



# City of Madison

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

## Meeting Minutes - Approved TRANSIT AND PARKING COMMISSION

**PLEASE NOTE:** This meeting can be viewed in a live webcast of Madison City Channel at  
[www.madisoncitychannel.com](http://www.madisoncitychannel.com).

---

Wednesday, July 13, 2011

5:00 PM

Room 260, Madison Municipal Building  
215 Martin Luther King, Jr. Blvd.  
(After 6 PM, use Doty St. entrance.)

---

Please note: Items are reported in Agenda order.

### A. CALL TO ORDER/ROLL CALL

The meeting was called to order at 5:02 PM.

**Present:** 8 -

Ald. Bridget R. Maniaci; Chris Schmidt; Ald. Lisa Subeck; David E. Tolmie; Amanda F. White; Gary L. Poulson; Kenneth M. Streit and Margaret Bergamini

**Excused:** 2 -

Duane F. Hinz and Susan M. Schmitz

**Please note:** Hinz and Ferm resigned from the Commission prior to this meeting; but because Hinz continues to be listed in the Legistar roster, he is recorded as excused. Also, Subeck arrived at 5:10 PM during the Parking report, and Maniaci arrived at 6:03 PM during Item G.5. White left the meeting at 6:07 PM at the end of Item G.5.

### B. APPROVAL OF MINUTES

A motion was made by Streit, seconded by Schmidt, to Approve the Minutes of 06/08/11 as amended, and 06/29/11 as drafted. The Draft Minutes of 06/08/11 were amended to correct a faulty roll call that showed all eleven members were present, when in fact six were present at that meeting. The motion passed by voice vote/other.

### C. ORGANIZATIONAL MEETING

#### C.1. Election of Chair & Vice-Chair

Bergamini/Tolmie nominated Gary Poulson for Chair. Poulson asked three times for other nominations. Hearing none, Streit/Schmidt moved to close nominations and re-elect Poulson as Chair. The motion passed unanimously by voice vote/other.

Streit/Schmidt nominated Amanda White for Vice-Chair. Poulson asked three times for other nominations. Hearing none, Schmidt/Tolmie moved to close nominations and re-elect White as Vice-Chair. The motion passed unanimously by voice vote/other.

#### C.2. [23115](#)

Proposed Addition to Rules and Procedures - TPC 07.13.11

A motion was made by Schmidt, seconded by White, to Approve adding language to Sec. 1 (A), paragraph 4 of the Commission's Rules and Procedures as proposed by Poulson, which would allow alternates to vote for Chair and Vice-Chair and on changes to the rules and procedures. Poulson noted that alternates often acted in the capacity of full members when other members were absent; and sometimes alternates had more experience with the Commission than full members. Therefore, he thought it important for alternates to be able to vote on these organizational items. The motion passed by voice vote/other.

- C.3. Appointments to other committees: Parking Council for People with Disabilities, Contracted Service Oversight Subcommittee, others as needed

Because the Commission would shortly be adding two new members, Poulson asked that discussion about appointment of members to other committees be deferred until the August meeting.

D. PUBLIC APPEARANCES - None.

E. DISCLOSURES AND RECUSALS - None.

F. TRANSIT AND PARKING MONTHLY REPORTS

- F.1. [23116](#) Parking: June Activity, May Revenue/Expense and Occupancy Reports, Signage Photo, and Ride the Drive Analysis - TPC 07.13.11

Parking Operations Manager Bill Knobeloch pointed out the photo of one of the four new signs in Buckeye Lot (attached), which asked customers to remember their parking space numbers. He noted how the pole for the sign passed through the yoke of the stall markers, showing how the markers could be used with signs as well as with bike racks. In an effort to cut the clutter out, as few signs as possible were installed; and bike racks were added wherever feasible. Streit thanked Parking for placing a second multi-space meter on the Gorham side of Buckeye Lot, using one of the 25 that might have been placed elsewhere. Knobeloch said that the second meter was in a temporary location, but would go right next to the other meter after the permanent platform was installed. While doing surveys there, he had observed that occasionally there had been a second customer/group wanting to do a transaction. Streit/White made a motion to receive the report. The motion passed by voice vote/other.

