

Background

Metro provides paratransit service in accordance with the requirements of the ADA. There are additional aspects of the service, such as Leave Attended service, that goes beyond the scope and intent of the ADA. Leave Attended service is available to customers who must be left with an attendant upon arrival at their destination. This service has been provided primarily to customers whose rides are funded in part by Dane County through the MA Waiver program. This service is an example of the coordinated paratransit and human service agency transportation services provided by the City and County.

The operational challenges surrounding the provision of Leave Attended service to Metro Paratransit customers has been an issue of concern and a topic of discussion with the ADA Transit Subcommittee. 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 who 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 attempts to remedy the operational delays and disruptions of such incidents.

Leave Attended Service Parameters

Metro may designate, on driver manifests, certain Metro Paratransit customers as Leave Attended. Operationally, the Leave Attended designation means that the customer must be in view of the driver during transport 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.

Leave Attended Violation

In the event that the driver is unable to determine a willing and responsible party to receive the customer within 5 minutes of arrival at the destination, the driver will notify dispatch and a violation of the Leave Attended service parameters will have occurred.

Leave Attended Service Suspension

1st Occurrence

Upon the first occurrence of a violation of the Leave Attended service parameters, the customer shall be issued a written warning of the violation. Warning notifications shall include an opportunity for the customer to appeal the violation. Any appeals shall be in writing and sent to the Paratransit Program Manager.

2nd Occurrence

Upon the second occurrence of a violation of the Leave Attended service parameters within 365 days of the first occurrence, 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 to the Paratransit Program Manager, within 10 days of issuance of the written notice. At any time during the suspension, the customer may also apply in writing to the Paratransit Program Manager to request a 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 the Paratransit Program Manager in writing and negotiate a return to service on a leave attended basis to travel without an attendant. A decision on such a request for return to service will not be unreasonably withheld.

3rd Occurrence

Upon the third occurrence of a violation of the Leave Attended service parameters within 365 days of the second occurrence, 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 to the Paratransit Program Manager, within 10 days of the issuance of the written notice. At any time during the suspension, customer may also apply in writing to the Paratransit Program Manager to request a 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 the Paratransit Program Manager in writing and negotiate a return to service on a leave attended basis to travel without an attendant. A decision on such a request for return to service will not be unreasonably withheld.