

## **Transportation Coordination between Metro Para-Transit and the Specialized Transportation Service (STS) provided by Dane County**

Date: April 2, 2008

To: ADA Transit Subcommittee to the Transit & Parking Commission, City of Madison

From: Doug Hunt, Dane County Human Services

### Background

A long-standing but informal understanding exists between Dane County and the City of Madison regarding the provision of transportation services to individuals with developmental disabilities eligible for long-term support:

- Dane County Human Services (DCHS) provides routed group transportation to the 5 facility-based (FB) programs in Madison (MARC-West, MARC-South, MARC-East, Pathways of Wisconsin, and Valley Packaging Industries) through the Specialized Transportation Service (STS) program. About 170 persons live in Madison and use STS transportation to travel to/from work at these 5 facility-based programs (about 1200 rides/week).
- Metro para-transit provides service to individuals who work in the community and are paratransit eligible (i.e. cannot ride the city bus). Currently, the Metro para-transit program serves approximately 450 persons with developmental disabilities each month.

### Identifying the Target Group of Duplicated Rides/Riders

DCHS is working with Madison Metro staff to address the duplication of service issues at common destinations. To that end, DCHS staff Norah Cashin and Doug Hunt met with Madison Metro staff, Crystal Martin and Karen Darcy, on March 11<sup>th</sup> and March 19<sup>th</sup> to provide input on Metro's duplication of services plan.

Currently, Madison Metro has identified 65 riders who use Metro para-transit to travel to/from the 5 facility-based programs in Madison for a total of 365 rides per week. DCHS staff have reviewed the list and have found a total of 20 riders/90 rides per week who are either not funded by DCHS or are currently using para-transit for rides between community job sites and the FB programs (i.e. not a service covered by our STS routed, group service). We have therefore narrowed our focus to the remaining 45 riders/275 rides per week. (See Tables 1 and 2 in Attachment for further details.)

### Strategies to Address the Duplication Issue

By better coordinating transportation resources serving adults with developmental disabilities, the City of Madison and Dane County will realize less service duplication and greater efficiencies across both systems. (For example, by reducing peak hour

demand for Metro para-transit services, timeliness and system capacity issues will be addressed. And as STS vehicle capacity is available, riders will be served at an economical rate.)

Initially, DCHS and Madison Metro staff discussed the idea of broadening trip time negotiation parameters of the facility-based rides to provide for drop-offs before 8:01 AM or after 9:29 AM and pick ups before 2:01 PM or after 3:29 PM. This is not a feasible strategy for DCHS because under DCHS contract, the 5 facility-based programs in Madison are required to provide services between the hours of 8:00 AM and 3:00 PM. These times correspond to and complement the hours of coverage (3:00 PM to 8:00 AM) provided in participant homes by DCHS funded residential agencies. Accordingly, the County would like the opportunity to address these issues.

Discussions between the City and the County has led to a preliminary agreement to address this issue in upcoming budget cycles using the following strategies:

#### April through June

- Identify and begin training riders who can take the mainline bus, particularly from Valley Packaging Industries (VPI) located on Stewart Street. Also, explore whether a shuttle by private vehicles already in service between VPI and the South Transfer Point or to Fish Hatchery Road bus shelters could increase the number of persons able to use mainline services.
- Explore moving community based workers from facility destinations to community destinations.
- Explore federal funding (New Freedom) for coordination efforts and mobility training associated with this initiative.

#### July through September

- Determine the available capacity on existing STS routes to accommodate additional riders who cannot use mainline services.
- Undertake budgetary and contract planning to begin moving Metro Para-Transit riders into existing STS contracts as of January 1st, 2009.

#### October through December

- Plan the transition of para-transit riders from Metro's services to STS services by January 1<sup>st</sup>, 2009

Attachment

Table 1: Status of Rides Provided to Madison Facility-Based Programs (3.15.08)

<b>Provider of FB Rides</b>	<b>Persons Served*</b>	<b>Rides Provided</b>
Metro Para-Transit (DDS)	45 Madison residents	275 rides per week
DCHS STS Service	170 Madison residents	1200 rides per week

\*a few persons may be served by both programs

Table 2: Estimates of 2007 Costs of Duplicated Rides Provided at Madison Facility-Based Programs

	<b>Duplicated FB Rides Per week</b>	<b>2007 Avg. Cost per ride</b>	<b>2007 Local Contribution (42.54%)</b>	<b>2007 MA Waiver Match (57.46%)</b>	<b>2007 Total Cost of Rides</b>
Metro Para-transit	275 rides/wk	\$ 29.10/ride	\$ 177,022	\$ 239,108	\$416,130
DCHS STS	275 rides/wk	\$ 16.47/ride*	\$ 100,191	\$ 135,330	\$235,521

\* This estimate reflects 73% ambulatory rides (\$12/ride) and 27% non-ambulatory rides (\$26/ride).