

**CITY OF MADISON
TRANSIT DIVISION**

METRO PROCEDURAL MEMORANDUM

**NO. 2-1
PARATRANSIT**

SERVICE DELIVERY STANDARDS

INTRODUCTION: The passage of the Americans with Disabilities Act of 1990 (ADA) significantly changed the method in which transportation for people with disabilities is provided. Prior to the passage of the ADA, local communities had a choice as to how the service was provided. The ADA and the provisions of 49 CFR Part 37 provide uniform national standards for how transportation is to be provided for people with disabilities.

The City of Madison developed paratransit service delivery standards in response to the ADA and 49 CFR Part 37. These standards evolved through a series of ADA Paratransit Plans adopted by the Common Council. Further, the Transit and Parking Commission and Common Council have made changes over the years affecting the provision of paratransit services.

This Metro Procedural Memorandum codifies these standards in a single document.

I. COMPARABLE SERVICE CRITERIA

49 CFR Part 37 requires paratransit service to be comparable to fixed-route services. The regulations identify six (6) service criteria that define the level of paratransit service that is considered comparable. The City has defined Metro's service standards according to the criteria contained in the regulation. They are as follows.

A. Service Area

Paratransit shall be provided within three-quarters (3/4) of a mile on each side of an operating fixed route.

Metro's current service area is defined as the City of Madison, the City of Middleton, the Village of Shorewood Hills, the Town of Madison and the urbanized area of the City of Fitchburg.

Within the City of Monona, paratransit service shall be provided to points west of the Yahara River provided that the origin or destination of the trip is within the Metro service area. Paratransit rides having both the origin and destination within the City of Monona will not be provided.

Paratransit service will not be provided to areas in which Metro is not authorized to operate even if the area falls within the three-quarter (3/4) mile service area. This includes, but is not limited to, the City of Sun Prairie, Town of Blooming Grove, Village of Maple Bluff, Town of Middleton, Town of Burke, Town of Dunn, Village of McFarland, Town of Westport, Town of Verona, and Town of Springfield. Wisconsin statutes prohibit Metro from providing services to communities in which it does not have an agreement to operate.

B. Response Times

Reservations will be accepted during normal business hours. These are defined as 8:00 AM to 4:30 PM Monday through Friday and 1:00 PM to 4:30 PM on Saturday, Sunday and holidays.

Individuals who call the office on a given day during normal business hours will be provided service on the following day. Reservations will be accepted in advance. Standing orders for routine trips on a continuous recurring basis will be accepted. Standing orders will be automatically cancelled on holidays and at the customer's request.

C. Fares

The fare for paratransit shall not be less than the adult cash fare and not be more than two times the adult cash fare.

The only exception to this is for those riders eligible to receive medical assistance reimbursement. In this case, the fare charged would be that allowed under the medical assistance reimbursement rules.

NOTE: 49 CFR Part 37 allows a maximum fare of double the adult cash fare.

D. Trip-Purpose Restrictions

There will be no trip-purpose restrictions imposed.

E. Hours and Days of Service

As outlined in A above, service will be provided only within the defined service area. Paratransit service will be provided so that it is comparable to the fixed route operating in a given area. For example, if the first trip on a fixed-route serves a neighborhood at 6:00 AM, the paratransit service will be provided beginning at 6:00 AM. Likewise, if fixed-route service ends at 10:00 PM, the last paratransit pick up or drop off will be at 10:00 PM.

When making reservations, customers will be asked to provide a desired pick-up or drop-off time depending on the trip. Metro will honor the request when possible. However, the regulations allow the pick-up or drop-off time to be negotiated within a one (1) hour window of the passenger's request. When efficiencies can be gained by grouping trips, Metro will negotiate the pick-up or drop-off time.

The maximum span of service between available trips will be one (1) hour as provided in 49 CFR Part 37.131(b)(2).

Paratransit services will not be provided to communities that do not contract for services on a given day of the week. For example, the a municipality provides fixed-route services on Monday through Fridays but not on Saturdays, Sundays and holidays. Paratransit service municipalities will not be provided on days when fixed-route services do not operate.

F. Capacity Constraints

No capacity constraints will be used to limit the availability of paratransit service.

II. SERVICE DELIVERY METHOD

In accordance with 49 CFR Part 37.139(d)(4), the City established the following service delivery standards

A. Scheduled Trips

All service will be provided using a scheduled trip method. Vehicles will circulate through the service area on regular intervals. Where regularly scheduled service is provided, customers will be expected to utilize scheduled vehicles before another vehicle is dispatched. Realizing the nature of paratransit service—it provides direct origin-to-destination service as opposed to stop-to-stop service like the fixed route—service will be developed in such a manner that trips are not assigned to operate on specific streets or use exact time points.

B. Transfer

Transfers between vehicles are acceptable to allow the customer to complete their trips.

