



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, June 20, 2011

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

CALL TO ORDER / ROLL CALL

Staff: Crystal Martin, Ann Schroeder, Ann Gullickson

Chair DuRocher called the meeting to order at 5:14.

Present: 5 -
Kenneth M. Streit; Lorry Bond; Susan M. De Vos; Mary E. Jacobs and Carl
D. DuRocher

Absent: 2 -
Ald. Bridget R. Maniaci and Michael A. Huckaby

Excused: 2 -
Jeanne M. Tregoning and Ida W. Nathan

1. Proper Meeting Notification

The meeting was properly noticed.

2. Introductions

No introductions were necessary.

3. Approval of Minutes

**Ms. De Vos moved to approve the minutes as written; Ms. Bond seconded.
The motion passed by voice vote/other.**

4. Public Comment

There was no public comment.

5. Disclosures and Recusals

There were no disclosures or recusals.

6. Subcommittee Elections

We have a Chair (Mr. DuRocher) and Vice Chair (Ms. Jacobs). Ms. De Vos moved to reverse the Chair and Vice Chair for the coming term. Mr. DuRocher said he wasn't sure it was necessary to change the method of nominations and voting on nominations. Ms. Jacobs said she was concerned that she would not be as available as Chair as another member. Ms. De Vos asked if procedurally a Vice Chair could start a meeting and then the Chair could take over when she arrived. Ms. De Vos said she was Chair for two years and now Mr. DuRocher has been Chair for two years. She thinks two years is a good term for a Chair. She doesn't know if her term on the committee has been renewed. Ms. Bond hasn't been a member long enough to be Chair. Ms. Bond said she might have to resign due to health issues. Mr. DuRocher said the time commitment for a Chair is mostly self-determined. Ms. De Vos said everyone comes to the committee with a different bias – fixed route, paratransit, etc. It's good to mix it up. Ms. Martin said we could defer to the next meeting and give people time to think and then go through the elections process. Ms. De Vos withdrew her motion. Mr. Streit moved to defer elections to the next meeting; Ms. Jacobs seconded. The motion passed by voice vote/other.

7. [22863](#)

Technical Assistance Note from US DOT on ADA Regulations for Service Animals

Attachments: [US DOT Technical Note on ADA Regs Service Animals 06 11.pdf](#)

Ms. Martin said there are some changes being adopted by the Department of Justice (DOJ) regarding regulation of service animals. The same rules are not being adopted by the US Department of Transportation (DOT) in regards to service animals and transportation. So the changes don't apply at this time to transit. If they decide to apply the rules to transportation later, we will be notified. For transit, nothing has changed. The new regulations are more restrictive. Service animals are allowed on buses. The changes being adopted by DOJ include a change to the definition of a service animal. That definition is being changed to a dog to the exclusion of other animals. DOT has been quiet on this change other than to issue the technical assistance note that they have not adopted it. Generally these two entities adopt the same rules, but in this case they have not.

Ms. Bond said that she sees the big change as the other distinction from DOJ between psychiatric service dog and emotional support dog. A psychiatric service dog does not have to be a certain size but requires specialized training for one certain function that mitigates the person's disability. The emotional support dog, in terms of transportation, would have to be of the size that it fits on the person's lap; they are not seen as a service animal. It's the same as a person taking a pet on the bus. That animal is not trained to provide a specific service other than comfort. It makes some sense because dogs that are not trained are being taken on the bus, and it creates a problem for trained dogs. The Council for the Blind is working, at the state and federal levels, so that a service dog has to be licensed or certified as such.

Ms. Gullickson said even though DOT has not adopted this, it will filter down to us because people with some kinds of service animals will have a narrower field of transportation choices. It helps with the anxiety drivers or passengers might have about inappropriate animals getting on the bus.

Mr. DuRocher asked if these DOJ guidelines are applicable in other contexts – restaurants, stores, etc. Ms. Bond said yes for public space, but not for housing.

8. [22864](#)

Metro Paratransit No Show Policy
a. Report on Policy Proposal

Attachments: [MPM 2-3 No Show Policy Proposal 05 11.pdf](#)
[No Show Policy Report 06 11.pdf](#)

Ms. Martin said the cancellation rate has been high. We've commented on that over the years. She feels there has been no good reason for Metro to address the cancellation rate without first making a great effort to address service issues, templating rides, working on efficiency, developing more on-time performance reporting and productivity numbers and holding contractors accountable. Those issues have been addressed so we can now move onto the cancellation rate.

