1. February 3, 2020 Transportation Coordinating Committee Meeting Agenda (PDF)
   Documents:
   
   FEB. 3, 2020 TCC MEETING AGENDA.PDF

2. February 3, 2020 Transportation Coordinating Committee Meeting Packet (PDF)
   Documents:
   
   FEB. 3, 2020 TCC MEETING PACKET.PDF

3. February 3, 2020 Transportation Coordinating Committee Distributed At Meeting Materials
   Documents:
   
   FEB. 3, 2020 TCC DISTRIBUTED AT MEETING.PDF
Transportation Coordinating Committee

MEETING NOTICE

February 3, 2020
1:30 p.m.
County Board Room 114
Walworth County Government Center
100 W. Walworth St., Elkhorn, Wisconsin

Nancy Russell, Chair  Andrew Kerwin, Vice-Chair
Ken Monroe, HHS Board Chair  Lisa Kadlec, HHS Representative
Citizen Member Shawn Davenport  Citizen Member Eric Russow  Citizen Member Michael McKay

(Posted in compliance with Sec. 19.84, Wis. Stats.)

It is possible that a quorum of the County Board or any of its committees could be in attendance at this meeting.

Agenda enclosures are available upon request from the County Administrator’s Office or on the County’s web page (www.co.walworth.wi.us). The agenda packet, including supporting documents, may be large, depending upon the number of enclosures. Downloading it will require ample computer memory and may take significant time.

AGENDA

Note: all agenda items are subject to discussion and/or action

1. Call to order
2. Roll call
3. Withdrawals from the agenda, if any
4. Agenda Approval
5. Approval of Minutes
   a) January 13, 2020 TCC Meeting (encl. pgs. 3-4)
6. Public Comment
7. New Business
   a) Wal-to-Wal Dial-a-Ride budget update and fare changes (encl. pgs. 5-6)
   b) Update to agency fare and voucher policies regarding expiration date of vouchers (encl. pgs. 7-8)
8. Transportation Financial Summary (encl. pg. 9)
9. Monthly Ridership (encl. pg. 10)
10. VIP Services report of any “turn down” requests for service
11. Announcements
12. Set/confirm next meeting date and time – March 2, 2020 at 1:30 p.m.
13. Adjournment

Submitted by: Nancy Russell, Committee Chair
Nicole Hill, Office Supervisor/Mobility Manager

Posted: January 29, 2020
Memorandum

To: Transportation Coordinating Committee Members

From: Nicole Hill, Office Supervisor/Mobility Manager

Date: January 28, 2020

Re: February 3, 2020 TCC Meeting

New Business

Wal-to-Wal Dial-a-Ride budget update and fare changes. After looking at projections for 2020, we thought it was important to provide an update to the Finance Committee as we are projecting a shortfall of around $400,000-$450,000 if demand continues to increase based on historical trends. Enclosed in your packet is Mr. Bretl’s memo to the Finance Committee. After coming up with this projection, Natasha and I reached out to Wisconsin Department of Transportation (WisDOT) to get their opinion and find out what options were available to the County. The 2020 budget was built on a 5% cap that WisDOT requires and the 5% increase is based on the prior year’s budgeted service hours not actuals. After speaking with WisDOT, they came back and told us that they would allow the County to increase its grant budget up to $500,000. This means there is a possibility of being reimbursed 50% of the $500,000 for a potential increase of $250,000 in grant revenue. With this increase in the grant budget and demand, the contract with VIP Services will need to be amended to reflect current service levels. Once the contract is amended, VIP will need to follow the service schedule. The County is responsible for monitoring compliance of the contract. If VIP does not follow the service schedule outlined in the contract, the County’s funding could be cut.

