



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

Wednesday, July 9, 2008

5:10 PM

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

1. CALL TO ORDER / ROLL CALL

Staff: Crystal Martin, Ann Gullickson, Ann Schroeder

Chair DeVos called the meeting to order at 5:18 PM.

Present: 5 -

Tim Gruber; Carl D. Durocher; Susan M. De Vos; Mary E. Jacobs and James Cobb

Absent: 1 -

William J. Tangney

Excused: 2 -

Jeanne M. Tregoning and Ida W. Nathan

2. APPROVAL OF MINUTES

This was tabled due to an incomplete copy of the minutes being sent to members for review.

3. PUBLIC COMMENT

There were no public appearances.

4. [10787](#) Election of Officers

Dr. Cobb moved and Alder Gruber seconded tabling the elections since two members were absent. This passed by voice vote/other. Mr. DuRocher would like this item to be broader next month such as "annual organizational meeting" to include discussion of things like meeting date and time.

5. [11141](#) Service Above and Beyond the ADA Paratransit Minimums

Attachments: [Svc Beyond ADA 06 08.pdf](#)
[Medicaid Public Transit Strategies.pdf](#)

Ms. Martin said the group reviews this occasionally. It is good to be updated and see the status of this. Also, at the February meeting Dr. Cobb pointed the Subcommittee's attention to leave attended trips, so there should be some discussion about that. Dr. Cobb said many of the leave attended trips refer to the people on waivers for supported work. What the committee should realize is that service may well be cut back by Family Care for several reasons. It is unclear how much Family Care will continue to support supported work. In addition, Family Care does not cover all costs for transportation. The number of leave attended trips as well as waiver trips will be a good indication of Family Care trips for Dane County. There could be ways to save money. The Family Care mantra is "economy of scale." One of the ways that they are achieving economy of scale is larger congregate housing for people, especially those with developmental disabilities. In an old style waiver situation, placement in a community-based residential facility (CBRF) was limited to five beds per facility. Dr. Cobb has done a personal review of what is happening in Family Care counties with CBRFs. It appears to be closer to 8 to 10 beds per facility. One person was even in a 20 bed CBRF.

Because of the congregate housing and having a lot of individuals who go to work in the same area – MARC, the City-County Building, State Office Building and possibly the Madison Municipal Building – there will be more efficient transportations methods, i.e. a provider can pick up more people at one location and deliver more people to one location. Given this combination of circumstances, service levels may remain closer to what they currently are.

Ms. Martin did some research on the leave attended trips. The performance indicators show there are 3300 or 3400 customers eligible for service. Number of clients provided service year to date is 1400 and by the end of the year it will be close to 2000 individuals. Out of that, 187 of those customers have a leave attended designation in the Metro computer. That is less than 10%. Only about 30 of those are not funded by one program or another.

Ms. DeVos said despite Dr. Cobb's report, the big issue about that was a case in which a girl was not part of Family Care or other program, and the trip was from her parents home to a school setting of some sort. Her mother was very upset because she had been left without having someone at the other end make sure that she was taken care of. Ms. Martin pulled out the old standby sheet when the Subcommittee reviews services above and beyond the ADA and leave attended is not on there. It is not something Metro has ever explicitly offered, except in the contracted arrangements such as with the County. It is just something Metro has been able to administratively finesse. Ms. DeVos said she is a bit uncomfortable because with Traffic Engineering and rules about curb cuts, etc., some things which used to be above and beyond the minimum are now the minimum. Regulations have been re-written. For example, sidewalks used to have to be cleared only of three feet of snow, now it's four feet. Some things have come to be expected as minimum, and it's concerning they might not be offered in the future.

Dr. Cobb said things like this have happened before and advocates were able to stave it off. Nationwide minimums become maximums very quickly. Dr. Cobb said he doesn't personally see any of the above minimum services in danger. Ms. DeVos said this makes her uncomfortable because there are going to be some people who say we shouldn't do more than minimum and

outlining what is minimum will make that easier for them.

