
REPORT

TO: MEMBERS - Transit & Parking Commission
FROM: Nancy Senn, Paratransit Program Manager
SUBJECT: Leave Attended Services Policy Violation – Proposed Policy Draft -2nd version
DATE: 8/3/16

The ADA Transit Subcommittee has discussed the operational challenges surrounding the provision of leave attended services. In brief, Metro has experienced several years of increased operational incidents where a responsible party is not present or available to receive Metro Paratransit customers that must be left attended at the time of the driver's arrival. These incidents result in delays in the schedule for other passengers, reduce system capacity, distress the rider, and generally disrupt the planned service. The following policy is proposed in an attempt to remedy the operational delays and disruptions of such incidents. The language presented incorporates input from the ADA Transit Subcommittee.

Leave Attended Definition

City shall designate on driver manifests certain Customers as Leave Attended. Leave Attended means that the Customer must be in view of the driver en route; and, that upon arrival at the destination, the Customer is left with a willing and responsible party identified by the driver as a professional or personal associate or family member of the Customer. These are rides that go beyond the scope and intent of the ADA. It is an example of the coordinated paratransit and human service agency transportation services provided by the City and County. 96% of these rides are reimbursed at $\cong$ 60% of cost by Dane County through the MA Waiver program.

In the event that the driver is unable to determine a willing and responsible party to receive the customer (driver must wait 5 minutes beyond scheduled pick up time), the driver will notify dispatch and a violation of the Leave Attended Policy will have occurred.

1st Occurrence

Upon first occurrence of a violation of the Leave Attended Policy, the customer shall be issued a written notice of violation. Warning notifications shall include an opportunity for the customer to appeal the violation.

2nd Occurrence

Upon second occurrence of a violation of the Leave Attended Policy within 365 days, the customer shall be immediately suspended from service until the end of the following month (i.e., a minimum of 30 days). Written notification shall follow with the terms of the suspension, appeals information, and return to service requirements. The customer may appeal the suspension in writing within 10 days of the occurrence and subsequent written notice. At any time during the suspension, customer may apply in writing to return to service. Anticipated terms of return-to-service during the suspension period include:

- Customer must travel with an attendant for all trips, and
- Attendant must have the same origin and destination, and
- Must follow Metro's no show and cancel policy, and
- A No Show will occur if an attendant is not available or ready, and

- If customer is **inadvertently** transported without an attendant, the suspension will be immediately reinstated.

Once the suspension period has expired and no further incidents have occurred (**during a reinstatement period**), the customer may apply to Metro in writing and negotiate a return to service on a leave-attended basis to travel without an attendant. Requests will not be unreasonably withheld.

3rd Occurrence

Upon third occurrence of a violation of the Leave Attended Policy, the customer shall be immediately suspended from service until the end of a full 6 months (i.e., a minimum of 180 days). Written notification shall follow with the terms of the suspension, appeals information, and return to service requirements. The customer may appeal the suspension in writing within 10 days of the occurrence and subsequent written notice. At any time during the suspension, customer may apply in writing to return to service. Anticipated terms of return-to-service during the suspension period include:

- Customer must travel with an attendant for all trips, and
- Attendant must have the same origin and destination, and
- Must follow Metro's no show and cancel policy, and
- A No Show will occur if an attendant is not available or ready, and
- If customer is inadvertently transported without an attendant, the suspension will be immediately reinstated.

Once the suspension period has expired and no further incidents have occurred (**during a reinstatement period**), the customer may apply to Metro in writing and negotiate a return to service on a leave-attended basis to travel without an attendant. Requests will not be unreasonably withheld.