

A PARATRANSIT SERVICE PLAN FOR DISABLED PERSONS: 1996 UPDATE/ CITY OF KENOSHA TRANSIT SYSTEM

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Special acknowledgement is due Mr. Albert A. Beck, Principal Planner,
and Mr. Brian P. Zobel, Senior Engineer, for their contributions to the
preparation of this report.

**MEMORANDUM REPORT
NUMBER 107**

**A PARATRANSIT SERVICE PLAN FOR DISABLED
PERSONS: 1996 UPDATE/CITY OF KENOSHA TRANSIT SYSTEM**

Prepared by the

**Southeastern Wisconsin Regional Planning Commission
P. O. Box 1607
Old Courthouse
916 N. East Avenue
Waukesha, Wisconsin 53187-1607**

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January 1996

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TABLE OF CONTENTS

	<u>Page</u>
General Information.....	1
Contact Person.....	1
Required Approvals.....	2
Compliance Status.....	2
Public Comments On Plan Update.....	3

List of Appendices

Appendix

A	Federally Required Certifications.....	A-1
B	Public Comments and Related Materials.....	B-1

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Southeastern Wisconsin Regional Planning Commission
Memorandum Report No. 107

A PARATRANSIT SERVICE PLAN FOR DISABLED PERSONS:
1996 UPDATE/CITY OF KENOSHA TRANSIT SYSTEM

GENERAL INFORMATION

In January 1992, the City of Kenosha completed and submitted to the U.S. Department of Transportation, Federal Transit Administration (FTA), a proposed paratransit service plan for the City's fixed route transit system. The paratransit service plan was prepared to comply with regulations issued by the FTA to implement the requirements of the Americans With Disabilities Act of 1990. These regulations require each public entity operating fixed route transit systems to provide paratransit service to disabled individuals as a complement to fixed route bus service, and to prepare and submit to the FTA a plan for providing the required complementary paratransit service.

The FTA regulations also require the preparation of annual updates of the initial paratransit service plan to document the progress which has been achieved in implementing the plan and any significant changes to the plan content or timetable. To date, the City of Kenosha has completed and submitted to the FTA the 1993, 1994, and 1995 updates of the paratransit service plan.

The purpose of this report is to document the 1996 update of the paratransit service plan for the City of Kenosha transit system. All Federally required information and certifications for the plan update are included in the text of and Appendices to this report.

The City's paratransit service plan and the 1993, 1994, and 1995 updates are documented in SEWRPC Memorandum Reports No. 59, A Paratransit Service Plan for Disabled Persons: City of Kenosha Transit System; No. 74, A Paratransit Service Plan for Disabled Persons: 1993 Update/City of Kenosha Transit System; No. 89, A Paratransit Service Plan for Disabled Persons: 1994 Update/City of Kenosha Transit System; and No. 97, A Paratransit Service Plan for Disabled Persons: 1995 Update/City of Kenosha Transit System. Both the original plan and the subsequent plan updates have been determined to be in compliance with the Federal ADA regulations.

Contact Person

All questions and comments on the City's paratransit plan update documented in this report should be directed to:

Mr. Joseph McCarthy
Director of Transportation
Kenosha Department of Transportation
City of Kenosha
3735 65th Street
Kenosha, Wisconsin 53142

Telephone: (414) 653-4290/4287
FAX: (414) 653-4190
TTD/Text
Telephone: (414) 653-8006

Required Approvals

The 1996 update of the paratransit service plan for the City of Kenosha transit system documented in this report was adopted by the City of Kenosha Transit Commission on January 16, 1996, and by the Southeastern Wisconsin Regional Planning Commission--the metropolitan planning organization for Southeastern Wisconsin--on January 24, 1996. Copies of all federally required certifications of the plan by these bodies are provided in Appendix A.

COMPLIANCE STATUS

The City's 1992 paratransit service plan proposed that some modifications be made to the 1991 paratransit service in order for the program to meet Federal ADA paratransit service requirements. The 1993 and 1994 plan updates reported that all of the necessary paratransit service modifications had been implemented in accordance with the timetable set forth in the City's 1992 plan, and that the City of Kenosha achieved full compliance with the Federal paratransit service requirements on January 1, 1993. The 1995 plan update reported that the City determined it could no longer certify that the paratransit service complied with the ADA paratransit service requirements. This was due to problems with inadequate service capacity during weekday afternoons which had developed due to a subscription service for dialysis and adult day care trips which in turn utilized virtually all of the available service capacity each weekday afternoon. These subscription problems failed to comply with the ADA paratransit service requirement which specifies that at times when service capacity is not available--that is, when paratransit service for trip requests cannot be scheduled--the number of subscription service trips cannot exceed 50 percent of the total service capacity as measured in such terms as vehicles available or the total number of trips which can be served.