C. Comparable Travel Time

Travel time for paratransit trips will be comparable to a similar trip taken on fixed route.

D. Service Provider

Metro has the sole discretion to decide which provider will transport passengers. This is necessary to operate in the most efficient and effective manner possible. Metro provides directly-operated service from approximately 6:00 AM to 6:00 PM Monday through Friday excluding holidays. During all other times, subcontractors selected by the City provide service.

E. Curb-to-Curb Service

1. Passengers are expected to be ready and waiting at the door of the scheduled pick-up point.
2. Paratransit service will be provided in a curb-to-curb manner. This means that the passenger is responsible to get to the curb where the vehicle is stopped for pick ups. Likewise, on disembarking from the vehicle, the passenger is responsible for getting from the curb where the vehicle stops to their final destination.
3. Door-to-Door Option. At the request of the passenger, door-to-door service will be provided. Passengers will be provided assistance from the door to the vehicle and vice versa. At no time will an operator enter a building to assist a passenger. Help will be offered, however, in opening the main door of either the boarding or disembarking location.
4. Door-to-Door Surcharge. The provision of door-to-door service exceeds the requirements of 49 CFR Part 37. The City has chosen to charge \$0.50 per ride to provide door-to-door service. This service is to be requested at the time the ride reservation is made.

NOTE: The collection of the door-to-door surcharge is currently suspended.

F. School District Rides

Metro will not provide paratransit service for trips made by elementary, middle and high school students for whom school districts have a statutory requirement to do so.

Chuck Kamp
Transit General Manager

MPM 1-2
Dated: December 11, 2007

**CITY OF MADISON
TRANSIT DIVISION**

METRO PROCEDURAL MEMORANDUM

**NO. 2-2
PARATRANSIT**

ELIGIBILITY STANDARDS

INTRODUCTION: The Americans with Disabilities Act of 1990 (ADA) and the provisions of 49 CFR Part 37 provide uniform national standards for eligibility for paratransit service. The City of Madison developed paratransit eligibility standards in response to the ADA and 49 CFR Part 37. These standards evolved through a series of ADA Paratransit Plans adopted by the Common Council.

I. ELIGIBILITY CLASSIFICATIONS

49 CFR Part 37 provides three (3) classifications for paratransit-eligible individuals. The City has adopted the eligibility classifications contained in the regulation. They are as follows.

A. Category 1

This includes individuals who, because of their disability, cannot independently board, ride and/or disembark from an accessible vehicle. The regulations assume that an individual will not and need not be able to operate a boarding system such as a wheelchair lift.

B. Category 2

Any person with a disability who can use an accessible vehicle, but for whom any desired trip cannot be made because the fixed-route service is not functionally accessible, is eligible.

Also, any person with a disability for which winter weather conditions prevent them from accessing the fixed-route system.

C. Category 3

This includes those individuals who have impairment-related conditions that prevent them from getting to or from a boarding or disembarking location.

II. TRIP-BY-TRIP ELIGIBILITY

All eligibility shall be determined on a trip-by-trip basis. It may be possible for an individual to use the fixed-route system for some trips but not for all. In such a case, the individual will be eligible for paratransit only for the trips they cannot make on the fixed-route service.

III. TEMPORARY ELIGIBILITY

As needed, eligibility will be provided for limited periods of time according to I and II above.

IV. DETERMINATION OF ELIGIBILITY

Metro shall make the initial and all subsequent eligibility determinations. Eligibility is based on a functional ability to get to, embark, ride and disembark a bus. It is not a medical issue. Metro may consult appropriate experts at any stage of the certification or re-certification process if necessary.

V. VISITOR CERTIFICATION

Visitors are eligible for 21 days of service in a 365-day period beginning on the first day the service is used by the visitor. For additional days of service, the individual is expected to register under Metro's eligibility procedures.

For individuals who reside outside the Metro service jurisdictions, Metro shall certify an individual with a disability as a visitor when providing documentation of residence, a statement that because of their disability they are unable to access the fixed route, and, if requested, documentation of disability.

Metro shall accept the certification of another transit agency for visitor service.

Individuals from outside the Metro service jurisdiction may also self-certify that they are unable to use the fixed route system for visitor service.

V. ATTENDANTS/COMPANIONS

Individuals accompanying an eligible rider shall be provided service as follows:

A. One (1) other individual accompanying the eligible rider shall be provided service:

1. If the eligible individual is traveling with a personal-care attendant, Metro shall provide service to one (1) other individual in addition to the attendant.
2. A family member or friend is regarded as a person accompanying an eligible individual, and not as a personal-care attendant, unless the family member or friend registered is acting in the capacity of a personal-care attendant.

B. Additional individuals accompanying the eligible individual shall be provided service if space is available for them on the vehicle carrying the eligible individual and the transportation of the additional individuals will not result in a denial of service to other eligible individuals.

