



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

Wednesday, April 9, 2008

5:10 PM

215 Martin Luther King, Jr. Blvd.
Room 303 (Madison Municipal Building)

Staff: Crystal Martin, Ann Schroeder, Karen Darcy, Sharon Persich

Guest: Doug Hunt

1. CALL TO ORDER / ROLL CALL

Chair DeVos called the meeting to order at 5:24 PM.

Present: 5 -

Tim Gruber; Carl D. Durocher; William J. Tangney; Susan M. De Vos and
Mary E. Jacobs

Excused: 3 -

Jeanne M. Tregoning; Ida W. Nathan and James Cobb

2. APPROVAL OF MINUTES

Mr. Tangney moved approval of the minutes; Mr. DuRocher seconded. The motion passed by voice vote/other.

3. PUBLIC COMMENT

Charles Buggs, 1305 Tompkins Drive, C, Madison is president of the Dane County Chapter of the National Federation of the Blind. There have been some concerns about bus service on the East Side especially paratransit service in Monona. If someone is just over the boundary from Madison into Monona, service is denied. Federal regulations say service should be within three quarters of a mile of a bus route. Mr. Buggs questioned why the city is failing to follow that regulation.

Mr. DuRocher said the real issue is with the City of Monona. The federal guideline applies within the jurisdiction of the service area. As long as the pick up point is outside the Metro service area, then it's outside of the supplemental paratransit service area as well. Although the Subcommittee agrees with the idea of service, service is available only in Madison and surrounding municipalities that contract and pay for the service. Monona does not pay for service. If Metro provided service to non-paying municipalities, that would place an unfair financial burden on Madison. Metro has tried for years unsuccessfully to contract with Monona.

Ms. DeVos said if she wanted to go someplace in Monona, she would pick an address in Madison as close to the place she wanted to go as possible. Mr. Tangney said Mr. Buggs' point is that if you have one foot over the line, you'll be passed up. Being blind, it can be hard to know exactly where that point is. Mr. Tangney asked if Monona Lift would be a possible resource to get into Madison and then get on a Metro bus. Mr. Buggs said he believes the service is very limited. Alder Gruber suggested contacting City of Monona officials about this issue.

Tom Jeray, 360 W. Washington Avenue, #215, Madison, spoke about the proposed Metro bus stop to be situated in the parking lot of East Towne Mall. A similar stop has already been placed at West Towne Mall. It's a safety issue. To try to find a bus stop or a little island within a huge parking lot where cars are zooming around, especially when you use a white cane, is difficult. Mr. Jeray is strongly opposed to this bus stop placement unless there is some sort of walkway to the bus stop.

Ms. DeVos said this is an issue. The Subcommittee talked about something similar on Seminole Highway. She is horrified when she sees someone with a walker trying to cross a busy road. How should this be brought to the attention of the Transit and Parking Commission? Alder Gruber said he doesn't think the Plan Commission makes the final decision. Ms. DeVos said she was reading Tim Sobota's criteria for bus stop locations, and safety isn't listed. Ms. Persich said safety is a key criterion.

Ms. Martin said that next month an agenda topic is complete streets, so the guests are welcome back as this may be of interest to them. Mr. DuRocher asked if the stop locations are part of the route restructure. Ms. Persich said it's somewhat independent of that. She doesn't know if it's part of a conditional use permit with the mall. Her understanding is that there will be walkway and people won't have to walk in the parking aisle. Mr. Jeray said that's not the way it is at West Towne. Ms. DeVos said another issue is that walkways are not cleared of snow, so people can't get to bus stops through the snow.

Ms. Persich said that Metro is moving a stop, but it does have operational time savings for Metro. However, there should be pedestrian connectivity to the mall. She isn't sure. Tim Sobota won't be back until after the public hearing, but Ms. Persich will try to find other staff to check with.

4. [09883](#)

Duplication of Services - Action Item

- a. Doug Hunt, Norah Cashin - Dane County Human Services

Attachments: [Duplication of Services from DCHS for ADATS Report 04 08.pdf](#)

Mr. Hunt works in the Adult Community Services Division and specialized transportation services (STS), which primarily provides transportation to adults with developmental disabilities. Mr. Hunt presented his report to the Subcommittee members: Dane County and the City of Madison has for many years had an informal understanding that the County will provide specialized transportation to the five facility based entities in the city. The City provides paratransit services to people working at community sites. When developmentally disabled riders are served by paratransit at the facilities-based entities, there is duplication with specialized transportation services. The

number of rides that is being duplicated are 65 riders using paratransit, which is about 365 rides a week, primarily during peak hours. Mr. Hunt reviewed the list and narrowed the focus of duplication to 45 riders and 275 rides with the idea that the people who work in the community can go directly to their jobs rather than going to the Madison Area Rehabilitation Centers (MARC).