The purpose of giving more advance notice for cancels is that with the current 30 minute time frame, we don't get a chance to redistribute those resources (vehicles) so that another customer can be better served. It's not to be punitive to the customer who is cancelling. There is not a fee, and if a customer calls within the window once or twice, that's not going to be a reason for service suspension. It does happen. But this is an incentive to cancel in a timely manner. Ms. Martin believes if customers understand that we need more time in order to use that cancellation for another customer, they would give us more time.

Ms. De Vos said that Ms. Martin is linking no shows and cancellations in such a way that requires further explanation. She said she has to schedule a ride a day ahead of time because she is forced to if there is any chance that she is going to want to go someplace. That's not a no show. Ms. Bond said it's a problem and a no show when you cancel fewer than 90 minutes ahead of time.

Ms. De Vos used the example of being at a party, deciding you want to stay later, cancelling a ride to get a ride home from someone at the party. Ms. Martin said when someone schedules a ride, there is a reserved slot in the schedule for that ride. It's not that we might have someone available or might not. For a long time we had on demand service providers and someone could call 15 minutes ahead and that would be fine, but the ride would not have already been dispatched. Ms. De Vos said what if someone is at the doctor and finds they can get a lab test right there. They decide to cancel their ride to stay for the test rather than having to go back. Ms. Martin said that situation is covered under exceptions. Ms. De Vos said that is not an emergency. Ms. Martin said it could be to the person canceling.

Ms. Martin said these were service issues that needed to be addressed. Ten percent of cancellations come in on the same day at the beginning of the day.

Those cancellations can be worked into the schedule. But some people use us as a backup service; they really have another ride but want to keep us available in case it falls through. That reserves service that probably won't be used but could be used for other customers with sufficient notice.

Other systems in Wisconsin all require 60 minutes or more notice. Among national peers, we are the lowest other than one system. We want to be able to have time to divert drivers to serve other people better. There is no cash penalty. Federal guidelines suggest making cancellations a functional equivalent of a no show. Metro needs more than 30 minutes to be able to notify the driver to divert him and identify the other trip he can provide.

Ms. De Vos asked what happens for trips scheduled less than 90 minutes before the office opens. Ms. Martin said it is the same thing that happens now. The customer can leave a voicemail message on the cancellation line. Ms. Bond asked if that is applicable to the weekend because no shows on the weekend are never picked up in her experience. Ms. Martin said it can be more difficult to get that information out to the contractors. She will check to make sure customer service is checking no shows before taking regular calls.

Mr. DuRocher had suggested that the average for suspension based on number of rides taken and number of no shows is 12%, why not just use that rather than a specific number of no shows for a specific number of rides. Ms. Martin thought it was better to be specific instead of possibly being accused of rounding up or down in someone's favor. There were also proposed changes in the suspension schedule; there is a 30-day suspension that is never used. A one-week is the highest part of the tier. Once a person gets to a day of suspension, they generally improve their timeliness. The one-week suspension really gets their attention. There is not a need for a 30 day suspension.

Ms. Jacobs said we frequently have situations that would fall under the exceptions. There is someone who seizes right before ride time, and they call as soon as possible to cancel. That would be an exception because it's a sudden turn for the worse. How is that handled by customer service? Do they note when you call in that cancellation at 30 minutes instead of 90? Do they note at that point that it is an exception? Ms. Martin said they don't. Ms. Jacobs wondered if they could so that a no show wouldn't have to be sent, and the person wouldn't have to appeal that. Ms. Martin said the appeals section would need to be changed if the group wants to do so. Ms. Jacobs said it's food for thought. It's saving Metro and the consumer both time and effort. Mr. Streit said it would require some training on the customer service person's part to make a judgment. Perhaps the customer service person could just enter the information and someone could check it later or the no show would go out and then the appeal could be used. Ms. Jacobs said if there is a seizure situation, the no show will go to the person's home and then the work site has to coordinate with rotating home staff to make sure they turn it over so work can appeal it.

