



Care-A-Van Service

Paratransit for the Kenosha Area



Contents

- Introduction** 1
 - What is ADA Paratransit? 1
 - Description of Service..... 1
 - Eligibility 2
 - Out-of-Town Riders..... 2
 - Appeals 2
 - Appeals Hearing..... 3
 - Punch Card 3
- Hours and Service** 4
 - Service Area..... 4
 - Service Hours 4
 - Trips:..... 4
 - Reservations: 4
 - Holidays 4
- Scheduling a Ride** 5
 - General Guidelines 5
 - Pick-up Window..... 5
 - Subscription Trips..... 6
 - Late Cancellations & No Shows..... 6
 - No Show Policy..... 6
- Using Paratransit** 7
 - Passenger Assistance 7
 - Carry-On Items 8
 - Passenger Conduct 8
 - Strong Scents 8
 - Eating, Drinking, and Smoking 8
 - Noise 8
 - Securement..... 9
 - Wheelchairs and Other Assistive Devices..... 9
 - Helpers..... 9
 - Personal Care Attendants (PCA)..... 9

Companions	10
Children.....	10
Service Animals.....	10
Severe Weather Rules & Recommendations.....	11
Other Services	11
Kenosha Area Transit (KAT)	11
Passenger Comments, Complaints, & Suggestions.....	11
Comments and Complaints	11
For a Great Trip.....	12
Title VI	12
Anti-Discrimination Policy	12
Title VI Complaint Procedure.....	12

Introduction

The information in this manual is subject to change. Electronic copies are available online at: www.kenosha.org/images/public-transit/RiderManual.pdf

The safety of our riders and drivers is a high priority. A ride may be denied if it is deemed unsafe to complete the trip by paratransit management. Rides that have a potential to be unsafe will be assessed on an individual basis and alternative solutions will be explored.



What is ADA Paratransit?

In 1990, the Americans with Disabilities Act (ADA) became federal law. The law states that all people have a right to use public transportation. It requires public transportation systems to offer equal, complementary service for people unable to ride the city buses because of a disability. This service is known as paratransit. The service offers complementary service to people unable to ride the city bus due to disability or age. All city buses are equipped with wheelchair ramps and are accessible.

For Kenosha residents, Kenosha Achievement Center is contracted to provide paratransit services and uses their transportation company called Care-A-Van.

Description of Service

The paratransit provider serves eligible people traveling east of I-94 in Kenosha County.

- Offers shared ride, door-to-door transportation to certified riders for a fare.
- All buses have wheelchair lifts and securement.
- Riders are approved to ride with or without a personal care attendant (PCA).
- Drivers may pick-up or drop-off other riders while you are on board.
- Drivers do not go into private homes, but may help you through the first set of doors at both the pick-up and drop-off points.
- Drivers are trained in CPR, passenger assistance, and sensitivity to people with dementia and disabilities.

Eligibility

Riders must complete an application to determine eligibility for service. Those wishing to use paratransit services must provide detailed information explaining how their disability prevents them from using the city's public transit system. Additionally, a doctor must verify the condition that prohibits use of the city bus. A determination will be made no later than 21 days after receipt of a complete application. Incomplete applications will be returned.

Those needing assistance in completing the application may contact Kenosha's Mobility Manager at 262-605-6615. Application can be found at:

https://www.kenosha.org/images/public-transit/KAT002_Reduced_Fare_for_Riders_Application.pdf or at <https://thekac.com/services/transportation-services/>

Out-of-Town Riders

Riders from outside Kenosha County may ride Paratransit for any combination of 21 days during a 1 year period. Visitors must show documentation of certification to ride paratransit by their home transit system. Riders who have not been certified by another system must provide documentation of their place of residence and proof of disability (i.e., a doctor's letter explaining how their disability prevents them from riding fixed route services). After 21 days of service, visitors must apply to continue to use Paratransit.

Appeals

Decisions may be appealed if you are denied transportation, certification, are only approved on a temporary basis or have service suspended. To file an appeal contact the Director of Kenosha Area Transit within 60 days of the denial. Please provide information stating the need for paratransit services and the reason the denial should be reviewed.

To appeal, send letter to:

Kenosha Area Transit
ATTN: Director of Transportation
4303 39th Avenue
Kenosha, WI 53144
Voice: (262) 653-4290
FAX: (262) 653-4295
Email: transit@kenosha.org

Appeals Hearing

Appeals will be addressed by the City of Kenosha Transit Commission. Depending on the situation, they may choose to:

- Overturn or change the conditions of the original decision.
- Give permission to use Paratransit for a specific trip(s).
- Schedule a hearing for the case to be re-examined by a Kenosha Area Transit representative. In this case, you have the right to be present and may bring additional people for support.