Among strategies considered to address the service duplication was staggering trip times. That doesn't work well for the County or the care providers. The County asked providers to provide services from 8:00 to 3:00 PM in the facilities and also the opposite hours in the home environment. Negotiated trip times don't work well with the somewhat rigid service system. Mr. Hunt came up with the following alternatives.

- 1) Reduce duplication by transferring passengers currently being served by specialized transportation services or paratransit to mainline bus service with some support and training. Provide a shuttle with existing resources between Valley packaging and the South Transfer Point. Many specialized transportation vehicles already pass this way. This would reduce the complexity of the rides enough to enable some people to use fixed route service. Maybe New Freedom grants could be used for mobility training.
- 2) Determine available capacity on existing STS routes. Perhaps the County could absorb more passengers on those routes. It is a capacity issue and a budget issue. The County would like to explore this between now and September.

A new program started at 901 Post Road, and as many folks age, they can no longer go to their community jobs on paratransit. Now they go to a congregant retirement program on paratransit. There are at least 14 of these riders. Ms. Martin said that duplication of service is costly for the County and the City. When looking at reducing costs, Metro wants to try to be more efficient before ever considering service reductions. For 2008, these trips are in Metro's budget. We can delay being more efficient and give the County a chance to begin working on some of their strategies for 2009 and the county can start budgeting for these trips in their budget process for the STS program. Another concern is that not all people who go to common destinations are supported by Dane County, but other counties. It's complicated. It gives Metro the opportunity to work with Dane County as well as negotiate with the other counties on similar arrangements. Metro maintains the ability to negotiate trip times but can postpone that temporarily until the County tries to implement their strategies.

Mr. DuRocher asked what "explore moving community based workers from facility destinations to community destinations" meant. Mr. Hunt explained that some community-based workers meet their job coach at the 901 Post Road facility rather than going directly to their job, for example, at Starbucks. There are usually reasons people start their day at the job coach's office. But it is worth asking the question if that is necessary. Mr. DuRocher said it wouldn't change the number of rides, just the destination. Mr. Hunt said it would just reduce the number of vehicles going to the same destination. Ms. Martin said it could also mean the person isn't traveling at the peak time, not going to a facility and waiting for an hour before going to work. Perhaps they could get longer support at home prior to going directly to the job site.

Ms. Martin said that what Metro learned with the Long Term Assignment (LTA)

program is that even negotiating a half an hour trip time really made a difference. Metro would like to start working with trips in general and let the County work on their side of it. Metro would postpone the really hard trip negotiating until January. Metro is agreeable to wait until 2010 to make changes for people on LTA going to common destinations because things are really working well with that program.

Mr. Tangney said perhaps this is an informational item rather than an action item, and the Subcommittee could have Mr. Hunt come back in December with an update. Ms. Martin said the idea was that Metro was going to start trip negotiation in the summer and wanted Subcommittee approval to delay that until January.

Alder Gruber moved to delay the duplication of services plan until January. Ms. Jacobs seconded. Mr. DuRocher asked if that works for staff. It does. The motion passed by voice vote/other.

5. [09884](#) Service Change Proposals for Transit & Parking Commission Public Hearing - Information Item
- a. Sharon Persich - Metro Planning Director

Attachments: [RouteByRouteDescriptions1.pdf](#)
[Benefits-Reductions1.pdf](#)
[justification1.pdf](#)
[PARATRANSIT IMPACTS.pdf](#)

Ms. Persich said there is a public hearing next week at the Transit and Parking Commission (TPC). The proposals regard urgent schedule adherence issues of some Metro routes, which result from several years of cuts that eliminated three routes and reduced frequency reductions. All were budget driven. Also, we tried to be too efficient with schedules and now have buses that are chronically late. Ridership is increasing, traffic is increasing and boarding in general is probably slower because with the new fare boxes people need to swipe rather than just show their passes.

The most urgent change is Route 6. This runs east of East Towne all the way through town to West Towne (interlined with Route 67). It is the backbone of the system, and that route is chronically late. Mr. Tangney said that he has ridden that bus and the driver seemed desperate to keep on time. Ms. Persich said the City View loop was added some years ago as a cost savings measure. That loop is being eliminated from Route 6 but will be served by a different route. This will also let Metro provide service to the American Center area during the day.

