

FINAL REPORT
FY2010 TRIENNIAL REVIEW
of the
City of Madison
(Madison Metro)
Madison, Wisconsin
Recipient ID: 1910

Desk Review: December 15, 2009
Site Visit: March 22-24, 2010

April 2010

Prepared for the
Federal Transit Administration
Region 5
Chicago, Illinois

Excerpted...page 8

15. ADA

Basic Requirement: Titles II and III of the Americans with Disabilities Act of 1990 provide that no entity shall discriminate against an individual with a disability in connection with the provision of transportation service. The law sets forth specific requirements for vehicle and facility accessibility and the provision of service, including complementary paratransit service.

Findings: During this Triennial Review of the City, deficiencies were found with the FTA requirements for ADA.

The City takes reservations during normal business hours Monday through Saturday. On Sundays and holidays the reservation hours are reduced to 11:30 a.m. to 4:30 p.m. This period is not compatible with normal business hours.

The City provides four routes (81, 82, 84, and 85) at no fare as a result of funds received from the University of Wisconsin. Complementary paratransit service for the service area of these routes operates with the regular fare.

Corrective Action(s) and Schedule: By July 25, 2010, the City must provide FTA documentation that it has changed the reservation hours on Sundays and holidays and the fare for paratransit service in the areas served by fare-free routes. Also, by the same date it needs to provide documentation of how the public has been informed of these changes.