



# City of Madison

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

## Meeting Minutes - Approved ADA TRANSIT SUBCOMMITTEE TO THE TRANSIT AND PARKING COMM

---

Monday, April 26, 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

Guest: Keith Pollock

Staff: Crystal Martin, Ann Schroeder, Ann Gullickson

Chair Brunette-Tregoning called the meeting to order at 5:10 PM.

**Present:** 5 -

Chris Schmidt; William J. Tangney; Susan M. De Vos; Carl D. DuRocher  
and Kenneth M. Streit

**Absent:** 1 -

Michael A. Huckaby

**Excused:** 1 -

Ida W. Nathan

### 2. APPROVAL OF MINUTES

Mr. Streit moved approval of the minutes; Ms. De Vos seconded. Ms. De Vos asked to amend the minutes by moving a paragraph from page three to page two for continuity of topic. Mr. Tangney said since this was the order the discussion happened, he would prefer to leave it the way it was. Mr. DuRocher said he agreed with leaving text the way it happened in time. Members agreed they like having detailed minutes. Ms. De Vos said she did not feel strongly either way. The motion to approve the minutes as written carried by voice vote/other.

### 3. PUBLIC COMMENT

There was no public comment.

### 4. [18196](#)

24/7 Accessible Taxi Program

a. Keith Pollock, Traffic Engineering

Advice from Subcommittee on survey and effective distribution

Attachments: [Accessible Taxi Questionnaire 04 10.pdf](#)

Mr. Pollock works at Traffic Engineering. About five years ago, the taxi cab ordinance was changed to require taxi cab companies to provide 24/7 accessible taxi service unless the need was being met otherwise. Union Cab currently provides accessible taxi service at all times and has increased from 3 to 5 accessible taxis. Traffic Engineering is required to do a study of the need for and efficacy of this service. Mr. Pollock was hoping to get input from this group or any suggested group since he didn't get a very good return on a recent survey.

Ms. De Vos said she has used the service once. She has a manual/collapsible chair that fits in the trunk. The driver who came for paratransit service had a bad back, so he called for an accessible taxi. She felt it would be good to have more information from regular users. Mr. Tangney said he doesn't feel there is a more complete way of doing a survey. The next step might be making a telephone call to regular taxi users. He understands that is a lot of staff time. Ms. De Vos said it is comforting to know she can call a taxi that can get her home if there is some problem. That kind of information cannot be ascertained by calling users. Mr. Tangney said Union gets compliment or complaint letters from users. Perhaps they could go back and research that. Mr. Pollock said if someone calls in a complaint to the taxi number, he receives that. He's had only two complaints over the last few years. He doesn't feel comfortable asking for a client list to call; he feels that is intrusive. Mr. Tangney said he was thinking this was combined with paratransit service, and they already had the information.

Mr. DuRocher clarified that there is nothing prohibiting another licensed cab company from providing this service in addition to Union Cab. He feels like this has worked out so well for Union that some of the other companies are a little sorry they didn't get involved. They can't charge more for accessible on demand cab service than regular service, but they can charge more for contracted service. So that is one way Union has made this work. Mr. DuRocher said he uses it occasionally when Metro isn't available due to not being open, or his destination being someplace Metro doesn't serve. It does work well. He's found it's best to call the dispatcher in the morning or a few hours ahead. They are available, but not necessarily on the spot. He thinks it's a great addition, and they are doing a very responsive job. Mr. Pollock said he found out about Van Go Taxi that runs out of Waunakee. They have a total of 8 vehicles and two are accessible with special lifts.

Mr. Tangney believes drivers receive extra compensation from Union for providing accessible service. Buying the vehicle and outfitting it is multiple times the cost of an average vehicle. Mr. Pollock said there is no restriction saying other companies can't provide accessible service. The thing is if Union says they aren't doing it, then all companies would be responsible.

