



# City of Madison

City of Madison  
Madison, WI 53703  
www.cityofmadison.com

## Agenda - Approved

### ADA TRANSIT SUBCOMMITTEE TO THE TRANSIT AND PARKING COMM

Monday, November 21, 2011

5:10 PM

215 Martin Luther King Jr. Blvd., Room LL-130  
(Madison Municipal Building)

If you need an interpreter, translator, materials in alternate formats or other accommodations to access this service, activity or program, please call the phone number below at least three business days prior to the meeting.

Si necesita un intérprete, un traductor, materiales en formatos alternativos u otros arreglos para acceder a este servicio, actividad o programa, comuníquese al número de teléfono que figura a continuación tres días hábiles como mínimo antes de la reunión.

Yog hais tias koj xav tau ib tug neeg txhais lus, ib tug neeg txhais ntawv, cov ntawv ua lwm hom ntawv los sis lwm cov kev pab kom siv tau cov kev pab, cov kev ua ub no (activity) los sis qhov kev pab cuam, thov hu rau tus xov toj hauv qab yam tsawg peb hnuv ua hauj lwm ua ntej yuav tuaj sib tham.

Ann Schroeder, 267-4967 or [aschroeder@cityofmadison.com](mailto:aschroeder@cityofmadison.com)

#### CALL TO ORDER / ROLL CALL

1. PROPER MEETING NOTIFICATION

2. APPROVAL OF MINUTES

October 17, 2011: <http://legistar.cityofmadison.com/calendar/#current>

3. PUBLIC COMMENT

4. DISCLOSURES AND RECUSALS

Members of the body should make any required disclosures or recusals under the City's Ethics Code.

5. [24563](#) Meeting Date for January 2012 - MLK, Jr. Holiday

**Attachments:** [2012 ADATS Meeting Schedule.pdf](#)

6. [24564](#) Metro Customer Service - Staffing Q & A  
a. Mick Rusch, Marketing Unit Manager

7. [24565](#) Feedback Comparisons During Contractor Transitions  
a. Complaints  
b. On-Time Performance

c. Late Ride Reports

**Attachments:** [Complaints Across Service Transitions.pdf](#)

8. [24566](#)

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 - Paratransit Service Boundary Items

**Attachments:** [Para Indicators Sept11.pdf](#)  
[Pending List 11 23 11.pdf](#)

9. [08706](#)

Other Transit Related Announcements

10. **ADJOURNMENT**