During 1995, the City undertook an analysis to identify potential actions to address the subscription trip problem. The analysis determined that computerized scheduling implemented by the contract service operator for the program had alleviated some of the capacity problems. To address the remaining capacity problems, the City will begin providing in 1996 door-to-door paratransit service for the Care-A-Van program with accessible vehicles from the city transit fleet during weekday peak-use periods. The service provided by the Kenosha transit system will supplement, not replace, the regular paratransit service. With this

additional service capacity, the City of Kenosha will again be in full compliance with all Federal ADA paratransit service requirements on January 1, 1996. The City continues to meet the on-going requirements for the public participation of persons with disabilities.

PUBLIC COMMENTS ON PLAN UPDATE

Public comments obtained through several means were reviewed by the City in preparing the 1996 plan update. Throughout the past year, transit system staff was available to meet with disabled individuals to address questions or issues relating to the paratransit service as well as the City's accessible fixed route bus service. City staff also met as necessary with the Kenosha County Specialized Transportation Commission, which oversees the planning and development of the paratransit services provided by the Kenosha County Department of Aging including the service used by the City as its federally required paratransit service, to discuss the ADA paratransit service. Comments were also received through a series of public informational meetings held jointly by the Kenosha County Department of Aging, the Kenosha County Commission on Aging, and the Kenosha County Specialized Transportation Commission to solicit input from the public regarding the services and programs offered by the Department of Aging, including the Care-a-Van paratransit service.

The City of Kenosha held the public hearing on this annual ADA paratransit Plan update submission on January 16, 1996, in conjunction with a regular meeting of the Kenosha Transit Commission. A total of 13 persons attended the public hearing including members of the transit commission; City, County, and SEWRPC staff; and the general public. A description of the supplemental paratransit service to be provided with accessible City buses was provided in response to questions asked by two individuals during the hearing. A written comment supporting the supplemental paratransit service was also provided by the staff from the Kenosha County Department of Aging. No other comments or correspondence were received pertaining the 1996 plan update during the comment period. The minutes of the public hearing and the written comment are included in Appendix B.

The lack of public comment on the City's 1996 plan update may be attributed to the timing for the City's public hearing on the plan update, which occurred after a public hearing on the paratransit service had been held by the Kenosha County Specialized Transportation Commission and the Kenosha County Department of Aging. That public hearing was held on December 18, 1995, to obtain public input on the Department of Aging's proposed 1996 paratransit services--including the Care-A-Van service serving as the City's complimentary transit service--pursuant to the requirements of the Wisconsin Department of Transportation Section 85.21 Specialized Transportation Assistance Program for Counties which provides funds for the County's paratransit services. This public hearing was not advertised as, nor intended to be, the Federally required public hearing on the City's 1996 paratransit plan update. However, because the City and the County have coordinated to jointly provide the Care-A-Van paratransit service, the users of the Care-A-Van service do not distinguish between City and County meetings when making comments. The subject of, and comments received at, the County's public hearing were considered to be relevant to the City's complimentary paratransit

service and the development of the City's 1996 paratransit plan update. Documentation of the Kenosha County public hearing on the paratransit service has, therefore, also been included in Appendix B.

* * *

APPENDICES

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Appendix A
FEDERALLY REQUIRED CERTIFICATIONS

CERTIFICATION OF AUTHORIZED ADA PLAN

This is to certify that the Transit Commission of the City of Kenosha approved and adopted the ADA Paratransit Plan which is attached, at a meeting on January 16, 1996.

Colletta Mink

Colletta Mink - Chairman

1-19-96

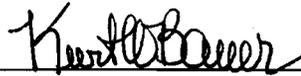
Date

(See Adopting Resolution in the minutes of the January 16, 1996 meeting,
found on page B-2 of Appendix B of this report)

Exhibit A-2

CERTIFICATION OF THE 1996 PARATRANSIT SERVICE PLAN UPDATE
BY THE SOUTHEASTERN WISCONSIN REGIONAL PLANNING COMMISSION

The Southeastern Wisconsin Regional Planning Commission hereby certifies that it has reviewed the 1996 ADA paratransit plan update for the City of Kenosha transit system as required under 49 CFR 37.139(h) and finds it to be in conformance with the transportation plan developed under 49 CFR part 613 and 23 CFR part 450. This certification is valid for one year.



