



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, June 11, 2008

5:10 PM

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

1. CALL TO ORDER / ROLL CALL

Chair DeVos called the meeting to order at 5:10 PM.

Present: 6 -

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

Excused: 2 -

Ida W. Nathan and James Cobb

2. APPROVAL OF MINUTES

Mr. Tangney asked for item 6.b. to be corrected to read Truax Field rather than Lakepoint development. Mr. DuRocher moved to approved the minutes as corrected; Mr. Tangney seconded. The motion carried by voice vote/other.

3. PUBLIC COMMENT

There was no public comment.

4. [10787](#) Election of Officers

Ms. DeVos asked if elections should be held since two members were absent. Mr. Tangney said it was better to do it with all members present. Mr. DuRocher said the counterpoint to that is if the group commits to waiting for a full roster, we don't know when that will be. Alder Gruber said the Subcommittee could wait for one more meeting and then go ahead with it even with absences.

5. [10788](#) Care Wisconsin - Rex Owens, Support Services Transportation Manager

Care Wisconsin has been running a partnership program and are transitioning into Family Care. ADATS has discussed the transition to Family Care in meetings before. Care Wisconsin runs a fleet and has been taking on new customers which are also some of Metro's customers.

Mr. Owens said they have a managed care program, dental office, and an adult day care and have been in operations for 30 years. When they found out from the state that they were eligible for federal grant money due to serving the elderly population, they added transportation. Now they have 27 (soon to be 30) vehicles. Current membership is about 1000 including new members who have just transferred from Community Living Alliance. They provide about 46,000 rides per year in Dane County. They provide only a group ride service weekdays from 6 AM to 6 PM. Mr. Owens anticipates possibly providing weekend service as the population they serve has dialysis and other appointments that occur on the weekend. Provided rides are only to medical or therapeutic appointments; they provide no social transportation at all. They look to other providers, including Metro, to fill that gap.

They are also a managed care organization for 8 other counties in the state. They are currently in six of the counties and by the end of the year will be managing Family Care in all 8. In some counties they share the responsibility with Community Care of Wisconsin. They anticipate they will work with Dane County in however the County decides to implement Family Care. They could be a provider or apply to be the managed care organization for Dane County or Dane and Rock Counties. The current plan is that Dane County wants to wait until the end of the next biennial budget cycle because the state has a five-year implementation plan for Family Care.

Metro, the County and Care Wisconsin have looked at the possibility of transportation coordination. There are multiple providers delivering people to the same location at the same time depending what program they are in. One idea is to have Care Wisconsin provide all the rides to their location and then free up, for example, Metro to provide rides to other locations. The parties would like to implement this early next year.

Care Wisconsin started providing private pay service this year at \$3 a mile for any population, but only to medical and therapeutic appointments. It started slowly, but it is growing. There are approximately 20 people now who are riding on a regular basis.

Next year, there will be an arrangement that when Care Wisconsin uses Metro for medical trips for their clients, they will reimburse the cost of the ride rather than the fare, so the City is treated by Care Wisconsin as any other vendor would be.

Mr. DuRocher asked if the private pay component of the ridership consists of people on a contract with Care Wisconsin. Mr. Owens said it is on an account basis, not cash, but they do not have to qualify through any program. Mr. DuRocher asked where the money comes from for Care Wisconsin to be able to pay Metro for rides. It is a program through federal Medicaid/Medicare. They estimate transportation costs per member per year and give the state an estimate. That is spread over the group, and the state gives Care Wisconsin so much per person per month. It is for riders who are Medicaid eligible. Most have dual eligibility. Mr. DuRocher asked about the Care Wisconsin dental program. They have a dentist who has a clinic 2 days a week and dental hygienists 5 days a week. They provide the whole range of dental services in Dane County. Other than this program, it is difficult for people. Not many dentists accept the Medicaid rates. It is for everyone 18 and older, not just for

the elderly population.

Mr. Tangney asked if Care Wisconsin will pay more or less than other people pay. Ms. Martin said it will be similar to what Metro has worked out with the county for Medicaid common carrier transportation. Metro will get a call from Care Wisconsin for specific people going to approved locations, and that will be billed to Care Wisconsin rather than the rider paying a fare. The reimbursement rate will be the same as for the Medicaid program.