Recall from the January 13 meeting, the TCC approved fare increases as follows:

<table>
<thead>
<tr>
<th>Category</th>
<th>Current Fare</th>
<th>TCC Recommended Increase (effective May 1, 2020)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seniors (60+), Children under 18 and Disabled Riders</td>
<td>$2.50</td>
<td>$3.00</td>
</tr>
<tr>
<td>Adult within one community’s corporate limits</td>
<td>$3.50</td>
<td>$4.50</td>
</tr>
<tr>
<td>All other adult trips</td>
<td>$5.00</td>
<td>$6.00</td>
</tr>
</tbody>
</table>

At its January 23 meeting, the Finance Committee reviewed the fare increases proposed by the TCC and has made an alternative recommendation as follows:
The only change from what the TCC recommended is an additional 50-cent increase to the senior, disabled and children under 18 fare. We will be scheduling a public hearing on March 2, 2020 at 1:30 p.m. regarding the fare increases to allow the public to provide input.

While the Finance Committee is very supportive of the Dial-a-Ride program, Dial-a-Ride is one of many County programs. Supplementing the Dial-a-Ride budget by $250,000 (as was done last year) is a very uncommon practice. It will be extremely difficult to do this in 2020 and even harder to come up with $400,000 if demand continues to increase. While the additional 50-cent increase will not make up the entire shortfall, it is a stronger move to attempt to balance the budget. I hope you concur in this recommendation.

Update to agency fare and voucher policies regarding expiration date of vouchers. With the anticipated increase in the agency fare, the committee directed staff to look into expiration dates or limits on vouchers in order to limit high level purchases prior to when the fare increase goes into effect. I recommend implementing a policy that vouchers expire thirty (30) days from the date of issuance. Enclosed in your packet are recommended revisions to the agency fare and voucher policies outlining the expiration date.

Transportation Financial Summary. The December financial summary is included in your packet.

Monthly Ridership. Included in your packet is a graph showing the average weekday demand for all programs.

Please call with any questions you may have.

<table>
<thead>
<tr>
<th>Category</th>
<th>Current Fare</th>
<th>Finance Committee Recommended Increase (effective May 1, 2020)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seniors (60+), Children under 18 and Disabled Riders</td>
<td>$2.50</td>
<td>$3.50</td>
</tr>
<tr>
<td>Adult within one community’s corporate limits</td>
<td>$3.50</td>
<td>$4.50</td>
</tr>
<tr>
<td>All other adult trips</td>
<td>$5.00</td>
<td>$6.00</td>
</tr>
</tbody>
</table>
The meeting was called to order by Chair Nancy Russell at 1:30 p.m.

Roll call was conducted, and all members were present: Chair Nancy Russell, Health and Human Services (HHS) Board Chair Ken Monroe, Health and Human Services (HHS) Administrative Analyst Lisa Kadlec, and Citizen Members Michael McKay, Eric Russow and Shawn Davenport. Vice Chair Andrew Kerwin was absent.

Others in Attendance
County Staff: County Administrator David Bretl; Office Supervisor/Mobility Manager Nicole Hill; Senior Accountant Natasha Gantenbein
Members of the Public: Cynthia Simonsen, Executive Director of VIP Services

On motion by Citizen Member Michael McKay, second by Citizen Member Eric Russow, the agenda was approved with no withdrawals.

On motion by Supervisor Ken Monroe, second by Citizen Member Russow, the December 2, 2019 meeting minutes were approved.

Public Comment – There was none.

Unfinished Business
• Correspondence from the Alternative High School requesting the same fare for students regardless of age
Office Supervisor/Mobility Manager Nicole Hill said the Wisconsin Department of Transportation (DOT) requires that riders have a right to privacy as to the purpose of travel, so it is not advisable to limit the types of trips under a student fare. She reminded the Committee that any change in the fare structure is subject to a public hearing. Administrator David Bretl recommended leaving this fare as it is for the time being, as there are many usage and demand issues already, and added this may need to be addressed in the future.

