

**RESOLUTION NO. TPC-46
THE CITY OF MADISON, WISCONSIN
TRANSIT AND PARKING
COMMISSION**

**Regarding
Metro Paratransit
Leave Attended Service Violations Policy
Effective May 1, 2017**

Drafted by: Nancy Senn
Date Presented: 2/8/17
Date Approved:

WHEREAS, a contractual agreement exists between the City of Madison and Dane County regarding Metro Paratransit service for Dane County MA Waiver funded clientele; and

WHEREAS, a contract requirement stipulates that: "Transportation related supervision shall be provided on a limited and coordinated basis"; and

WHEREAS, to ensure that this contract provision is carried out, Metro has designated certain customers as Leave Attended in which the rider is left with a willing and responsible party upon arrival at destination; and

WHEREAS, operational difficulties have resulted from instances in which no responsible party is present to receive Leave Attended designated customers upon arrival at destination; and

WHEREAS, Dane County has addressed the issue, on a case-by-case basis, with their service providers who are responsible to be present to receive Leave Attended customers; and

WHEREAS, despite these efforts, operational challenges persist which negatively impact other customers and increase the operational cost in time, effort, and expense; and

WHEREAS, Metro staff drafted a proposed Leave Attended Service Violations Policy which incorporates service suspension penalties to address repeated instances in which a responsible party is not present to receive a Leave Attended designated customer upon arrival at destination; and

WHEREAS, on February 8, 2017, the Transit and Parking Commission considered the proposed policy and the input of the ADA Transit Subcommittee; and

WHEREAS, the policy establishes the conditions under which a service suspension is imposed on Metro Paratransit customers with repeated violations of the Leave Attended service parameters; and

WHEREAS, the service suspensions are limited to a second or third violation of the Leave Attended service parameters; and

WHEREAS, such service suspensions shall be immediate with a minimum of 30 days for a second violation and a minimum of 180 days for a third violation; and

WHEREAS, the Transit and Parking Commission Subcommittee recommended a proposed effective date of May 1, 2017 for the proposed Leave Attended Service Violations Policy.

NOW, THEREFORE, BE IT RESOLVED, that a Leave Attended Service Violations Policy shall provide for Metro Paratransit service suspensions, effective May 1, 2017.

Approved this 8th day of February, 2017, by the City of Madison Transit and Parking Commission.

Gary Poulson, Chair
Transit and Parking Commission