



# 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

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Monday, November 18, 2013

5:15 PM 215 Martin Luther King, Jr. Blvd, (MMB), Room LL-130

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### CALL TO ORDER / ROLL CALL

**Staff:** Crystal Martin, Ann Schroeder, Ann Gullickson, Drew Beck

**Guest:** Kathy Cryan

**Present:** 5 -

Lisa Subeck; William J. Tangney; Jeanne M. Tregoning; Susan M. De Vos and Mary E. Jacobs

**Excused:** 1 -

Carl D. DuRocher

#### 1. PROPER MEETING NOTIFICATION

The meeting was properly noticed.

#### 2. INTRODUCTIONS

Introductions were made.

#### 3. APPROVAL OF MINUTES

Ms. De Vos moved approval of the minutes; Alder Subeck seconded. 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. [32212](#) Snow Removal Update - Kathy Cryan

Ms. Cryan is with City Engineering. She mostly wants to hear the group questions/concerns. If she is not the right person/division, she will pass the information along. She said they are always looking for ways to improve things. She gave a quick overview about snow removal. Engineering, Streets and Parks are responsible for clearing snow from city sidewalks that abut city owned parcels, bike paths and bus stops. The city is divided into geographic sections to maximize the time used doing the work. Two years ago, they added city bus stops. Ms. De Vos said the money was taken away for that. Ms. Cryan said it's still in the budget.

Ms. De Vos asked how they determine which bus stops are chosen. Any bus stop that has a distinct hard boarding surface is slated for snow removal. There are over 200. Ms De Vos said they don't have staff to cover that. Her pet peeve is that sidewalks get cleared but the area between the street and sidewalk stay full of snow. Ms. Cryan said it should be getting done because we've split them up between the three agencies. Ms. De Vos said in front of St. Bernard's church, the sidewalk is cleared but not the bus stop itself. Ms. Cryan said all of the agencies involved are supposed to do them. That doesn't mean somehow it got mapped inappropriately and is missed. Ms. De Vos said Hilldale in front of the mall. My neighbor clears that for me because the city does not. Mr. Beck said he would check if the data Metro is sending is correct. Ms. Cryan said then she will check with the assigned agency. Ms. De Vos said the point is you are telling me one thing, and I know it's not correct. You ask me for the information, but I am one person. If the ones I use aren't clear how many others aren't? Ms. Cryan said I want to be clear. They go out the same day and we clear them in the same time frame as a citizen would have to clear. Ms. De Vos said the sidewalk is cleared and the bus stop isn't. Ms. Cryan said then I will make sure that gets taken care of. The stops are tagged as wheelchair accessible or not. I'm not saying we are perfect but I am saying we are out there doing it. The timeframe is the next day after a snowfall. If it's still snowing, we're sending the crews out because people need to get where they are going.

Mr. Tangney said one possibility is that after people have cleared it, a stop can be plowed in again by the plow on the street or a person snow blowing the sidewalk. Also, I'm on the Parking Council for People with Disabilities, and I think that the pad is the responsibility of the adjacent property owner. Ms. Cryan said there was discussion about doing that, but it did not go through. Mr. Tangney said a few years ago Bill Putnam sent a letter to streets and asked them to inform all of their private not to pile snow in parking spaces for persons with disabilities or places where lifts need to be deployed. Since then, those problems are mostly resolved. Except that the snow is sometimes dumped on disabled spots in private parking lots.

Ms. De Vos said I think people are trying but it's important to stay open so there aren't a lot of self-satisfied people who think things are being done when they aren't. Ms. Cryan said my understanding is that complaints have dropped. Ms. Gullickson asked Ms. De Vos if she has noticed a change since five years ago. Ms. De Vos said her neighbor has to clear her stop. Ms. Gullickson said the city has changed its policy so that bus stops get the same

priority as sidewalks rather than waiting until the snow is packed and harder to get off. Without Metro having a single employee available to do it, we have more than 2,000 stops. Not all have concrete pads. And these three other agencies are helping get those stops cleared. There was a proposal to have people/positions focused on bus stop snow removal. That didn't work out due to institutional reasons. However, we have this other system, and Metro is paying these other agencies to get this done. They're getting done much more quickly than we used to. I would acknowledge that it's not perfect, but it's getting done more quickly and is better than it has been in the past. Ms. De Vos said this brings up that we need to re-visit the issue of feedback.