- F.2. [23124](#) Metro YTD Performance Indicator Reports (Fixed & Paratransit), Rider-Revenue-Fare Type Reports, & Financial Report - TPC 07.13.11

Metro Transit General Manager Chuck Kamp remarked that following the end of protests at the Square, April and May ridership were up 8.9% and 7.5% respectively. Turning to Financials, he said that May might be the last month in which a surplus would be shown, since the price of diesel fuel was now \$3.20 vs. \$2.37 budgeted, and 100,000 gallons were used per month. He was pleased Metro had gotten through five months of the year in good financial shape. When asked about the variance between budgeted and actual depreciation, Kamp said staff would report on this in their Quarterly Report in August. Regarding how interlined routes 5, 13 and 18 were combined on the Route Productivity Comparison, Kamp said that on new reports these routes would

be shown separately as well as shown together (to continue to show changes year to year). Schmidt/Tolmie made a motion to receive the report. The motion passed by voice vote/other.

**G. NEW BUSINESS ITEMS**

- G.1. [22910](#)** Authorizing the Mayor and the City Clerk to enter into an agreement with the consultant team of Kimley-Horn and Associates, Inc., for master planning services for the City of Madison.

David Trowbridge of the Planning and Development Department discussed the master planning contract with Kimley-Horn to do Phase 1 conceptual planning for Blocks 88 (MMB) and 105 (GE). The contract stemmed from the need to rebuild Gov East, knowing what would be on the top of the two blocks. Other questions included: If a hotel were built in Block 88, it was important to consider what their needs would be and how a hotel would share an underground parking facility; where the entrances/exits to the parking facility would be located and how these would affect the streets in the downtown area; if a bike station could be built in one of these two blocks, and how that could link up with the bike path under Monona Terrace; and, how Pinckney Street could be changed and streetscaped. It was important to look at how these different elements might fit together before embarking on rebuilding Gov East.

A motion was made by Schmidt, seconded by Streit, to Return to Lead with the Recommendation for Approval to the BOARD OF ESTIMATES. The motion passed by voice vote/other.

**PLEASE NOTE:** Without objection, the meeting proceeded to Agenda Item G.4., out of agenda order.

- G.2. [23025](#)** Creating new Sec. 8.14(2)(c)4., renumbering and amending current Sec. 8.14(2)(c)4. to 5., creating Sec. 8.14(3)(h) and amending Sec. 1.08(3)(a) of the Madison General Ordinances to create a penalty for drivers who cause damage to a municipal parking facility.

Knobeloch discussed the ordinance change proposed in the resolution.

- One of the purposes for placing cameras at some of the Parking facilities was to watch for gate crashers; in fact, the number of crashes had gone down since the camera were installed, though they hadn't stopped all of them.
- After filming a gate crasher recently, Parking found they could issue a citation for only \$4.58, which was not enough.
- After meeting with the City Attorney's Office and the Police Department, a new bail schedule was proposed for people who both damaged Parking Utility property and left without paying.
- Both violations had to occur to receive a citation.
- Under the new bail schedule, the first offense would be \$100 and the second offense would be \$200.
- If a customer paid for their parking and damaged the gate, then most likely damaging the gate was an accident; and they would be asked to pay for the gate.
- The gates were designed to break away, with nylon-threaded bolts; typically, gates could be replaced for \$69. However, if the gate cabinet was damaged, then the cost was a lot more.
- Like other parking citations, the Parking Utility would not get any revenue from these citations; the new bail schedule was just meant to be a deterrent.

A motion was made by Ald. Subeck, seconded by Streit, to RECOMMEND TO COUNCIL TO ADOPT - REPORT OF OFFICER. The motion passed by voice vote/other.

