



metro transit

Paratransit Service

DRC January 2019

TC and TPPB February 2019

Chuck Kamp, General Manager & Nancy Senn, Paratransit Manager

Paratransit Status Update

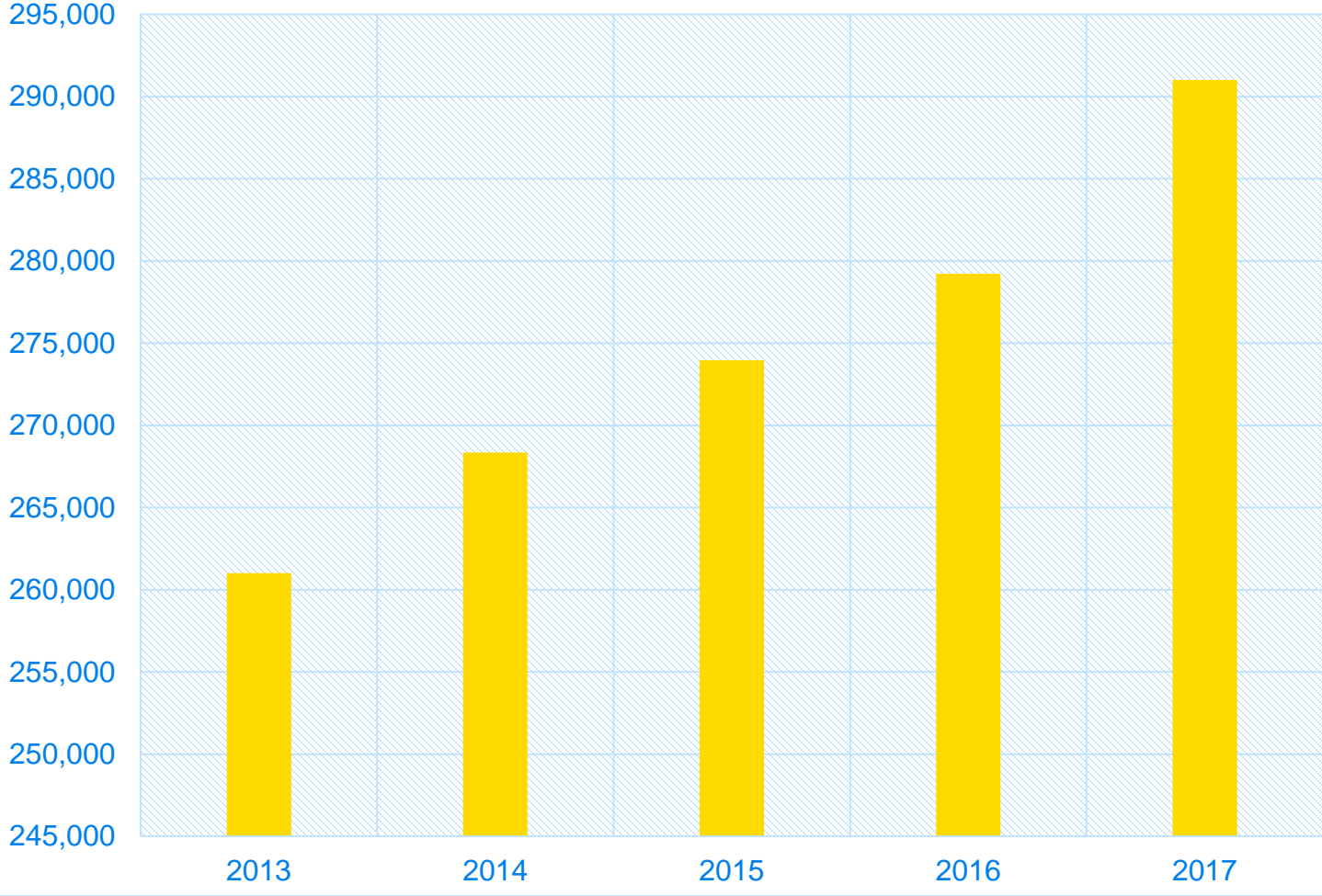
Background Information

- The following slides offer a brief snapshot of Paratransit.

Items to Review

- Ridership
- Boundary Map
- Service Area Complaints
- Dane County Services
- Madison Committee Structure

Metro Paratransit Ridership



2017 to 2018 Ridership Comparison

The impact of Family Care implementation in Dane County can be seen in the comparative data.