If a decision has not been made within 30 days of your request for an appeal, you will be allowed to ride Paratransit after 30 days until a final decision is made.

Fare

The fare for a one-way trip is \$4.00 Monday - Saturday. Sunday trips within 3/4 of a mile of the streetcar and rubber wheeled trolley lines (when in operation) are \$2.00 per one-way trip. You must have exact change for each one-way trip.

The fare must be paid when boarding the bus. Drivers do not carry change. Transportation will be denied if the full fare is not paid. Drivers cannot take tips.

Punch Card

An eleven-trip punch card can be purchased for \$40.00 (10 rides at the regular fare plus 1 FREE ride). Punch cards can be purchased from the driver or from the Kenosha Achievement Center main office with cash or check.

- Punch cards never expire.
- Lost or stolen punch cards cannot be replaced.
- Make checks payable to KAC, Inc.

Call (262) 658-9093 for questions about payments.

Hours and Service

Service Area

Paratransit provides service to all of Kenosha County east of I-94.

Service Hours

Trips:

Monday – Friday

4:55 AM to 12:30 AM

Saturday

9:00 AM to 4:00 PM

Sunday

Service is limited to trips within 3/4 of a mile of the streetcar line, during streetcar service hours (Sunday's only)

Reservations:

Monday – Friday

6:30 AM to 5:30 PM

262-658-9093

On Saturdays, Sundays, or after hours please leave reservation request on the answering machine and a scheduler will call to confirm the trip the next business day.

Holidays:

No trips will be available on the following holidays:

- New Year's Day
 - Memorial Day
 - Independence Day
 - Labor Day
 - Thanksgiving Day
 - Christmas Day
-

Scheduling a Ride

Trips must be scheduled the day before but not more than 90 days in advance. It is advised to schedule as soon as possible.

To schedule a trip, please provide the following information:

- Name (passenger name if calling for someone else).
- Date and time of arrival at destination
- Return time, if known
- Address and specific entrance of pick-up and drop-off location.
- Advise dispatch if additional riders will be traveling including, personal care attendant, minor children or service animal; this way, there will be enough seats.

General Guidelines

- Schedule early - From 1 to 90 days prior to the date you want to travel.
- Tell the scheduler if you need to reach your destination at a specific time (i.e. for a 9:00 appointment) and plan to arrive early.
- If you don't have a pre-scheduled return trip, Paratransit will try to schedule you on the soonest available bus once you call for a pick-up. You may have to wait for a bus to be available.

Establishing a Pick-up Time

Every effort is made to honor the pick-up time request. If this time slot is unavailable a new pick-up time will be offered up to 1 hour earlier or later of initial request. Rides are scheduled based on time of appointments and other shared rides.

Pick-up Window

When you schedule your ride you will be given a range of time for pick-up, known as your pick-up window.

- The driver may arrive at any time during this 15 **minute** window. For example: "Your ride will arrive between 10:00 AM and 10:15 AM."



- If the driver arrives within the pick-up window and you are not ready, the driver will wait for 5 minutes before leaving without you.

Subscription Trips

If rides are going to the same place at the same time regularly (i.e., work or dialysis trips) riders can ask to set up a standing order, or what is called a subscription trip.

If rides are scheduled through subscription service, riders only need to call to cancel that specific ride.

Future subscription trips will remain scheduled until further notice.

Late Cancellations & No Shows

Drivers cannot add or change trips – this can only be done by a scheduler. Due to this being a shared ride service, please be mindful that not cancelling or not showing up for your ride will impact other riders.

Please call (262) 658-9093 to cancel your trip as soon as you know you will not need it.

Cancellations made less than 1 hour before the start of the pick-up window are considered a no show per the No Show policy.

No Show Policy

The following are examples of no shows:

- A passenger cancels the trip less than 1 hour before the scheduled pick-up time or at the door when driver arrives.
- A passenger is not ready to leave within five-minutes of driver arrival for pick-up.
- A passenger cannot be located at the scheduled pick-up location.