G.3. [23117](#)

Parking: Motorcycle Parking - TPC 07.13.11

As a follow-up to a citizen's (John Belknap's) comments at a previous meeting, Knobeloch talked about the photo of the Red Gym (attached) and the loss of motorcycle stalls there. When intercity buses asked for curb space at the Memorial Union, Knobeloch had fought to keep the stalls. But due to safety concerns, the stalls were removed. City Traffic Engineer David Dryer said TE would monitor the situation, to see what the bus volume would dictate, in terms of having parking removed. Traffic Engineering/Parking, the UW, and others were meeting on intercity buses to find a more permanent solution.

Knobeloch outlined the criteria for creating and locating motorcycle stalls.

- Over 20 years ago, measurements determined that a 8-foot by 4-foot stall was needed for a large motorcycle.
- With winters long and harsh here, utilization of these stalls was limited; they were not taken out in the winter because to take them out over winter and restore them in spring was not efficient.
- Most of the current motorcycle stalls were inside facilities, located where motorcycles could bypass the gate, because the gates were not designed to detect motorcycles very well and could come down on the passenger.
- Parking would create stalls wherever there was extra space and the space was big enough (8x4); for example, the diagonal parking on Henry Street near Gorham.
- Parking welcomed suggestions from the public for additional on-street spaces suitable for motorcycle stalls.

Knobeloch noted that the City and the UW were not synched up in their enforcement times. The UW enforced Lot 1 and Helen C. White from 7AM-10PM; the City enforced on-street parking meters (inc. motorcycles) from 8AM-6PM. With that inequity, no City meters were available after 6PM. At the next rate increase in June 2012, he would propose changing enforcement times to synch them up with the UW, which would even out this demand. Stalls would be enforced for expired meters, which would make them more available. Up to three motorcycles could use an automobile stall depending on their size. Automobile stalls varied from 18-24 feet. As long as one cyclist paid the meter, the other two would park free. If the meter was expired, all three would get citations. The UW discouraged cycles from using car stalls.

Because this was an informational item, no action was needed. PLEASE NOTE: The meeting proceeded to Agenda Item G.5.

G.4. [22958](#)

SUBSTITUTE Authorizing the execution of agreements and associated easements with Madison Gas and Electric Company relating to the installation, operation, maintenance and repair of electric vehicle charging stations on City property.

PLEASE NOTE: This item followed Agenda Item G.1.

Executive Director of MG&E's Energy Products and Services Don Peterson joined Bill Knobeloch to discuss the agreement between MG&E and the City to locate electrical vehicle charging stations on City property. Peterson passed

around a photo of a charging station located at HyVee on E. Washington, and provided an overview of the electrical charging program.

- The project centered around a grant that MG&E received from the Department of Energy, to monitor home-charging of electrical vehicles, and to place public charging stations in the Madison area; in order to understand and better prepare for how people would use electrical vehicles and charge them.
- MG&E expected most people would charge their vehicles at home.
- But in order to address "range anxiety", they felt there needed to be some public charging stations for people when out and about.
- These would be located where people would normally stay for more than a few minutes, such as City parking lots, grocery stores, health clubs, etc., where people could get a half hour to an hour charge to top off their battery, go about their business and make it home.
- The agreement called for stations at Vilas Park, and four parking facilities, Cap Sq North, Overture, State St Cap, and Monroe Street.

Peterson answered questions.