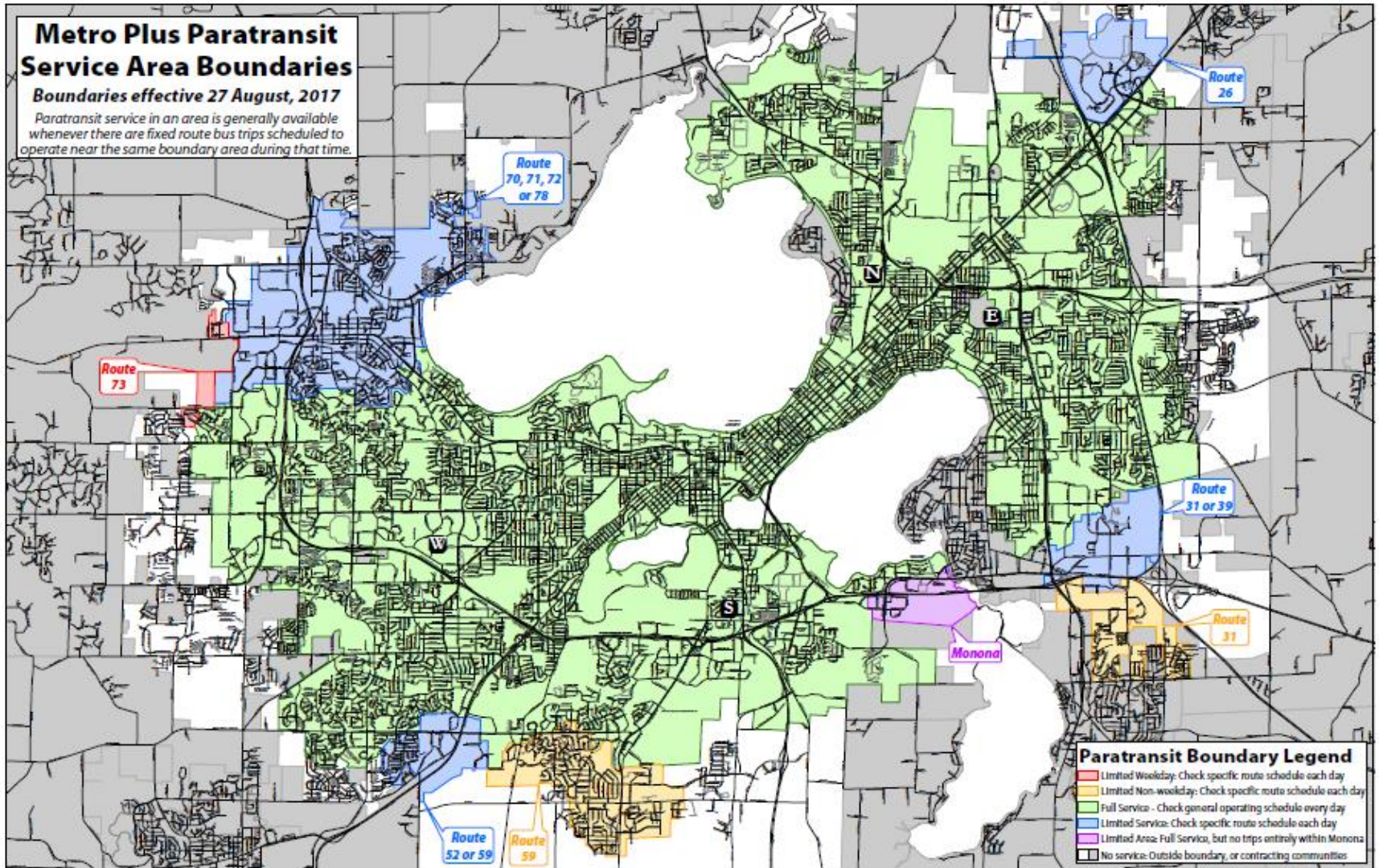
Family Care transition occurred from February to May in 2018.

Month	2017 Ridership	2018 Ridership
January	22,500	24,320
February	24,242	20,427
March	26,745	17,681
April	23,401	13,420
May	25,055	11,458
June	24,375	9,931
July	22,317	9,836
August	25,126	9,846
September	23,863	9,077
October	26,292	10,455
November	24,486	9,622
December	22,616	8,857
TOTAL	291,018	154,930

