
REPORT

TO: MEMBERS ADA Transit Subcommittee to the Transit & Parking Commission
FROM: Crystal Martin, Paratransit Program Manager
SUBJECT: METRO PARATRANSIT PROGRESS REPORT 2012 – FACT SHEET
DATE: 6/18/12

Paratransit Ridership & Performance

	<u>One-Way Trips</u>	<u>Rides/ Hour</u>	<u>On-Time</u>
2011	268,941	2.17	93%
2010	271,347	2.17	94%

Policy Metro has two policy updates and one regulatory change from 2011. **(1)** Changes to the no show policy resulted in 50% and 52% reductions in no shows and late cancelations respectively, so far. **(2)** Standardized agency agreements have been finalized with Dane County Human Services, Community Living Alliance, South Madison Coalition of the Elderly, Monona Grove School District and Care Wisconsin. **(3)** The U.S. Department of Transportation issued a final rule in 2011 that removed the term ‘common wheelchair’ from the ADA regulations. The Federal Transportation Administration expects to issue guidance on that topic in late 2012. Based on discussions with FTA officials, Metro will make changes to the language in its policies, but has been and continues to be in compliance with the intent of the changes.

Turnover Despite Metro Paratransit longevity in staffing, 2011 resulted in significant transitions with retirements and contract changes. Six drivers, 1 dispatcher, 3 customer service representatives and one long-time contractor were replaced. The transitions have been manageable without service disruptions.

Coordination The implementation of a statewide Medicaid transportation brokerage resulted in our Medicaid Common Carrier agreement with Dane County becoming obsolete. The broker is not yet ready to coordinate with ADA Complementary Paratransit services. Standardized agency agreements with local agencies are in place for 2012. Medicaid Waiver ridership, a significant revenue source for Metro, was even from 2010 to 2011. Historically, MA Waiver ridership increase by 2,000+ trips per year.

Costs Cost per trip in 2011 increased in parts due to fuel increases, overtime and depreciation of assets. Also, increased eligible costs were applied to paratransit overall costs. By including additional eligible costs, appropriate revenues are increased from agency fare agreements.

Cost per One-Way Trip	2011	\$ 31.91
	2010	\$ 28.51