C. In order to be considered as "accompanying" the eligible individual, the other individual(s) shall have the same origin and destination as the eligible individual.

A personal-care attendant shall not be charged a fare. All others shall be charged a fare.

VI. ELIGIBILITY PROCESS

A. The standards of eligibility will be strictly limited to those standards described above.

- B. All information about the process shall be available in accessible format upon request.
- C. If, by a date 21 days following the submission of a complete application, Metro has not made a determination of eligibility, the applicant shall be treated as eligible and provided service until and unless Metro denies eligibility.
- D. Metro's determination of eligibility will be in writing. If eligibility is denied, the reasons for this finding shall be described.

VII. APPEALS PROCESS

- A. If the applicant disagrees with the determination that has been made, they may file an appeal within one (1) month of the eligibility determination. The Transit General Manager or his/her designee will review the appeal. A response will be provided within ten (10) working days unless additional information is needed.
- B. If the applicant disagrees with the finding in A above, the applicant, within ten (10) working days of the determination from A above, may file an appeal to the Paratransit Appeals Board. Members of the ADA Transit Subcommittee of the Transit and Parking Commission make up the Board. The determination of the Board is final.

VIII. CHANGES IN ELIGIBILITY

- A. Metro reserves the right to change an individual's eligibility. This shall occur when warranted based upon changes in an individual's situation, when it is determined that incorrect information is provided in the application, or when an individual is observed acting contrary to information provided on their application.
- B. Anyone, including an individual already certified as eligible for paratransit, may file an application at any time and as often as they desire. This is to allow individuals the ability to request a change in eligibility in the event that their circumstances change.

IX. RECERTIFICATION

Metro will require recertification of paratransit eligibility every three (3) years. The next scheduled recertifications will take place in 2010 and 2013.

Chuck Kamp
Transit General Manager

MPM 2-2
Dated: December 11, 2007

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**CITY OF MADISON
TRANSIT DIVISION**

METRO PROCEDURAL MEMORANDUM

**NO. 2-3
PARATRANSIT**

NO SHOW POLICY

INTRODUCTION: The Americans with Disabilities Act of 1990 (ADA) and the provisions of 49 CFR Part 37 provide uniform national standards for paratransit service. In order to provide the most cost-effective service possible, the regulations allow transit systems to adopt no show policies. These no show policies are intended to serve as a deterrent against reserving rides and then not taking them. The City of Madison developed a no show policy as part of the January 26, 1994, ADA Paratransit Plan Update.

I. DEFINITION

- A no-show occurs when a passenger schedules a ride but fails to show up to take a scheduled trip.

II. NOTICE OF CANCELLED TRIP

Riders must contact Metro at least 30 minutes before a scheduled trip to prevent the ride from being considered a no show.

III. SUSPENSION OF SERVICE

- A. Excessive no shows can result in a suspension of service. If a passenger exceeds the following rates, service could be suspended.

- 1 to 14 trips per month—a maximum of 2 no shows per month
- 15 to 39 trips per month—a maximum of 4 no shows per month
- 40 to 59 trips per month—a maximum of 6 no shows per month
- 60 to 79 trips per month—a maximum of 8 no shows per month
- 80 to 99 trips per month—a maximum of 10 no shows per month
- 100 or more trips per month—a maximum of 12 no shows per month

- B. If a passenger exceeds these limits on a monthly basis, they are then subject to the following schedule for suspension of service.

- 1st violation—letter of warning
- 2nd violation—1-day suspension of service
- 3rd violation—3-day suspension of service
- 4th violation—7-day suspension of service
- 5th violation—30-day suspension of service

All subsequent violations will merit a 30-day suspension of service regardless of the original date of the no show violation.

- C. A record of no show violations will be kept only for a six (6) month period. As a result, a customer who has no show problems in January will not be unduly punished in August unless a problem of abuse continues.

IV. EXCEPTIONS

A rider will not be considered a no show if any of the following occurs:

- A. The vehicle arrived at the pick-up location early or late and the passenger was not ready, had left to call, or made other arrangements.
- B. A sudden family emergency caused the person to change plans and did not allow time to notify the dispatcher of this change.
- C. The person had made a reasonable effort to notify Metro that service would not be needed but experienced an unreasonable delay on the phones.
- D. A sudden turn for the worse for a passenger with a variable condition caused them to miss a trip.

V. ON-TIME DEFINITION

All vehicles dispatched and authorized by Metro have a 20 minute window for arrival. A vehicle is not considered late until it is 20 minutes past its originally-scheduled arrival time.

VI Appeals of No Show Notices

Appeals to no show notices shall be in writing, including electronic transmission, and received at Metro. Appeals shall be accepted in accordance with the exceptions listed above in IV. Exceptions.

Chuck Kamp
Transit General Manager

MPM 2-3

Dated: December 11, 2007