Ms. Jacobs said she works with supported employment and most participants use paratransit. But sometimes they get into a pinch and need to call an accessible taxi. She wonders if this is seen as an option when a paratransit user needs other service, for example a customer had a seizure and they don't know exactly when the person was going to recover. Ms. Martin said this has been her experience. Accessible taxis do provide that kind of back up service if a customer needs a specific time or location that Metro doesn't serve. Ms.

Jacobs asked about the cost. It is the same meter as a regular cab ride. Ms. Martin said she talks with Union Cab General Manager Karl Schulte on occasion. They have expanded from 3 to 5 accessible taxis due to New Freedom grant funding. Without that funding it would not have been possible to increase the number of accessible taxis. They get a lot of requests for advanced bookings. They only book so far in advance. They also leave flexibility to take on demand calls on the same day, which is the purpose of the program. It can be a while until the taxi is available. The drivers do get some hourly compensation to allow for the on demand nature of some calls which might need an accessible taxi to go without the meter running from one side of town to the other.

Ms. De Vos asked if Traffic Engineering does a report on this topic. Mr. Pollock said that after 5 years they need to write a report about efficiency. Mr. Tangney asked if this feedback helps with his need for information. Mr. Pollock said at some point he will need to close the books on information gathering. He feels that if there were significant problems, he would have heard about it. It is helpful to hear anecdotal information that the service is responsive.

Mr. DuRocher said it's not only how the service is received by local people but also someone who is coming into town from another area and needs an accessible vehicle. They tend to assume that exists. Landing at the airport and finding there is no one to call is a bad situation. He has had that happen in other cities. He wondered what decision had to be made based on the conclusion in the report. Mr. Pollock said they have to decide whether the accessible service is meeting the need of the community. If the conclusion is yes, the other cab companies wouldn't be mandated to have the service. Ms. De Vos said she remembers it was a very contentious issue. There was concern about layoffs if this was required of all cab companies. Mr. DuRocher said if it was decided Union wasn't meeting the need and all companies were required to provide this, there would be a lot of resistance. Mr. DuRocher moved that we record that the sense of this group is that Union Cab is meeting the need and spirit of the accessible taxi requirement. Ms. Jacobs seconded.

Mr. Tangney suggested Mr. Pollock give out his card to Union Cab drivers to share with passengers. Mr. Pollock said the survey he gave out had a variety of ways to contact him. Mr. Tangney asked how easy it was for the users at this meeting to respond to the survey. Mr. DuRocher said he sent an email right away. Ms. De Vos said she didn't receive a survey; she probably wasn't using the service at the time. Ms. Brunette-Tregoning doesn't use it; however, it's wonderful to know it is available. Mr. Tangney wondered if an online survey would be a more effective way of getting things returned. Ms. Martin suggested SurveyMonkey, which is a free service. Mr. Pollock had not tried that yet. Ms. Martin said she ended up calling people for the long term assignment (LTA) survey and got a better than 50% response rate. Ms. Brunette-Tregoning said when she does a survey at work, she calls ahead and lets people know the survey is coming.

The motion carried by voice vote/other.

5. [18197](#)

Family Care Update

- a. Information sharing between WisDOT and Department of Health

---

Services

Ms. Martin said that today she was at a meeting in Sheboygan for the Wisconsin Urban and Rural Transit Association (WURTA) Paratransit Committee. Two people from the Wisconsin Department of Transportation (WisDOT) were there – Dave Lowe and Ingrid Koch. Ms. Koch works with the mobility manager program, and Mr. Lowe is part of a team initiating discussions with the Department of Health Services (DHS) about Family Care transportation issues and the impact on transit utilities, paratransit programs and human services programs. There is a cost issue that transit systems have discussed, and they felt that they weren't being heard by DHS. Most recently, that is changing. DHS brought two people to the meeting today to talk about Family Care and listen to some of the issues happening across the state.

They also talked about the Include, Respect, I Self-Direct (IRIS) program. That is on the horizon for us. There is Family Care that provides a lot of assistance to the person. IRIS is more self-directed. Ms. De Vos asked for more information about IRIS. Ms. Martin said it is for people in the waiver program as we knew it, but they are people who are able to make a lot of decisions about their own care. IRIS is for people who choose not to be part of the care management organization (CMO). If the person feels they don't need a case manager, they can select IRIS and use their budget more independently. It was nice to have people from DHS – a managerial person and an actuary. WisDOT and DHS have agreed as a starting point that "we need to get people where they need to go." It seems that relationship is progressing, and that is good for everyone.

