



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, August 15, 2011

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

1. CALL TO ORDER / ROLL CALL

Staff: Crystal Martin, Ann Gullickson, Ann Schroeder

Chair DuRocher called the meeting to order at 5:10 PM

Present: 6 -

Ald. Bridget R. Maniaci; Kenneth M. Streit; Jeanne M. Tregoning; Susan M. De Vos; Mary E. Jacobs and Carl D. DuRocher

Absent: 1 -

Michael A. Huckaby

Excused: 2 -

Lorry Bond and Ida W. Nathan

2. PROPER MEETING NOTIFICATION

The meeting was properly noticed.

3. APPROVAL OF MINUTES

Ms. De Vos moved approval of the minutes; Ms. Jacobs seconded. Ms. Tregoning abstained. The motion passed by voice vote/other.

4. PUBLIC APPEARANCES

There were no public appearances.

5. DISCLOSURES AND RECUSALS

There were no disclosures or recusals.

6. Organizational Meeting

- a. Election of Chairperson
- b. Election of Vice Chairperson
- c. Meeting Times and Dates

Mr. DuRocher said this was referred from previous meetings because we didn't have a lot of members here. Unless there is an objection, because it is August we should go ahead and do this. There are some thoughts about term limits and rotating experience. Ms. De Vos nominated Ms. Jacobs for Chair. Ms. Jacobs accepted. There were no further nominations. Ms. Jacobs was elected by acclamation. Ms. De Vos nominated Mr. DuRocher for Vice Chair. Mr. Streit seconded. Mr. DuRocher was elected by acclamation.

Mr. DuRocher suggested we leave the meeting day and time the same. Perhaps we should ask people who are not here if it is also good for them. Ms. Martin said the two people who sent regrets today were not because of the schedule. Two other people did not contact us. The group asked what conflicts existed for next year on the third Monday. There is a conflict in January (MLK Day) and September (Rosh Hashanah).

Ms. Jacobs said 5:15 would be a better start time for her. Mr. DuRocher moved that we change the meetings next year to 5:15. Ms. De Vos seconded. Meetings in 2012 will be the third Monday of the month at 5:15 PM.

7. [23555](#)

Metro Paratransit No Show Policy - Finalized
a. Discussion of Exceptions

Attachments: [MPM 2-3_07.11.pdf](#)

Ms. Martin said if there is any more feedback, please let us know. Ms. Jacobs asked when this new policy goes into effect. Ms. Martin said we are preparing a newsletter article. We thought we would do a soft roll out for all of these things and do an educational campaign first. We'll get the newsletter out to our customers and county and agency staff. After that we will follow up with rider alerts. We also have a separate paratransit rider alert that can include some information just on the no show policy. Then we'll start working with the customer service representatives practicing a script to let customers know the policy is not in effect yet but when it is we'll need at least 60 minutes notice. Once we get feedback that people understand the changes, we can set and publicize a start date.

Ms. De Vos asked whether this is something that the Transit & Parking Commission (TPC) needs to approve since ADATS is just advisory to the TPC. Ms. Martin said these changes are mostly procedural; they are not necessarily policy changes. Mr. Streit said the changes were recently presented to the TPC. It was the general mood of the group that they wanted to be informed but did not feel the need to vote on it. There could be several iterations of changes as we gain experience with how this is working. So there was no need to vote on it, especially at this point.

Mr. DuRocher said he was happy it went from 90 minutes to 60. Others agreed. Ms. Jacobs asked if there were any discussions of exceptions to no shows. Ms. Martin said that came up at the last meeting. She talked to customer service staff about their ability to make decisions about exceptions at the time of a call rather than through the no show process or appeal at a later time.

They felt a little overwhelmed about the idea of making decisions during the call. There are lots of cancellations during things like a snow storm or when other events are happening. Those are already high stress times and this would add to that stress. Their suggestion was to work on the 60 minute cancellation requirement script for the procedure update. It was suggested we save the exceptions part to revisit later rather than do both at the same time. Ms. Jacobs said she understood but that should be a goal because it just makes sense to make that process more efficient. We can work on that one step at a time.

Ms. Martin said we'll send out some no show postcards and make sure those are accurate. We can do some alternate formats and make sure we test and have a smoothly running process. Then we'll send out information that in another couple of weeks or a month the new rules go into effect. This should make it go more smoothly than trying to make everything come together on a hard date.

Mr. DuRocher suggested not announcing in the publicity that there will be no \$5 fine. He thinks that is a real deterrent. You don't want to make it sound acceptable. Emphasize that there is a new procedure – you could get suspended. Ms. Martin thanked the group for all their feedback over the years.