Kurt W. Bauer
Executive Director

January 24, 1996

RESOLUTION NO. 96-1

RESOLUTION OF THE SOUTHEASTERN WISCONSIN REGIONAL PLANNING COMMISSION
AMENDING A REGIONAL TRANSPORTATION PLAN FOR THE TRANSPORTATION HANDICAPPED
IN SOUTHEASTERN WISCONSIN, THE PLAN BEING A PART OF THE MASTER PLAN FOR THE
PHYSICAL DEVELOPMENT OF THE REGION COMPRISED OF THE COUNTIES OF KENOSHA,
MILWAUKEE, OZAUKEE, RACINE, WALWORTH, WASHINGTON, AND WAUKESHA
IN THE STATE OF WISCONSIN
(CITY OF KENOSHA TRANSIT SYSTEM-FEDERAL ADA REQUIREMENTS)

WHEREAS, pursuant to Section 66.945(10) of the Wisconsin Statutes, a regional transportation plan for the transportation handicapped was duly adopted at a meeting of the Southeastern Wisconsin Regional Planning Commission held on the 13th day of April 1978, as part of the master plan for the physical development of the Region, such plan being comprised of the inventory findings, analyses, forecasts, plans, programs, and descriptive and explanatory material contained in SEWRPC Planning Report No. 31, A Regional Transportation Plan for the Transportation Handicapped in Southeastern Wisconsin: 1978-1982, published in April 1978; and

WHEREAS, the Secretary of the U.S. Department of Transportation on September 6, 1991, amended Final Rule 49 CFR Part 37 entitled, Transportation Services for Individuals with Disabilities (ADA), which includes provisions intended to implement the requirements of the Americans with Disabilities Act of 1990 pertaining to the provision of paratransit service for disabled individuals by each public entity operating a fixed route transit system, and the development of a paratransit service plan by each such public entity documenting the proposed ADA paratransit service, such plan to be reviewed and updated annually, documenting the progress achieved in implementing the plan and any proposed changes to the plan; and

WHEREAS, Section 37.139(h) of the aforementioned Federal regulation requires paratransit service plans and annual updates developed by public entities to be approved by the Southeastern Wisconsin Regional Planning Commission as the metropolitan planning organization for Southeastern Wisconsin as being in conformance with the transportation plan developed under 49 CFR Part 613 and 23 CFR Part 450; and

WHEREAS, at a meeting held on the 15th day of January 1992, the Commission duly adopted an amendment to the regional transportation plan for the transportation handicapped pertaining to the Federally required ADA paratransit service plan for disabled individuals for the City of Kenosha transit system as documented in SEWRPC Memorandum Report No. 59, A Paratransit Service Plan for Disabled Persons: City of Kenosha Transit System, such program having been prepared to comply with the aforementioned Federal regulation; and

WHEREAS, annual updates of the paratransit service plan prepared in each year since 1992 to comply with the aforementioned Federal regulation have been adopted by the Commission as amendments to the regional transportation plan for the transportation handicapped, with the most recent plan amendment pertaining to the City of Kenosha 1995 paratransit service plan update as set forth in SEWRPC

Memorandum Report No. 97, A Paratransit Service Plan for Disabled Persons: 1995 Update/City of Kenosha Transit System, adopted by the Commission on January 25, 1995; and

WHEREAS, the 1996 update of the paratransit service plan for disabled individuals for the City of Kenosha transit system, as set forth in SEWRPC Memorandum Report No. 107, A Paratransit Service Plan for Disabled Persons: 1996 Update/City of Kenosha Transit System, prepared in response to a standing request from the City for assistance in preparing its annual plan update and published in January 1996, is intended to comply with the aforementioned Federal regulations pertaining to the provision of paratransit service for disabled individuals; and

WHEREAS, the 1996 update of the paratransit service plan for disabled individuals for the City of Kenosha transit system, as documented in the aforementioned SEWRPC Memorandum Report No. 107, was formally adopted by the City of Kenosha Transit Commission on January 16, 1996; and

WHEREAS, it is intended that the paratransit service plan update for disabled persons for the City of Kenosha transit system, as set forth in SEWRPC Memorandum Report No. 107, amend, extend, and add to the regional transportation plan for the transportation handicapped as set forth in the aforementioned SEWRPC Planning Report No. 31, amending the paratransit service plan for disabled individuals as set forth in SEWRPC Memorandum Report No. 59; and

WHEREAS, Section 66.945(9) of the Wisconsin Statutes authorizes and empowers the Regional Planning Commission, as the work of making the whole master plan progresses, to amend, extend, or add to the master plan or carry any part or subject matter thereof into greater detail.

