The meeting was called to order by Chair Nancy Russell at 1:02 p.m.

Roll call was conducted, and all members were present: Chair Nancy Russell, Vice Chair Andrew Kerwin, 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 Jeni Hallatt (arrived at 1:15 p.m.)

Others in Attendance
County Staff: County Administrator David Bretl; Office Supervisor/Mobility Manager Nicole Hill; Health and Human Services Manager – Long Term Care Randy Kohl; Senior Accountant Natasha Gantenbein
Members of the Public: Cynthia Simonsen, Executive Director of VIP Services; Shawn Davenport, Walworth, WI

Administrator David Bretl introduced Shawn Davenport who will be taking over for Jeni Hallatt. He will be appointed at the October 8, 2019 County Board meeting.

Supervisor Monroe made a motion, seconded by Vice Chair Andrew Kerwin, to approve the agenda as presented. Motion carried by voice vote.

On motion by Supervisor Monroe, seconded by Chair Nancy Russell, the June 3, 2019 meeting minutes were approved by voice vote.

Public Comment – HHS Manager – Long Term Care Randy Kohl spoke as an advocate for citizens and said he has received feedback expressing concern over the bag policy limiting passengers to two bags. Kohl spoke with Cindy Simonsen with VIP Services about a possible solution. Chair Russell said the policy will be taken into consideration.

New Business
• Set/confirm public hearing for 85.21 grant application and review of transportation coordinated plan
  Office Supervisor/Mobility Manager Nicole Hill said there is a requirement from the Wisconsin Department of Transportation to hold a public hearing, with a statutory deadline of December 31st and a courtesy deadline of December 13th. Hill said holding the next TCC meeting on December 2nd would make it possible to submit the grant application by December 16th. She proposed the public hearing be held on December 2, 2019 at 2:30 p.m. Vice Chair Andrew Kerwin made a motion, seconded by Supervisor Monroe, to hold a public hearing on December 2, 2019 at 2:30 p.m. Motion carried 7-0.

• Approval of Wal-to-Wal-DIAL-a-RIDE Social Media Policy and Procedure
  Citizen Member Eric Russow asked Hill if there is a policy regarding the sharing of other links on the Dial-a-Ride Facebook page. Hill said this could be included in the policy and asked Russow for ideas. Hill has been working with IT and she said the Facebook page should be live by the end of this month.
  Citizen Member Russow made a motion, seconded by Citizen Member McKay to approve the Wal-to-Wal-DIAL-a-RIDE Social Media Policy and Procedure. Motion carried 7-0.

• Punch cards for DIAL-a-RIDE
  Hill said an email from a member of the public requesting punch cards was included in the agenda packet. She said there are currently only agency fare vouchers available, as there have been issues with fraud in
the past. Administrator Bretl said he and Hill will reevaluate the voucher program before considering a punch card system so everything is done properly. Bretl advised against a punch card system though, as there are some fraud risks. **Supervisor Monroe made a motion, seconded by Lisa Kadlec, to direct staff to put together an evaluation of the current system and study further options. Motion carried 7-0.**

- Mobility Assistant position
  Hill said the Mobility Assistant would help with marketing, social media, customer service etc. The position is in the preliminary 2020 budget but will need to be approved by the County Board. She added if the budget is approved she will be able to provide more details.

- Correspondence from the Alternative High School requesting the same fare for students, regardless of age
  Bretl explained the program currently charges students under the age of 18 less than those who are over 18, and the letter requests the Committee consider changing this to accommodate alternative high school students who are over 18 but still struggling financially. Bretl noted there could be issues as to where the line would be drawn. Citizen Member Hallat asked if there are other programs in place to assist those affected and Bretl and Hill said it may be possible for students to get funding from their school districts. Bretl said this will need to be looked into further.

**Transportation financial summaries**
Chair Russell said everything looks positive and it is clear Dial-A-Ride is where the majority of ridership comes from. She thanked Senior Accountant Natasha Gantenbein for the information provided in the packet. Gantenbein said the program is up 2,200 trips total from last year, and it is looking like there will be over 40,000 trips by the end of this year. October is usually the highest utilization month so next meeting’s report will show if that is the case this year. With the number of rides increasing, costs and revenue have also been increasing and she will monitor the numbers. She stated 69.3% of the budget has been used so far this year. It was noted the budget will increase next year.

**Monthly ridership**
Hill reported the average weekday transportation demand has increased and is now between 140-150 riders.

**VIP Services report of any “turn down” requests for service**
Executive Director of VIP Services Cynthia Simonson reported there were 16 turn downs: 11 because they were requested after the scheduling deadline; 1 was an emergency transport and the rider was medically unstable; 2 were requested for the 4th of July and there was no service that day; and 1 wanted out-of-county, non-medical transport. She then spoke on the matter of the punch cards and said in the future, VIP will hopefully move towards an electronic system to avoid the possibility of forgeries. She added they are currently looking to furnish drivers with tablets to improve communication across further distances.

**Announcements** – Hill said the Walworth County Aging Network will hold its annual Resource Fair at the Horticultural Hall in Lake Geneva on December 5th from 8:00 a.m. until noon, and she will be manning a table. She will send out an email requesting assistance. She also announced this meeting will be Jeni Hallat’s last meeting as her term is ending. She thanked her for her service on the committee. Chair Russell thanked Hallat her for her contributions.
Citizen Member Russow presented Nancy Russell and David Bretl with certificates to recognize them for their support and assistance in promoting Dementia Friendly Training throughout the County. He added Walworth County is the first county in Wisconsin to be certified as dementia friendly and he is very appreciative for their assistance in making this possible.

**Confirmation of next meeting date and time:** November 4, 2019 at 1:30 p.m.

**Adjournment**

*On motion and second by Supervisor Monroe and Vice Chair Kerwin, Chair Russell adjourned the meeting at 1:32 p.m.*

Submitted by Betsy Stanek, Administrative Assistant. Meeting minutes were approved by the Committee at the December 2, 2019 meeting.