Ms. Jacobs wondered if managed care would ever cover social rides. Many of her clients count on social rides. Mr. Owens said that previously in the long term care model, the state pushed providing social transportation. But they found out that is very costly. They are trying to balance how social transportation can support quality of life in a managed care model. Their average age before taking on managed care was 80. They didn't have a lot of social trips. Now they are in long term care and are trying to understand what quality of life issues there are and how transportation fits into that. Mr. Tangney said hospice care would be able to speak to that issue. Mr. Owens said they do provide some hospice care and also contract for hospice care.

Ms. Martin said once some of the details of this have been worked out, she hopes it will be ready to come back to this group to have a contractual arrangement for next year. As Metro works out a plan for adult day care trips, the parties will work together to coordinate trips, then Metro can move away from doing combined trips to common destinations.

6. [10784](#)

31 Day Senior Disabled Pass Pilot - Action Item

Attachments: [31 Day SeniorDisabled Pass Sales Report.pdf](#)
[31 Day SeniorDisabled Pass Rec 06 08.pdf](#)

Five hundred was the sales benchmark for this pilot. Sales exceeded that by more than four times and it has not yet been a full year. Metro has not been inundated with institutional sales. These passes are clearly getting out to senior and disabled individuals. Staff recommends adding this pass permanently to the fare tariff. Mr. Tangney moved to accept the staff recommendation and pass it to the Transit and Parking Commission (TPC); Alder Gruber seconded.

Ms. DeVos printed a list of where the sales outlets are. She wondered why there are not many City offices that are sales outlets for Metro. There is no library that is a sales outlet, no senior centers, no community centers. This is not talking about private groups, but public entities. Ms. Martin said the group can invite Mick Rusch to come to a meeting or ask Jennifer Bacon from Customer Service about this issue when she attends later this summer.

Mr. Tangney asked how people find out where to get these passes. Ms. Martin said they can go to the Website, call Metro Customer Service, ask their current sales outlet if they sell this pass. Ms. DeVos had a list of outlets from the back of the Ride Guide. Passes can be ordered by mail.

Ms. DeVos asked if, once it is no longer a pilot, it will be a pass that is available at all outlets. Ms. Martin said more outlets are asking for it. Once

this group approves it, they will be more widely available. Ms. Martin wondered if there were any reasons why it would be difficult for libraries and senior centers to commit to being an outlet. Ms. Jacobs said perhaps because they use volunteers, it could be a money handling issue. There are locations near the senior center and some libraries that do sell the pass. Ms. DeVos wondered whether it is a community service to sell passes. Mr. Tangney said public radio is no longer using volunteers during fund raising due to money handling issues, so that could be the issue.

Alder Gruber said perhaps Metro could run an obvious alert about the pass at some point on their home page (such as was done for the summer youth pass). Mr. Tangney asked how this half price pass benefits Metro. Ms. Martin said if passes are more affordable, more people will buy them. Also, for people on the borderline of being paratransit eligible, it is more cost effective to take fixed route. This pass could be a motivator for people to use fixed route. Ms. DeVos agreed, saying that the MA Waiver reimbursement for two rides is about the same as a pass for a full month. Ms. Jacobs said that for MA Waiver clients, their paratransit fee is paid, but they would have to buy a pass out of their household funds. So there is little motivation to use fixed route in that case. Ms. Jacobs asked if there were any regrets going forward with this when gas prices are so high. Ms. Martin said no, it's very important that our service is out there. Alder Gruber asked if it would be possible to have an agenda item showing the increase in ridership with the increase in gas prices.

Mr. DuRocher said there are state rules to hold public hearings any time there is a fare change. ADATS can recommend this fare tariff change to the TPC, and then the TPC can do what is legally necessary.

The motion carried by voice vote/other.

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 last night was the annual organizational meeting. At a meeting of the Town of Madison, inspired by the \$9,000 the County had contributed for existing services, the Town decided to increase their budgeted amount by \$17,000, so Route 13 has been saved. This includes service to the Huber Center and the Department of Revenue, among other destinations. Several County Supervisors as well as Alder Julia Kerr got involved in the effort. The Mayor was concerned about providing part of the funding because it was unfair to other funding partners. Route 13 will change just to improve on-time performance. It will maintain all the stops, but not go all the way to the square.