Ms. Gullickson said the value of reminding ourselves about this is that this Subcommittee more than any other sets policy or recommends policy as it should be with people in the community and care givers. This policy reflects the community values. There are discussions now with agencies that partner with Metro and have clients in waiver funding about how to shift to a point where the services will continue to be covered. Ms. Gullickson didn't think that would change. Metro will take the approach to work collaboratively to provide more than the minimum. Ms. DeVos said she has heard some saying people don't need to provide more than the minimum. There is an alder who is very cost conscious. If his constituents don't include people who are sensitive to these issues, he would say just go with the minimum. Mr. DuRocher said in the past a Metro manager had brought up in budget discussions that Metro was doing more than the minimum. That is not in the forefront of budget discussions today. Dr. Cobb said in terms of what Ms. DeVos is saying, we should not hide this. We need to have it on paper somewhere. We take some flak even from our own customers and having something like this, we can say we're doing this for you even though we don't have to. Ms. Martin asked Ms. Jacobs whether what Dr. Cobb is saying is consistent with her work discussions. Ms. Jacobs said they don't know what will happen. The counties that have converted to Family Care are happy because they are getting above and beyond what they had been. However, Dane County is different and had already been getting more. Residential providers are congregating in apartment complexes where they can share staff with 8 to 12 people. Nobody knows what it will be like; everyone is hoping for the best.

Dr. Cobb said he thinks transportation is a hole in Family Care and not on the radar. It's more about housing and administration. Ms. Jacobs said she didn't think there were any other counties that have the services Dane County has. Dane County is unique.

Ms. Martin said she had initial discussions with Care Wisconsin, which is going to be a Family Care provider. What they were willing to cover as costs for transportation was very favorable. Metro is trying to become part of the network of providers as they come into Dane County to work together. Ms. Martin has talked to them about the benefits of services above and beyond the ADA and being able to provide that with county partnership. Being able to expand that is a benefit to the community as compared to just buying people a bus pass. That makes all participants good stewards of the service. We don't know how it's going to work yet. All we can do is plan well and hope for the best.

Ms. Martin said thinking about group travel from one group home to one place of employment is a new idea. Care Wisconsin initially thought negotiating trip times may not work so well for them, but in consideration of the group travel idea, it might work well.

Ms. Gullickson said that having open communication with this group about how planning is happening is very important. It's not necessarily information that we are publicizing, but it is important to share our policy with this body.

Alder Gruber said it's not necessary to advertise it. There are some alders who

will cut things just because they can. It's all about funding, and unfortunately some people think it's good to cut taxes regardless of how it affects people. He thinks it's important to see how things affect people while still being fiscally responsible. So we need to keep speaking up.

6. [10772](#)

Adopting the final report of the Long Range Metro Transit Planning Ad Hoc Committee and the recommendations contained therein.

Attachments: [LRMTPAHC Final Report June 2008.pdf](#)
[Survey 1.pdf](#)
[Survey 2.pdf](#)
[Public Feedback 1.pdf](#)
[Public Feedback 2.pdf](#)
[BRT - Madison Area Bus Advocates.pdf](#)
[BRT - Transport 2020.pdf](#)
[BRT - Metro Transit.pdf](#)

This Resolution was Return to Lead with the Recommendation for Approval

Ms. Gullickson said that Transit General Manager Chuck Kamp wanted her to share the process of the report being adopted. It was presented to Common Council and referred to the ADA Transit Subcommittee, Long Range Transportation Planning, the Transportation Planning Board (a Metropolitan Planning Organization) which is not a typical referral, the Board of Estimates, the Contracted Service Oversight Subcommittee and the Transit and Parking Commission (TPC). Metro has begun on a staff level to look at the report to put together the 2009 budget for the comptroller. There are a lot of recommendations – short, medium, and long term – about 40 recommendations in all. Metro is very pleased on a staff level to see a Regional Transit Authority (RTA) included. Metro was also pleased to see an express bus/bus rapid transit recommendation. Planning for the future includes express service over and above what we are doing now. The report talks about addressing the long range funding issues for Metro. Mr. Kamp often speaks of the funding system as broken which puts undue stress on local property taxes, so that, along with RTA is positive.

Alder Gruber said he found it interesting that the federal funding has gone up, and local share and passenger revenue is stable, although state funding went down. Fuel cost are up now, but up until now what was causing the problem? Ms. Gullickson said the way Metro is able to get more federal funding is to get capital assistance but not operating assistance. Metro can use capital funding for bus maintenance, leases, and paratransit service. The pool of capital money hasn't increased but Metro has moved more and more capital budget items to the operating side to make up operating funding. Back in the '90s, Metro started the Intelligent Transit System (ITS) initiative; we couldn't do that now. There isn't the capital funding now for that sort of thing. The local share percentage hasn't changed that much, but the dollars are taken as the state share. When Metro has a 3% increase in expenses/labor contract, it might mean a 12% increase as part of the pie on the local share.

