



City of Madison

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

Monday, February 18, 2013

5:15 PM 215 Martin Luther King, Jr. Blvd, (MMB), Room LL-130

1. CALL TO ORDER / ROLL CALL

Staff: Crystal Martin, Ann Gullickson, Ann Schroeder

Chair Jacobs called the meeting to order at 5:26 PM.

Present: 5 -

William J. Tangney; Jeanne M. Tregoning; Susan M. De Vos; Mary E. Jacobs and Carl D. DuRocher

Absent: 1 -

Bridget R. Maniaci

2. PROPER MEETING NOTIFICATION

The meeting was properly noticed.

3. APPROVAL OF MINUTES

Ms. De Vos clarified the second that Mr. DuRocher made to her motion at the October 15, 2012 meeting. Mr. Tangney moved to approve the minutes as amended; Mr. DuRocher seconded. The motion passed by voice vote other.

4. PUBLIC COMMENT

There was no public comment.

5. DISCLOSURES AND RECUSALS

Mr. Tangney disclosed that he is a disabled veteran.

6. [29145](#) Vets Ride with Pride - Pass Program

Attachments: [Vets Ride with Pride.pdf](#)

Ms. Jenn Sluga of Madison and Mr. Thomas Hay of Sun Prairie, were invited by Mr. Tangney to answer questions.

Mr. Tangney asked for the item on the agenda and brought guests to answer questions. Mr. Tangney said he is a disabled veteran. He stated that this program is for any veteran with service or non-service connected disability. Those who get financial assistance every month are qualified. He would like those who get little to no financial assistance every month such as homeless veterans to qualify for this program, too. If only to help them to get to jobs. Ms. De Vos asked if the county is funding this program, what does it have to do with us? We'd have to recommend to the county that they include those people in the qualification. Mr. Tangney said he doesn't know what the cut off is.

Ms. Sluga and Mr. Hay said they were available to answer questions. Ms. Sluga said they are all very pleased that program is being offered. Fixed route passes will be very helpful to vets. Paratransit is still under consideration. They wanted to make sure the funds available could provide the maximum number of trips. At least for the initial funds, Dane County Veteran's Service Office came up with qualifications for veterans to receive the passes as a way to track utilization. Mr. Hay hopes that in the future the program can be expanded to include vets who aren't as easy to track, such as homeless veterans. Ms. Martin asked how long they think the money will last. Ms. Sluga said we think it will last a year. We can focus on raising awareness and getting more funding.

Ms. De Vos said she understands. She doesn't think there is anyone here who doesn't support the issue. We are all hopeful that if other donors step forward or other funds become available, the program will be shaped by effective utilization. All we can do is make recommendations based on the results of the initial program.

Mr. DuRocher said right now the way the program is set up is totally revenue neutral for Metro. It seems the program was designed around the element of disability. The donor and the County may consider need in the future.

Mr. DuRocher asked whether much transportation for disabled vets comes through the VA. Mr. Hay said there is RSVP. Ms. Sluga said a lot of the funding has decreased for those services.

Ms. Gullickson said if this group wants to give some guidance about what criteria to use for eligibility and people with disabilities, that could be helpful in order to make these funds serve the best purpose. Mr. Tangney said we are the group charged with advising about the accessibility of transportation for people with disabilities in the City of Madison Metro Transit service area. He would like to focus on those who are desperate.

Ms. Martin read the mission statement of the ADA Transit Subcommittee. Its focus is people with disabilities. Mr. DuRocher talked about keeping this within the county. Ms. Gullickson said this program came out of ongoing conversation with Alders, County staff, Supervisors, etc. and one thing that was perfectly clear is that Metro was not going to have any responsibility

about eligibility. It was totally the purview of the Dane County Veterans Service Office. They are most familiar with the needs and other services available. This has been before the TPC. It's gone to the Common Council. A contract is signed.

Members agreed that it is a admirable and worthy program. We will work on raising awareness and keep in mind the need for funding.

7. [29146](#) Re-Certification Schedule - 2013

Attachments: [Certification Schedule Revised 2013.pdf](#)

Ms. Martin said the letters went out Friday for the new recertification for all the active regular customers. We've adapted the new schedule so the new certification will begin March 31st of this year for A – Z and go through March 31st of 2016. This helps notify us about people who have moved or who are deceased, so it helps keep our information up to date. All non-temporary customers are automatically recertified with a new card.