8. [23556](#)

Standardized Agency Fare Agreements for Human Service Agencies
a. Resolution

Attachments: [Resolution Agency Fare Agreements.pdf](#)

Ms. Martin said we're all aware of agency fares and the work this committee has done on the issue. We're following the changes in Medicaid transportation. Following discussions with LogistiCare, we found their timeline to negotiate agreements much shorter than our usual procedure. Also, we're being cautious about our sales of ticket media to agencies and having them expect that the cost of service is the price of the ticket rather than the cost to provide the ride. So this resolution will allow us to do a standardized agreement with agencies to arrange transportation with Metro with the ease of using tickets. Nursing homes are not included in the brokerage, so they are looking at how to arrange transportation service now. We want to have something in place for those sorts of agencies and agencies that have tickets now and will soon be running low.

Alder Maniaci asked how the situation with LogistiCare also interfaces with working with these other agencies. Ms. Martin said we are talking about human service agencies that provide funding to arrange transportation for their clients. This resolution describes agencies in general and allow the variety of agencies like LogistiCare, nursing homes, South Madison Coalition, Community Living Alliance, etc. work with us. They are all funded through Medicaid and may have different requirements for what arrangements they are supposed to make and how to make them. Metro needs a way to deal with requests efficiently and make sure the community gets served. Staff worked with the City Attorney's office to make sure we followed regulations, tickets are available for individual riders, and agencies are helping to share the cost of service.

Mr. DuRocher said LogistiCare now has control of all the Medicaid money for non-emergency medical transportation. If they could buy \$3/\$4 tickets, they could spend that much Medicaid money, and the City would have to pay the full cost of the ride. This resolution is a barrier to cost shifting of Medicaid rides onto the City so LogistiCare could save money.

Mr. DuRocher asked for the actual numbers that aren't reflected in the resolution. Ms. Martin said you don't know how many trips you'll get per ticket book because you don't know what rate (peak/off peak) you'll be using. Right now Metro wouldn't sell tickets to an agency. We asked them to stock up on tickets because we knew this was coming. The agency is willing to buy some tickets at the cost sharing rate. They want the convenience of tickets. This would be a standardized agreement to make that process as quick and easy as possible. The agency rate for this year is \$29.10 for a one way ride.

Ms. De Vos said the fare is different depending on what time of day the ride is. Can that be extended to the agency as well since they buy many of the rides? The point of peak/off peak pricing was to modulate the peaks. That is lost if there isn't that financial incentive for agencies. Could there be a surcharge? Mr. DuRocher said some of that peak problem was ameliorated by the long term assignment program. The bigger problem is LogistiCare and we should focus on that. Ms. Martin said we probably won't institute a surcharge for agencies this year. Ms. De Vos said it is something she'd like looked at. Ms. Gullickson said this resolution does not address that issue. It's a separate issue that will be brought back to this group at a later time. Ms. De Vos said her point is just that the idea of having different rates for different times of day should extend to agencies as well.

Mr. Streit said that raising the price at peak when people can't change their travel time raises more money but doesn't affect the peak. Then there is changing the price when it can really affect the peaks and change costs for the service. However, agencies are probably closer to the first model in that they can't have staff spread out to take advantage of non-peak times. Ms. De Vos said that is a good point. But we don't know that for sure. For example, a nursing home patient could have their doctor appointment made at a time different than when most people are going to work. There are always going to be some people who can't change their times, but there has to be some way to reach the people who can change their travel times. Some people bitterly complained about the \$4 rate because they had no choice. Ms. Martin said for Medicaid pass-through dollars, it's less of an issue.

Ms. Martin said the Board of Estimates and the TPC have approved this resolution. It goes for final approval at the 9/6/11 Council meeting.

9. [23557](#)

Reports

- a. Transit & Parking Commission
- b. Commission on People with Disabilities
- c. Dane County Specialized Transportation Commission
- d. Other Community Meetings
- e. Performance Indicators
- f. Report from the Chair
- g. Staff Report - Update on Medicaid Brokerage

Attachments: [Para Indicators June11.pdf](#)

a. Transit and Parking Commission – There was nothing of note at the last meeting.

b. Commission on People with Disabilities – Our representative, Ms. Bond, was absent.

c. Dane County Specialized Transportation Commission – Ms. Martin said the last meeting included a presentation by a person who works with the Community Action Coalition in Dodge County, a mostly rural area. He's a Wisconsin Mobility Manager. They have a program that finances car loans for low income people who are not deemed credit worthy so they can seek employment. He gave a presentation about how an investment of a relatively small amount for people in an area that doesn't have transit allows them to access transportation and build up their credit rating. They get financial training classes. Dane County got a presentation because they are considering a similar program. The program's repossession and default rates were very low. Participants pay back their loan money, which comes back into the system to provide more loans into the program each year. It is up to about 120 loans a year now. Mr. DuRocher said the cars come with technology that tells people when the loan is due. If the payment is not made, the car doesn't start.