Mr. DuRocher said it was a long process and lots of people participated who might not always participate on City committees. There might be recommendations he doesn't personally agree with, but it's a group document.

There are certainly a lot of recommendations that Metro can use. After all referrals have taken action, it will go back to the TPC.

Highlights include public/private partnerships as a way to help fund Metro. One example is the American Center paying for Route 25 to demonstrate that it was needed and would support itself with ridership. Mr. DuRocher was able to use the report and the American Center example when speaking with a person who wanted better bus service to a Wal-Mart. He encouraged them to speak with Wal-Mart management about including better amenities for customers, such as bus service, in their planning.

Some of the recommendations are very obvious. Trying to restore state funding for public transportation is in there, but it doesn't mean Metro can achieve it. There were some things about increasing the marketing budget. Mr. DuRocher voted not to support that as much as other things. He did not want to bicker with the final report. He didn't think anyone from the Committee would support every sentence in the report, but the bulk of the report supports more funding through and RTA, and that's the cornerstone of a more stable financial future.

Alder Gruber was interested in why Ms. DeVos objected to the report. She said she resigned in March from the Committee because she felt she had gotten slapped in the face too many times, and for her own personal integrity she could not put up with it. She wrote a minority report regarding the marketing recommendations. It got panned. There were two people who showed up regularly to the marketing subcommittee meetings – Ms. DeVos and the Chair. Ms. DeVos felt the Chair acted like a queen, and her subjects had to put up with whatever she decided. With the funding subcommittee she disagreed with a lot of it, but she compromised to come to an agreement. With Marketing she just couldn't take it, and that's when she resigned. She put a lot of effort into marketing and there were many things she brought up at the very beginning. The Transit General Manager very skillfully shifted her recommendations so that one was recommended to be studied and one wasn't included in the final report at all. It wasn't his place to do that since it was a citizen document. Out of respect for the Committee Chair and the person who wrote the report, Ms. DeVos wasn't going to say anything, but felt she had to for this Subcommittee.

Dr. Cobb said he liked that there as a focus on the core neighborhoods. He like it even more because he thinks with the way the economy is going, we are going to see the hole in the donut fill back up. Do that by following the recommendations and make sure the neighborhoods will be prepared to handle that. In regard to the RTA, he's been fighting for that for years, so he's behind that all the way.

Dr. Cobb moved to recommend approval of the final report of the Long Range Metro Transit Planning Ad Hoc Committee. Alder Gruber seconded.

Mr. DuRocher spoke in support of the document. It is useful. He doesn't see any benefit to rejecting it at this point. There is a lot of guidance. The long term recommendations are so dependent on a lot of unknown variables. We can only go with what we have at the moment. Who knows what it will look like against reality three years from now. But for what we have now, he hoped

the Subcommittee would support the motion to approve the resolution.

Ms. Gullickson said it was a really citizen driven committee. Sometimes you have consultants driving it or staff writing a report. It was amazing the level of energy members put in for the recommendations and writing the report. Ms. DeVos said there were many meetings that didn't meet quorum, so it all went on longer than expected.

The motion passed by voice vote/other.

7. [11142](#)

Metro Plus Annual Report 2007

Attachments: [TPC Progress Report 08.pdf](#)

Ms. Martin said 2007 was a stable year. Ridership was up 3.5%. Ambulatory space requests increase faster because people are able to be ambulatory longer these days. Statistics are following the same trends; Metro is in the 2nd year of getting 100% of on-time reports. It's very helpful to handle customer issues. We have been relying on a very old telephone system. The data we're getting for 2007 was hit and miss. Reports are more sporadic. We are hoping we get our new Internet Protocol (IP) phone system soon which means next year we will have a new and improved report. When we have new phone system data, we could have some real issues identified from that like hold times that need to be compliant and within acceptable levels to make reservations for the next day. We might find we're missing calls. Ms. Martin said she didn't trust Metro is necessarily getting good data on that right now.

