



JOE PARISI  
DANE COUNTY EXECUTIVE

TPC 08.10.16  
ITEM G.1.  
HANDOUT

**Dane County Department of Human Services**  
**Division of Adult Community Services**

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Director – Lynn Green  
Division Administrator - Fran Genter

To: City of Madison Transit and Parking Commission  
From: Fran Genter *FG*  
Date: August 10, 2016

I am the manager for adult services at DCDHS. Crystal Martin told me that the Leave Attended policy will not be decided tonight but will be referred to ADATS for further discussion. I was glad to hear that because I think the policy still needs some work.

Metro's paratransit Leave Attended service is an enhancement that goes beyond what ADA requires and enables paratransit use for many residents who would otherwise sit at home. Hundreds of adults with intellectual and developmental disabilities are able to get to and from employment and community activities. Leave attended service supports employers who want to employ people with disabilities, and makes our community more accessible. I can't thank you enough for the positive impact M+P and its leave attended and door to door service components have had for people with disabilities.

My department and our community partners realize that when an attendant is not on site to meet the rider, it disrupts schedules, jeopardizes safety, inconveniences other passengers and is costly. Our network has been working hard to reduce issues and identify solutions. We are committed to continuing this effort with ADATS and Metro staff.

For the past eighteen months, we have been tracking every incident report that M+P sends us. Reports are faxed to us within 2 – 3 working days of the incident. We promptly share the incident report with the rider's residential, employment and broker agencies. We ask for an explanation of what happened. We track the type of incident and the agencies involved. We analyze data for trends. In 2015, we formed a work group which developed a written tip sheet on how to reduce the likelihood that a rider would be left unattended. We shared that tip sheet with our provider network. We believe our vigilance is making a difference. For the first six months of 2016, DD system consumers had 97,500 paratransit rides. There were 66 leave attended incidents and 35 other reports, for a total of 101 incidents. That comes to one incident for every 1,000 rides. Nonetheless, at 11 leave attended incidents a month, there is further room for improvement.

Thank you for the wonderful paratransit service, and we look forward to collaborating with City committees and staff on addressing leave attended issues as well as the 2018 Family Care transition.