
REPORT

TO: MEMBERS - ADA Transit Subcommittee to the Transit & Parking Commission
FROM: Crystal Martin, Paratransit Program Manager
SUBJECT: Leave Attended Policy Violation – Proposed Policy
DATE: 12/21/15

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 cause delays in the schedule for other passengers, reduce system capacity, and generally disrupt the planned service. Based on input from the ADA Transit Subcommittee, the following policy is proposed for discussion in an attempt to remedy the operational delays and disruptions of such incidents.

Leave Attended Definition

City shall designate 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, 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 violation letter. Warning letters shall include an opportunity for the customer to appeal the violation.

2nd Occurrence

Upon second occurrence of a violation of the Leave Attended Policy, the customer shall be immediately suspended from service until the end of the following month (ie, 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 within 10 days of the occurrence and subsequent written notice.

Return to Service After Suspension

Return to Metro Paratransit service may be negotiated upon application to Metro. Anticipated terms of service include:

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

After 6 months without incident, the customer may apply to Metro to return to service on a leave attended basis. Requests will not be unreasonably withheld.