



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, August 13, 2008

5:10 PM

215 Martin Luther King, Jr. Blvd.
Room 303 (Madison Municipal Building)

1. CALL TO ORDER / ROLL CALL

Present: 5 -

Tim Gruber; Michael A. Huckaby; Carl D. Durocher; Susan M. De Vos and Mary E. Jacobs

Absent: 1 -

Jeanne M. Tregoning

Excused: 3 -

William J. Tangney; Ida W. Nathan and James Cobb

2. APPROVAL OF MINUTES

Alder Gruber moved approval of the June minutes; Ms. Jacobs seconded. Ms. DeVos asked that the pages of minutes always be numbered. The motion carried. Alder Gruber moved approval of the July minutes; Ms. Jacobs seconded. The motion carried.

3. PUBLIC COMMENT

There were no public appearances. Formal introductions were made for new member Michael Huckaby, member-at-large and Vice President of the the National Federation of the Blind of Wisconsin.

4. [11583](#)

Organizational Meeting

- a. Election of Officers
- b. Meeting Dates & Times
- c. October, November and December Meetings for 2008

a. Election of Officers – The group discussed whether to hold elections at this time even though there are some absences. It was agreed to go ahead. Mr. DuRocher nominated Susan DeVos for Chair; Ms. Jacobs seconded. Mr. DuRocher commended her work as Chair thus far and her dedication to the issue of transportation in Madison. She was elected by acclamation and remains Chair. Alder Gruber nominated Carl DuRocher Vice Chair; Ms. Jacobs seconded. He was elected by acclamation to the position of Vice Chair.

b. Meeting Dates & Times – Members discussed changing the meeting date

from the second Wednesday to another day. Mr. DuRocher moved changing the meeting time to the second or the fourth Monday to be determined by responses from emails to absent members. Seconded by Alder Gruber. The time of 5:10 PM still works well for people.

c. October, November and December Meetings for 2008 – The group will meet October 15th Wednesday at 5:10 PM just for this one October 2008 meeting in order to avoid meeting on Yom Kippur.

5. [11584](#) Segway Policy Revisited - Action Item

Attachments: [Segway Policy.pdf](#)
[DOT Guidance 09 05.pdf](#)

Ms. Martin said the current Segway policy is from January 2005. In September 2005, the government issued guidance on the topic. Federal regulators are preparing final rules on some ADA issues, including whether or not to allow Segways for people with disabilities as mobility devices. Eventually there will be final rules, a few months after receiving comments this month, and the regulations will be updated. Meantime, Metro received an email from a customer saying he uses a Segway as a mobility aid and rides the bus. He wanted to take the Segway on the bus. He was well-informed with the federal guidance. Metro invited him to visit Metro along with Angela Bennett, disability rights specialist from the Department of Civil Rights. Metro tested the Segway on all the fixed route styles of buses – both high floor with ramps and two styles of low floor buses with ramps. Staff checked how to best secure the Segway using a bungee cord, as the wheelchair securement straps do not work. The wheels don't lock, and the device weighs about 100 pounds.

Metro found that for a lift vehicle, Segway users can ride it onto a lift then step off the Segway and use their hands to power it to the securement area. It is 25" wide. The standards require accommodation of 30" wide mobility devices. The customer had hoped to be able to ride it to the back door area. The aisle is only 21" wide, so that would not work. When the power is not engaged, the device falls over, so it does need to be secured with the bungee cord.

Flipping up the side facing seat and the forward facing seats, securing the device and then putting the forward facing seats back down works well to secure the device and then also offers a place for the Segway user to sit as well as additional seating for other customers. Although the seats would need to be flipped up again for the device to be taken off the bus.

Metro informed the drivers this would be happening. It was an excellent opportunity for the customer and Metro to try this out.

