



City of Madison

Meeting Minutes - Final

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

ADA TRANSIT SUBCOMMITTEE TO THE TRANSIT AND PARKING COMM

Thursday, May 18, 2006

5:10 PM

215 Martin Luther King, Jr. Blvd.
Room 300 (Madison Municipal Building)

Present: Jeff Erlanger, Susan DeVos, Carl Durocher, Mary Jacobs, Jeanne Tregoning, Alder Tim Gruber

Absent: Ann L. Schroeder

Staff: Crystal Martin, Ann Gullickson, Ann M. Schroeder

Chair DeVos called the meeting to order at 5:22 PM.

1. Proper Meeting Notification

The meeting was properly noticed.

2. City Committee Oaths

Subcommittee members without a current oath on file completed oaths.

3. Approval of the Minutes

Mr. Erlanger moved to accept the minutes as written; Mr. Durocher seconded. The motion passed by acclamation.

4. Public Appearances

There were no public appearances.

Mr. Durocher moved to take TPC report out of order; Mr. Erlanger seconded. There were no objections. Mr. Durocher said that the Mayor intends to make appointments for the Ad Hoc Long-Range Metro Transit Planning Committee. Alder Ken Golden reported that the Mayor felt if he could get downtown business owners on this new committee, it would create more support of public transportation in the downtown area. The goal is to try to involve people usually not involved in public transportation planning. The committee will include representation from the TPC and someone from ADATS. The Mayor's office didn't say it would necessarily be the chair of ADATS or a subcommittee recommendation. Ms. DeVos said that Mayor's aide Jeanne Hoffman is open to recommendations, but they would make the final decision.

Mr. Durocher moved that ADATS authorize Ms. DeVos to communicate to the Mayors Office (Jeanne Hoffman) that the committee recommends Ms. DeVos represent ADATS on the committee. Alder Gruber seconded. The motion passed by acclamation.

5. Authorizing the Mayor and the City Clerk to enter into an agreement with Dane

County for purpose of providing funding for Medicaid Common Carrier Transportation services for Metro Transit's provision of accessible transportation for persons eligible for funding and their use of Metro services within its service area.

A motion was made by Committee Member Durocher, seconded by Committee Member Erlanger, to Return to Lead with the Recommendation for Approval to the TRANSIT AND PARKING COMMISSION Ms. Martin said the initial impetus for pursuing this project was that the State had an initiative for a statewide brokerage for medical transportation. The State will not be moving forward with that program at this time. The State got a lot of feedback, and people weren't excited about how it would impact their communities. However, Metro Transit can still move forward with their plans and just start a little bit smaller. Metro had hoped to include anyone who was Medicaid eligible and solicit his or her Medicaid number. That won't be possible, but Metro can identify some high volume users and coordinate that with the County. It's going to be a little more labor intensive than the electronic version that was envisioned. The Common Council has referred the matter to the TPC and Board of Estimates, which have both approved it. It has now been referred to ADATS.

Mr. Durocher said that the TPC understood the average trip now costs about \$26 , and for most rides Metro collects about \$2. By approving this there is the potential of getting reimbursed \$26 for eligible rides. The TPC was very happy to encourage staff to go ahead.

Ms. Martin pointed out that people who take the fixed route bus for regular medical appointments such as mental health appointments and may get funding for those trips and would benefit if Metro were able to establish a bus pass program. They can use the passes for more community access that just medical appointments. By working together, Metro and the county are improving the health of our community. Ms. DeVos said she would like to see this program be a prototype for consumers being connected with programs other than MA too - job training, employment, etc.

Mr. Durocher moved that ADATS adopt the resolution. Mr. Erlanger seconded. The motion passed by acclamation.

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Mr. Durocher moved that ADATS adopt the resolution. Mr. Erlanger seconded.

Present: Tim Gruber, Jeanne M. Tregoning, Susan M. De Vos, Mary E. Jacobs, Ann L. Schroeder, Carl D. Durocher, Committee Member Carl D. Durocher, Jeff C. Erlanger and Committee Member Jeff C. Erlanger

6. Resolution 03502 - Small Bus Purchase

Ms. Gullickson said that Metro received approval to purchase replacement small buses. Mr. Erlanger moved to approve; Alder Gruber seconded.

Ms. Tregoning asked what would happen with the 16 buses that are being replaced. Ms. Gullickson said that they would be sold at auction. She added that with the new buses, Metro is going to experiment with an air suspension system. One of the concerns with small buses is the springs and the tight suspension. After market, Metro will install air suspension in the first four and if they work well, add it to all sixteen. It's something being used on garbage trucks, and it would fit on this size vehicle.

The life cycle of these vehicles is 5 years, so the 20% local share will not be borrowed because Metro would be paying it off for too long. Metro will still get 80% federal funds, but for smaller fixed assets the 20% local share has to come out of the operating budget. The city fiscal year is January through December, so the first 8 vehicles are in this year's operating budget. The second 8 vehicles are in next year's budget.

