

**Walworth County Board of Supervisors**  
**February 4, 2019 Transportation Coordinating Committee Meeting Minutes**  
**Walworth County Government Center, County Board Room 114**  
**100 W. Walworth Street, Elkhorn, Wisconsin**

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The meeting was called to order by Chair Nancy Russell at 1:30 p.m.

Roll call was conducted. Members present included Chair Nancy Russell, Vice Chair Andrew Kerwin, Health and Human Services (HHS) Board Chair Ken Monroe, and Citizen Members Jeni Hallatt and Eric Russow. Citizen Member Michael McKay was absent. A quorum was declared.

**Others in Attendance**

County Staff: County Administrator David Bretl; Office Supervisor/Mobility Manager Nicole Hill; Finance Supervisor Todd Paprocki; Senior Accountant Natasha Evans; HHS Administrative Analyst Lisa Kadlec

Members of the Public: Cynthia Simonsen, Executive Director of VIP Services; Bob Peryea, Elkhorn, Wisconsin

**On motion by Citizen Member Hallatt, seconded by Citizen Member Russow, the agenda was approved by voice vote.**

**On motion by Supervisor Monroe, seconded by Citizen Member Russow, the January 7, 2019 meeting minutes were approved by voice vote.**

**Public Comment** – County Administrator Bretl introduced HHS Administrative Analyst Lisa Kadlec in the audience. She will be replacing Lori Muzatko on this Committee following her confirmation at the February 12, 2019 County Board meeting.

**Unfinished Business**

- Options for Sunday and Holiday Service

Office Supervisor/Mobility Manager Nicole Hill has researched available options and in speaking with VIP, confirmed they are not in a position to expand their hours, given the newness of the shared ride program. They want to ensure what they have is a quality service before they expand. One option would be for Walworth County to provide Sunday and holiday service through a volunteer program. The County does not currently have the staff or budget for the costs associated with such a program, however. Another option would be for a group of individuals outside of the County to form a non-profit organization. They could apply for the 5310 grant program, which includes three types of grants, but is very competitive. Hallatt asked if they would be competing with VIP for the grant and Paprocki said they would be. The deadline for the grant is August of this year, but it wouldn't be awarded until December. Hill reached out to other counties regarding any Sunday/holiday service they provide. Rock County operates Monday through Friday, Washington County operates seven days a week, but does not have holiday availability. Ozaukee County did not respond as to holiday service but does operate seven days a week. Bretl said Hill has done a very thorough job in researching and he thinks Sunday service is a good idea. He emphasized the importance of being able to provide reliable services on Sunday if we are to offer it, however. His strong preference would be to operate through VIP if we are to offer Sunday services, to avoid duplicate staffing, competition for funding, and confusion for the public. He recommended this Committee identify steps to take to ensure VIP felt comfortable adding a quality Sunday/holiday service, including surveying the public and developing milestones to be accomplished. Hill will be visiting other counties to investigate their programs and develop ideas. Monroe asked Simonsen if VIP currently uses any volunteer drivers and she said they do not. Bob Peryea, Elkhorn, Wisconsin spoke to the Committee and provided ideas, including contacting car dealerships for potential donations and contacting local churches for

possible volunteer drivers. He said St. Patrick's Catholic Church in Elkhorn provides rides throughout the weekend and he suggested working with them. Russell said she agreed with Bretl regarding the possibility of confusion for customers if we were to have two different types of services, provided by different providers. She agreed there are churches who offer such services, although she was not sure if they were wheelchair accessible. She expressed concern over starting a new program before VIP was able to be involved and added there is no additional money in the budget for this year. Kerwin said he believes some of the volunteer drivers with churches are happening on an organic basis through a patchwork of parishioners being good neighbors. When he has discussed this with local churches, they are generally reluctant to have a formal service due to insurance and liability issues. He agreed with Bretl, adding this Committee needs to brainstorm and come up with ideas to make it possible for VIP to provide these services. Bretl asked Simonsen for her thoughts and she said manpower is the biggest issue. VIP is currently struggling to hire enough quality drivers and their current drivers are already working over 100 hours per pay period. She added training is an important cost to consider due to background checks, drug screening, training, etc. She said there are 405 rides scheduled for today, which is an all-time record, and her concern is being able to cover the number of rides scheduled. She would like to see growth stabilize before adding more hours as she wants the program to remain a quality one and always be safe. Bretl suggested contacting area churches to come and discuss with the Committee what they currently offer. Simonsen added it would be necessary to know what kind of volume would be expected on Sundays so staffing levels could be planned accordingly. She also suggested contacting people in the County who have personal vehicles with accessible services to see if they would be willing to provide rides for others. Monroe added he believes it would be difficult to utilize vehicles from dealers due to maintenance, licensing, etc. Hallatt said she thinks an important first step is reaching out to people who would possibly be interested in driving for VIP to help with their staffing issues. Russow said he believes the main criteria is to maintain a quality service while being open to different suggestions, but added it will take time to go through the options. He said he has a listing of 50 churches in Walworth County and he would be willing to contact them. Bretl said this could be a topic for our next meeting. Russow and Hill will communicate with area churches to see if they are interested in discussion. Kerwin added there are most likely services available in the County we are unaware of, and trying to understand all of the options will be helpful.

### **New Business**

- Introduction of New Senior Accountant Natasha Evans  
Todd Paprocki introduced Natasha Evans and informed the Committee she will be presenting the transportation finance reports going forward.

- 2018 versus 2019 Budget report

### **Transportation Financial Summary**

#### **Monthly Ridership**

Evans introduced herself and presented the budget report, adding that it has been updated since the December meeting with 2018 totals included through yearend. She summarized the information presented in the graphs included with the agenda packet, including the following:

- Overall number of rides has increased, with a higher percentage of increase among "Other" Patron One-Way Trips vs. Elderly or Disabled One-Way Trips.
- From 2017 to 2018, medical trips decreased from 44% to 33% of total rides. Other categories grew significantly in this time.
- The ridership split changed slightly between 2017 and 2018. The population in Walworth County did grow but our unique riders stayed consistent so that number remains consistent, as well.

- Dial-A-Ride came in with 98% of the budget used; Specialized came in with under 85% of the budget used.
- Grant revenue shows a little less because Finance is waiting for the 4<sup>th</sup> quarter payment to be posted.
- There is starting to be a trend showing October to be the peak service month.

Russow asked for a definition of unique riders and Paprocki explained the number of unique riders comes from raw data from riders, including their last name plus their first name. The figure for unique riders is a count of how many different people are riding. Hallatt noted this shows the frequency of utilization has increased, so while we don't have a large increase in new riders, the number of rides each person is taking has increased. She added this shows we have many opportunities to advertise to new riders. Chair Russell said she is grateful the program has been as successful as it has, and she thinks we need to renew our advertising and meet with nonprofit groups, etc. to spread the word. Hill is currently working on different ways to advertise using social media.

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

Simonsen checked with schedulers at VIP and they reported no turndowns at this time, as all trips have been able to be rescheduled.

**Announcements** – There were none.

**Confirmation of next meeting date and time:** The next regular business meeting is scheduled for April 1, 2019 at 1:30 p.m.

**Adjournment**

**On motion by Supervisor Monroe, seconded by Citizen Member Hallatt, Chair Russell adjourned the meeting at 2:13 p.m.**