Mr. Streit said the most peers require a 60 minute cancellation. Perhaps change the Metro policy to 60 minutes rather than leap right to 90 minutes. Ms. Martin agreed saying that when she talked with dispatchers, they ball parked how long they would need to divert cancelled services. Mr. Streit said try the

other changes and use 60 minutes. Re-evaluate after 6 months. If we need to move it up to 90 minutes to get the benefit, we can re-assess.

Ms. Jacobs said another situation is that a ride is cancelled ahead of time but the ride shows up anyway, and the person is charged with a no show. Ms. Martin asked if that has gotten any better. Ms. Jacobs said it recently has. Metro has new technology that enables staff to check back on whether people really called to cancel. Sometimes people hadn't cancelled. When it's our mistake, we can follow up with the individual customer service representative.

Ms. De Vos said when people cancel and get a no show that is very annoying. In order to be more "friendly" it might be better to have something like the "oops" form. It can be an honest mistake on the part of the company or the customer.

Mr. DuRocher brought up the calculation of how many no shows lead to a service suspension. It looks a little complicated. Ms. Martin said that if we round it off to 12%, it might lead people to believe that anything under 12% is an acceptable rate. Mr. DuRocher felt like a percentage is cleaner. Calculations could be rounded to the next highest whole number. He doesn't see a consistency problem.

Ms. Jacobs said she prefers it spelled out. She would have to stop and think how many standing rides they have per month. She thinks the visual of a specific number rather than a percentage would help people.

Ms. Martin said she's been reminded often to make things simple when you provide written information for the public. Some people might not know how to calculate 12%. Ms. Martin said in terms of implementing a policy, she's found the number method to be helpful in explaining to people. It is a chunk of text, but we are taking out some lines. Mr. DuRocher said he's been persuaded as to this being the simpler way. Mr. DuRocher asked about over 60 trips still being allowed only 8 no shows. Ms. Martin said that people taking 70, 80 or 90 rides rarely get no shows (they've got the system down pat) and this accounts for just a few customers.

Mr. DuRocher said the body is satisfied with the calculation of no shows. The suspension schedule is less punitive. The group supported the method of calculating the suspensions. Mr. Streit recommended that the amount of time to cancel be 60 minutes rather than 90 minutes. Ms. Bond said she and others she knows thought it was 60 minutes now. Mr. DuRocher's concern was that his most typical cancellations are for last minute reasons. So to extend that time makes it a little bit harder to use paratransit. Ms. De Vos said it also depends on the person taking the cancellation if you give that person the discretion of marking it excused.

Mr. DuRocher gave an example of someone who would accompany him to the store Farm and Fleet to look for a ladder. If that person was late, he'd have to cancel at the last minute because there would be no point in taking the trip without the person accompanying him. Paratransit can't be as flexible as mainline where a person can decide not to take the ride without penalty even after they get to the bus stop. Ms. De Vos moved to endorse the policy as amended by staff with the recommendation to change the required 90 minute

cancellation time to 60 minutes; Ms. Jacobs seconded.

Ms. Martin drew the group's attention to how we deal with late call in exceptions. And then recommend that further training for customer service representatives (CSR) be considered regarding whether exceptions can be approved at that level or if we need to extend that out to appeal. Ms. Bond said that is leaving a lot of judgment calls to customer service whereas in the policy it is clearly spelled out with the appeal process. It could be problematic during busy times. Mr. Streit said there are two levels of customer service – the actual CSR on the phone and then a supervisor or Ms. Martin looking at the situation and deciding whether to send a no show or not. Ms. Bond said in that case the CSR would need a memo line capturing why the person is cancelling. Ms. Martin said she needs to think about this more and talk to the customer service supervisor. We'll deal with this issue next time.

The motion passed by voice vote/other.

