



City of Madison

City of Madison
Madison, WI 53703
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Meeting Minutes - Draft ADA TRANSIT SUBCOMMITTEE TO THE TRANSIT AND PARKING COMM

Monday, October 19, 2009

5:10 PM 215 Martin Luther King, Jr. Blvd., Room 303 (Municipal Building)

1. CALL TO ORDER / ROLL CALL

Also Present: Jeanne Brunette-Tregoning

Guest: Carl DuRocher

Staff: Crystal Martin, Ann Schroeder

Present: 5 -

Chris Schmidt; Susan M. De Vos; Mary E. Jacobs; Ida W. Nathan and Kenneth M. Streit

Absent: 1 -

Michael A. Huckaby

Excused: 1 -

William J. Tangney

2. APPROVAL OF MINUTES

Ms. Jacobs moved to approve the minutes as written; Ms. De Vos seconded. The motion passed by voice vote/other.

3. PUBLIC COMMENT

Carl DuRocher wanted to speak on behalf of member Bill Tangney who could not attend. Mr. Tangney has strong feelings about the current snow removal at bus stops. Mr. DuRocher wanted to speak when that came up on the agenda. Mr. Tangney wanted that issue to get emphasized and taken seriously.

4. [16275](#)

Long-Term Assignment Program (LTA) - Next Request for Proposals soon

- a. LTA Customer Survey
- b. Resulting Program Changes

Attachments: [LTA Customer Survey 08 09.pdf](#)
[LTA Summary of Program Changes for 2010.pdf](#)

a. LTA Customer Survey – Ms. Martin said there are about 80 paratransit users who are high utilization – they take many trips Monday through Friday. They belong to the LTA. Metro put this out to bid. The participants call the

contractor directly and negotiate the ride time. Metro is able to get a lower price because the contractor is able to work the trips into fewer vehicles by working with customers so they can adjust times for efficiencies. Customers get consistent drivers and service. We had a pilot period and then a regular bid period of three years. That will end at the end of March 2010. We'd like to do it again because it was competitive and helped with consistency, which was echoed by survey responses. Ms. Martin spoke with job coaches, residential workers, etc. In general, people felt LTA service was good. There were generally good comments. With one exception, people had consistent drivers. People were unsure about whether it was better than Metro service; they didn't necessarily know the difference. But they felt things were good and should not be changed. Ms. Martin asked an open-ended question about what people would change.

- They would prefer less than 3 days notice required to change a ride
- Rides can be long
- Email gets a better response than voicemail (perhaps due to youth of workers)
- Cancellation information doesn't always get to drivers
- One person was emphatic that the program is inflexible and a client arrives 30 minutes prior to appointments. Ms. Martin was not sure they had realistic expectations of transit.

Ms. Jacobs agreed that this is a good program. Overall, people were eager to provide praise to the current contractor.

b. Resulting Program Changes – Metro is putting together a request for proposals. Changes anticipated:

- Increase participants – greater volume for contractor
- Trip change request requirement from 72 to 24 hours
- Service area has changed – so travel time for trips over 12 miles can be 90 minutes. This is for trips originating, for example, at Gammon and the beltline going past East Town.
- The contractor can use minivans to the extent that they are accessible. Ms. Nathan said stepping up is hard, and vehicles are uncomfortable. Ms. Martin will send the exact language in the RFP about minivans. Minivans are a substitute for sedans rather than the accessible buses.
- There is a clarification to the minimum layover of 30 minutes language.

The rider does not get a fiscal benefit from LTA but a predictable service. Similarly, the vendor gets predictability. The program is increasing from 80 to 120 people because we are shortening the 72-hour request to 24. We are rewarding the contractor with more customers.

5. [16276](#)

Snow Removal

- a. Snow Removal Ordinance
- b. Metro Plus Eligibility - Winter Weather Policy

Attachments: [MGO 10 28 - Snow Removal from Sidewalks 09 09.pdf](#)
[TPC # 30 Metro Plus Winter Weather Eligibility-.pdf](#)

Bill Tangney, liaison to this committee from the Commission for People with Disabilities, has attended some committees that could inform this discussion.

Mr. DuRocher has informed us that Mr. Tangney would very much like to be part of the discussion if possible. Alder Schmidt moved to refer this item to the next meeting, and Ms. De Vos seconded. This motion passed by voice vote/other.

