager should have come to a meeting to discuss it. Alder Gruber suggested having a mechanism to make sure to get feedback from this group. He wanted that put on a future agenda to discuss the process that should take. Mr. DuRocher said that in the past when the Transit Maintenance Manager attended a meeting about bus features, he attended not in relation to a referral. Ms. Martin said it is good for staff to be mindful of when it would be appropriate to invite people to get feedback. Ms. Gullickson said rather than remember five years from now at the time of the next bus bid, perhaps just invite the Transit Maintenance Manager once a year to be on the agenda to discuss what vehicle features would be helpful. That could be on the pending list to invite the Transit Maintenance Manager once a year.

Mr. Tangney asked if the box test is a standard now. It is. He asked if there were a list of standards like that. Ms. Gullickson said Madison does have a list of standards that go above legally required standards. Alder Gruber said we should still have on a future agenda to discuss further which items are referred to ADATS and how that will happen.

Mr. Tangney raised a concern that he would like to see on the pending list. Not all drivers who work for vendors that Metro contracts with are fully trained how to use equipment properly, especially tie downs for wheelchairs. If all training is in the classroom, drivers do not get to learn on all different kinds of wheelchairs and therefore are not able to perform adequately when actually doing the job. Mr. Tangney is also in favor of training drivers with a "sensitivity ride" by putting each driver in a wheelchair and not tying it down adequately. Then take them on a drive over potholes, railroad tracks, quick starts, quick stops, etc. Increased driver training is very necessary. Mr. Tangney would like to see that kind of training included in the new contracts for vendors. Also, when some threshold number of complaints comes in about a driver, he should be slated for re-training.

Alder Gruber said he is sure Metro has stringent training, but wondered if the same were required for vendors. Ms. Martin said yes. However, some people don't train well, or people are trained but don't follow the rules. She said there are driver training standards that can be addressed in future contracts. There are also reporting issues; if problems are not reported Metro doesn't know about them. Mr. Tangney also said he wasn't always aware of the reporting procedure. If he had known, he would have reported incidents right away. So there is a reporting mechanism, but perhaps people don't know about it. Ms. DeVos said there is a feedback mechanism on the Website, but it's not that easy to find. Alder Gruber said perhaps there should be a big number – here is where to call. Ms. Jacobs said you can just call Customer Service and they will log in the complaint. Ms. DeVos said it's better to write in so that your message isn't lost if

someone gets distracted. Ms. Jacobs said although she does not ride, the customers or attendants do report to her and the staff is encouraged to report feedback. How to report complaints is also in the rider alerts. When new staff is hired, they get a packet about how to work with Metro, report complaints, etc. Ms. Martin said this conversation has spurred ideas. New customer information that is sent out could include information that the Customer Service number is also for complaints. Mr. Tangney also said training should include the instruction to really pay attention to all passengers no matter what. Don't discount anyone trying to communicate no matter what the disability. They could be relaying important information, no matter what their form of communication.

Another issue is snow removal and bus stops. Ms. DeVos said snow is a big accessibility issue. It doesn't make sense to expect someone who can't see to walk over a snow bank to get on a bus. The city does not make snow removal in bus stops a priority. Ms. Martin said this might be a perennial issue. Ms. DeVos said only if things don't improve. Mr. Tangney pointed out that during this time of heavy snow, it's a problem for everyone whether they have a disability or not. He wondered if it would be a possibility to have an alternative – during times of heavy snow, send a cab if someone can't take the bus. Ms. DeVos said why not make bus stops a priority so people who have to use the bus and also people with snowed in cars can use the bus. Mr. Tangney suggested having a volunteer program to keep bus stops, cross walks and fire hydrants cleared. Mr. DuRocher added that there are winter eligible customers who are only eligible during winter because of weather issues, so that is similar to the suggestion that if someone can't get to the bus in bad weather, they can be eligible for paratransit in winter.

Ms. Martin will add these items to the pending list.

5. [08704](#) Performance Indicators - 4 Year Overview

Attachments: [Para Indicators Oct 07.pdf](#)  
[Para Indicators Comparison 07 06 05 04.pdf](#)

Ms. Martin said the overview was a chance for the group to have a broader look. The revenue indicators are relatively stable. Operating revenue/operating cost shows consistency in getting reimbursed. This includes MA Waiver reimbursement. Forty percent is a really good reimbursement rate. Peers systems are usually in the low teens. By partnering with the County, Metro's performance is really stellar. Passenger revenue/total passenger trips on average shows a dollar, but Metro gets \$2 or \$3 per fare and the MA Waiver pays more. Members wondered why this was so low. Ms. Martin thinks the MA Waiver money is included under some other category, not passenger revenue. Staff would have to find out from Finance exactly how that works. Operating costs per passenger trip has fluxuated, but generally it's on the high side of \$27 a trip. Alder Gruber was surprised it hasn't gone up more. Ms. Martin said it could look different once the year-end 2007 numbers are in. Fuel prices are so high. Metro has a fuel contract through the end of January 2008. After that it is either going out for contract again or going out for spot purchases. Purchasing has to decide whether it is a good time to lock in a contract again now because prices will continue to increase, even though fuel prices are at all time highs.