The motion passed by acclamation.

7. Performance Indicators

Ms. Martin said that last year Metro paratransit ended up with about a 9% increase in ridership. Previous years it has been a 3% or 4% increase. The cancellation rate had been 12 or 13% and increased to 15%. No shows stayed low at 2.2%. 1600 people were provided service. There are about 3000 active clients in the database at any one time, so just over half were using the service in 2005. Metro, Laidlaw, Badger Cab and Transit Solutions were service providers last year. Complaints per 1000 passengers were 2.37. Previous years it was closer to 4, 5 or even 6, so it was a pretty good year last year in terms of customer service. Ms. DeVos said that Badger Cab tends to have more complaints and they now have a lower proportion of the business, so that could be a factor for better numbers.

Ms. Martin said that timeliness is improving as well. The number of people certified per category, the number of applications on a monthly basis and the number of denials are all pretty consistent. Ms. DeVos said it seems the number of rides per client is increasing. Ms. Martin said that new riders are aggressively using the system. It was the last year of contracts for Metro providers. Ms. Tregoning asked about rider recertification. Ms. Martin said recertification takes place every three years, alphabetically by last name.

In March of this year, when the cost per ride is representative, it was 27.64 per ride. That is an increase from last year. The cost per ride looked really good last year. Now, new contracts are in place. Some are money savers; some aren't. The Long Term Assignment (LTA) pilot really helped with a good price. Because of fuel and some other factors, costs are increasing. Metro has received invoices for the first four months of this year, and it looks like they will meet budget. Ridership is not increasing very much so far this year. Ridership is not going down, but it may hold steady this year for a while, which would be good for the paratransit budget.

One change with this years contracts is that vendors are reporting back for every single trip, including pick-up time, fare, and drop off time. They are also reporting late night and weekend trips, especially when the Metro Customer Service is closed. Metro is getting much better reporting on cancellations during those times. No shows are down to 2%, and the cancellation rate is 17.5 %. Some of the most aggressive riders are on LTA. They don't cancel much. Also, those cancellations aren't getting added into the count. Considering that the LTA rides are counted, but the cancellations aren't, one would expect the cancellation rate to go down, but it hasn't. Metro now has Badger Bus, a new provider, servicing 3% of the rides. Laidlaw is doing just over 41% of the service; that includes LTA, which accounts for 15%. The new bid for the LTA program will be sent out tomorrow.

Ms. DeVos said that the late service reports per 1000 rides are all really low. Ms. Martin said that each vendor is doing a little bit less work. Ms. DeVos said the total is generally around 6%. Last year was 4%. The current total is 0.6%, which seems quite low. Ms. Martin said she would check that number with the Transit Planner who produces the report. Overall, the on-time performance rate appears to be about 95%. Mr. Durocher asked if the service reports YTD for March 2006 just count the trips that a rider called Customer Service about rather than all the rides that are late. Mr. Martin said yes. Once she has a chance to evaluate the data Metro is currently getting, which is 100% reporting, she will bring it to ADATS and see if they would like to switch the data for the performance indicators to that.

8. Reports

a. Transit & Parking Commission

Mr. Durocher said that the group approved the purchase of five mainline hybrid buses. Hybrids will still use low sulfur fuel. The TPC was told hybrids require less maintenance. Ms. Gullickson said Metro anticipates the same life for these vehicles. Metro can learn with this small fleet before they make a larger, more

long-term commitment.

i. G.M. Service Commendation

There was discussion about how ADATS should honor Catherine Debo for her years of service. Mr. Durocher and Ms. Tregoning will work on that, with input from other members, and present their idea at the next meeting.

ii. ADA TS Representative on AD Hoc Long-Range Metro Transit Planning Committee

This item was taken out of order. See above in the minutes.

b. Commission on People with Disabilities

There was nothing new to report.

c. Contracted Service Oversight Subcommittee

There is currently no representative from ADATS who attends. Mr. Durocher will start going to CSOS meetings in June.

d. Dane County Specialized Transportation Committee

The committee did not meet this month.

9. Other Transit Related Announcements

There will be a public hearing about Metro service changes on Monday, May 22.

Alder Gruber said there has been some discussion about trying to let small businesses pool together to purchase bus passes for their employees. Another idea is to have developers, apartment managers or condo associations pool their resources to buy bus passes at the same cost as other unlimited ride passes. One concern in the Midvale neighborhood is increased traffic for increased housing, so providing bus passes for the first year in residence might encourage ridership. Financially it would make sense for transit because the apartment owners might buy passes, and some people might not use them. Metro would be getting revenue without necessarily expense. For businesses with a Transportation Demand Management Plan, this opportunity could fit in. Ms. Gullickson said that for smaller businesses there are things like the Commuter Choice program already in place. These ideas could offer new choices.

Mr. Erlanger moved to adjourn. Alder Gruber seconded. The motion passed by acclamation. The meeting adjourned at 6:36 PM.