The number of monthly applications last year was an average of 49. That's up from 35 or 36. Ms. DeVos asked why. Ms. Martin said it's part of an overall trend. People are more aware of the service. People have children in the area. As people age and need care, they want to move closer to their children. Metro has received requests from able bodied seniors who move to outlying areas and want better service.

Metro has put in a request to have the National Transit Institute eligibility training in Madison. They are focusing more on in-person assessment. Perhaps some members of the Subcommittee would like to go to the training. Ms. DeVos asked who they have do the assessments. She had experienced an in-person assessment and it wasn't a medical person, but someone who knew what to look for. Ms. Martin said we don't have that available yet, but we need to bring it back and discuss it to make it available. Metro would look at contractors, give them guidelines, and approve tools they use to make an eligibility recommendation.

No shows are low, and cancellations are higher and that's great. Metro is doing very well with contracting costs. There is a nice balance; vendors are competitive. Last year we had a number of employees out long term from directly operated service, so it appears we saved a lot of money. It won't look like that this year as they are all back to work.

Complaints per 1000 trips are still below two. It has been creeping up since we started keeping track in 2001. It is still well below where we started from. This

year our cancels will be high because of the bad winter. Dr. Cobb wondered if the trend toward telecommuting might affect the number of rides. Ms. Martin said if so, she would hope it was consumer choice and not due to bad weather.

Metro continues to manage some peaks with the Long Term Assignment (LTA) program. Negotiating trip times to common destinations is something discussed earlier with counties. Ms. Martin met with Doug Hunt from the county and the update is they may pause and do some more careful study between negotiating trip times, extending staff time at the MARC center versus more travel training. It is yet to be determined which way they want to go, but staff is optimistic about how things will go in the next year.

Regarding the use of Trapeze, since Paratransit Scheduling Coordinator Karen Darcy started doing coordination, all wheelchair space has been templated. We're working on doing the same for ambulatory space. This is leading to some interesting new challenges that will have us working on organizational goals. Ms. Martin will share more information with the group when she has more. Ms. DeVos asked what proportion of all paratransit rides are standing rides. It is 65%. There is not a minimum number of times a week; it can be just once a week one way.

The Wisconsin Department of Transportation (WisDOT) audit requirements were finished the year before last. Metro will be audited again in the fall, so we will have a new list of items to work on. Ms. DeVos said WisDOT is doing all these audits but isn't funneling money to transit. Metro's triennial review went well.

8. [10785](#)

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

a. **Transit & Parking Commission – Mr. DuRocher said they got a preview of Ms. Martin's report. They approved the resolution to adopt the 31-day Senior/Disabled pass as a permanent part of the fare tariff. The Madison Area Technical College pass agreement was approved.**

b. **Commission on People with Disabilities – Mr. Tangney was not present.**

c. **Contracted Service Oversight Subcommittee – This group will meet tomorrow.**

d. **Dane County Specialized Transportation Committee – They talked about the Transportation Coordination Committee (TCC) which is a requirement in order for the locally developed transportation plan. There will be a meeting in late August/early September with many stakeholders to work on a locally developed plan.**

e. Other Community Meetings – Ms. Martin was invited to go to the National federation of the Blind local chapter on Aug 9th.

f. Staff Report - On-going Projects – Next month we will be talking about snow removal. Representatives from the Streets Department will attend.

Ms. Martin checked with Metro Marketing about senior centers and libraries as outlets. Senior Centers declined to be outlets. Libraries use volunteers and are not set up to sell things over the counter. Ms. DeVos said she is trying to think of other possible outlets that the City has. Perhaps fire stations. Ms. Gullickson said our best bet is to get passes to places where people are going for other business, such as grocery stores and pharmacies. When you look at where sales happen, that's where the numbers are. We are purchasing more of the 31-Day Senior/Disabled passes. Some of the outlets may not want them, but they will be available. Ms. DeVos said there are few outlets downtown. Dr. Cobb said he would suggest Walgreens as outlets convenient for older people.

9. [08706](#) Other Transit Related Announcements - Non-Action Items

Alder Gruber expressed disappointment at the fact the City Council passed a resolution allowing 20 bus wraps. Ms. DeVos said the first recommendation in the Ad Hoc Final Report is customer satisfaction. That shows the value of that report.

10. ADJOURNMENT

A motion was made by Ald. Gruber, seconded by Ms. Jacobs, to Adjourn. The motion passed by voice vote/other.