6. [16277](#) Pending List - Update

Attachments: [Pending List 01 18 07 II.pdf](#)

- a. Impact of Family Care on Paratransit MA Waiver Program – This is an on-going issue. There is a public hearing at the Transit and Parking Commission about agency fares. Ms. Martin has been and will continue to have meetings with agencies about this.
- b. Duplication of Services Issues – This item is finished. This committee passed a proposal last year to provide service at the beginning and ending of peaks at MARC centers. They worked also on adult day care duplication.
- c. Migration Issues – Ann Gullickson was not able to be here this evening but perhaps could update us in the future.
- d. Electronic Communication with Customers – We'll have Scott Mau come and talk about this.
- e. Appeal Process – We will be hearing a lot about this in the next year, so this will stay on the list.
- f. Negotiating Pick Up Times – We've made incremental progress on this. LTA is a negotiated ride program. In working through duplication issues, Metro created more negotiated rides. The next step is to do real time scheduling with customers. Ms. Martin is pleased with the progress and suggests we keep this on the list. Metro does want to do database decision-making, so they need to find a way to track pick up times. This would be specifically related to negotiated pick up times – asking someone who wants a 2 PM pick up time to accept 1:50 PM and tracking how many people would accept that.
- g. New Phone System Features – This should stay on the list. We have the new phone system. There are still decisions we can be making. Scott Mau can also address this. Ms. Nathan requested to move Mr. Mau up to the next agenda.
- h. How to Identify which Bus Stops Should Have Benches – This item should stay on the pending list so it gets on a future agenda. Ms. De Vos said she is not sure what the methodology would be used to decide which stops get benches. Mr. Streit said he thinks there is a methodology about which stops are priority for benches, shelters, etc. He thinks Tim Sobota could address this. Mr. DuRocher said there are established criteria for numbers of boardings for which stops get shelters and benches. Ms. De Vos said it is a disability issue. There are people who take paratransit because they can't wait standing at a stop for more than 15 minutes. So if people could migrate to fixed route if they had a bench, the cost of the bench could get offset by the savings in paratransit service.

Ms. De Vos thought the date at the top of the list was not in sync with the finished dates at bottom. She also preferred the list in table form. Ms. Martin said that the format we had was ranked, but they were not resolved in order of importance but in what was easiest to resolve. It was difficult to keep that

format, but if people request it we can go back. Ms. De Vos said we had a practice of asking people once a year or so to update the list. Ms. Brunette-Tregoning asked Ms. Martin to revisit how we can best find out the status of items, see what comments were made and how we can best address them.

i. Snow Removal & Bus Stops

j. Driver Training Standards and Sensitivity Training – Ms. Martin said she is also doing a draft of an RFP for general Metro Plus services that goes out next summer. The TPC regulates the taxi industry in Madison. Through that program is a locally sponsored sensitivity training. There is an opportunity to update that program. Ms. Martin is going to a meeting about it next week, and she has many notes. Ms. De Vos said that is for paratransit, but she is also concerned about training on mainline. One problem is that the driver will go get a sandwich and leave a wheelchair user strapped in without the ramp down. If a fire or something happened on the bus, she would not be able to get out. There are sensitivity issues that need to be addressed. Ms. Brunette Tregoning said regarding sensitivity, the people taking the calls in customer service have improved one thousand percent.

k. Same Day Paratransit Services or Voucher Program – Ms. De Vos said she knows someone who could speak to this if we wanted to invite him. We could ask someone to come talk about the program, how it's structured and how they afford it. Ms. Nathan said she had an idea that 2 or 4 times a year, paratransit riders should be able to ride somewhere the same day. It would create a tremendous amount of goodwill. It would allow people to do thing spontaneously once in a while. A voucher program is something subsidized through a business organization, etc.

7. [16278](#)

Reports

- a. Transit & Parking Commission - Public Hearing Nov. 5, 2009
- b. Commission on People with Disabilities
- c. Contracted Service Oversight Subcommittee
- d. Dane County Specialized Transportation Committee
- e. Other Community Meetings
- f. Report from the Chair
- g. Staff Report

a. Transit and Parking Commission – Public Hearing Nov. 5, 2009 – Mr. Streit said there will be a public hearing about agency fares. Ms. De Vos said the Mayor is using stimulus funding for Metro to offset the city share rather than using it as “extra” money. Mr. Streit said there was more money available for capital purchases so Metro is buying more coaches. But that is the usual 80%/20% split. In the past, all federal stimulus funding had to be used for capital costs. Then some of it could be used for operating costs. So it did greatly reduce the amount the City had to put in for the budget. Also, the contingency fund did not get replenished, so the 2011 budget will not have as much money in case of need as many people would like. The fare increase promise was that the Mayor would not come back for fare increase and service reductions in some number of years. Ms. De Vos said one of the reasons for the fare increase was to increase the contingency fund. Mr. Streit said his guess would be when dealing with the budget, they will ask about that. The TPC does not get to say what the Mayor's budget looks like. They deal with “if the budget looks like this, what fare increase do we need; what cuts do we

need?" Mr. Streit said it is the Alders who will have to deal with whether using this one time federal money will mean Metro will hit the wall harder in subsequent budget years.