Ms. Martin said we have a newsletter. The next one is January. We tend to put winter weather information in there such as about conditional eligibility, reminding paratransit users to plow or shovel their area, and also fixed route users to report snow removal problems. Ms. Cryan said that is still the best way to get results, through city feedback on the website "report a problem". All three agencies get that, and they can respond based on whose area it is. Ms. Cryan said combining sidewalk, bike path and bus stop snow removal is much more efficient than hiring separate people to just do bus stops because someone is focusing on a whole area rather than doing a little part and then leaving the rest of it.

Mr. Tangney asked about curb cuts. He believed those are the responsibility of the property owner, but that can be a problem. Even if someone clears it, then the plow covers it up again. Ms. Cryan said the curb cut is the responsibility of the abutting property owner. Ms. De Vos said technically curb cuts are part of the sidewalk. Bus pads are not part of the sidewalk. Ms. Cryan said I can't give you anything other than what is and what isn't. What happens is that the property owner (or the city) goes out and removes the snow abutting their property. There is so much snow trying to be removed from one place to another, it creeps back into the space where it is. The best solution for that is "report a problem". I know that doesn't take care of the problem in the moment, but I think the public is becoming more aware of the problem they cause when they don't take care of their business. Building Inspection is becoming much more assertive to people who don't follow the rules and then a contractor removes the snow and the business owner/home owner gets billed. That's a quick lesson people don't usually need more than once. Alder Subeck said educating property owners goes a long way. Ms. Cryan said most people really want to do the right thing.

Ms. Cryan said I understand the curb cut problem; I don't have the answer to that. No matter who is responsible, those will get filled up again. You've got all the driveway openings, intersections, curb cuts, etc. You can only push snow forward so much before you have to turn the blade. Unfortunately in a big snow storm it takes time to recover. Mr. Tangney said a while ago someone from a different municipality talked about a plow that had a device that went down to block while going by a driveway. He said it was a cost issue. Ms. De Vos remembered it being a time issue. Mr. Tangney said people could get a stake to put in for elderly people's driveways or nearby curb cuts since it would be more difficult for them to deal with it. Ms. Cryan said that is something we would need to pass on to streets.

Attachments: [2014 ADATS Meeting Schedule.pdf](#)

Ms. De Vos moved we meet only every other month; seconded by Alder Subeck. Mr. Tangney said sometimes staff will have something come up on the agenda and then if we don't have a meeting that month maybe it won't get done. Maybe we should schedule monthly meetings and then cancel if we don't need them. Ms. Martin said if there was a need to do business, we could call a special meeting. Alder Subeck said we've talked about this before, and we struggle with quorum. This might help with that or not. Ms. De Vos said it might help attract people to serving if it's less of a commitment.

Ms. Gullickson said January is a conflict anyway, so we'll just meet starting February for every other month on the even months. The motion passed by voice vote/other.

8. [32214](#)

Bus Stop Spacing on Johnson - TPC Referral  
- Drew Beck, Metro Planning & Scheduling Manager

Attachments: [Proposed Bus Stop Reductions Johnson Street.pdf](#)  
[Reasons for Bus Stop Reductions.pdf](#)

