



metro transit

Metro Paratransit Program

September 2020

Nancy Senn, Paratransit Manager

Metro Paratransit 2020

Paratransit Overview

Historical Trend

Family Care

COVID-19

New Trend

Current Challenges

Program Overview

ADA Paratransit Service

- Serves as a complement to Metro fixed-route bus service
 - Service area
 - Hours and days of service
 - No trip purpose restrictions
 - Fares
 - Reservation and response time
- Eligible to those who cannot use fixed-route bus service due to a disability
- Shared ride service

Transit and Paratransit Basics

2017 Information

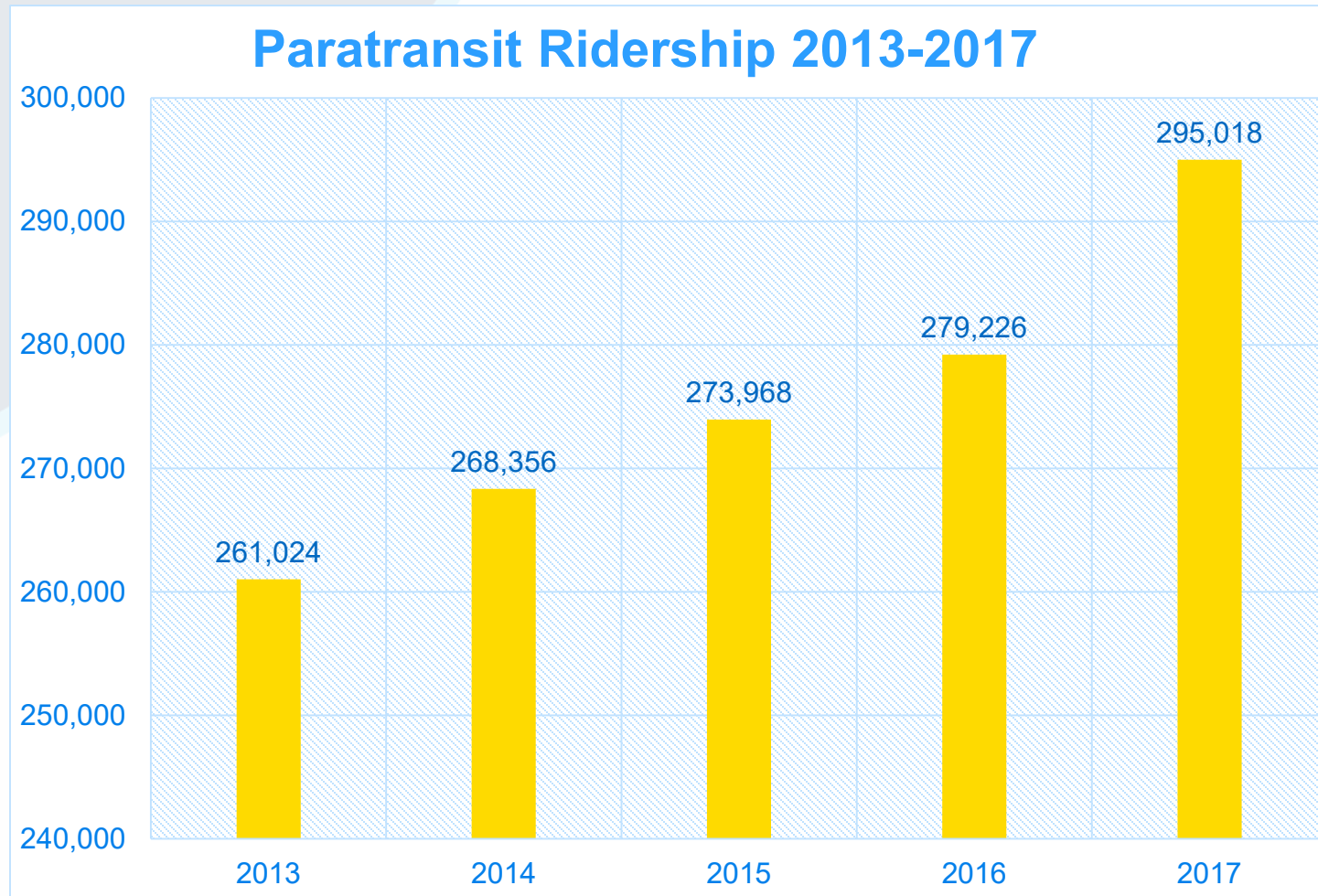
Transit

- 13.3 million rides per year
- 62 routes using 215 buses
- Operational cost per trip \$3

Paratransit

- 300,000 rides per year
- Serving 3,800 clients
- In-house and contract service providers
- Operational cost per trip \$34

Ridership Trend



Family Care

Background

- State implementation of Family Care in 2018
- Administration of long-term care by Dane County ended
- Metro and Dane County cost-sharing ended for Medicaid funded trips
- Metro assured revenue source of \$3.9 million eliminated
- Developed ticket purchase method for Medicaid funded trips

Impact

- Ridership decreased by 47%
- Expenses decreased by 32%
- Revenue decreased by 34%

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.

