
MEMO

TO: Transit & Parking Commission
FROM: Chuck Kamp, Norman Davis, David Schmiedicke
SUBJECT: Changes to Paratransit Service
DATE: 2/2/2018



City staff, including Metro Transit, City Finance and the Department of Civil Rights (DCR), are recommending that the Transit and Parking Commission (TPC), at its February 2018 meeting, revisit its prior decision regarding the timing of implementing changes to the City's paratransit program.

For the last 20 years, Metro has used funding of approximately \$3.9 million in a cooperative agreement with Dane County to fund paratransit service and provide paratransit users with services exceeding those required by the Americans with Disabilities Act (ADA). This funding is no longer available with the state-mandated implementation of Family Care in Dane County. Metro has done extensive planning in order to have tools available to minimize that funding loss. Those tools include adjusting paratransit services closer to the minimum levels set by the ADA. Other tools are designed to persuade Family Care providers to cooperate with Metro and use their transportation funding to pay agency fares rather than transferring that cost to Metro.

The Metro staff recommendations made at the January 2018 TPC meeting are part of the 2018 Metro budget adopted by the Common Council. Some changes have since been made to the implementation plan in response to requests by the TPC to soften its impact and seek further public input. Modifications include postponing the paratransit fare increase and modifying the timing of the transition away from door-to-door service. These modifications are possible due to the 4-month implementation timetable of Family Care in Dane County and state Medicaid funding provided by the County to Metro for the first quarter of 2018 to allow Metro to continue current service for riders served by MA Waiver who have not yet transitioned to Family Care. Delays to additional changes to paratransit service – elimination of convenience tickets and leave attended service – were not considered in the adopted Metro budget. Having a long-term cooperative relationship with Dane County allowed Metro to work with them to provide this level of service together. With the advent of Family Care, roles are changing. There are numerous Family Care, IRIS and Family Care Partnership agencies. They must now take on the full role of human services transportation, including any necessary support staff and funding for these services.

In the fall of 2016, the City convened a committee of paratransit users, service providers, subject matter experts and policy makers in order to explore Metro's response to this change in funding and ability to provide service. Meeting dates and topics are shown in Chart 1.

Meeting Date	Topics Addressed
9/19/16	Organizational, Authorizing resolution, Family Care impact highlights, Timeline, Committee resources
11/1/16	Review of foundational materials
11/28/16	Agency fares, Transportation provisions under Family Care, IRIS overview, Questions for State
12/12/16	CIP/Family Care differences, IRIS overview, Questions for State
1/9/17	Questions for State, Dane County funding
2/13/17	Scenarios under Family Care, Milwaukee Family Care experience
2/27/17	Fare concepts, Sample agency agreement, Paratransit provider contract term, Family Care RFP highlights
3/20/17	Paratransit choices, Existing agencies with agreements, MA waiver waiting lists, Family Care RFP update
4/3/17	Financial scenarios, Family Care RFP update, Member report re IRIS staff discussion
4/24/17	Financial scenarios, Prioritized service levels/fare recommendations, Family Care RFP Q&A
5/8/17	Family Care RFP Q&A, Prioritized service levels/fare recommendations
7/10/17	Family Care RFP Q&A, Prioritized service levels/fare recommendations

Chart 1

Racial Equity and Social Justice principles of including those most affected by decisions, as well as working with those familiar with some of the complex issues and history of paratransit service, governed the membership of this group.

Additional outreach was done (and continues) with Family Care and IRIS providers to facilitate as smooth a transition as possible for those continuing to use Metro paratransit service. See Chart 2.

Date	Agency	Item	Topic	Participants
8/3/2017	Care WI	meeting	Initial meeting	MCO
8/31/2017	TMG	meeting	Initial meeting	ICA
9/11/2017	DD Coalition	presentation	Transportation panel	MCOs, ICAs
9/25/2017	My Choice	meeting	Initial meeting	MCO
9/26/2017	iCare	meeting	Initial meeting	MCO
10/5/2017	Connections	meeting	Initial meeting	ICA
10/6/2017	Care WI	meeting	FC start	MCO
11/15/2017	IRIS	meeting	Agreements, agency tickets	DHS, ICAs, FEAs
12/6/2017	IRIS	meeting	Agreements, agency tickets	DHS, ICAs, FEAs
12/7/2017	Care WI	meeting	FC start, agency tickets, data	MCO
12/13/2017	DCHS	phone conference	Agency ticket purchase for IRIS	DCHS
12/19/2017	IRIS	meeting	Agreements, agency tickets	DHS, ICAs, FEAs
12/21/2017	DHS	phone conference	IRIS startup tickets, agreements	DHS
1/10/2018	Care WI	meeting	Billing/no ticket proposal	MCO
1/10/2018	My Choice	meeting	Billing/ticket/rate proposal	MCO
1/11/2018	IRIS	meeting	IRIS tickets	DHS, ICAs, FEAs
1/16/2018	My Choice	phone conference	Billing/ticket/rate proposal	MCO
2/22/2018	IRIS	meeting	IRIS troubleshooting, Mar prep	

Chart 2

A public hearing was held on these issues, and they were discussed in varying stages of progress, at a variety of public meetings. Resulting from a request at the October 2017 TPC meeting, Metro Transit did a first phase RESJI Equity Analysis Tool. Part of the results from this analysis was awareness that more public

outreach and public participation was necessary. A second phase analysis is being conducted with the help of DCR.

We all recognize that this is a very frustrating outcome for those served by the paratransit program. State mandated changes to existing service in Dane County, long recognized as a leader in services to people with disabilities, are not in our control. As the City continues to work to mitigate the adverse impacts on paratransit riders, such as ongoing negotiations for the use of paratransit tickets with MCOs, we ask the TPC to take action in order for Metro to be able to act with as much certainty as possible in this changing environment.

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