



# Care-A-Van Service

Paratransit for the Kenosha Area



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## Introduction

The information in this manual is subject to change. Electronic copies are available online at: [www.kenosha.org/departments/transportation](http://www.kenosha.org/departments/transportation)



### 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. It must operate similar hours and offer a similar service area as the local city bus system. All city buses are equipped with wheelchair ramps and are accessible. The law also makes it illegal for paratransit systems to favor one type of trip over another (i.e. medical trips versus shopping trips).

### Description of Service

The paratransit provider serves eligible people living east of I-94 in Kenosha County. Below is a more detailed description of the service:

- 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 not able to assist you past the first outside door of a building or up more than one step.
- Drivers are trained in first-aid, passenger assistance, and sensitivity to people with dementia and disabilities.

## Appeals

You may appeal a decision if you are denied transportation, certification, or are only approved for temporary transportation. To file an appeal you must tell the Director of Kenosha Area Transit within 60 days of the denial and explain that you want to appeal and why you think the decision is wrong.

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](mailto:transit@kenosha.org)

## Appeals Hearing

Appeals will be handed over to 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 until a final decision is made.

## 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 their disability (i.e., a doctor's letter explaining how you are prevented from riding fixed route services). After 21 days, visitors must apply to continue to use Paratransit.



## Fare

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.

### One-Way Trip

The fare for a one-way trip is \$3.50 Monday - Saturday. Sunday trips within 3/4 of a mile of the streetcar line are \$2.00 per one-way trip. You must have exact change for each one-way trip. Children 12 and under ride free. Children 12 and under must ride accompanied by an adult who is subject to full fare if not certified to ride with a personal care assistant. Ages 13 and older pay full fare of \$3.50.

### Punch Card

An eleven-trip punch card can be purchased for \$35.00 (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.
- Call (262) 658-9093 for questions about orders or refunds.



## Hours and Service

## Service Area

Paratransit provides service to all of Kenosha County east of I-94, and within 3/4 of a mile of the Kenosha Area Transit fixed-route 31 west of I-94.

## Service Hours

Trips:

Monday – Friday

5:55 AM to 7:30 PM

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.

## Reservations:

Monday – Friday

6:30 AM to 5:30 PM

You may also leave reservation requests on Saturdays, Sundays, or after hours on the answering machine and a scheduler will call to confirm your 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**

Please call (262) 658-9093 to schedule a trip. Trip reservations can be made from 6:30 AM until 6:30 PM, Monday - Friday. Callers can leave a message if calling outside of office hours.

- Trips must be scheduled for next day service but not more than 90 days in advance

To schedule a trip, please provide the following information:

- Your name (passenger name if calling for someone else).
- Date and time you need to be picked up, include return trip information- if known.
- Appointment time (if you are travelling to a scheduled appointment).
- Address and specific entrance of pick-up and drop-off location.
- Share if you are traveling with a companion, personal care attendant, or service animal; this way, there will be enough seats.



### Establishing a Pick-up Time

We will always try to give you the pick-up time you request. If that time slot is not available, we will try to offer a pick-up time up to 1 hour earlier or 1 hour later. In rare cases we may be unable to provide a ride at the time you need service.

### 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 **20 minute** window. For example: “Your ride will arrive between 10:00 AM and 10:20 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 you are going to and from the same place at the same time regularly (i.e., work or dialysis trips) you can ask to set up a standing order, or what we call a subscription trip.

If you have subscription service, you only need to call when you will **NOT** ride, such as when you are ill or on vacation.

Your trip will remain scheduled until further notice.

### Late Cancellations & No Shows

Drivers cannot add or change trips – this can only be done by a scheduler. Last minute cancellations or not showing up for a ride wastes time and money and prevents other riders from using that time slot.

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 a no show; see policy below.

### 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 (at the door).
- 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.

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

The driver will try to let you know when they arrive 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 can't find you, they will ask someone at the Paratransit office to call your phone number on file. If you still can't be reached, the driver will leave without you.

**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 up to 3 documented no shows beyond the maximum allowed will receive a warning letter and a copy of the no show policy.
2. Passengers with 4 or more documented no shows beyond the maximum allowed will lose riding privileges for 7 days.
  - Appeals must be filed within 15 days of receiving written notice of the suspension.
  - The appeal will be decided within 2 weeks by the Kenosha Area Transit Appeals Officer.
  - The suspension will not be enforced until the appeals process has ended.

## 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:

- Supporting you when walking.
- Getting your wheelchair up or down 1 step or a ramp that meets local building code standards.
- Pushing your wheelchair to and from the building entrance.
- Assisting you on and off the lift.
- Securing you inside the bus.

### Drivers cannot:

- Help you up and down steps if you are using a power mobility aid.
- Operate a powered wheelchair.

- Go past the 1<sup>st</sup> set of doors in offices, medical facilities, apartment buildings, etc. to tell you of their arrival or to assist you to the bus.
- Walk so far away that they lose sight of the bus.
- Act as a personal care attendant in any capacity.



### Carry-On Items

The following policy applies to carry-on items:

- Drivers can help passengers carry 2 items totaling 40 pounds in weight (shopping bags, etc.).
- Wheelchairs and walkers are not considered carry-on items.
- Paratransit is not responsible for lost items.

### 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 are not allowed on Paratransit buses.

Noise:

- Playing radios and other electronic equipment at a loud volume or without headphones is not allowed on Paratransit buses.



### Securement

- Drivers are required to safely secure all passengers in Paratransit vehicles.
- Riders who can sit in a seat must wear a seatbelt.
- Riders who use wheelchairs must be secured using wheelchair securement straps and 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 it doesn't endanger the safety of you, 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 must 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 you plus your mobility device exceeds lift weight limits you may be denied transportation unless you and the mobility device can be lifted separately. (Paratransit lifts are certified to hold up to 600 pounds at a minimum)

### 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 you. The driver will help you enter and exit the vehicle, and secure you within the vehicle.
- A PCA can be a different person each time you travel, and can be anyone who will be assisting you on your trip (i.e. a relative, friend, neighbor, or employee).
- Let the person scheduling your trip know if you will be riding with a PCA so that a seat can be saved.

## 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, and must get on and off the vehicle with you.
- You can bring 1 companion on any trip.
- Additional companions can ride if space is available.
- Let the person scheduling your trip know if you want to bring a companion so a seat can be saved.

## Children

Children over the age of 13 traveling as companions pay full fare. If you are travelling with small children you must supply your own safety/booster seats. Seats must meet state safety requirements. You are responsible for safely securing the child in the seat.

Non-collapsible strollers are not 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 person scheduling your trip 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](http://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.

## **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.
- When possible, try to schedule appointments and plan activities outside of our busiest hours to enjoy a shorter ride:

**We recommend scheduling rides between 11:00 AM to 2:00 PM or after 4:00 PM.**

- Allow enough travel time. Paratransit is a shared-ride service. Unexpected delays can happen because of weather, traffic, other riders, etc.
- If you don't have a prescheduled 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.

## 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 she or he has 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 our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

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 their case.

After the investigator reviews the complaint, s/he will issue one of two letters 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).