8. [29148](#) 2013 Fare Adjustments - Review

Attachments: [flyer-febfareincrease.pdf](#)

Ms. Martin just wanted to make sure, since we didn't have quorum last time and it was on the agenda, that everyone knows the fare adjustments for the 31-Day pass, the Senior/Disabled 31-Day pass, the Commute Card and paratransit rates have gone into effect. Ms. De Vos said the previous year the recommendation was one standard rate for paratransit. She thought it was \$3.50. Right now it is \$3.25, and she wonders about the thought process behind that. The finance manager used a formula of all the people who paid cash and then rounded it. Ms. Brunette-Tregonning asked who discusses with Madison College or UW the amounts the students have to pay for their passes whether they are taking a one credit course or a full load. Ms. Gullickson said there is a multi-year contract with those institutions. This increase won't impact those right now because they have a contract. It is up to the institution how they price those passes; it isn't our concern how they come up with the cash – administrative fees or other funds. It has changed over the years. Ms. De Vos said she thinks the costs include transit and parking at Madison College because many students are not in our service area. Ms. Gullickson said the situation is not the same at Madison College and UW. The UW student government is in on the negotiations. That isn't the case at Madison College. She isn't sure how it all gets funded at Madison College. Mr. DuRocher asked if the low income pass is still half the cost of the 31-Day pass. Ms. Gullickson said when the 31-Day pass price increased, the low income pass didn't. It stayed the same, so it is now less than half price of the 31-Day pass.

9. [29149](#) 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 - Paratransit and Children under 5 years old, Pilot info update

Attachments: [Para Indicators Dec12.pdf](#)
[ROSTER 12 18 12.pdf](#)
[Pending List 02 09 12.pdf](#)

Alder Maniaci is not here to give a report.

b. Commission on People with Disabilities – Mr. Tangney said they have two new members with past executive and management experience with people with disabilities including in the prison system. They are bringing a lot of expertise to the group. One of the first things they are going to look at is people with disabilities getting mistreated in prison. Ms. De Vos said she was wondering if he mentioned to CPD the issue of eliminating bus stops. She referred to Mike Cechvala’s presentation about eliminating some bus stops at a previous ADATS meeting. Mr. Tangney said he did not remember having that discussion at the CPD. Mr. Cechvala would make a great guest. Ms. De Vos suggested he be invited. The other committee Mr. Tangney is on helped to get a pothole filled so a person using a wheelchair could reach the walk button. However, the snow removal situation still impedes mobility. Snow removal is a real problem, even if people are doing what they are supposed to be doing in the required timeframe. Mr. Tangney invited Ms. De Vos to attend the Parking Council meeting.

c. Dane County Specialized Transportation Commission – Mr. DuRocher and Ms. Martin said they had year end reports from Retired Senior Volunteer Driver Program. They are doing a lot of trips. The commission talked again about LogistiCare and statewide brokerage. They needed an interim broker until the next contract was set up. There is some speculation about who has input into the RFP. It appears that qualified potential brokers are being disqualified. There is a co-op that as a single entity was going to prepare a proposal but was disqualified because it doesn’t have experience as an entity. There is some feeling that LogistiCare will get the same contract back and just be paid more. The day after the meeting he contacted Department of Health Services to request that he be on the panel to review proposals. He was told the panel was already comprised.

Ms. Martin said also RSVP is going to be doing some travel training with funding from the County. They are excited to get that set up.

d. Other Community Meetings – There were no reports of other community meetings.

e. Performance Indicators – Ms. Martin said she would send Ms. De Vos the November statistics. We’re down for the year. She attributes almost all of

that to no longer providing transportation that is now being provided by LogistiCare. It is the first full year of that. Also, we've got a full year with our new and improved no show and late cancel policy. In 2011 it was 2.1% and 2012 it was 1.3%. Those are apples to apples comparisons – all no shows and no late cancellations. They are down a lot with our improved notification with sending postcards out almost daily. Starting January of this year, we are counting both no shows and late cancels in the totals, so the number will increase, but we're including a whole other category of late cancels. For one year we wanted to show the progress. Then we want to show the total. Customers have changed their behavior. Cancellation rates are down quite a bit. It has been as high as 18 or 19% some years. Lower rates help us be more efficient.