New Business
• Options for managing shared-ride transit program growth
Hill distributed two graphs related to usage and reminded the Committee the program went over budget in 2019 and required a budget amendment. Due to that, she has been looking at ways to manage growth. The first option is to increase the fares and she recommended a 50 cent increase on all fares, which would require a public hearing with notice ahead of meeting. She said that DOT noted increasing fares may stem growth slightly, which could help. The public hearing could be in March or April, with the new fares becoming effective May 1st. Supervisor Monroe made a motion, second by Citizen Member Russow, to approve a 50 cent increase on all fare types. Motion carried 6-0. Hill said another option is increasing the agency fare. Currently, agencies are charged $8 per voucher, which is good for a 1-way trip. She recommended an increase to $10 and noted a public hearing is not required to change the agency fee, but the agencies must be given a 60 day notice. She recommended the change become effective May 1st so all fare changes take place concurrently. Citizen Member McKay made a motion, second by Citizen Member Shawn Davenport, to increase the agency fare to $10. Motion carried 6-0.
Discussion began concerning service levels and other possible ways to address the funding shortage. Bretl suggested placing this item on the Finance Committee agenda so they are aware of the issue. He recommended moving forward with the new rates and seeing how those affect ridership levels. The Committee discussed raising the fare for each category at a different percentage and putting an expiration date on vouchers to limit high levels of purchases before the cost increase goes into effect. **Citizen Member Russow made a motion, second by Supervisor Monroe, to increase the fare for seniors, disabled, children under 18 to $3.00; adults within same community to $4.50; all other adult trips to $6.00; and agency fare to $10.00, while also looking into expiration dates or limits on vouchers. Motion Carried 6-0.**

**Transportation Financial Summary**

Senior Accountant Natasha Gantenbein said usage for the Shared Ride program in November amounted to $5,000 less than October, which is similar to the trend in past years. She said the number of trips overall increased by 10,000 in 2019 compared to 2018, which is similar to the relationship between 2018 and 2017. The veteran’s transportation grant of $1,400 was received in early December, and therefore, is not reflected in this report.

**Monthly Ridership**

Chair Russell noted the trends seem to be consistent with previous years.

**VIP Services report of any “turn down” requests for service**

Cynthia Simonsen, Executive Director of VIP Services, reported there were a total of 27 turn downs, including 23 for the shared ride program and 4 for the specialized. The majority of the turn downs were the result of late requests.

**Announcements** – There were none.

**Confirmation of next meeting:** The next meeting was scheduled for March 2, 2020 at 1:30 p.m., which will consist of a public hearing on fare changes.

**Adjournment**

On motion and second by Supervisor Monroe and Citizen Member Russow, Chair Russell adjourned the meeting at 2:20 p.m.

Submitted by Betsy Stanek, Administrative Assistant. Meeting minutes are not considered final until approved by the Committee at the next regularly scheduled meeting.
Memorandum

To: Finance Committee

From: David A. Bretl, County Administrator

Date: January 16, 2020

RE: Transportation Program Budget Update

Recall at the December Finance Committee meeting, you approved a budget amendment in the amount of $250,000 for the County’s shared-ride program due to greater than anticipated demand. It appears that we will close the year for a figure less than $250,000, however, left on its present course, we will be looking at another large shortfall in 2020.

I had no idea that the demand for public transit was going to be as high as it is. It is great that we are providing rides to so many residents, but we cannot be oblivious to the budget situation. Without making cuts to another county program, we are going to need to increase revenues and decrease demand in the upcoming year. While we need to be decisive, we need to proceed with caution. We have spent two years promoting the service and I think it would be counter-productive to “pull the rug out” from under riders by being too drastic in our actions. Keep in mind that at some point demand will plateau, although we have not yet experienced that. Our options are to increase fares or reduce service. When presented various options, our Transportation Coordinating Committee (TCC) recommended the following at its January 13 meeting:

<table>
<thead>
<tr>
<th>Category</th>
<th>Current Fare</th>
<th>Proposed Fare (effective 5/1/2020)</th>
<th>Estimated Increase in 2020 Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seniors, Disabled, Children under 18</td>
<td>$2.50</td>
<td>$3.00</td>
<td>$9,521</td>
</tr>
<tr>
<td>Adults trips within one community’s corporate limits</td>
<td>$3.50</td>
<td>$4.50</td>
<td>$1,180</td>
</tr>
<tr>
<td>All other adult trips</td>
<td>$5.00</td>
<td>$6.00</td>
<td>$4,073</td>
</tr>
<tr>
<td>Agency fare</td>
<td>$8.00</td>
<td>$10.00</td>
<td>$2,466</td>
</tr>
</tbody>
</table>