Riders will be notified when the driver arrives for a pick-up. This can be done by ringing a doorbell, pushing a buzzer, knocking on the door, using an intercom, or checking in at a front desk. If the driver is unable to locate the scheduled rider, they will ask the Paratransit office to call the phone number on file. If the rider still can't be reached, the driver will leave without the rider.

Multiple no shows can result in riding privileges being suspended. The number of no shows allowed is based on the average number of trips scheduled each month:

Scheduled Trips Per Month	# of No Shows Allowed
1 to 14	2
15 to 39	4
40 to 59	6
60+	8

Passengers who exceed the no show limits listed above may lose riding privileges as follows:

1. Passengers with documented no shows beyond the allowed, may receive a warning letter and a copy of the no show policy.
2. Passengers with continued documented no shows beyond the allowed may lose riding privileges for 14 days.
3. To appeal the suspension of service, please review process as noted on page 2 of this manual.

If a no show occurs as a result of Paratransit being late or because of factors beyond the control of the rider, it will not be counted.

Using Paratransit

Passenger Assistance

The driver will meet you at the first set of exterior doors and assist you (if needed) to the bus. Drivers can help you by:

- Offering support when walking.
- Pushing wheelchairs to and from the building entrance.
- Assisting riders on and off the lift.
- Securing riders inside the bus.

Drivers are unable to:

- Provide assistance up and down steps when a power mobility aid is used.
-

- Operate a powered wheelchair.
- Leave the bus running when they are required to walk away to assist a passenger
- Act as a personal care attendant in any capacity.

Carry-On Items

The following policy applies to carry-on items:

- Paratransit is not responsible for lost or damaged items.
- A reasonable amount of carry-on items can be brought on the bus. Items may not block aisles or take up seats that may prevent others from riding.
- Wheelchairs and walkers are not considered carry-on items.
- Drivers may assist passengers with carry-on items totaling no more than 40 pounds in weight (shopping bags, etc.)

Passenger Conduct

Passengers must follow driver directions getting on and off buses and while in transport. Disruptive or unsafe behavior may result in suspension from Paratransit service.

Strong Scents

- Perfumes and aftershave lotions may trigger allergic reactions for some riders. You may be asked to stop wearing strong scents when riding if it becomes an issue for other passengers or the driver.

Eating, Drinking, and Smoking

- Eating, drinking, and smoking (including vaping) are not allowed on Paratransit buses.

Noise

- Headphones/earphones must be used when listening to music or media devices.

Weapons

- No weapons are permitted on any paratransit vehicle.
-

Securement

- Drivers are required to safely secure all passengers in Paratransit vehicles.
- Riders who can sit in a seat are requested to wear a seatbelt at all times.

Riders who use wheelchairs must be secured using wheelchair securement straps and are offered the availability of a shoulder belt, Follow driver's instructions on how to safely enter and exit the vehicle. Drivers cannot proceed to a destination until all passengers are safely secured in the Paratransit vehicle.

Wheelchairs and Other Assistive Devices

Paratransit accommodates most mobility devices as long as they don't endanger the safety of the rider, the driver, other passengers, proper boarding or exiting, or put the vehicle at risk of damage.

The following rules apply to wheelchairs and other mobility aids:

- Wheelchairs should be able to be secured to the van floor. Riders in scooters may be asked to transfer to a seat if they cannot be firmly secured in the device.
- If the total weight of the ride plus the mobility device exceeds lift weight limits transportation may be denied unless the rider and the mobility device can be lifted separately. (Paratransit lifts are certified to hold up to 600 pounds).
- Wheelchairs cannot exceed 32" by 48" to safely utilize the lift.

Wheelchairs and scooters are loaded backwards on the lift for safety reasons.

Helpers

Personal Care Attendants (PCA)

If you need help from another person in order to make your trip, you may ask to bring an attendant with you at no extra charge. If you are approved to ride with a PCA, this box will be checked on your Paratransit eligibility card.

- PCAs ride for free, but must get on and off the vehicle with the rider. The driver will assist with entering and exiting the vehicle, and securing within the vehicle.
 - A PCA can be a different person for each ride, and can be anyone who will be assisting with the trip (i.e. a relative, friend, neighbor, or employee).
 - Let the person scheduling the ride know if a PCA will be riding with so that an additional seat can be reserved.
-

Companions

A companion is someone you want to bring along to share the trip with you, but is not considered a personal care attendant.

- Companions must pay the full fare (\$4.00/one way), and must get on and off the vehicle with the rider.
- Riders can bring 1 companion on any trip.
- Additional companions can ride if space is available.
- Let the person scheduling the ride know if a companion will be accompanying the rider so a seat can be reserved..