Ms. De Vos said she read something in the paper about Dane County and Family Care. Ms. Martin said Scott McDonnell was reelected as the Dane County Board Chair. He said one of his priorities was moving Dane County into Family Care. She thinks that is why the paper ran the story "Should Dane County Go into Family Care" and gave pros and cons.

Ms. Martin said the meeting in Sheboygan was very good and knowing we will get better direction in the future relieved some anxiety. Ms. De Vos said she didn't really understand where WisDOT is on the whole thing. It sounds like there are different personalities there, and they are not all saying the same thing. Ms. Martin said WisDOT is concerned that programs they are funding - including 85.20, Group Access, and RSVP – that assist people getting to adult daycare, nutrition sites, and shopping will be overrun with people previously getting their support through Medicaid. Because the WisDOT program funds are finite, there will be more demand, not more money, and fewer people will be served. We are concerned about how that will play out.

6. [18198](#)

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 - LTA Update

h. Paratransit Performance Report

Attachments: [Para Indicators Feb10.pdf](#)

a. Transit & Parking Commission – Ms. De Vos asked if how Metro reports statistics is changing. Ms. Gullickson said Metro is looking at a different way of getting fare box data. Right now we are running parallel reports to see if they agree. The new process relies on the computer more and takes less human manipulation. They old and new methods aren't as close as we would like. We continue to use the intense human interaction way, but we hope to get a report that is more automated. Ms. De Vos said if there is the same mistake over and over in each type of reporting, you can compare. But if you are comparing two different methods, you are comparing not only different methods but also perhaps one with the error and one without the error, which would skew the comparison. Alder Schmidt said there was standard stuff about changing to parking utility rules, some proposed route changes to Routes 51 and 57 that are relatively minor. They discussed the Badger Bus Lines agreement for LTA. They were informed about stroller/grocery cart guidelines because of not being able to fit more than one or two of anything wheeled conveyance on the bus. The discussion was just an initial what we allow, what we don't allow, how many can fit, where they have to go. The idea is basically saying no to some types of rather large strollers, like those for 3 or 4 kids. But the problem is that there are restrictions now. Passengers can get angry. Mr. Streit said there is a lot of discretion the driver has to exercise. People used to use a standard small stroller. Now they are sometimes "SUV" strollers and the driver has to decide what to allow and consider if there are a couple there, then a wheelchair user is there. We have to give up to 2 spaces for wheelchairs. Then also people start to use baby strollers as a way to carry groceries. It becomes more difficult to unload. So Metro brought this up to inform the committee that it is an issue. Mr. Tangney said he had that happen. The driver was excellent. The woman with the stroller folded it up and stowed it. It was a little awkward, but it worked. Alder Schmidt said the other item was a update on Greyhound. They are still at the North Transfer Point. They are looking for another place; someone who would let them use space for free.

b. Commission on People with Disabilities – Mr. Tangney said he is planning to move to Florida later this year. There are three spots he will vacate including ADA TS and the Commission on People with Disabilities. They would like to get a replacement from this committee. So that's something to think about for the future. Alder Mark Clear may be leaving the CPD because he is president of the Common Council. Bob Monahan left the CPD. That is a big loss.

c. Dane County Specialized Transportation Committee – Mr. DuRocher said this group hasn't had a meeting since the last ADATS meeting.

