



December 1, 2015

To: Fox Cities Transit Commission

From: Amy Erickson, Paratransit Coordinator/Operations Supervisor

Subject: Paratransit Oversight Update

Background: Paratransit oversight currently includes the following contracted services:

- Valley Transit II, Connector, and Outagamie County Human Services Transportation provided by Running, Incorporated
- Outagamie County Specialized Employment and Rural demand response provided by Kobussen Buses, Ltd.
- Northern Winnebago Dial-A-Ride (including Neenah, Town of Menasha, and The Heritage) provided by Fox Valley Cab
- Call-A-Ride Service provided by Kidz Kab LLC
- Downtown Appleton Trolley Service provided by Lamers Bus Lines
- Calumet County Rural Service provided by Calumet County
- New Hope Center provided by New Hope Center
- ADA Paratransit Certifications by Robert Verkins at Affinity Health Systems

Summary: Site audits were conducted at all of Valley Transit's current contractor's sites in 2015 which included Running, Inc., (Virocqua, WI and Downtown Appleton sites) Kobussen Buses Ltd. in Kaukauna, New Hope Center and Calumet County both located in Chilton, WI, Kidz Kab LLC, Affinity Health System, and Fox Valley Cab in Appleton, and Lamers Bus Lines in Menasha, WI.

Key findings in 2015 were:

- Several ADA paratransit vehicles being used in service that were beyond the contractual age limit of seven years from date of manufacture
- No system in place to track Outagamie County Rural client inquiries for service, conditions to qualify, tracking of rejections, and how to appeal if rejected for service
- Call A Ride ridership and consideration of terminating service due to low ridership

All findings have been addressed with the contractor's and are in the process of being rectified.