The downsides to the proposal are some reductions in frequency on the North Side after 6:00 or 6:30 PM. Route 22 will change from every 30 minutes to hourly. Metro is also proposing to eliminate Route 17 after that time. To add time back into Route 6 means more hours of service, so it comes down to money. Metro had hoped to have some contingency funds left over at the end of the budget year. However with diesel fuel prices so high – Metro is paying a dollar more per gallon this year compared to last year – that won't happen. Ms. Martin said paratransit service is a dollar more per trip. The rationale for the frequency reduction in Route 22 is that if you look at all the other areas of the city, routes are hourly after 6:00 PM. The North Side has had more frequent service over the

years that hasn't been cut. Mr. Tangney asked whether that was because there are more low-income transit dependent users on the North Side. Ms. Persich said that she thinks the make up on the South Side is similar to the North Side.

Ms. DeVos said she dislikes the location of the transfer points. If Route 22 were cut, she would not be able to go to Sherman Plaza or Warner Park without waiting for a bus for an hour and then transferring and waiting another hour. Ms. Persich said there is now a park and ride in Sherman Plaza. She went to a meeting this morning with the business owners, and they are upset because they think the buses are tearing up their drive aisle. Her sense is that they will ask Metro to close the park and ride. We're hoping that they don't. When Metro looked for sites for the transfer points, it was very difficult. Route 22 has fairly good ridership; she hates to see this happen. It's not easy making this kind of reduction. But Route 6 must be fixed. There are also other problems. In the Isthmus corridors, we've reduced the trips and now have overloads on buses and having to add extra buses. It doesn't look like that will change. We might bring back Route 10, but it's very expensive. We hope to find the budget resources to go ahead with the Route 6 and related changes, and then have Route 10 changes take place sometime in 2009 if we are able to find additional budget resources. We might end up doing this plan in two phases.

Mr. DuRocher asked about the timeline on the proposed changes. The first opportunity to make changes is August 24th, which would be Route 6 and the expansion to the American Center. With the expanded service to American Center area, including the UW clinic, the paratransit service area expands. Although Route 6 changes are urgent, changes would not go into effect until August 24th because Metro implements changes in the fall with the start of school. We are offsetting that by a week this year because of the deluge of calls. During summer, things will ease up as far as traffic and ridership, until the fall. If the TPC doesn't want to change Route 22, it doesn't preclude the Route 6 changes; it just makes it more costly.

Ms. DeVos asked why the West Transfer Point to the South Transfer Point Route 18 bus is sometimes 40 minutes and sometimes 30. It seems to be because of freeway congestion. She wondered if there were a way to have a different route during peak times and take the bus off the freeway and call it Route 18A. Ms. Persich said it's already on the frontage road part of the time. There is no other alternative except dragging it up and around the city. Route 18 is late now, so Metro is going to say this route takes 40 minutes in the schedule, and people will know they cannot make certain connections. Ms. DeVos said sometimes drivers call and have the connection bus wait. That works if it's just a minute or two. There is an alternative to add a bus, but that's a cost as well. It's also a cost in people who don't ride because it's not reliable service.

Mr. DuRocher said the trade-offs are always such a dilemma. There can also be another "via" and then the routes become so complicated it's difficult for people to ride.

Metro would like feedback on expanded service to American Center, and also the North Side reductions. The full proposal materials are on the Website. There are a few reductions on the West side. Alder Gruber asked if there would be any service reduction with the Town of Madison that would affect paratransit service. Ms. Persich said there is a Route 13 issue south of Olin Avenue. But there are so

many other routes south of there, that it wouldn't cause a gap in paratransit service. Ms. Martin said that sometimes a small island is created, but the Americans with Disabilities Act speaks to that and says those areas are covered unless they are in a jurisdiction not contracting with Metro. She said due to the service increase to American Center, there are several clinics and an assisted living facility that will be covered by paratransit, so that's going to be a challenge in the fall. When Metro looks at efficiency, those are circuitous trips. There is probably a disproportionately higher cost for paratransit trips.

6. [09714](#) Authorizing the Transit General Manager to exercise contracting options in the agreements with Badger Bus Lines, Badger Cab, and Transit Solutions for the purpose of providing Supplemental Paratransit Services to Metro Transit for the calendar years 2009 and 2010.