- MG&E knew of 35-40 electric vehicles in Dane County area; Chevy Volts were on sale now locally, and Nissan Leaf would be available next summer.
- In terms of need, MG&E wanted to be prepared with systems in place as electric cars appeared in showrooms; plus, it would take a few years to refine the business model for the program; other cities and utilities were no further along in this area than ours.
- Currently, people could come to MG&E to get a key fob to unlock the stations, which worked fine for local people; but something had to be worked out for visitors to the area as well.
- No fee was currently being charged for the service during the Smart Grid grant, which ran through the summer of 2013.
- Charging stations had outlets for Level 1 vehicles like scooters, and for Level 2 state-of-the-art vehicles like the Volt; they also had a plug-in for hybrids.
- In terms of how many stations might be needed, they were trying to figure out how people would use the stations and esp. how to get people out of the parking spot once they were done; they were looking at incentives for encouraging people to move on.

When asked, Peterson said that as the agreement stood, if MG&E wanted to get out of the business (Sec. 11) and sell the stations, the City would have no control over this. The term of the agreement was 10 years (Sec. 8). Regarding Sec. 12 ("Terms Runs with the Land") and what would happen if a facility was torn down or swapped, Gov East was not one of the sites chosen for a station, since it was going to be torn down. Peterson said the agreement was the same one used for all 24 stations, including those on private properties, which turned over more frequently than public property.

Knobeloch said that a few things needed to be clarified or changed in the agreement. For example, Parks and Parking would clear the parking stall around the machine, but the agreement was silent as to who would clear snow/ice from the machines themselves. In fact, MG&E didn't intend for the City to do this, but there was nothing about this in the agreement. In another instance, because of problems with using bollards in garages to protect the machines, MG&E and Parking agreed that the machines could be mounted on walls/columns instead. Also, MG&E wanted to change the lay-out of the machine at the Monroe Street library lot. Knobeloch contacted the City Attorney's Office, which drafted some substitute language to the City and

MG&E to address some of these operational changes as/before installation of the charging stations occurred. (See the motion below.)

Peterson said that MG&E was among the first to test the machines for winter conditions. They had been working through some issues with snow/ice and salt spray; when plugs on the cars got contaminated with salt, this caused phantom ground faults (tripping the charger). One purpose of the project was to find these sorts of problems in order to have the manufacturer correct them. Knobeloch said he had learned that a few manufacturers of multi-space machines (inc. Metric) had connected themselves to charging stations, inc. some for on-street, where the entire transaction could (potentially) be done through the multi-space machine. When asked, Peterson said the grant had an evaluation component, providing an incentive to MG&E's vendor to make things work. He added that MG&E was a supporter of the "Green Drive Expo", where they would have charging stations and try to recruit people with plug-in hybrids to participate in the study. Knobeloch pointed out that charging stations were shown on Google maps.

With the approval of all parties to the agreement, Schmidt, a sponsor of the resolution, proposed some language be added to it. A motion was made by Ald. Schmidt, seconded by Ald. Subeck, to Return to Lead with the Following Recommendation, to create and recommend adoption of a Substitute resolution, which added the language (in quotation marks) to the second to the last paragraph, as follows: **BE IT FURTHER RESOLVED** that the agreements shall be for a period of ten (10) years, with an option of a ten (10) year renewal, and the terms and conditions thereof shall be consistent with the agreement attached hereto as Exhibit A, "subject to final negotiation of operational details and in a final form to be approved by the City Attorney"; and.... The motion passed by voice vote/other.

**PLEASE NOTE:** The meeting proceeded to Agenda Item G.2. and all the remaining items, in agenda order.

**G.5. [23126](#)**

Update on Inter-City Bus Transportation Services in Madison, presented by Joe Kapper, WisDOT - TPC 07.13.11

**WisDOT Lead Program and Planning Analyst Joe Kapper and Transit Program Manager Ian Ritz provided information about the Wisconsin Intercity Bus Assistance Program and intercity service in Madison.**