Children

Children over the age of 13 traveling as companions pay the regular fare of \$4.00. If traveling with small children the rider must supply safety/booster seats. Seats must meet state safety requirements. The rider is responsible for safely securing the child in the seat. Any safety seats must leave the vehicle with the rider.

Children 12 and under ride free when accompanied by an adult who is subject to full fare, (if not certified to ride with a personal care assistant). Please notify dispatch when scheduling a ride if children will be accompanying the rider. Accommodations will be made as space allows.

Only collapsible strollers are allowed on the bus.

Service Animals

Only Service Animals as defined under Department of Transportation Code of Federal Regulations 4710.1 §37.3 are allowed. Service animals are animals that are trained to perform tasks to aid an individual with a disability, such as:

- Guiding passengers with impaired vision.
- Alerting passengers with impaired hearing to sounds.
- Pulling a wheelchair.
- Fetching dropped items.

No fare is charged for service animals. Please tell the scheduler that you will be traveling with a service animal. Service animals should be properly groomed and behavior must be controlled at all times.

Severe Weather Rules & Recommendations

Please see the rules and recommendations listed below in the event of severe weather:

- Ramps, steps, and walkways must be clear of snow and ice and shoveled wide enough to permit safe passage (including a wheelchair). Driveways or walkways at the curb must also be clear to permit safe lowering of the vehicle ramp or lift.
- Expect delays and increased trip times.
- Make sure the location you are traveling to is open, and will not be closing early due to weather conditions.
- Consider rescheduling your trip for the following day.
- Cancel your trip as soon as possible if you do not plan on traveling.

Other Services

Kenosha Area Transit (KAT)

For some people, the city bus might still be an option for certain trips.

- All KAT buses have wheelchair accessible ramps, there are no steps.
- Drivers are trained in passenger assistance and wheelchair securement.
- Passengers pay only half the regular fare when boarding with their Paratransit eligibility card.

Call Kenosha Area Transit at (262) 653-4290 for route and schedule information or go to the Kenosha Area Transit website: www.kenosha.org/departments/transportation

Passenger Comments, Complaints, & Suggestions

Comments and Complaints

We welcome your feedback. You may call (262) 658-9093 to request a **comment form** be mailed to you or to request to speak to the manager. Kenosha County Aging and Disability Resource Center (262-605-6646) and Kenosha Area Transit (262-653-4290) also take complaints or comments on Paratransit service.

For a Great Trip

- **Visible Address:** Make sure that your address is clearly visible from the street, especially during hours of darkness.
- **Provide Exact Directions:** If the address is hard to find, give the scheduler exact directions and a description of the building.
- **Provide Exact Building and Entrance:** If you are being picked up at a large building or area, be specific about which entrance you will use. Wait near the entrance where you can see the vehicle when it arrives.
- **Don't Ask the Driver to Make Trip Changes:** Drivers are not able to make changes to the schedule. Please call the reservationist in advance to change ride details.

Title VI

Anti-Discrimination Policy

Kenosha Area Transit is committed to ensuring that no person is excluded from participation in, or denied benefits of its services on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended ("Title VI"). If you believe you have been subjected to discrimination, you may file a written complaint with the City of Kenosha - Attn: Title VI Complaints, Room 205, Human Resources, 625 52nd Street, Kenosha, WI 53140. Additional information concerning Kenosha Area Transit obligations under Title VI is available on request to the address above.

Title VI Complaint Procedure

Any person who believes they have been discriminated against on the basis of race, color, or national origin by Kenosha Area Transit may file a Title VI complaint by submitting a letter to the City of Kenosha Human Resources Department. The City of Kenosha investigates complaints received no more than 60 days after the alleged incident. The City of Kenosha will process complaints that are complete.

Once the complaint is received, the City of Kenosha will review it to determine if that office has jurisdiction. The complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by the city.

The City of Kenosha has 60 days to investigate the complaint. If more information is needed to resolve the case, the City of Kenosha may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, the City of Kenosha can administratively close the case. A case can be administratively closed if the complainant no longer wishes to pursue the case.

After the investigator reviews the complaint, one of two letters will be issued to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, s/he has 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Ave., SE, Washington, DC 20590.

Up to 50% of the operating deficit of this project is expected to be covered by federal funding provided by the Federal Transit Administration under 49 USC § 5311 (CFDA 20.509).