There was a spike for total trips in 2005. 2007 was a restrained year. There seems

to be more customers taking trips and more trips, but the increases seem to be more modest and spread out. Ms. DeVos speculated that the changes might have something to do with jobs. If people don't have jobs, they won't be using paratransit to get there.

Rides cancelled seems to be in proportion to the number of overall trip requests. Staff is still happy about the no show rate. Each year there are more new customers, service is branching out and more areas are served in our growing community. That will continue. Ms. DeVos said there seems to be such a change in Leave Attended trips. Ms. Martin said the dramatic drop off was because of the Long Term Assignment (LTA) program. She failed to set up a mechanism to track the Leave Attended trips of LTA clients. Maintenance inspections conducted compared to scheduled can equal over 100% when staff gets ahead of schedule. Also there are sometimes retired vehicles still on list not getting serviced; then statistics show maintenance behind schedule.

Badger Bus was not contracted in 2004. Badger Cab was performing almost 40% of overall service. In 2006 Badger Bus started and Laidlaw began LTA, so the percentage of trips increased quite a bit. Transit Solutions has been accommodating more trips over the years. There is a way of pre-scheduling trips with Transit Solutions so the people receive more consistent service. Ms. DeVos asked if that was the big change between 2006 and 2007 for Laidlaw. It was. Badger Bus has been doing LTA as of 2007. Now there is more distribution of service among all contractors. Badger Cab is somewhat more heavily relied upon at 25%, but at crunch time Metro has more resources.

Metro has been working to keep complaints per 1000 trips and late service reports per 1000 trips in check. Numbers have been improved in recent years. It was clarified that the on time performance window is only 20 minutes after the requested pick up time. LTA is 20 minutes past what was negotiated with the customer for pick up time. The number of applications that come in is gradually increasing. Ms. DeVos said there doesn't seem to be a proportional relationship between applications and applications denied. She asked if Ms. Martin could speculate why. Ms. Martin said there are different methods for certification. Metro uses self-certification. More people using this type of certification get approved.

6. [08705](#)

Reports - Non-Action Items

- a. Transit & Parking Commission
- b. Commission on People with Disabilities
- c. Contracted Service Oversight Subcommittee
- d. Dane County Specialized Transportation Committee
- e. Long Range Metro Transit Planning Ad Hoc Committee
- f. Other Community Meetings
- g. Staff Report - On-going Projects

Attachments: [Para Indicators Dec07.pdf](#)  
[Pending List 02 13 08.pdf](#)

- a. Transit & Parking Commission – Mr. DuRocher said the December meeting had to be re-scheduled because of weather. The next meeting will have a double agenda.

b. Commission on People with Disabilities – Mr. Tangney said he did not know of anything to report. He is now the representative to ADATS from this commission. Ms. Martin said if snow clearing priorities or other things come up at CPD, this subcommittee would like to have a report.

c. Contracted Service Oversight Subcommittee – There is a meeting tomorrow at Noon.

d. Dane County Specialized Transportation Committee – There hasn't been a meeting since the last Subcommittee meeting.

e. Long Range Metro Transit Planning Ad Hoc Committee – Mr. DuRocher said the group has gone over its original timeline a little. They are refining in subcommittee what will be put in the final report. In terms of paratransit, they have just noted that things will be changing in terms of Family Care, but no specifics.

f. Other Community Meetings – Ms. DeVos has been in contact with the accessibility office in Washington trying to deal with snow accessibility. The passage that has to be cleared is going to change from 3 ft to 4 ft. Someone in Milwaukee said that the Wisconsin Department of Transportation (WisDOT) is pressing to have more islands, but that causes issues with snowplows and clearing the snow.

g. Staff Report – On-going Projects – Ms. Martin said the 31-day senior disabled/senior pass has not been getting staggering requests yet, but Metro has ordered more. There are six more outlets selling them. They were originally only available through Metro due to concerns about fraud. Customers requested that they be more widely available. Ms. DeVos asked if there was an east side location. Ms. Martin said they didn't have enough stock for all outlets, but they picked the ones most requested and most used for senior/disabled tickets. The news will go out in the newsletter on Monday. Metro has ordered 5,000 more of these passes.

Mr. Tangney asked how people need to prove that they qualify for the senior/disabled cards. He wasn't required to prove that he was qualified when he purchased one. There is, in the absence of a disability card, an application a nurse can fill out.

7. [08706](#)

Other Transit Related Announcements - Non-Action Items

Attachments: [MPM 2-1 12 07.pdf](#)  
[MPM 2-2 12 07 .pdf](#)  
[MPM 2-3 12 07.pdf](#)

Mr. Tangney said there is a "report a problem" area on the City website. There are employees who sort out who is responsible and sends each complaint on to the correct agency. He used that to fix a problem that he hadn't been able to get solved more directly. So he wanted to let people know that is available. Perhaps it could work for Ms. DeVos's problem of the islands. Ms. DeVos said it is on the list of Al Schumacher and Lucia Nunez but has not yet been resolved.

8. ADJOURNMENT

Mr. DuRocher moved to adjourn; Mr. Tangney seconded. The motion carried.