b. Commission on People with Disabilities – Mr. Tangney was not in attendance to give this report.

c. Contracted Service Oversight Subcommittee – No report.

d. Dane County Specialized Transportation Committee – Mr. DuRocher said there was a lot of budget discussion. Retired Senior Volunteer Program (RSVP), which the City and County help fund, won a Star Award from the Beverly Foundation. The Town of Madison share of service area still up in the air. Apparently, no one budgeted for it going forward after the problems in the past. All increases in state aid go to offset levies for the County. They submitted a New Freedom grant for a mobility manager. They have Jen Sutherland now, and that grant will expire so they have applied for another. Ms. Martin let them know about agency fares; they were very supportive.

e. Other Community Meetings – Ms. Nathan wondered how one could advocate for more service. A one-hour difference in service time would make a significant improvement for people who don't need to be out that early or back that late. Mr. Streit said that would not be part of the upcoming TPC public hearing. But on any agenda, there is a time for public appearances. You can bring up any comment at all that is not on the TPC agenda. Then the committee in general in response to public appearances will request staff to make a report about something. Mr. Streit said if a person has a suggestion a commission member might ask staff to find out how much it would cost to add an additional bus to a route or something like that. Ms. Nathan said when Mr. Kamp talked about service changes and cuts last year, he seemed completely unsympathetic to people who need that service. She is concerned that the company doesn't care about outlying service, only that in the core. She also feels that a bus up McKee Road to that mall would be helpful. She wanted to know who to write about this. Ms. De Vos said write your Alder. Mr. Streit said you need to make that part of a public appearance. Mr. DuRocher said be prepared to be very specific about what route you are talking about and the recommended changes. Considerations for extending service are driven very heavily by riders per hour. All routes are always competing for additional service and not to be cut. With limited resources, riders per hour are very important. It's hard to expect the Commission to ask staff to add buses for routes with few rides per hour. Service is about \$100/hr. Ms. Nathan said it's a catch-22 since you can't know ridership until there is a route.

Ms. Brunette-Tregoning said she had a question about who to contact about a driveway that goes into the Department of Corrections (DOC). She was told it could not be within a certain distance of Highway 30. Mr. Streit said he knows that although it is a hardship for DOC employees, it was causing too many accidents. Ms. Brunette-Tregoning asked if they had statistics. Mr. Streit said they use statistics in general for standards that are set. It was suggested to contact the State Department of Transportation.

Ms. Nathan asked if there has been any movement for Fitchburg to have more service. Mr. DuRocher said there has been recent addition of weekend service

to Fitchburg. Ms. Nathan said a one-way trip to a UW clinic is \$67 in Fitchburg. She would like more bus service there. She wondered if there would be some rapport between Madison and Fitchburg. Mr. DuRocher said it's just a matter of how much money each outlying community has.

Ms. De Vos said there is a meeting Wednesday for a State bill for a Regional Transit Authority sponsored by the Wisconsin Urban and Rural Transit Association (WURTA). They will meet starting at 10 AM at Inn on the Park.

f. Report from the Chair – Ms. Brunette-Tregoning said she and Ms. Martin went to a Quasi-Judicial training. She didn't think it pertained to ADATS. Ms. Martin said it's mostly for bodies such as the Alcohol License Review Committee, etc. The closest thing we have is the Paratransit Eligibility Review Board.

g. Staff Report – Next agenda: Scott Mau, pending list update, snow removal, recertification process, discuss whether to have the December meeting.

8. [08706](#) Other Transit Related Announcements

Performance indicators – August 2009 – Ms. De Vos thought the paratransit ridership was increasing astronomically then last year it was reasonable. Is that still continuing? We had high ridership this summer and even added capacity. We're looking at a steady 3% increase in ridership overall, which is the conservative way to approach increases. It's been hard to add service because peaks happen when not expected.

9. ADJOURNMENT

Ms. Nathan moved to adjourn; Ms. De Vos seconded. The meeting adjourned at 6:56 PM.

[16301](#) Attachments: Performance Indicators

Attachments: [Para Indicators June09.pdf](#)
[Para Indicators July09.pdf](#)
[Para Indicators Aug09.pdf](#)