



April 11, 2016

To: Fox Cities Transit Commission
From: Amy Erickson, Paratransit Coordinator/Operations Supervisor
Subject: Termination of Call A Ride Contract

The Call A Ride program is a demand-responsive service located in the Towns of Buchanan and Harrison along with parts of Appleton, where regular fixed route bus service is not available. During 2015, Valley Transit staff noticed a significant overall decline in Call A Ride usage with only 35 total trips occurring from June through December by two clients. Valley Transit believes the decline in usage is due to a duplication of services in the area, as it lies within both the Call A Ride and Connector service area. Therefore, Valley Transit has proposed that the Call A Ride service be terminated and that trips occurring in the area be transitioned to the Connector service without interruption.

Valley Transit advertised and held a public hearing on Wednesday, March 23, 2016 at 3 P.M. to receive public input regarding the proposed termination of the Call A Ride service. While there were no public appearances, Valley Transit received one public comment via telephone which was presented to the Fox Cities Transit Commission on the day of the hearing. If the Call A Ride service is terminated, Valley Transit will assist customers to transition from the Call A Ride service to the Connector.

Recommendation: Approve termination of the Call A Ride contract effective Wednesday, June 1, 2016.