NOW, THEREFORE, BE IT HEREBY RESOLVED:

FIRST: That the regional transportation plan for the transportation handicapped, being a part of the master plan for the physical development of the Region and comprised of SEWRPC Planning Report No. 31, which plan was adopted by the Commission as a part of the master plan on the 13th day of April 1978, be and the same hereby is amended, extended, and refined to include the 1996 update of the paratransit service plan for disabled individuals for the City of Kenosha transit system as set forth in SEWRPC Memorandum Report No. 107.

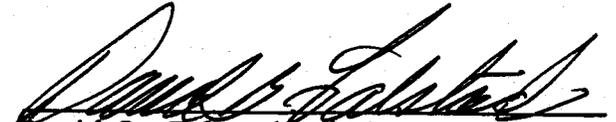
SECOND: That the 1996 update of the paratransit service plan for disabled individuals for the City of Kenosha transit system as set forth in SEWRPC Memorandum Report No. 107, has been reviewed by the Southeastern Wisconsin Regional Planning Commission and is found to be in conformance with the transportation plan developed under 23 CFR Part 450.

THIRD: That the said SEWRPC Memorandum Report No. 107, together with all maps, plats, charts, programs, and descriptive and explanatory matter therein contained, is hereby made a matter of public record, and the originals and true copies thereof shall be kept at all times at the offices of the Southeastern Wisconsin Regional Planning Commission presently located at the Old Courthouse Building in the City of Waukesha, County of Waukesha, and State of Wisconsin, or

at any subsequent office that the said Commission might occupy, for examination and study during regular Commission office hours by whomsoever may desire of the same.

FOURTH: That a true, correct, and exact copy of this resolution, together with a complete and exact copy of SEWRPC Memorandum Report No. 107, A Paratransit Service Plan for Disabled Persons: 1996 Update/City of Kenosha Transit System, published in January 1996, containing the said descriptive and explanatory matter, shall be forthwith distributed to each of the local legislative bodies of the governmental units within the Region entitled thereto, and to such other bodies, agencies, or individuals as the law may require or as the Commission or its Executive Committee or its Executive Director, at their discretion, shall determine and direct.

The foregoing resolution, upon motion duly made and seconded, was regularly adopted at the meeting of the Southeastern Wisconsin Regional Planning Commission held on the 24th day of January 1996, the vote being Ayes 16; and Nays 0.


David B. Falstad, Chairman

ATTEST:


Kurt W. Bauer, Deputy Secretary

Appendix B

PUBLIC COMMENTS AND RELATED MATERIALS

Exhibit B-1

PROCEEDINGS OF THE PUBLIC HEARING ON THE CITY OF KENOSHA
ADA PARATRANSIT SERVICE PLAN UPDATE
JANUARY 16, 1996 AT 4:30 P.M.

MINUTES

KENOSHA TRANSIT COMMISSION

JANUARY 16, 1996

Meeting called to order at 4:32 P.M.

1. Roll Call

Commissioner's Barthuly, Bell, Elsen, Micheln, Mink, Raddatz and Rizzo were present.

2. Approval of Minutes

It was moved by Commissioner Raddatz, seconded by Commissioner Micheln to approve the minutes of the regular meeting held December 13, 1995.
Unanimous -

3. Public Hearing on Proposed Changes to the Paratransit Service Plan

Al Beck from SEWRPC attended the meeting to give an update on the 1996 Paratransit Service Plan. Mr. Beck has worked on the initial plan and all of the updates. We feel that we are in compliance with the Federal regulations. Did have some problems with afternoon appointments. The City is proposing to use some of the regular transit buses on demand-responsive trips. With that proposal we believe that we will come back into compliance. With that change the plan update will be submitted to the Federal Transit Administration.

Comm. Bell asked if there is a single request for service would we send out one bus for that one person.

Mr. McCarthy said that KAC would be dispatched first; we would be back-up service. They will be handling 90-99% of the requests.

Carolyn Feldt of the Department of Aging said that she is hoping that more riders will become more familiar with our buses and the wheelchair lifts. With the ADA, the primary issue is if they are able to ride a fixed route bus, they should do so. Will try to get people trained to ride buses. A good portion of our fleet is now lift equipped.