The TPC by law is the governing body of the transit utility. For example, the TPC is the final word on fare changes. On advertising policy, the TPC said

there will be 20 full bus wraps. However, the Board of Estimates (BOE) said there will be none. Alders Rhodes Conway and Verveer are outspoken opponents of bus wraps and both are on BOE. Now there are competing recommendations for the Council about the advertising policy.

Alder Gruber asked why TPC supports the bus wraps. Mr. DuRocher said it is strictly financial. They are very sensitive to staying on budget and addressing rising fuel costs. Staff recommended making a permanent policy of ten wraps because they did not want to lose the revenue. Alder Sanborn says that we know from our surveys that full wraps are not very popular but neither is cutting service. Ms. DeVos asked about raising fares. Mr. DuRocher said that is always a possibility.

b. Commission on People with Disabilities – Mr. Tangney said the main focus continues to be ensuring increased accessibility of Allied Drive and Truax Field residences. They hope to get the accessibility czar of Milwaukee to give advice. They are looking at the early efforts in accessible housing to learn from that and not repeat any mistakes that were made.

c. Contracted Service Oversight Subcommittee – Mr. DuRocher said at the last meeting, the Town of Madison was not in attendance. It would have been interesting to discuss the funding for Route 13. The composition of the subcommittee has changed to add a representative from the Madison Metropolitan School District and Madison Area Technical College. Ms. DeVos pointed out that other than Middleton, none of the funding partners have a sales outlet in their area.

d. Dane County Specialized Transportation Committee – This meeting was cancelled.

e. Long Range Metro Transit Planning Ad Hoc Committee – The final report of this committee is being circulated.

f. Other Community Meetings – Ms. Martin is going to training for mobility managers provided by the Wisconsin Department of Transportation is providing this. They are fostering coordination and helping different programs network and learn about each other. In larger counties, there will be dozens of mobility managers when Family Care is implemented. They will be working with a host of agencies. The mobility managers will be working on coordination to make sure existing services work together well. Metro wants to make sure to network with them so they know how our programs work. It's very positive.

g. Staff Report – On-going Projects – Performance Indicators – Ms. Martin said she thought that the ridership would increase once the weather got warm since it did not go down much in the severe winter weather. However, now it seems that it is and will continue to be steady.

Ms. DeVos said she wonders if mainline changes will push people to the less efficient paratransit mode of transportation. Ms. Martin said she doesn't see that. Maybe she is not at a level where she would see that. People are perhaps disappointed because of the need for additional travel training. Also, because of timing, Metro cannot implement service changes in August as we

usually do. They will be implemented in October, which isn't as good a time for training.

Mr. DuRocher noticed a jump in total rides in April 2007 to 2008. In April 2008 all the students were here; in April of 2007 they weren't because of the timing of spring break. That can account for the jump.

Ms. Martin said for on time performance Metro is routinely 90% on time. She pointed that out to Joe Sellner, Paratransit Supervisor. That number is based on the time a driver hits a button indicating that they have arrived at a pick up. Ms. Martin said through GPS, she has found that they really are pushing the button when they remember – when they are on the way there or dropping the passenger off. Metro is really more on time than 90%. Metro is currently working with drivers to improve the accuracy of that number. Mr. DuRocher and Ms. DeVos said their experience is that Metro direct is more on time than 90%. The skewed numbers make it difficult for the dispatcher to add a ride, so it is also a productivity issue to address.

8. Other Transit Related Announcements – Non-Action Items – Mr. Tangney said the Parking Council for People with Disabilities desperately needs members in order to meet quorum. Interested parties can contact Pam Williamson in the Mayor's office.

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

There were no other announcements.

- [10786](#) Attachments: "How to Become a Metro Sales Outlet", Performance Indicators

Attachments: [How to Become a Metro Sales Outlet.pdf](#)
[Para Indicators Apr08.pdf](#)

9. ADJOURNMENT

Mr. Tangney moved to adjourn; Ms. Jacobs seconded. The motion carried by voice vote/other. The meeting adjourned at 6:32 PM.