



Paratransit Service Area Boundary Expansion Considerations

Current Paratransit Boundary

- The paratransit service area reflects the availability of non-commuter fixed route bus service. If you can get there by bus at a particular day and time, paratransit would also be available. If a non-commuter fixed route is not available, neither is paratransit.
- The paratransit service boundary extends $\frac{3}{4}$ of a mile on either side of non-commuter fixed routes. This reflects the ADA required service area.
- The days and hours of fixed route service will impact paratransit availability within the service boundary. (See various colored areas of boundary map.)
- The paratransit service area excludes locations that cross jurisdictional boundaries if a cost sharing/service agreement does not exist.
- See existing map at <https://www.cityofmadison.com/metro/paratransit/service-hours-area/>

Options

1. Expand to 1 mile on either side of non-commuter fixed routes.
2. Expand to 1 $\frac{1}{2}$ miles on either side of non-commuter fixed routes.
3. Include entire City of Madison while retaining existing $\frac{3}{4}$ mile boundary for non-Madison areas.
4. Include entire City of Madison while expanding to 1 mile boundary for non-Madison areas.
5. Include entire City of Madison while expanding to 1 $\frac{1}{2}$ mile boundary for non-Madison areas.
6. Other?

Questions and Considerations

1. If the proposed expansion is for Madison only, that seems like an equity issue. Should paratransit be offered to all Metro partners?
2. If some but not all partners want this paratransit expansion, we need a way to allocate costs differently. We do not currently have a municipality-by-municipality allocation that considers the origin/destination of each paratransit trip. It is a shared, regional expense allocated by fixed-route share.
3. How do we handle commuter-service partners like Sun Prairie and Verona? Paratransit service is not required, under ADA, for areas served by commuter routes only.
4. Full service by fixed route occurs when there is adequate demand to warrant the service beyond commuter only service. The exclusion of commuter routes, when considering the paratransit boundary, serves as a cost containment method.
5. Should the days and hours of paratransit service continue to reflect the availability of a fixed route?
6. If we choose to estimate cost increases by say 10, 20, or 30% paratransit cost increases (at \$30/ride, and 150,000 annual rides, every 10% increase is



\$450,000), is this Metro's next highest service priority? How is that decision made if not through the budget process? Metro recommends this go through the 2021 budget and priority process.

7. ADA service does not allow for a pattern or practice of capacity constraints. This means that all service demand must be satisfied. Consequently, if demand for paratransit is high, there are limited opportunities to control costs.
8. If the Policy Board wants Metro to control the costs and we start reducing the service for the new boundary, can we get some guidance on how to trim that? Note that we cannot cut service within the $\frac{3}{4}$ mile boundary since this is the ADA minimum service boundary. Metro would recommend that Sundays, weekends, and evenings be the first cut, then the 2nd cut would go back to the $\frac{3}{4}$ mile boundary.
9. How does the Policy Board formally request each municipality to weigh in on this?
10. If the TPPB has additional questions that need more research, Metro will research those and respond.