Other options include turning down service requests after a certain number of service hours in a day or increasing fares more significantly. By way of illustration, a more aggressive rate increase would be as follows:
<table>
<thead>
<tr>
<th>Category</th>
<th>Higher Increase</th>
<th>Estimated Increase in 2020 Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seniors, Disabled, Children under 18</td>
<td>$3.50</td>
<td>$19,042</td>
</tr>
<tr>
<td>Adults trips within one community’s corporate limits</td>
<td>$4.50</td>
<td>$1,180</td>
</tr>
<tr>
<td>All other adult trips</td>
<td>$6.00</td>
<td>$4,073</td>
</tr>
<tr>
<td>Agency fare</td>
<td>$10.00</td>
<td>$2,466</td>
</tr>
</tbody>
</table>

Our Mobility Manager Nicole Hill and I will be at the meeting to answer your questions. We would appreciate some direction from the Finance Committee on this topic.

DAB/nh
Policy 4.2 - AGENCY FARE POLICY

Under federal and state guidelines WI Counties operating shared-ride transit services are required to levy a fee for each ride. This charge is heavily subsidized by federal and state grants as well as local property tax dollars to make basic transportation services available and affordable for the entire general population.

Transportation funding is limited. An agency fare can be established to maintain the “primacy” of general public transit services and to avoid or limit the potential off-loading of trips that are more appropriately funded by other public or private sources. All communities, operators and organizations struggle to maximize services with limited resources and it is inherently unfair to burden one entity with another’s costs without reasonable compensation. The County’s cost per hour to provide Shared-Ride Transit service is significantly higher than the established agency fare.

4.2.1 A uniform agency fare of $8 for all Walworth County trips provided by Wal-to-Wal DIAL-a-RIDE is established. Agency fare vouchers expire 30 days from the date of issuance.

4.2.2 Individuals living independently who require support from a family member, paid caregiver and/or a guardian, and are capable of traveling independently but might need assistance scheduling a ride, can have a family member, caregiver or guardian request transportation without incurring an agency fare. Unless there is documentation on file certifying the need for an attendant, the family member, caregiver or guardian will not be exempt from paying a regular fare if they chose to travel along.

4.2.3 Walworth County has established a standard that the provision of Shared-Ride Transit services will not negatively impact the ability to provide basic transportation services to Walworth County elderly and disabled populations and managing overall demand via increased rates may not be avoidable. Future agency fares may be adjusted with sixty (60) day notice to existing agency fare program sponsors at the sole discretion of Walworth County.

4.2.4 Like all Wal-to-Wal trips, transportation outside of Walworth County is NOT allowed. All other Wal-to-Wal policies, standards and guidelines shall apply to transportation supported by agency fares. Agencies interested in contracting for agency fare transportation are required to pay in advance and agree to sign the “Agency Voucher Fare Agreement” provided in Standard Policy # 4.3 for each batch of vouchers provided.

4.2.5 There will be NO provisions for “punch cards” or other pre-paid fare media other than vouchers. The total amount of outstanding unredeemed vouchers in any given month is at the sole discretion of Walworth County.
Policy 4.3 AGENCY FARE VOUCHER AGREEMENT

Under federal and state guidelines WI Counties operating shared-ride transit services are required to levy a fee for each ride. This charge is heavily subsidized by federal and state grants as well as local property tax dollars to make basic transportation services available and affordable for the entire general population. Funding is limited. An “Agency” fare can be established to maintain the “primacy” of general public transit services and avoid or limit the potential off-loading of trips that are more appropriately funded by other sources.

“In effect, agency fares represent a compromise (agreed upon by the Wisconsin Department of Human Services and the Federal Transit Administration) so that public transit systems can recover some costs while human service organizations can utilize public transit for a lower cost than would be paid to provide providers.” WisDOT Agency Fare Frequently Asked Questions 10-16-2014

4.3.1 The initial one-way agency fare will be $8 for all Walworth County trips effective April 1. Transportation outside of Walworth County is NOT provided by Walworth County Shared-Ride. There are NO provisions for “punch cards” or other pre-paid fare media other than vouchers. The total amount of outstanding unredeemed vouchers in any given month is at the discretion of Walworth County.