A bus can accommodate either two wheelchairs or one wheelchair and one Segway. That was a consideration in the past, but not anymore with this new federal guidance. Alder Gruber agreed Metro should not allow Segways on the bus for recreational purposes. The customer said that the number of items he carries with him regularly that easily identify him as a person with a disability and are not an invasion of privacy include a disabled parking placard, a Metro disabled reduced fare card, etc. Other agencies actively dealing with this suggest treating it much like a service animal – just ask the

customer if this is being used as a disability aid. Mr. Huckaby pointed out it will be up to the driver's discretion. Ms. Martin said that Metro enforces with drivers not to start a conflict, but to refer any problems to a supervisor. Alder Gruber said it is to the discretion of the customer what to reveal. He also wondered about the definition of disability. Someone can be temporarily disabled, for example a broken leg. Ms. DeVos also pointed out that this is for mobility disabilities rather than disabilities that would not affect mobility.

Ms. Martin said it would not make sense to create a new policy before knowing the final federal guidance. Staff would solicit a motion to rescind the current policy disallowing Segways until we can look at the final federal guidance.

Mr. DuRocher moved that ADATS recommend to the TPC to temporarily suspend the existing policy regarding Segways on Metro Transit vehicles to permit people with disabilities who use the Segway as a mobility aid rather than for recreational purposes on Metro transit vehicles, provided that the Segway can be stowed out of the aisle. This policy shall be reviewed again when new ADA guidance is available. Seconded by Mr. Huckaby.

Mr. DuRocher did not want to make the motion too vague so as to cause problems. Although this one customer knows what is expected and has met with staff, that might not be the case with others. Ms. Martin said drivers are being alerted and staff is ready to deal with this. Mr. DuRocher said we want to make sure someone doesn't get on and refuse to tie down the Segway or turn it off. Mr. DuRocher wondered if the motion should add "subject to the same securement policy for wheelchairs." Ms. DeVos said the securement policy is general for insurance purposes. Ms. Martin said strollers must be out of the aisle. Guidance is that Segways should be stowed out of the aisle like strollers and walkers. Ms. Martin said that there has been discussion that strollers are not like they used to be where they are easily folded up out of the aisle. So there is discussion about how to stow strollers on the bus and keep those out of the aisle without compromising mobility aid space. Ms. DeVos said there might need to be a policy about the size of strollers allowed. Ms. Martin said there are people who might have several children and really need our service. Those things all need to be considered in the discussion.

The motion carried by voice vote/other.

6. [11585](#)

New Subcommittee Member Orientation Materials

Attachments: [Transit Operator's Pocket Guide.pdf](#)
[ADATS Roster.pdf](#)
[Metro Org Chart.pdf](#)
[Federal Register ADA Paratran Regs.pdf](#)
[Metro Procedural Memos - Paratran.pdf](#)
[TPC Progress Report 08.pdf](#)
[ADATS Pending List.pdf](#)
[Appeals Board.pdf](#)

Members agreed this was a good idea. Ms. DeVos said it was good the mission statement was there to be referred to. Also, the pending list will change. As important as the Metro Organizational chart or more so is the inter-dependence of all different transportation related committees work

together. Several committees don't have any disability representation. She wondered about the rationale for disability representation on various committees or lack thereof. That is a good question for the Department of Civil Rights. Ms. DeVos said it would be a good idea to have someone with disability related knowledge on planning committees. Ms. Martin said she made a note to make a diagram of the inter-related committees and liaisons, etc.

As far as putting the new member orientation materials together, Ms. Martin said she had to thank Mr. Tangney, who asked what the subcommittee was all about when he became a member. She started pulling these materials together. It is a program overview and focuses on regulatory requirements, progress the Subcommittee has made and the service. If the subcommittee approves, this will be used as newer members come on board. The committee agreed staff should make this booklet available to new members.