- **Wis. Stat. 85.26 creating the program originated in the 2009 biennial budget, to address decreased connectivity in rural areas and lack of convenient service between cities (i.e., between Madison and Wausau/Green Bay).**
- **Previously, projects were limited by the policies of the federal 5311 (f) Program that funds intercity bus service. Operating assistance was limited to 50% of the operating deficit. To partner with a private provider or local government sponsor would result in an operating loss to the project unless there was another funding source to contribute to it – a hindrance to implementing a program.**
- **Also, they previously could only contract with a local public body (city, village, town), and couldn't contract directly with private providers.**
- **The 85.26 Program addressed these various challenges, by allowing them to contract with private providers; and by appropriating a funding source at the State level, to cover all or a portion of the operating loss on a service contract.**
- **The purpose of the Program was to improve intercity connectivity and facilitate intermodal connections.**

- Intercity bus service was an important part of a robust statewide transportation network, feeding into other modes such as intercity rail and local public transit (inc. rural demand response systems), to ensure a coordinated system that connected people to places within the state as well as points further.
- Looking at the map ("Wisconsin System Connectivity", attached), Kapper said the red lines represented the new bus service being added through the project, and the green lines (to/from Minneapolis) represented existing service operated by Jefferson Lines, using federal money only.

Ritz then discussed the projects that would serve Madison, which included four publicly supported routes to LaCrosse, Wausau, Green Bay and Dubuque, with stops in between.

- The existing service to LaCrosse was provided by Jefferson Lines, subsidized since 2004; and the other three routes provided by Lamers Bus were new, starting July 14, 2011.
- The three new routes were scheduled to arrive at the same time, in order for riders to make connections (from Dubuque/Madison, to Wausau or Green Bay).
- The LaCrosse route was part of the through service, with the state (only) subsidizing the portion from Madison to LaCrosse, but it actually continues on to Minneapolis and Milwaukee (going west/east).
- The Central Madison location was at the UW Memorial Union, to serve students traveling between the UW Systems.
- The three Lamers routes also stopped at DeForest off the interstate, where they shared space with a Greyhound facility and could store a bus there; and having more space, all three buses connected there. Lamers was also providing unsubsidized service to Milwaukee from that stop, providing another connection there.
- Contact information was provided (see attached PowerPoint), if people had additional questions.

Kapper then discussed what they would do next, after service started.

- If they found that routes and schedules could be improved, they would make refinements; this was open to negotiation.
- The contractors were expected to continue further coordination with local transit providers.
- The Program would continue planning initiatives, to restore some intercity projects that were discontinued; and do outreach throughout the State to promote the service.

Kapper and Ritz answered questions.

- Coordinating with localities and proper notification to the public of changes to service were all terms of the contracts.
- Both Jefferson and Lamers had been good to work with.
- Lamers were working on a Milwaukee-Wausau service project, and were looking to build that brand.
- The current State budget provided no money for the Program; they were working with a continuing appropriation of \$1.4 million from the previous (2009) budget, which now stood at \$1.3 million.
- They had used a competitive RFP process for the seven routes identified as priorities; each route was a separate competition.
- With current state and federal allocations, they expected funding to last about 2½ years at full coverage.
- They expected providers to have more expenses upfront to get routes

established. But as the routes continued and demand in ridership increased, it was hoped the routes would become more self-sustaining, and levels of assistance could be reduced.

- The buses were ADA accessible.
- Regarding funding infrastructure projects such as bus stations, the Program's first priority was providing operating assistance for the service projects. Capital expenses were eligible for Program funding, and looking long-term, that shouldn't be ruled out. But as a policy, they wanted to get the service on the street first.

Poulson thanked Kapper and Ritz for their presentation. He was happy to hear about the Program, since there had been some frustration with other providers in/around the city. He hoped this would get the kind of response from the public that they wanted.