The number of unduplicated clients provided service went from 1765 to 1670. Ms. Martin attributes that to the rides that went to LogistiCare. Even though ride totals are down, the number of MA Waiver trips is up. The rides we are losing are in other categories. We were watching complaints and late service reports for Abby Vans in 2011, which was their first year. The numbers did come down in 2012. Also in year to year comparisons for on time performance we are doing well.

Ms. De Vos said we had speculated some time ago that there is no direct way of enumerating how many people who use wheelchairs ride mainline. The best way to get at that was to use lift data. But this shows over 36,000 times. Obviously that number is not indicating what we had hoped. Ms. Martin said it's still a nice resource number to show the ramps are getting used, it speeds boarding, etc. Ms. De Vos said it's not the ramp, it's the kneeling. It's helpful if the bus is kneeling. Ms. Gullickson said this number does not count kneeling. This group is more sophisticated to understand that it's not always for a mobility device. There is a meter on the ramps/lifts that let us know how many times they have been deployed.

Mr. DuRocher asked if late service reports are only late pickups or getting to the destination after an excessive amount of time. Ms. Martin said only late pickups.

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

g. Staff Report – Paratransit and Children under 5 years old, Pilot info update

Ms. Martin said two of our regular riders are starting a family. Fares for children under 5 years old hasn't come up a lot in the past, but everyone is getting much more well versed. There is no charge for children 5 and under to ride. We just need to know ahead of time to reserve the space. Car seats are not required under common carrier regulations. LogistiCare's contracts with private providers are adamant that you have to have a car seat, so contractors who offer service from both Metro and LogistiCare can get confused. If parents want to bring a car seat, it is up to them. We don't deny parents the right to bring and use a car seat. Mr. DuRocher asked if he is bringing a plus one and the plus one is bringing a child under 5 whether he should book it as a plus two because that issue of payment comes up. Ms. Brunette-Tregoning said just say plus one adult plus one child under 5. Ms. Martin said that can be

put in the booking comment lines.

This is the beginning of week four of the in-person assessment pilot. The in-person assessments (IPAs) are being done on Thursdays and Fridays at the Villager Mall. We are staggering dates for some current customers to come down and also new folks that apply are asked to come down. So far the response has been underwhelming. A few people have called. Some people have requested more time, so we are extending that a little for them to make arrangements. Often people who work in paratransit only talk to clients when there has been an incident. It's nice to talk to people who don't have any experience with paratransit, yet, and talk over what their expectations should be. We are having some results in terms of whether or not people are approved as eligible. From the first group that we sent letters to about half have not responded. We're waiting to see how that unfolds. Those who have responded have been gracious and interested. Some people have been very pleased to come meet Metro staff.

We are definitely experiencing a different result for making eligibility determinations. However, based on lack of response, I would anticipate that we will have some appeals. Mr. DuRocher asked how many eligible clients we have. Ms. Martin said 4300. Only 1600 actually took rides last year. So we have many people who are eligible who don't ever use paratransit services. Mr. DuRocher used the example that someone might fill out paperwork for a family member in a nursing home. They are ruled eligible, but won't use the service for various reasons such as very compromised health. Ms. Martin said this is true in some cases. In any case, this helps us update our files and remove people who have no intention of using our services.

10. [29151](#)

Other Transit Related Announcements

Ms. De Vos said we've been getting the pending list in our packet for months, and it's never on the agenda. I'm curious why. I've got some suggestions of topics that can either go on the pending list and/or be on an agenda at some point. Ms. Jacobs said we will put the pending list on next month's agenda, and you can bring your suggestions.

Mr. Tangney asked if we mail bus passes or tickets to people. He wondered why we are using Spee-Dee Delivery rather than USPS. He knows someone who got a Spee-Dee package from Metro. It sounds expensive. Staff in attendance didn't know the answer. It was suggested that Mr. Tangney contact the customer service department to get the answer.

11. ADJOURNMENT

Mr. Tangney moved to adjourn. Mr. DuRocher seconded. The meeting adjourned at 6:54 PM.