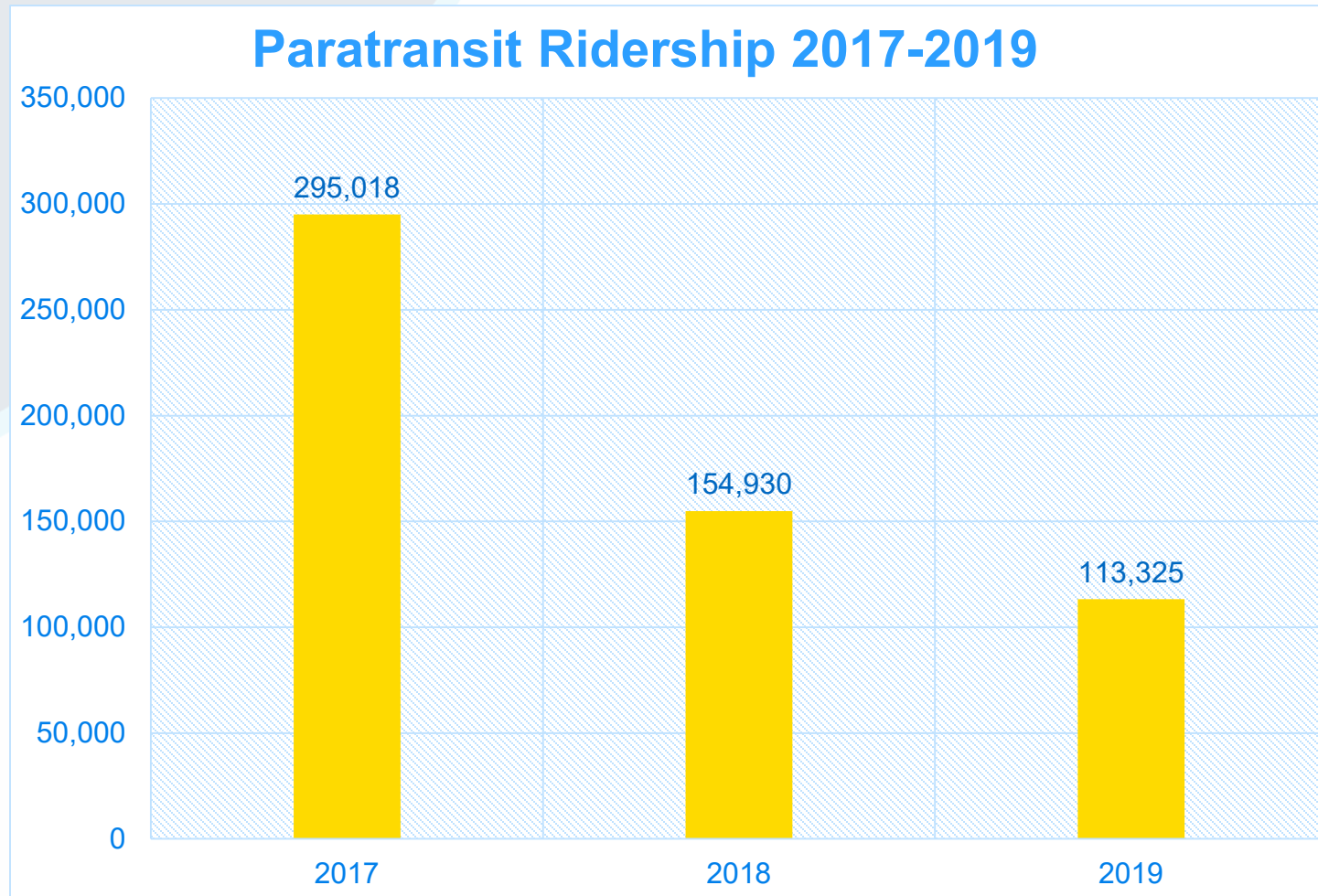
Month	2017 Ridership	2018 Ridership	Percent Change
January	22,500	24,320	8%
February	24,242	20,427	-16%
March	26,745	17,681	-34%
April	23,401	13,420	-43%
May	25,055	11,458	-54%
June	24,375	9,931	-59%
July	22,317	9,836	-56%
August	25,126	9,846	-61%
September	23,863	9,077	-62%
October	26,292	10,455	-60%
November	24,486	9,622	-61%
December	22,616	8,857	-67%
TOTAL	295,018	154,930	-47%

2018 to 2019 Ridership Comparison

The comparative data is an apples-to-apples comparison beginning in June.