4.3.2 Valid agency agreements shall be in the following form:

________________________agrees to make advance payment amounting to a total of $8 for each of the Walworth County Shared Ride (aka Wal-to-Wal DIAL-a-RIDE) transportation vouchers numbered _____ through _____ and assumes responsibility for the security, safe-keeping and appropriate use of these vouchers. Honored vouchers submitted to Walworth County by its transportation contractor (VIP Services, Inc.) shall be the basis for actual incurred costs. Vouchers will be retained by VIP Services drivers and must have all requested information entered legibly (non-erasable) before being presented for service. Agency fare vouchers expire 30 days from the date of issuance.

Payments are to be made by check or electronic fund transfer to VIP Services Inc. and are to be dated and clearly marked as “Walworth County Shared Ride Voucher Payment”. The agency agrees to work with Walworth County and VIP Services, Inc. at curbing any potential abuse of this voucher process.

Credits toward additional vouchers will be provided upon forfeiture by my agency of any unused or damaged vouchers at the sole discretion of Walworth County.

Signature of Agency Responsible Party _________________________________ Date __________

***Future rates may be adjusted at the sole discretion of Walworth County with the understanding that all communities, operators and organizations struggle to maximize services with limited resources and it is inherently unfair to burden one entity with another’s costs without reasonable compensation. The County’s cost per hour to provide Shared-Ride Transit service is significantly higher than the established agency fare. Walworth County has established a standard that the provision of Shared-Ride Transit services will not negatively impact the ability to provide basic transportation services to Walworth County elderly and disabled populations and managing overall demand via increased rates may not be avoidable.
Walworth County
Transportation Coordinating Committee
February 3rd, 2020
Data through 12/31/2019
December = 100%

2019 - All Transportation Summary:

<table>
<thead>
<tr>
<th>Original</th>
<th>Revised</th>
<th>Actuals</th>
<th>Over/ (Under)</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tax Levy</td>
<td>506,476</td>
<td>690,929</td>
<td>623,308</td>
<td>(66,621) 90.2%</td>
</tr>
<tr>
<td>Grant Revenues</td>
<td>743,760</td>
<td>734,217</td>
<td>673,268</td>
<td>(60,949) 91.7%</td>
</tr>
<tr>
<td>Rider Revenues</td>
<td>93,600</td>
<td>140,600</td>
<td>150,149</td>
<td>9,749   106.9%</td>
</tr>
<tr>
<td>Total Revenues</td>
<td>1,343,836</td>
<td>1,565,746</td>
<td>1,446,925</td>
<td>(118,821) 92.4%</td>
</tr>
<tr>
<td>Expenditures:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All VIP Trans. services</td>
<td>1,237,151</td>
<td>1,515,006</td>
<td>1,406,570</td>
<td>(108,436) 92.8%</td>
</tr>
<tr>
<td>Staff</td>
<td>45,729</td>
<td>39,729</td>
<td>37,372</td>
<td>(2,357)  94.1%</td>
</tr>
<tr>
<td>Equipment</td>
<td>42,000</td>
<td>-</td>
<td>-</td>
<td>-       100.0%</td>
</tr>
<tr>
<td>Other</td>
<td>18,956</td>
<td>11,011</td>
<td>2,983</td>
<td>(8,028)  27.1%</td>
</tr>
<tr>
<td>Total Expenditures</td>
<td>1,343,836</td>
<td>1,565,746</td>
<td>1,446,925</td>
<td>(118,821) 92.4%</td>
</tr>
</tbody>
</table>

2019 - Dial-a-Ride (Shared Ride Taxi) Transportation Summary:

<table>
<thead>
<tr>
<th>Categories</th>
<th>Total</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dial-a-Ride - Agency</td>
<td>1,839</td>
<td>4.2%</td>
</tr>
<tr>
<td>Dial-a-Ride - Public</td>
<td>38,730</td>
<td>87.9%</td>
</tr>
<tr>
<td>Specialized - Public</td>
<td>492</td>
<td>1.1%</td>
</tr>
<tr>
<td>Specialized - Veterans</td>
<td>149</td>
<td>0.4%</td>
</tr>
<tr>
<td>Specialized - Low Inc. Vet.</td>
<td>249</td>
<td>0.6%</td>
</tr>
<tr>
<td>Specialized - LHCC</td>
<td>707</td>
<td>1.6%</td>
</tr>
<tr>
<td>Total</td>
<td>44,088</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