Mr. Beck said Johnson is going to be reconstructed. We were looking at the possibility of thinning out the stops. All the core routes have much increased ridership. What used to be easily made schedules between the transfer points are becoming near impossible. Buses are 5 to 7 minutes late into the transfer point and people miss their connections. Another issue we've been hearing about is in part due to the buses being late. It takes too much time to get anywhere on the fixed route buses. One way we were looking at to help the buses maintain their schedules better is thinning out bus stops in some of the busier corridors so the bus isn't stopping every 1/8 mile to pick up and discharge passengers. It would help to have stops every other block, closer to 1/4 of a mile. That is closer to the industry standard. This would help maintain schedules, cause less wear and tear on the bus and on the driver and passengers. When the transit development plan (TDP) was being developed 1 1/2 years ago, part of the discussion going into that was reducing the stops at least on a trial basis to see what it looked like. The planner from the MPO who was helping us had just come from Seattle where they had a similar program and reduced about 200 stops. They actually ended up keeping 20 of those because they made exceptions for certain facilities that needed a stop in front. They did indeed improve their on-time performance. So we added it to our TDP last year. The Johnson Street reconstruction affords us an opportunity to try it. The plan is to not install boarding pads on the "x" stops on the map. However, the stops at Blount, Patterson, Ingersoll and Baldwin would be improved with boarding pads. Those stops are currently before the intersection, and they would be moved after the intersection for a lot of safety reasons. The other element is we're doing it going eastbound on Johnson. We'd do the same westbound on Gorham even though it's not being reconstructed.

Outreach about this started with the head of the neighborhood association and Alder Zellers came to a meeting at Metro to see if they would be supportive. They were but wanted Metro to present this at the neighborhood meeting. At the meeting, people felt that this made sense. They understood it. We had one person say it's going to cause me a longer walk, but I think it's worth it because my ride will be shorter. There were over 100 people at that meeting.

Mr. Tangney said he likes far side stops. Sometimes you have two buses stop and one blocks the crosswalk. Mr. Beck said one stop we are making a longer stop than normal so two buses can pull in because that is a relief point. The idea of a far side stop is that the first bus pulls into the bus stop and the second bus stays in the intersection to keep traffic from interfering with the first bus' ability to get back into traffic. Many times the second bus will wait on the other side.

Ms. De Vos said I'm very concerned about this. It's good that you went to the neighborhood meeting, but when Metro went to bus wraps they ran a survey on the website. Maybe some people who couldn't get to a neighborhood meeting could respond online. For people with bad knees and bad hips it's a hardship to walk an extra block. Here we are trying to get people to change from paratransit to mainline. Maybe there isn't a group home in a certain area so they take out a stop but maybe a group home would be built there if there were a stop. Another idea is to have service so frequently that many stops aren't used on any one trip. But it's there to use if someone wants to. Minnesota has a state law that gives the right of way to re-enter traffic to the bus. It's hard to measure the time involved in all the bus stopping compared to how much time it takes to pull back in. I'm somewhat hesitant, but I'm not right off saying don't remove any stops. Maybe do more data collection with flyers on buses, something on the website, and gather information from people who don't go to in-person meetings. If there is a meeting somewhere that bus service is only once an hour, I'm not going to go to the meeting because it would take too much time.

Ms. Gullickson said this is a robust neighborhood association and over 100 people were there. This was referred by the TPC, and they will probably take action at their next meeting. Ms. Martin said if there are things you want to highlight, make a motion and recommend certain things like a survey or consider if there are any nearby centers for people with disabilities or seniors.

Ms. De Vos moved that other ways of gathering information should be pursued and that could involve putting flyers on buses and doing a survey on Metro's website to get feedback from people who might not easily be able to attend a neighborhood meeting and would definitely have something to say about this issue. Also, after a bus stop has been eliminated, it could be re-opened as needed in the future.

Ms. De Vos also talked about considering bus size in the future for bus stops. Mr. Beck also said there is a trend to including bulb outs. Ms. De Vos said there is a disconnect sometimes as to what is good for pedestrians and bus riders, etc. Ms. De Vos said the old style streets used to have a square corner and those curbs got shaved off and the argument was that trucks will knock into them and ruin the concrete, so we're just taking the concrete away. For a

pedestrian that was more space. We don't need bulb outs, just put back the old style grid system.

Mr. Tangney seconded. The motion passed by voice vote/other.

9. [32215](#) Pending List - Updates & Revisions

**Attachments:** [Pending List 11 18 13.pdf](#)

Ms. De Vos asked to revisit the feedback issue again. Ms. Gullickson said we've been talking internally on the issue about how we communicate where the nearest bus stop is. What we want to do is schedule one of the meetings in a different room where we can show what currently exists on our website and get feedback from members. Ms. De Vos said also the website could give directions about how to use it.