Registrant Royce Williams, 2427 Fox Avenue, 53711, spoke in support of the Program and the new intercity service. Having been very interested in the intercity bus program, he thought this a wonderful step forward. Especially terrific was the fact that the Program map basically showed the same intercity service routes contained in the Transportation Plan for 2030, twenty years ahead of time. He hoped that the Dubuque route could go on to Iowa City and Des Moines, where rail connections could be made in the future going west. He was really bothered by the lack of media coverage given to the start-up of the new service, and wondered how many people really knew about it. He had contacted WisDOT and the Wis. State Journal about doing a press release, and hoped one would be done. He was also concerned about the lack of an intercity bus terminal in the city, which had some of the best bus service in the country. Though in some ways the Memorial Union was a good terminal, he noted that it was closed over the Christmas/New Year's holidays, the worst time of year for people to wait outside; and also, the staff there didn't know about runs for which they didn't sell tickets. Still, he was very happy about the new service. [Please note: Maniaci arrived at this point in the meeting.]

Kapper and Ritz noted that each provider had issued press releases in the various communities that they were serving, which had resulted in some isolated media hits, including one in the Wis. State Journal. Their program encouraged providers to have a marketing budget, with the expectation that they would invest money in public notification. Poulson asked that ridership data for the new service be forwarded to the Commission in six months or so, to get a sense of how things were going. [Please note: White left the meeting at this point in the meeting.]

**G.6.**     [23118](#)

Metro: 2010 Financial Audit conducted by Baker Tilly - TPC 07.13.11

Jodi Dobson, Manager of the Metro Transit Annual Audit, distributed the "Audit Overview and Highlights" (attached). Metro's annual audit included both a financial audit and a single audit. Federal grant funding to Metro required testing for compliance, which was done in the single audit reported at a city-wide level. Referring to the Financial Statements and Management Letter (attached), Dobson made the following remarks about the financial audit.

- The Management Discussion and Analysis on pages 3-15 in the bound Financial Statements was a good, plain English summary of what happened at Metro over the past year, showing the results of the operations and where the finances stood.

- The Auditor's opinion contained on pages 1-2 and 39-40 said (as it had in past years) that the info contained in Metro's report presented in all material respects a fair representation of the finances at Metro. This was the highest level of assurance that could be given. Dobson commended Metro management for the info in the report and for the level of record-keeping throughout the year.
- Dobson commended the Commission for its role in setting policies and procedures at Metro that allowed them to have their finances in good order and records that were easy to audit. Members could contact the auditors if they ever had any questions.
- The 7% increase in passenger revenue was positive.
- Operating costs increased only slightly. Employee wages and benefits increased (as budgeted), as did purchased services, driven by paratransit costs. But materials/supplies decreased substantially due to fuel contracts, which was great.
- Operating subsidies went up 4% due to eligible expenses.
- Contingent reserves were drawn down fairly substantially. But the table at the top of Page 6 of the MD&A, showed that the reserve had fluctuated over the last several years. Some years, it was built up; and some years, with an unexpected item, it was drawn down. That was the purpose of the reserve. The new policy established a short time ago would help stabilize the reserve over time, with partners helping to build it up and establish goals as to how much went in and when it could be drawn down.
- Though a little new general obligation debt had been incurred and cash and investments had decreased slightly, Metro had spent \$8.7 million on capital assets, primarily for the new buses, which reflected how effectively they had leveraged grant funding to allow assets to be purchased at 100% vs. 80%.
- 2010 was a busy year for Metro, and overall the financial results continued to be strong and consistent.
- By looking at the budgeting and accounting, Dobson could see that management was very proactive in looking at things, which would be good going into the future, esp. with some of the changes that may be on the horizon with funding levels.
- Re: the Management Letter, the auditors recommended formalizing a process for reviewing the more unique journal entries, and documenting year-end policies, which was something that management agreed could be done, now that a vacant accounting position had been filled.
- There were no internal control deficiencies or single audit findings to report.

Dobson and Kamp answered questions.

