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**METRO PARATRANSIT PROGRAM PROGRESS REPORT – FACT SHEET**

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**TO:** City of Madison Transit & Parking Commission  
ADA Transit Subcommittee

**FROM:** Crystal Martin, Paratransit Program Manager

**DATE:** 10/24/14

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**Paratransit Ridership & Performance**

	<u>One-Way Trips</u>	<u>Rides/ Hour</u>	<u>On-Time</u>
2013	261,024	2.17	94%
2012	259,945	2.17	94%

**Policy** Metro has two policy updates since 2011, elimination of peak paratransit fares, and the pilot of in-person assessments to complete applications for paratransit service.

**Paratransit Applications** Metro ran an 8-week pilot of in-person functional assessment (IPAs) for paratransit applicants in 2013. The results of the pilot showed an increase in conditional versus unconditional eligibilities conferred and increased number of applicants that opted out or were denied eligibility. In general, this points to a decreased reliance on paratransit services and an increase in the accuracy of determinations. Metro pursued the pilot because national trainings on paratransit eligibility determinations moved away from paper only processes to IPAs. Paper-only-process training is no longer available. *Spoiler: Based on the pilot results, Metro implemented IPAs as the new process in 2014.*

**Coordination** Medicaid Waiver ridership, a significant revenue source for Metro, increased from 2012 to 2013 by 7,000 trips. In recent years, MA Waiver ridership changes by +/- 2,000 trips per year. The statewide Medicaid broker for NEMT has not coordinated with ADA Complementary Paratransit services. General dissatisfaction statewide with the NEMT program led to a state audit of the program. Audit results are due in February 2015. Metro has established agency rate agreements with local human services agencies. Budgets are tight, as such purchases of agency rate tickets has diminished considerably. Anecdotal reports indicate that individuals are purchasing tickets at the regular paratransit fare and then reimbursed by their agency to avoid the high cost of agency rates.

**Costs** Cost per trip in 2013 increased in parts due to fuel increases, overtime and depreciation of assets, and nearing the end of the contracting term for service providers. Price increments climb over the course of the contracts. Also, increased eligible costs were applied to paratransit overall costs. By including additional eligible costs, appropriate revenues are increased from agency fare agreements.

<b>Cost per One-Way Trip</b>	2013	\$ 34.78
	2012	\$ 34.96

**FTA Triennial Review 2013** – No paratransit findings.