9. [22865](#)

Reports

- a. Transit & Parking Commission - Public Hearing
- b. Commission on People with Disabilities - Housing, Voter ID
- c. Dane County Specialized Transportation Commission
- d. Transportation Planning Board (MPO) - New Members
- e. Other Community Meetings
- f. Performance Indicators
- g. Report from the Chair
- h. Staff Report - Customer Notices and Follow Up for LogistiCare

Transition

Attachments: [Para Indicators Apr11.pdf](#)

a. Transit & Parking Commission – Ms. De Vos said there was only one person who testified at the public hearing She was concerned about changes on the South side having to do with the Rt. 50. People on the TPC had been handed a map that there had been no prior notice of. Ms. Bergamini said she wanted time to digest the map. People decided that the end of June would be enough time to make the decision and still allow Metro to do the work necessary for the changes if approved. There will be a special meeting.

b. Commission on People with Disabilities – Ms. Bond said she did not attend the last meeting. However, she was on a subcommittee to draft a resolution regarding accessible housing rather than an ordinance. Ten percent accessible housing would only apply to buildings 6 stories or higher if it was written as an ordinance. The City Attorney's office wrote it that way because it followed state law. However, in the resolution, the CPD recommends that 10% accessible housing applies to all new builds.

c. Dane County Specialized Transportation Commission – There will be a meeting this week. There wasn't one last month.

d. Transportation Planning Board (MPO) – We don't have a representative from this body. We'll take this off the ADATS agenda for now.

e. Other Community Meetings – Ms. De Vos said this Friday at the Concourse hotel at 10:00 AM, WURTA is sponsoring a meeting for transit advocates from all over the state in rooms University A and B.

f. Performance Indicators – Mr. DuRocher noticed that overall trips are going down. Ms. Martin said it is a new trend. Ridership is down about 2% through April. She usually waits until May to be sure what the trend is, but its holding steady. We'll see where this is going in coming months. It's useful to note that at least through April the decline is across programs, whether funded or unfunded, so we don't know if the fare increase was a factor.

Metro's directly operated service on-time performance went up to 91%. We hope to sort out what the reporting issue is exactly so those numbers are more in line with our contractors. Ms. Bond said she is surprised that Badger Bus has a 97% on time rate since when she uses them, they are always late. Ms. De Vos said that is reported on time. Many people don't take time to report a late ride. You have to be careful with statistics.

Mr. DuRocher said he thought it was interesting that the number of late service reports per 1000 passengers trips is only 0.2. Abby Vans has the biggest number of late service reports and complaints. Ms. Martin said she's been watching that too, but notes that it is still lower than the previous vendor. Mr. DuRocher said it's important to continue watching that in the advent of LogistiCare because they will be having more add-ons.

g. Report from the Chair – Capitol Express is no longer one of our contractors. As far as Mr. DuRocher can tell, they are also not being courted by LogistiCare. There is concern we might be losing some of the infrastructure for paratransit service. He wanted to say that if it is possible in any way for Metro to have Capitol Express provide some rides at least during peak times, we would like to keep from losing that infrastructure. Mr. DuRocher wanted us to keep in mind that it might be in our best long term interest to keep them around.

h. Staff Report – Karen Darcy and Ms. Martin called Metro Plus customers who have been funded by Medicaid common carrier through Dane County. Metro sent out a letter and followed up with phone calls about LogistiCare, starting with customers who have standing rides. Metro is trying to manage the scheduling switchover so that customers don't double book with us and LogistiCare. Staff is helping familiarize people with LogistiCare rules. One customer gave good tips having already been in contact with LogistiCare.

Tips:

- The first time you call, remember their staff is new. If the call didn't turn out exactly the way you wanted it to, call back. You'll get another CSR.
- You can call up to 30 days ahead of time to set up a ride. You have to call two days ahead. You can call at the last minute to see if you can schedule a ride. It helps if your clinic calls.
- You don't have to call to establish yourself; you can call for the first time when you need to schedule a ride.
- People didn't encounter the lengthy process they had expected.
- If you are still not satisfied after the call, you can call Jen Sutherland at 242

-6489. She is the Mobility Manager for Dane County. Norah Cashin and Jen Sutherland have established a working relationship with LogistiCare.

- The service is door-to-door. So for people used to having the driver take them to the floor of the clinic, that won't be an option. But you can have an attendant ride with you.

10. [08706](#) Other Transit Related Announcements

There were no other transit related announcements.

ADJOURNMENT

Ms. De Vos moved to adjourn. Ms. Jacobs seconded. The motion passed by voice vote/other. The meeting adjourned at 6:52 PM.