The group would also like to revisit the feedback policy from closed items in 2007.

10. [32216](#) Reports

- a. Transit & Parking Commission
- b. Commission on People with Disabilities
- c. Dane County Specialized Transportation Commission
- d. Other Community Meetings
- e. Performance Indicators, Quarterly Feedback by Unit
- f. Report from the Chair
- g. Staff Report

**Attachments:** [Para Indicators Jul2013.pdf](#)  
[Para Indicators Aug2013.pdf](#)  
[Para Indicators Sep2013.pdf](#)  
[Multi-Yr Counts by Primary Unit and Category 2013-01-01 to 2013-09-30.pdf](#)  
[ADA TS Roster 11 18 13.pdf](#)

a. Transit & Parking Commission – No one is here to report.

b. Commission on People with Disabilities – They did not meet for lack of quorum.

c. Dane County Specialized Transportation Commission – They met last on October 24th. They were anticipating a presentation from Stoughton regarding their senior transportation. But they had to defer that. Mike Cechvala talked about the locally developed coordination plan. They talked more about the progress of veterans' transportation issues and some donated vehicles being put to use by Dry Hooch. The County is currently trying to address some issues on how to provide and manage bus passes for homeless people and also a rural car loan program that already has four loans going.

Ms. De Vos asked if the people realize that when they pay for bus passes

whether it is for homeless people or veterans that they are only paying a fraction of the cost of the ride. Alder Subeck said our counterparts are very aware. Ms. De Vos said sometimes I wonder if they know they are not providing any funding for Metro but the pass doesn't pay for the ride. Alder Subeck said all the more reason to have a regional transit authority( RTA).

Mr. Tangney asked if there is any update on veterans with disabilities vs. unemployed veterans without disabilities getting passes. There isn't. He's going to have a meeting and get an update himself.

d. Other Community Meetings – There were no other community meeting reports.

e. Performance Indicators, Quarterly Feedback by Unit – Ms. Martin said we have July, August and September. Year to date (YTD )July ridership overall is down 2%. By the end of September it is down only 1%. We'd been on a trend of 3% reduction in ridership. That gap is closing. For DDS trips ridership is growing. The overall decrease is not from waiver riders but cash, tickets or other pass programs. The big program with the county continues to grow each year. We're watching that. I was surprised we were going to have another year with a 3% decline without knowing why, but the gap is closing. Ms. De Vos said one factor was that it was a renewal year and a lot of people were not following through on renewing. Am I off on that? Ms. Martin said I don't think that's it. We usually hear from people eventually if they don't certify right away.

We've noticed a climb on the number of late service reports or complaints per 1,000 passengers. We look at data and go over it with our contractors. We identified some issues and contractors are working on some. Metro is working on including a notation if someone calls in about a late ride and we connect that to the subscription instead of the individual ride. We're cleaning that up. I let contractors know these are soft numbers. This is self report. When these numbers go up, we get more complaints. So if contractors work on this now, it can prevent complaints in the future.

Mr. Tangney said examples of a typical reason to deny an application. Ms. Martin said it usually has to do with applicants already using the fixed route bus. Sometimes what we find out is that they really wanted to apply for a reduced fare card and someone gave them a paratransit application. Sometimes what we'll get is somebody who lives out of the service area. It's not a denial but a note saying they live outside the area. Alder Subeck wondered if it is possible to gather information about the number of people calling outside the service area and what area they are from. Martin said we can get you jurisdiction. Alder Subeck said also people inside the city; that's what I'm most interested in. That might help to inform future planning. Ms. De Vos said we should have asked Mr. Beck about areas without enough service. Alder Subeck said we need more resources. Ms. Martin said we're pretty good about reaching out to our current customer base to let them know to check with us if they are thinking about moving.

Mr. Tangney said realtors, rental agencies, and Craig's list might be good places to try to get little notes in about "if you're trying to move check on your transportation."

f. Report from the Chair – There was no report from the chair.

g. Staff Report – There was no staff report.

**11. ADJOURNMENT**

The meeting lost quorum and adjourned at 6:47 PM.