% of Total: 28.4% 65.3% 2.5% 2.1% 0.1% 0.1% 1.6% 100.0%

Category descriptions:
A = Transportation within own community
B = Transportation to another community (within the County)
C = To Beloit, Burlington, Fort Atkinson, Harvard, Janesville, Mukwonago
D = To Johnson Creek, Kenosha, Madison, Milwaukee, Monroe, Racine, Rockford, Waukesha
E = To Oshkosh, Mendota, Winnebago
F = Lakeland Health Care resident transports (includes cab rides)

2019 - Specialized Transportation Summary:

<table>
<thead>
<tr>
<th>Categories</th>
<th>Total</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialized - Public</td>
<td>1,122</td>
<td>2.5%</td>
</tr>
<tr>
<td>Specialized - HHS</td>
<td>745</td>
<td>1.7%</td>
</tr>
<tr>
<td>Specialized - Veterans</td>
<td>492</td>
<td>1.1%</td>
</tr>
<tr>
<td>Specialized - Low Inc. Vet.</td>
<td>249</td>
<td>0.6%</td>
</tr>
<tr>
<td>Specialized - LHCC</td>
<td>707</td>
<td>1.6%</td>
</tr>
<tr>
<td>Total</td>
<td>1,446,925</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

% of Total: 28.4% 65.3% 2.5% 2.1% 0.1% 1.6% 100.0%

Category descriptions:
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E = To Oshkosh, Mendota, Winnebago
F = Lakeland Health Care resident transports (includes cab rides)
Average Weekday Transportation Demand All Programs
Agency Fare Vouchers
Options for Changing Policy

- Current vouchers that have been issued before today’s date will be honored.
- New vouchers issued between now and May 1, 2020 will expire on June 15, 2020.
- Vouchers issued after May 1, 2020 will expire June 15, 2021.
- Walworth County reserves the right to limit the number of vouchers issued per order.
- Agencies can turn in expired/unused vouchers for credit towards a new voucher order within 180 days of the expiration date.
  - Agencies will be responsible for paying the difference between the current agency fare rate and the credit issued for expired/unused vouchers.
Policy 4.2 - AGENCY FARE POLICY

Under federal and state guidelines, Wisconsin Counties operating shared-ride transit services are required to levy a fee for each ride. This charge is heavily subsidized by federal and state grants as well as local property tax dollars to make basic transportation services available and affordable for the entire general population.

Transportation funding is limited. An agency fare can be established to maintain the “primacy” of general public transit services and to avoid or limit the potential off-loading of trips that are more appropriately funded by other public or private sources. All communities, operators and organizations struggle to maximize services with limited resources and it is inherently unfair to burden one entity with another’s costs without reasonable compensation. The County’s cost per hour to provide Shared-Ride Transit service is significantly higher than the established agency fare.

4.2.1 A uniform agency fare of $8 for all Walworth County trips provided by Wal-to-Wal DIAL-a-RIDE is established.

a) Vouchers purchased between February 3, 2020 and May 1, 2020 will expire on June 15, 2020.

b) Vouchers purchased after May 1, 2020 will expire on June 15, 2021.

c) Walworth County reserves the right to limit the number of vouchers issued per order.

d) Agencies can turn in expired/unused vouchers for credit towards a new voucher order within 180 days of the expiration date.

1. Agencies shall be responsible for paying the difference between the current agency fare rate and the credit issued for expired/unused vouchers.

4.2.2 Individuals living independently who require support from a family member, paid caregiver and/or a guardian, and are capable of traveling independently but might need assistance scheduling a ride, can have a family member, caregiver or guardian request transportation without incurring an agency fare. Unless there is documentation on file certifying the need for an attendant, the family member, caregiver or guardian will not be exempt from paying a regular fare if they chose to travel along.