7. [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 approved the annual financial audit. Financially, the big difference is the fuel and the depletion of the reserves. It's not a very secure spot to be in. Last night, TPC approved four federal grants. The University has donated 63 bus shelters. Many of them will replace existing bus shelters, meaning the ones being replaced will be available to put elsewhere. The University will put some at stops with no shelters. The UW is interested in doing this to help identify a sense of campus – shelters with logos. This will make it easier for people to know when they are in the campus area. In accepting the shelters, Metro accepts the obligation to maintain them, although the University will provide replacement parts. That's a great relationship to have. It goes with the push to have more partnerships to help keep Metro going.**

Ms. DeVos wondered if that would change the policy about what qualifies a stop to have a shelter. You need a certain number of boardings to warrant a shelter. Mr. DuRocher thought that wasn't clearly specified. Ms. DeVos said there was a policy, perhaps a few years ago, that then became more stringent. It was trying to maximize what resources were available.

b. **Commission on People with Disabilities – Mr. Tangney was not present to give a report.**

c. **Contracted Service Oversight Subcommittee – This Subcommittee meets only every other month.**

d. **Dane County Specialized Transportation Committee – There was no meeting.**

e. Other Community Meetings – Ms. Martin went to meet with the National Federation of the Blind (NFB) – Wisconsin, Dane County Chapter. Mr. Huckaby said he was anticipating a rather hostile audience, but Ms. Martin's information was very well-received. There is now a much greater understanding of Ms. Martin's position and Metro in general. They will put her comments up on their Website next week, so people can listen to her information and the questions it generated. There were nothing but really good comments the whole time.

Mr. DuRocher asked whether there is any follow up on the bus stop at East Towne. Mr. Huckaby said several members got together with Sharon Persich and Tim Sobota. They went out to West Towne to see how that was set up. As blind people, they were worried the stop would be stuck out in the middle of the parking lot. It was a major concern to navigate that. They gained a new appreciation of how the West Towne stop was designed. They then went to East Towne. All of the NFB concerns have been relieved. There are two lanes of traffic to cross from the stop to get to the mall. They wondered about a pedestrian light there. NFB contacted the mall, and mall management seemed open to it. They are waiting on information about what types of audible signals are available. It would be useful for everybody – parents with children and bags - especially during holiday season when it is busy and people aren't paying attention.

f. Staff Report – On-going Projects – Ms. Martin addressed the performance indicators and said that we started the year with all the snow. Complaints, late reports, etc. will be skewed the rest of the year due to the snow. Year-to-Date ridership is on par with last year. But we had so many cancellations the first 3 months of the year that it suppressed paratransit ridership. Looking at June 2007, it was 20,621 and June 2008 just over 21,000, For July that might be a bigger difference. It is more the trend for the year but for all the snowfall. Generally we've averaged a 3.5% increase for the year. Ms. DeVos said there are other ways to interpret the winter numbers other than people just staying home. Her situation is that normally she can get to a bus stop. If she can't, then it's legitimate at that point to ask for paratransit. Ms. Martin said those are the days Metro can best take on those rides because there are so many cancellations.

Mr. Huckaby mentioned that no shows increased a lot from May 2007 to may 2008. Ms. Martin said it's creeping up. She is happy as long as it stays below 3%.

We're on target for DDS (MA Waiver trips). For number of trips by provider, Metro is on schedule to perform about 10,000 more trips this year than last year by direct service. We've made productivity gains. That will total about \$200,000 savings for Metro. That will help make up for the soaring cost of diesel in the paratransit unit, although not for fixed route.

The cancellation rate is kind of high at 18%, but that is preferable to a high no show rate. Something to keep in mind, when we look at ADA certifications for June, the total is 3,412. When Ms. Martin started 7 years ago, it was just over 3,000. It is creeping up slowly. There are more people eligible. Year-to-Date as of June, we've served 1,500 people out of the 3,400 eligible. When she started, it was about 1,200 served. So people are taking trips, and it is all about mobility, so that's great.

8. [08706](#) Other Transit Related Announcements - Non-Action Items

Ms. DeVos said she was going to suggest an award of some kind for drivers to show appreciation to them for keeping people with special needs in mind. Ms. DeVos brought up again the idea of outlets in a greater variety of places. Ms. Martin had passed that suggestion on to Marketing. Also, partnering communities could provide more outlets fore Metro passes.

9. ADJOURNMENT

Mr. DuRocher moved to adjourn; Alder Gruber seconded. The meeting adjourned at 6:42 PM.

[11586](#) Attachment: June Performance Indicators

Attachments: [Para Indicators June08.pdf](#)