Mr. DuRocher said it might be hard for transit advocates to accept that giving people loans for cars is a good idea in some situations. It might be hard for some people to think it's a good idea to give loans to people who don't have good credit. But this is a way to help people get to jobs and get employed.

d. Other Community Meetings – Ms. De Vos said there is a budget meeting tomorrow about city infrastructure that the Mayor is calling at the Senior Center from 7:00 – 9:00 PM. Members of Pedestrian/Bicycle/Motor Vehicle Commission have been asked to attend, so she assumes TPC members have also. Alder Maniaci said Alders have been asked to attend as many budget meetings as possible. She thinks we might get a better mix of people if the meetings were by location rather than topic. She mentioned that there is a comprehensive survey online that people can take about the budget as well.

e. Performance Indicators – Ms. Martin said we've had a year that very much mirrors last year except that ridership is down about 1%. Abby Vans' performance numbers were better than the last transition. Ms. De Vos said that overall the number of trips is down. But just for the month, it's a little bit more. Alder Maniaci asked if it is of any concern that Abby Vans has a high number of complaints. She also noticed that Badger Bus provides the highest number of rides and has the lowest number of complaints. Ms. Martin said part of that is because Badger Bus provides the Long Term Assignment program which has the most consistent rides and highest utilization riders. Abby Vans in contrast has the least consistent rides. Mr. Streit said instead of comparing vendors, it should be a comparison of types of service. That will give us a better idea of trends. Ms. Martin said that for a long time to come, we'll need to compare June of each year. July and August of this year will be

skewed because of the advent of LogistiCare and that difficult transition.

Ms. Gullickson said the rides for DDS subscription trips are down 10% YTD. She asked Ms. Jacobs if she has any idea what is happening with that. Ms. Jacobs said it could be continuing loss of jobs and also an aging population with people passing away. There are also June/July/August camps/vacations resulting in fewer rides.

Ms. Jacobs said the level of complaints for Abby Vans concerned here. She thinks there has been an adjustment. At first there were lots of compliments, and then she started hearing complaints. She wonders if it is due to new drivers who don't know Madison. The complaint she has been hearing most frequently is driver error. Ms. Martin said that they had a number of challenges that happened at the same time as the transition to the brokerage with LogistiCare – having to hire new staff, training time, illness of regular staff. They found that if they didn't accept rides from LogistiCare, those rides wouldn't be serviced. Many of those problems have been ameliorated. We're through the hardest part of the transition, but there was a definite bump.

f. Report from the Chair – No report.

g. Staff Report – Update on Medicaid Brokerage – This was covered earlier in the meeting.

10. [08706](#)

Other Transit Related Announcements

Ms. De Vos said at the state level everything is being cut. Ms. Gullickson said state transit aids have been reduced by \$1.8 million. We did get some additional paratransit funding to offset some of that. The budget will be coming out of the Mayor's office, so we'll know more in the next month.

Ms. Brunette-Tregoning asked when we lock in what we pay for gas. Mr. Streit said it's being negotiated now. Ms. Gullickson said right now we are floating with the market, not locked in. We are continuing to watch and see what happens after Labor Day. People think prices will drop a little more after Labor Day. We would like to lock in before the City adopts its budget so that is a fixed figure. Ms. De Vos said a related issue is the size of our paratransit buses because smaller buses use less fuel. She's been bringing that up, but she doesn't feel she has been heard. Mr. DuRocher asked whether Metro can have a separate contract or it is tied to the City with fleet services. Ms. Gullickson said we can have a separate contract, but there are some people in the comptroller's office who really watch the market and make that judgment on behalf of the City. But the general manager can contract just for Metro if he chooses.

Ms. Tregoning asked if we have all diesel buses. We do. She asked if we had ever looked at natural gas. Ms. Gullickson said we have looked at that, but the age of our facility means that we have open flame sources. We got a Madison Gas & Electric quote of over half a million dollars to retrofit the facility just to make it safe to have a natural gas bus be able to drive through. So we went with diesel/electric hybrids; our fleet is now 20% hybrid. It's much less common to have natural gas buses if you live in a climate where you have to

store your buses inside in winter. If we hadn't had the hybrid option, we might have looked at spending that money for natural gas, but hybrids were a good option.

11. ADJOURNMENT

Mr. Streit moved to adjourn; Ms. De Vos seconded. The motion passed by voice vote/other. The meeting adjourned at 6:22 PM.