d. Transportation Planning Board (MPO) – Alder Schmidt said there was no April meeting. The biggest issue is hiring an MPO secretary. There was general discussion about other procedural issues and some specific items on the transportation planning list. A lot of it was detail work. The Regional Transit Authority (RTA) Board starting meeting but nothing has happened yet. They talked about potential locations for high speed rail. This would be nice,

but DOT gets to make the decision. Ms. De Vos asked if the MPO has to approve it. Adler Schmidt said in theory because it is federal money. However, it is unlikely for the MPO to stop a major planning issue like this. They also discussed the intercity bus location. Ms. De Vos asked when the MPO director gets chosen. It will be soon. He thinks they are down to the finalists now. It is a city employee, so the Mayor chooses and the City Council confirms. They have a good list of people on the selection committee. That position was going to get cut to half time. But it was decided because of the RTA, it would be better to have a full time position.

e. Other Community Meetings – Ms. Martin said last week she was at a legislative briefing for statewide RTA bill. It didn't pass in this session. She also spoke to legislators about the transportation manager proposed in the Governor's budget (Medicaid brokerage.) It's for specialized medical vehicle (SMV) and common carrier transportation. It's different than Family Care. The state would solicit proposals for a firm to do statewide coordination of Medicaid transportation services. They would not coordinate with other programs. There is growing awareness of how this also would impact human service programs and transit utilities. In La Crosse, they have several coordinating committees for transportation. They drafted a letter signed by these committees to be sent to legislators. It was suggested at the briefing that another letter be drafted and circulated to invested parties to sign on and it is sent to all legislators. As that becomes available, Ms. Martin will let the group know so they can review and consider.

f. Report from the Chair – Ms. Brunette-Tregoning thanked the subcommittee for understanding her absence last month and Mr. Tangney for taking over. Ms. De Vos asked about the organizational issue of members with several absences. She wonders what is going to happen about that. That will be addressed in staff update.

g. Staff Report – LTA Update – In response to Ms. De Vos, Ms. Martin said she hasn't heard regarding Mr. Huckaby. Mr. Tangney asked about Ida Nathan. She has only missed two meetings. Her absences were excused. She is in the process of being reappointed. Mr. Tangney said she provides interesting information to the group.

Metro staff brought discussion of the LTA contract to the TPC. They explained the process for the request for proposals (RFP), answered questions, and the resolution was approved by the TPC and referred back to the Common Council. It has since been approved by the Council. Badger Bus knows Metro will start making plans to communicate about new people joining the program. Staff is also completing the contract.

Ms. Jacobs asked what the process is for getting people on LTA. Can someone request to be on it? Ms. Martin says Metro has established criteria. Criteria include high utilization customers with not a lot of cancellations. She takes a good look at who fits the criteria. We are now looking at adding 20 riders, so she drew up a list of 50. So she goes carefully through and weeds out potential riders because of things like ambulatory vs. wheelchair users so it looks like regular service and doesn't get skewed. Other things considered include whether the rider has a consistent funding source. If anything isn't consistent, she pulls them out because that is the whole point of the program.

No more than twice a year, usually once a year, she will make changes. In some cases, people who have requested overlap with her choices so she can move them onto LTA. It's a high maintenance program for Ms. Martin but people do like it so they are responsive if she needs something.

h. Paratransit Program Indicators – The first quarter doesn't show much. Usually by the 4th and 5th month, you can tell what the trend is going to start looking like for the year. One thing of note is that Capitol Express started last year in April, so they are almost at 1% of rides. They've been doing very well. They've been happy to help with extra rides. They have very few issues with timeliness or other complaints. Ms. Brunette-Tregoning said she's had them for rides a couple of times but neglected to submit feedback. Ms. Martin said she's anxious to share on-time performance for March. She believes Metro directly operated service finally has drivers pushing buttons accurately.

Ms. Brunette-Tregoning said a Badger driver will occasionally say something like, "I have 3 pickups at 7:00." That's tough. She doesn't know how that happens. Mr. DuRocher said the schedules are driven by requests. People make those requests, and the software doesn't rearrange them. Ms. Brunette-Tregoning said they aren't even within a mile or two. She doesn't know the solution; just a comment.

7. [08706](#) Other Transit Related Announcements

There were no other transit related announcements. Ms. Brunette-Tregoning thanked staff for their work.

8. **ADJOURNMENT**

A motion was made by Tangney, seconded by DuRocher, to Adjourn. The motion passed by voice vote/other.