4.2.3 Walworth County has established a standard that the provision of Shared-Ride Transit services will not negatively impact the ability to provide basic transportation services to Walworth County elderly and disabled populations and managing overall demand via increased rates may not be avoidable. Future agency fares may be adjusted with sixty (60) day notice to existing agency fare program sponsors at the sole discretion of Walworth County.
4.2.4 Like all Wal-to-Wal trips, transportation outside of Walworth County is NOT allowed. All other Wal-to-Wal policies, standards and guidelines shall apply to transportation supported by agency fares. Agencies interested in contracting for agency fare transportation are required to pay in advance and agree to sign the “Agency Voucher Fare Agreement” provided in Standard Policy # 4.3 for each batch of vouchers provided.

4.2.5 There will be NO provisions for “punch cards” or other pre-paid fare media other than vouchers. The total amount of outstanding unredeemed vouchers in any given month is at the sole discretion of Walworth County.
Policy 4.3 AGENCY FARE VOUCHER AGREEMENT

Under federal and state guidelines, Wisconsin Counties operating shared-ride transit services are required to levy a fee for each ride. This charge is heavily subsidized by federal and state grants as well as local property tax dollars to make basic transportation services available and affordable for the entire general population. Funding is limited. An “Agency” fare can be established to maintain the “primacy” of general public transit services and avoid or limit the potential off-loading of trips that are more appropriately funded by other sources.

“In effect, agency fares represent a compromise (agreed upon by the Wisconsin Department of Human Services and the Federal Transit Administration) so that public transit systems can recover some costs while human service organizations can utilize public transit for a lower cost than would be paid to provide providers.” WisDOT Agency Fare Frequently Asked Questions 10-16-2014

4.3.1 The initial one-way agency fare will be $8 for all Walworth County trips effective April 1. Transportation outside of Walworth County is NOT provided by Walworth County Shared-Ride. There are NO provisions for “punch cards” or other pre-paid fare media other than vouchers. The total amount of outstanding unredeemed vouchers in any given month is at the discretion of Walworth County.

4.3.2 Valid agency agreements shall be in the following form:

[Agency name] agrees to make advance payment amounting to a total of $8 for each of the Walworth County Shared Ride (aka Wal-to-Wal DIAL-a-RIDE) transportation vouchers numbered ____ through ____ and assumes responsibility for the security, safe-keeping and appropriate use of these vouchers. Honored vouchers submitted to Walworth County by its transportation contractor (VIP Services, Inc.) shall be the basis for actual incurred costs. Vouchers will be retained by VIP Services drivers and must have all requested information entered legibly (non-erasable) before being presented for service.

Payments are to be made by check or electronic fund transfer to VIP Services Inc. and are to be dated and clearly marked as “Walworth County Shared Ride Voucher Payment”. The agency agrees to work with Walworth County and VIP Services, Inc. at curbing any potential abuse of this voucher process.

Credits toward additional vouchers will be provided upon forfeiture by my agency of any unused or damaged vouchers at the sole discretion of Walworth County.

Vouchers issued prior to February 3, 2020 will be honored. Vouchers issued between February 3, 2020 and May 1, 2020 will expire on June 15, 2020. Vouchers issued after May 1, 2020 will expire on June 15, 2021. Agencies can turn in expired/unused vouchers for credit towards a new voucher order within 180 days of the expiration date. Agencies will be responsible for paying the difference between the current agency fare rate and the credit issued for expired/unused vouchers. Walworth County reserves the right to limit the number of vouchers issued per order.

Signature of Agency Responsible Party _______________________________ Date ______________

***Future rates may be adjusted at the sole discretion of Walworth County with the understanding that all communities, operators and organizations struggle to maximize services with limited resources and it is inherently unfair to burden one entity with another’s costs without reasonable compensation. The County’s cost per hour to provide Shared-Ride Transit service is significantly higher than the established agency fare. Walworth County has established a standard that the provision of Shared-Ride Transit services will not negatively impact the ability to provide basic transportation services to Walworth County elderly and disabled populations and managing overall demand via increased rates may not be avoidable.