

Metro Paratransit Scenario Highlights under Family Care

The scenario comparison chart contains information on the current paratransit service provided and three scenarios that may result under Family Care. Only those service features with anticipated changes are reflected in the comparisons. For example, we anticipate no changes to eligibility, the service area, the hours and days of service, and they are therefore excluded from the scenarios. Also of note is that while we are addressing Family Care specifically, the changes may be applied to all customers.

Scenario 1 Status Quo

This scenario approximates the service currently available. Family Care imposed changes are addressed, but other changes are kept to a minimum. Highlights for this scenario include a limited duration billing period, the implementation of a leave attended violations policy, and no incident reporting for IRIS members.

Scenario 2 Pay for Above & Beyond Service Only

This scenario identifies and establishes an additional cost for each feature that would go above and beyond our basic service. Highlights for this scenario include a limited duration billing period, establishment of a premium fare, a standard fare charged to companions, curb-to-curb service for most passengers, limitations on subscription service, the implementation of a leave attended violations policy, and no incident reporting for IRIS members. Generally, features under Scenario 1 have an additional cost if they are available at all under Scenario 2.

Scenario 3 Pay Standard Fare Only

There are two significant features of this scenario. The standard fare is increased to \$4.00, the maximum allowed under the ADA requirements. This is twice the base fare on fixed route service. The other item of significance is the general elimination of service features that exceed the minimum requirements of the ADA.