- Dobson had no recommendations as to how big the contingent reserve should be. She would make a note to look at other systems and where theirs stood, though she couldn't guarantee they would even have an item specifically called a contingent reserve. She would see if she could discern some sort of trend. But the type of funding received (so much from federal, state and local levels) didn't allow Metro to keep a huge surplus on hand. She did approve of the processes that had been established with partners to plan ahead on a better budgeting basis for the unexpected items, through a contingent reserve.
- Re: the use of \$769K from the contingency fund, Kamp referred to page 5 of the report: The number one item among Benefits was health insurance which cost over \$781K. Four factors contributed to this: Based on previous years, a 5% increase was budgeted for health insurance, which actually increased by 9%; an accrual process that was hard to estimate; an increase in the

post-employment health plan per Teamster contract negotiations, that was not factored in at the time of the 2010 budget prep; and the addition of drivers to deal with the OT issue.

- Re: depreciation being over budget, Kamp said they had budgeted \$300K+ for non-hybrid buses, but had purchased hybrids at \$500K.

Poulson thanked Dobson for her presentation, and Dobson thanked Metro management for being so well prepared for the audit and always having answers to their questions.

G.7. [23119](#)

Metro: Update on Medical Transportation Broker Implementation - TPC 07.13.11

Paratransit Program Manager Crystal Martin discussed the implementation of a statewide Medicaid transportation brokerage and its affects on Metro. (See the "Brief Overview" attached.)

- Family Care for Dane County would remain the same over the next biennium.
- Among Metro's coordinated funding agreements, the Medicaid Common Carrier agreement specifically was affected. Being the newest coordinated agreement, Metro had (fortunately) anticipated that it would be of shorter duration due to advancing changes. And in fact, with the change to the private company, that agreement was done.
- The Care Wisconsin agreement was incidentally affected. The State had requested that Managed Care Organizations working on Family Care across the county (which Care Wisconsin happened to do in other counties), to renegotiate all of their service agreements. For Care Wisconsin, just in the Dane County area, 1,200-1,500 contracts would have to be renegotiated, inc. Metro's. Metro was in discussion with Care Wisconsin to see if they could continue with their current agreement for a period of time in order to get the lay of the land and find an efficient way to work with agencies in the community to address all the changes happening at once. Typically, it could take a year to work through all the particulars in a service agreement with one agency, and there were a few in play right now that they wanted to continue to work with. Martin would return to talk about how this was being managed.
- None of the other agreements were affected, inc. notably the \$2.9 million MA Waiver agreement.
- After six months, paratransit ridership was on par with last year and the program was about on budget.
- Having anticipated these changes, tools were in place: the Agency Fare in the fare tariff; communicating with partners and agencies in town like Dane County Human Services and the School District; meeting with Logisticare to better understand how Metro can play a role providing services in the community, to let them know what services Metro had available, inc. fixed route fare media, and talking about how Paratransit served the community.

Martin summarized the impact of the changes, as follows:

- The Medicaid Common Carrier (MCC) agreement is not in effect anymore, because that had changed from a county-administered system to the private provider, Logisticare.
- Metro would continue to work with Care Wisconsin on renegotiating their agreement.
- Just as anticipated, Logisticare had made an initial purchase bulk purchase of fixed route media: 600 10-ride cards and 100 31-day S/D passes for \$11,500. Metro would keep everyone informed of future purchases like this. Hopefully, this would mean increased ridership.

- Metro was working with area nursing homes not included in the brokerage to notify them of the changes: People that had been served by Metro under the MCC arrangement could make other arrangements; if they wanted to continue using Metro, Metro would collect cash fares (vs. running it through the MCC service agreement).
- Before the change went into effect, Metro had contacted each of their customers who had been served under the MCC agreement, first by mail, then by phone, to make sure they understood what they needed to do to get a funded ride. These customers were very appreciative.
- Metro asked local agencies (Dane Co. & MMSD) that purchased paratransit quick tix in bulk for their customers to stock up. Metro was concerned that Logisticare would also buy these in bulk quantities, in order give them to customers that had previously been funded through the MCC agreement. As of July 1st, Metro no longer sold paratransit quick tix in large quantities. Since agencies wanted the convenience of the quick tix, Metro was working on a proposal in the fare structure to address this.