Motion by Comm. Rizzo, seconded by Comm. Raddatz to approve the Proposed Changes to the Paratransit Service Plan. Unanimous -

4. Transit Bus Advertising Proposal

Mr. McCarthy reported that in the past we had a contract with a firm based in Chicago. We terminated their contract for non-conformance after we sent them a letter and received it back with no response from them. We consider that contract to be null and void. Schubert Media Group of Kenosha had contacted us several years ago interested in this advertising, at which time we did a request for proposals. We asked them to see if they could re-do their proposal at this time for us.

Transit Commission Minutes
January 16, 1996
Page Two

Mr. McCarthy introduced Mr. Martin of Schubert Media Group. Mr. Martin has a lot of experience with outside advertising. Mr. Martin reported that his firm wants to keep the buses looking good. He has been getting proposals from local vendors for advertising on the buses. He checked with Appleton's program and put together a projected revenue sheet of what we could expect from the buses.

Comm. Raddatz asked how different the new advertising would be.

Mr. Martin explained that other companies have been using a new form of vinyl that sticks onto the side of the bus. The advertising racks have been damaged in the past due to their size. Would also look better overall. The contract would be for three years.

Motion by Comm. Bell, seconded by Comm. Micheln to give Mr. McCarthy the authority to negotiate with Schubert Media Group for the final terms of an agreement and other fine legal details of the proposal. Will bring a fully detailed contract back at the next meeting.
Ayes - 6; Noes - 1.

Comm. Elsen would like to see two to three proposals. He talked with different transit managers about this.

Motion by Comm. Elsen, seconded by Comm. Barthuly to have a one year trial instead of a three year contract and re-visit after one year. After further discussion this motion was withdrawn by the maker and the second.

Mr. Martin asked the Commission to make sure that another firm would come in and execute the program the way we want it executed.

Motion by Comm. Bell, seconded by Comm. Elsen to rescind the first motion.
Ayes - 4; Noes - 3.

Motion by Comm. Bell, seconded by Comm. Rizzo to do a Request for Proposals comparable to Schubert Media Group and bring back next month.
Ayes - 6; Noes - 1.

5. Ridership Reports - Mr. McCarthy reported that the fixed route service is showing 13,000 riders over for November; 5.23% ridership increase over last November.

6. Recommendation to Award a Contract with Haning, Sikkema, Heaton & Associates, Inc., Consulting Engineers

Mr. McCarthy reported that a Request for Quotations to hire a Consultant to do a study on heating and ventilation work for the CMG buses at the garage was sent out by the Public Service Department.

Staff recommends Haning, Sikkema, Heaton & Associates, Inc. as the most qualified to do the work.

Transit Commission Minutes
January 16, 1996
Page Three

Motion by Comm. Raddatz, seconded by Comm. Rizzo to Award a Contract to Haning, Sikkema, Heaton & Associates, Inc. to do the garage ventilation study. Unanimous -

7. OTHER PERTINENT MATTERS:

- a. Citizens Comments - Rosa Morris of Able, Inc. commented about what her organization does.

Ed Kelter commented that he has concerns about the Paratransit Service using part time drivers instead of full time drivers.

- b. Commissioners Announcements - None

- c. Date of Next Meeting - February 20, 1996 - at City Hall

Meeting adjourned at 5:30 P.M.

Exhibit B-2

PROCEEDINGS FROM KENOSHA COUNTY SECTION 85.21 PUBLIC HEARING

Kenosha County Specialized Transportation Commission

The Kenosha County Specialized Transportation meeting was held Monday, December 18, 1995 at 4:00 pm at the Kenosha County Center for Aging & Long Term Care, 5407 8th Avenue, Kenosha.

Commissioners: Elda Adrian, Ed Jenkins, Marbeth Knoff, Roberta Petrausky.

Staff: Carolyn Feldt, Kenosha County Department of Aging
Paula Williams, Mike Barrett, KAC.
Joe McCarthy, Kenosha City Transit

Visitors Rosa Morris, Bob Schwamlein, John Nye

I. Call to Order

The meeting was called to order at 4:10pm by Ed Jenkins.

II. Public Hearing on 1996 s.85.21 Grant Application for Specialized Transportation and 1996 Americans with Disabilities Act Plan Update.

Carolyn Feldt presented a summary of the 1996 Grant Application reviewing budget and programmatic changes. The total Care-A-Van budget including fares is \$263,046. Volunteer Escort Program has been folded in as part of the s.85.21 program and will receive \$2,000 grant money. The total Escort budget, including fares is \$16,500.