Ms. Martin said all paratransit vendor contracts had three-year terms and each one option for two additional years. Metro requested prices from each vendor for the next two years and will be exercising options on three out of the four. The prices were evaluated for competitiveness. The vendors provided very competitive prices with the exception of First Transit, which would be a significant budget impact. Metro is disappointed by that and won't be exercising the option on First Transit. But Metro has been testing Badger Bus. Their service is commendable, and their price is good. Looking ahead beyond the next two years, Capital Express doesn't have a contract so they can't currently provide service. However, they had made a bid based on when they could meet Metro requirements. We'd like to test them in 2009 and are keeping in touch with other vendors in the state. Metro feels confident they're not being short sighted in this decision.

Mr. Tangney asked about training being wrapped into the new contracts. Ms. Martin said these are not new contracts, just options on existing contracts. But Metro will have more lead-time to look into training for future contracts. Typically the bid goes out in June with a decision in August for service starting in January. More lead time is better, so preparations could start in April or May of 2010. The development of requests for proposals will be as early as next spring. Things will start coming to this Subcommittee to get input for the next round of contracts.

Alder Gruber had referred this to the Subcommittee from the Common Council floor. DuRocher moved that ADATS recommend approval. Alder Gruber seconded. The motion carried by voice vote/other.
Recommendation for Approval to the TRANSIT AND PARKING COMMISSION

7. [09886](#) Reports - Non-Action Items
- a. Transit & Parking Commission
 - b. Commission on People with Disabilities
 - c. Contracted Service Oversight Subcommittee
 - d. Dane County Specialized Transportation Committee
 - e. Long Range Metro Transit Planning Ad Hoc Committee
 - f. Other Community Meetings
 - g. Staff Report - On-going Projects (Senior/Disabled Passes)

Attachments: [31 Day S D Pass Sales 03 31 08.pdf](#)

a. Transit & Parking Commission – Mr. DuRocher said last night the Council approved the appointment of Duane Hinz as a regular member. He has been serving as an alternate. He has experience as a parking manager in the past and also as a member of the Parking Council for People with Disabilities. There is a long history of moving alternates to replace expiring members. That's good. He commended the Mayor's office for this. Ken Strait is now first alternate. In May, the agenda will include a discussion for the commission to take action on the full wrap bus pilot.

b. Commission on People with Disabilities – Mr. Tangney said a lot of attention is being given to expansion and redevelopment of Allied Drive and Truax. The Commission is trying to make sure accessibility is appropriate. They are also trying to get an inventory of accessible housing. Ms. DeVos asked if there was consideration of bus stops. Mr. Tangney said that it would be good to work in if accessible housing were close to a bus stop. Tracy Miller who has many years of experience in housing will be involved.

c. Contracted Service Oversight Subcommittee – They will be talking about the impact of Town of Madison service.

d. Dane County Specialized Transportation Committee – Mr. Hunt gave the first round of the plan that he presented at the Subcommittee tonight to update his folks. In the summer of 2006, there was the beginning of a regional plan. The Madison Planning Organization (MPO) hosted a meeting developing a local plan for coordinated services. They're going to do it again. The MPO will plan that for sometime this summer. Ms. Martin will provide updates. Norah Cashin and Ms. Martin have been working on a minor duplication of service with group access services to adult daycare and adult senior nutrition sites and grocery shopping. Eldercare (now Care Wisconsin) is participating in coordination discussions, which is very helpful in addressing these issues.

e. Long Range Metro Transit Planning Ad Hoc Committee – Mr. DuRocher said there is a feedback meeting tomorrow night and more the next week. Then the report will be finalized. Ms. DeVos has resigned from the committee.

f. Other Community Meetings – None.

g. Staff Report – On-going Projects (Senior/Disabled Passes) – Ms. Martin said that a few more sales outlets have been added to those that sell the senior/disabled passes. There is a negative number for one outlet on the report because they over-reported the month before. For a pilot program, we've got almost 1800 pass sales. Ms. DeVos said it's really filling a need. Ms. Martin said about 200 are going out monthly. We get requests from large employers and then Dane County Human Services opting to go with the regular passes. That's good. Then we can really use the senior/disabled passes to support people with financial limitations. Metro had been hoping to have sales of over 500 in a year. We're well over that at this point. By early summer, Ms. Martin will come back to the Subcommittee with recommendations about how to proceed. It's obviously going well. Ms. DeVos said she heard someone was told they were limited to two pass purchases at a time. Ms. Martin will follow up on that because it's not accurate.

8. [08706](#) Other Transit Related Announcements - Non-Action Items

There were no other items.

9. **ADJOURNMENT**

Alder Gruber moved to adjourn; Ms. Jacobs seconded. The motion passed by voice vote/other. The meeting adjourned at 6:53PM.