Month	2018 Ridership	2019 Ridership	Percent Change
January	24,320	8,121	-67%
February	20,427	9,169	-55%
March	17,681	10,132	-43%
April	13,420	9,697	-28%
May	11,458	9,683	-15%
June	9,931	8,819	-11%
July	9,836	9,324	-5%
August	9,846	9,149	-7%
September	9,077	9,428	4%
October	10,455	10,843	4%
November	9,622	9,655	0%
December	8,857	9,305	5%
TOTAL	154,930	113,325	-27%

Ridership Trend

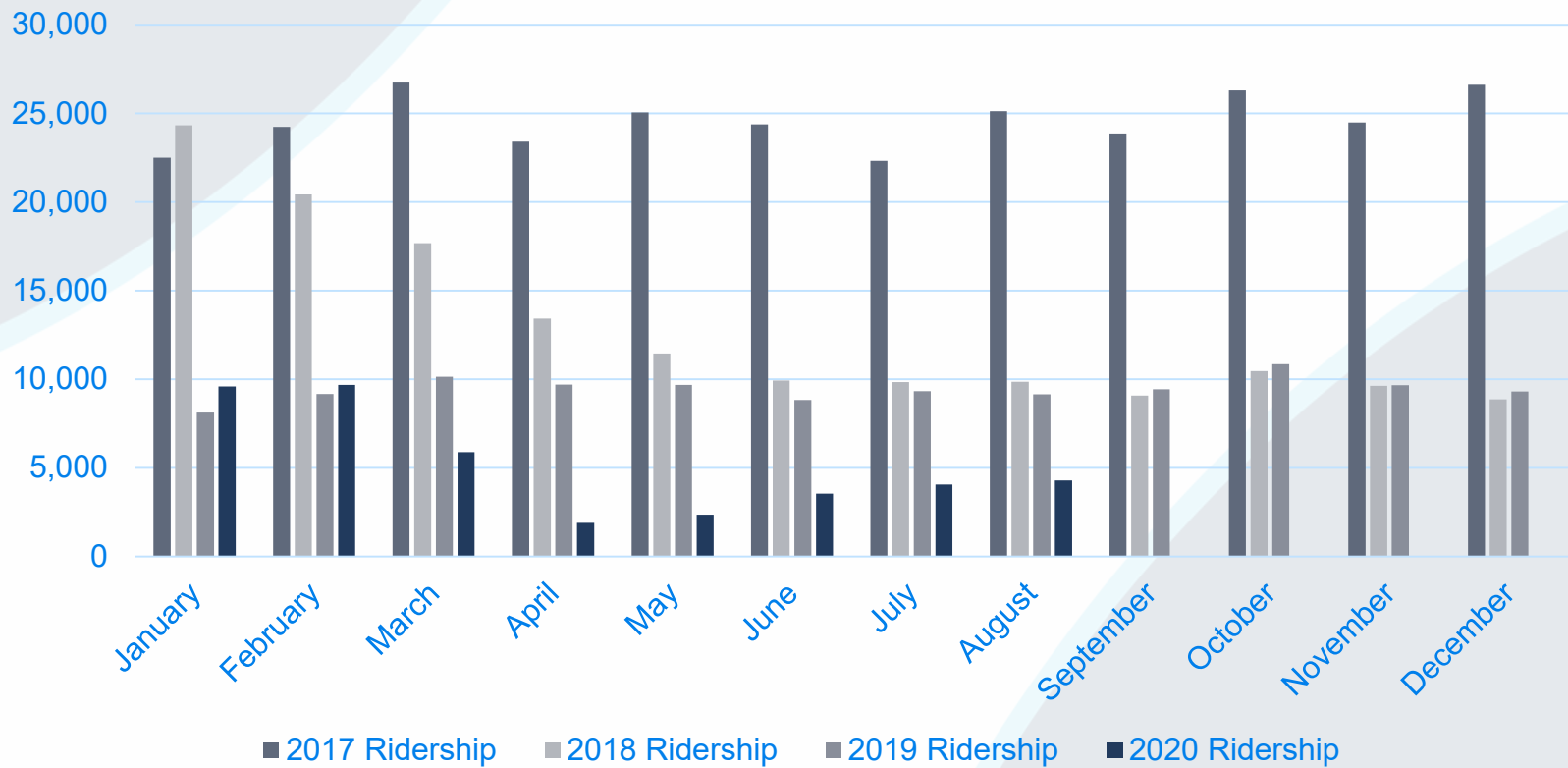


COVID-19 Public Health Emergency

- **Safety precautions**
 - Face coverings and Personal Protective Equipment
 - Vehicle cleaning and disinfection
 - Physical separation in vehicles
 - Encourage healthy hygiene
- **Halt in-person eligibility assessments**
- **Ride cancellation outreach**
- **Reduced capacity on vehicles**
- **No fare collection April through August**
- **Significant ridership impact**

Monthly Ridership Comparison

Paratransit Monthly Ridership 2017-2020



Current Challenges

- **Expectations for safety**
- **Instability of service demand**
- **Ensuring sufficient capacity**

Contact Information

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