Joe McCarthy explained that the ADA Plan Update was not fully ready for public hearing at this time. January 9, 1996 is the intended date. However, he did explain the proposed changes for 1996: additional \$2,500 in allocation to paratransit and availability of three school buses between the hours of 3:30pm and 6:00pm.

In responding to visitor and Commissioner inquiries, Mr. McCarthy explained that Kenosha City Transit has 39 buses in its fleet, 25 of which are operationally lift-equipped. All 25 have kneelers to allow for easier boarding. All base service is fully lift-equipped and most peak service is lift-equipped. The new wheelchair platforms are also designed for persons to stand on. The 24-hour advance reservation for wheelchair service is still in effect. McCarthy anticipates that will not be necessary after this spring.

In responding to a question about Care-A-Van users who could ride City Transit, Mr. McCarthy explained his department was considering implementation of a Rider Orientation and Training program for 1996. The program could use volunteers and some staff time to train potential riders. The comment was made that use of those city buses for Care-A-Van may help paratransit riders become more familiar with City Transit and more likely to use it for some trips. The Senior Action Council may be a resource for potential training volunteers as well as current older adult riders. A How-to-ride-the city-bus video may be developed for showing on the Cable Access channel.

McCarthy commented that City Transit lost a number of its disabled riders when buses were using retro-fitted lifts that often failed. That ridership has not returned to previous levels. City Transit will be doing some outreach to market its improved transportation service. Commissioners and visitors suggested the following avenues to target outreach efforts: DVR, ARC, MS Society and ABLE.

Commissioner Knoff mentioned that the Westosha Interagency Council is still concerned about rural transportation, particularly for non-disabled persons. Feldt, McCarthy and Jenkins described their efforts in Twin Lakes and at the Interagency Council to encourage use of Section 18 dollars. The local match requirement seemed to be the barrier.

Commissioner Knoff made a motion to close the public hearing and approve the 1996 grant application for s.85.21 monies. Commissioner Adrian seconded the motion. Motion passed.

Commissioner Knoff made a motion to accept the draft report of the ADA plan update. Commissioner Adrian seconded the motion. Motion passed.

III. Approval of Minutes

Carolyn Feldt read a summary of the minutes from last meeting. Marbeth Knoff made a motion to accept the minutes, Elda Adrian seconded them. Motion passed.

IV. Volunteer Escort Program Update

Mike Barrett presented a report on the status of the program. There are fifteen current volunteer drivers. Apparently the program is keeping up with requests for rides although Barrett feels we need more volunteers. Of our current volunteers almost all are retired. Half are women, and half are men. Barrett's sense of

recruitment success is that women responded to publicity efforts and men responded to work of mouth encouragement. Commissioners suggested that Barrett attend some of the fast food restaurants in the mornings where retired men gather. Commissioner Jenkins reported he still receives comments on the feature article done of him as a driver this summer.

V. Other business

Carolyn Feldt reported that Kenosha County's application for a Human Services Department structure was approved by the state this month. Although details are uncertain, a Transportation Commission of some form will still exist. It will likely be expanded to include representation and oversight of transportation programs and issues for all clients of a Human Services Dept.

VI. Adjournment

The meeting adjourned at 5:15 pm

Exhibit B-3

CORRESPONDENCE PERTAINING TO THE CITY OF KENOSHA'S
1996 PARATRANSIT SERVICE PLAN UPDATE

KENOSHA COUNTY
CENTER FOR AGING AND LONG TERM CARE

January 16, 1996

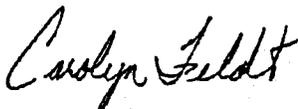
Mr. Joseph McCarthy
Director of Transportation
Kenosha Department of Transportation
City of Kenosha
3735 65th Street
Kenosha WI 53142

Dear Joe:

Thank you for the opportunity to review the draft of the 1996 ADA Plan Update for Paratransit service in Kenosha. I believe our community does a good job of coordinating local, state and federal transportation dollars to purchase more trips than any government segment could separately. I am excited about your proposal to use city transit buses to supplement paratransit service during Care-a-Van's peak hours. This further coordination maximizes available resources and demonstrates to our ridership the strong partnership among the city, county and our private vendor.

I look forward to 1996 and our exploration of driver training and passenger orientation for increased city transit ridership. Thank you for your commitment to paratransit service for the disabled community.

Sincerely,



Carolyn Feldt, Assistant Director
County Division of Aging
Kenosha Co. Human Services Dept.