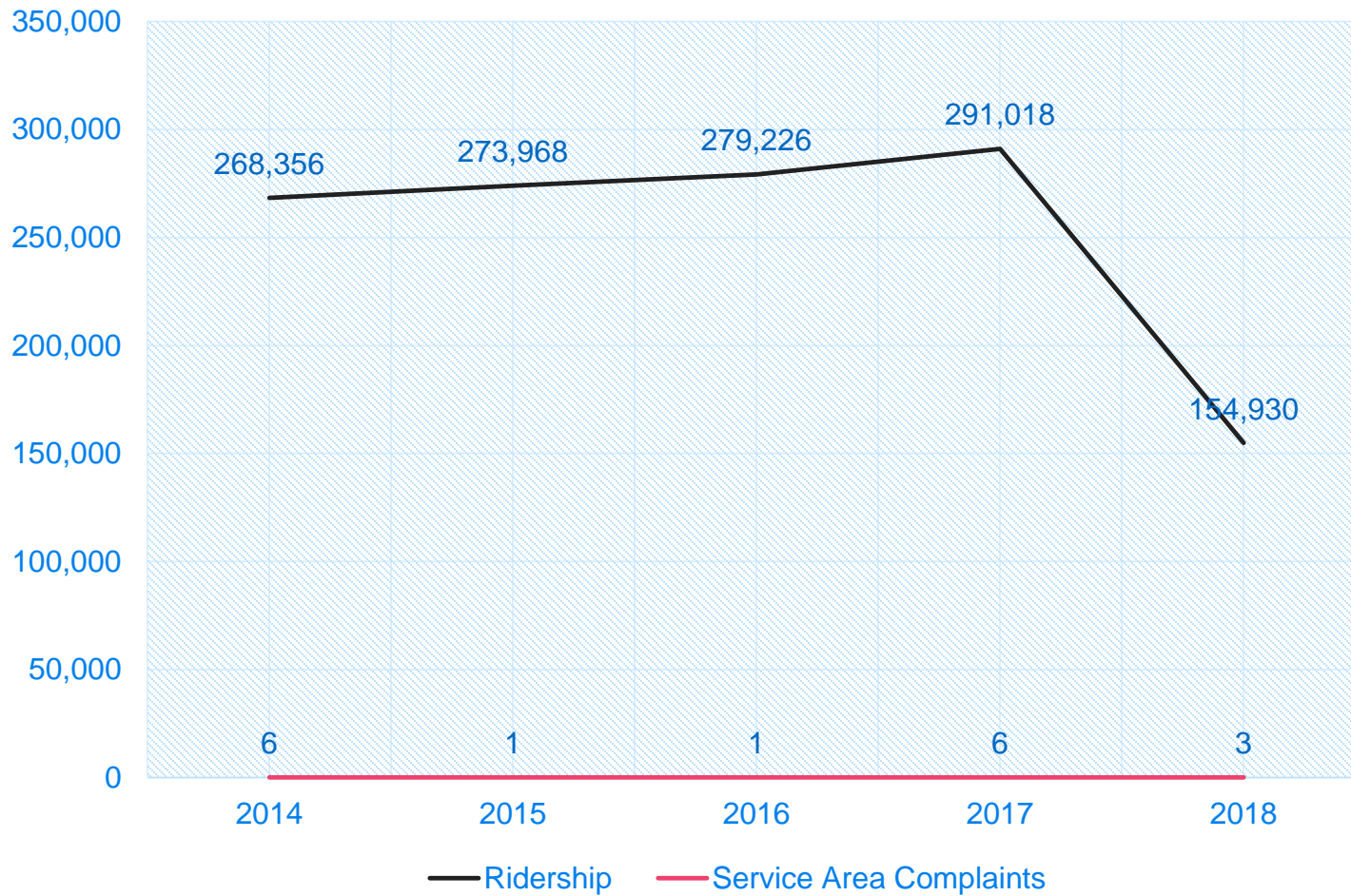
Metro Plus Paratransit Service Area Boundaries

Boundaries effective 27 August, 2017

Paratransit service in an area is generally available whenever there are fixed route bus trips scheduled to operate near the same boundary area during that time.



Paratransit Service Area Complaints Compared to Ridership



Dane County Transportation Services

- **Transportation Call Center***
- **Group Access Service***
- **Rural Senior Group Transportation Service**
- **Retired and Senior Volunteer Driver Escort Program**
- **Veterans Transportation***
- **Community Access Services**

***These programs service Madison/Monona/Middleton**

Madison Committee Structure

Transportation Policy and Planning Board

- Responsible for adoption of transportation policies and plans
- Responsible for transportation recommendations to Common Council on proposed ordinances and budgets

Transportation Commission

- Responsible for specific implementation related to transportation issues consistent with transportation policies adopted by TPPB or Common Council

Contact Information

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