Martin answered questions.

- If customers had complaints, Logisticare had its own complaint process; however, customers could still utilize the old complaint system which included a legal hearing process.
- Family Care, MA Waiver program, and nursing homes were not included in the brokerage operated by Logisticare, and staff couldn't predict if those programs would be included at a later date. (Family Care had gone through a lot of changes re: transportation in other counties, and that could go either way.) Martin didn't know if the State needed a federal waiver to make changes to the MA Waiver program.
- Dane County has been reluctant to pursue Family Care without knowing how it would affect those who depended on the program; now that caps have been put on Family Care, this seems prudent.
- Re: unanticipated consequences for Metro if Logisticare shifted people from one service to another, it was hard to know whether there would be an increase in exceptional rides or an increase in people told to use mainline buses. People might look for other resources, they might depend on their neighbors or they might not go as many places. Having finished the first half of 2011 with numbers similar to 2010, staff would look at what happens in the next six months and see where things ended up by year-end. It would be in the numbers.
- Logisticare did not use the same process as Metro to certify riders as eligible for ADA paratransit services. Being a Medicaid program, they had means testing. Currently, they seemed to use a telephone interview process (i.e., asking people: Do you need an ambulatory service vehicle or do you use a wheelchair?) vs. doing an in-person assessment.

Kamp remarked that over the 20 years since ADA passed, people in Martin's position often talked about the importance of coordination, to share resources (such as with the County) to provide the highest level of services; and how hard it was to develop the trusting relationships for effective coordination to occur. There was a lot work behind Martin's summary. With anxiety among transit systems statewide, Kamp described how business-like Martin had been about setting up a meeting with Logisticare in order to start building a strong relationship with them, so that both parties knew where the other was coming from. As Martin had said, Metro would take things one step at a time, and keep everyone updated. Kamp thanked Martin for her efforts.

- G.8. [23125](#) Metro: Update on Stroller Guidelines - TPC 07.13.11

Kamp said that staff who regularly met to discuss safety and security issues had reviewed the feedback on the Stroller Policy that had been received from the Commission, from the public hearing, and from several other community meetings. Metro had decided to continue their long-standing policy, as shown: "For the safety of all passengers, inc. children in strollers, (to) please remove child and fold strollers during ride." Regarding enforcement, passengers would not be denied service if they failed to fold their stroller or remove their child. Thus, Metro formalized their long-standing policy and practice. Despite the growing challenges, Metro was looking for other solutions such as buses with perimeter seating, which seemed to allowed a good flow of traffic even when carrying people with strollers and wheelchairs. Originally they had considered an enforcement policy that would not allow people to ride if they did not remove a child from their stroller, or if they had a full cart of groceries. That was not Metro's practice and they wanted the Commission to know they were not going to change that. The summary (attached) was being given to drivers.

H. **REPORTS OF OTHER COMMITTEES - for information only**  
(Most recent meeting minutes attached, if available)

- [07828](#) ADA Transit Subcommittee  
Contracted Service Oversight Subcommittee  
Parking Council for People with Disabilities  
Long-Range Transportation Planning Commission  
State Street Design Project Oversight Committee  
Joint Southeast Campus Area Committee  
Madison Area Transportation Planning Board (MPO)

No action was needed on these items.

I. **ANNOUNCEMENTS AND FUTURE AGENDA ITEMS**

- I.1. General announcements by Chair (Verbal announcements, for information only)

Poulson announced that Jay Ferm had resigned from the Commission. The Mayor's Office was looking for replacements for Hinz and Ferm. Poulson asked members to review the list of committees to see if they would be interested in serving on them. Info about the dates/times could be provided to members.

- I.2. Commission member items for future agendas - None.

**ADJOURNMENT**

A motion was made by Schmidt, seconded by Ald. Subeck, to Adjourn at 6:39 PM. The motion passed by voice vote/other.