

**County of Eau Claire**  
**Eau Claire WI 54703**  
**NOTICE OF PUBLIC HEARING/AGENDA**

In Accordance with the provisions of Chapter 297, State of Wisconsin, Laws of 1973, notice is hereby given of the following public hearing:

The **Aging & Disability Resource Center Board** will meet on Wednesday, October 19, 2016, 12:30 pm at the Augusta Senior & Community Center, 616 W. Washington Street, Augusta WI 54722. A Public Hearing will be held on the Wisconsin Department of Transportation 2017 85.21 Specialized Transportation Grant. Items of business to be discussed or acted upon at this meeting are shown on the agenda listed below.

Present: Jennifer Owen, Emily Gilbertson, Becky Hinzmann, Marlene Rud, Marc Anthony, Ruth Adix, Katherine Schneider, Barb Pritzel, Jean Role, Ken Reetz, Carl Anton, Jean Anton, Dave Nehring, Dorothy Perkovich, Jason Endres, David Mortimer

Aging & Disability Resource Center Board Vice Chair Schneider called the public hearing to order at 12:35 pm. Introduction of everyone in attendance. There will also be a public hearing on the 2017 85.21 Specialized Transportation Grant on November 16, 2016, 3:30 pm at the LE Phillips Senior Center, Eau Claire.

Jennifer Owen reviewed the current contract provider, Abby Vans and the grant application that must be submitted yearly for funding. The hearing is an opportunity for the public to discuss comments and concerns on paratransit and specialized transportation and input will be considered for 2017 RFP for transportation providers for next contract beginning 2018. The paratransit program operates 7 days/week with ride co pay \$3.00 per way or \$5.00 per way for Sunday/Saturday evening. Out of county transportation request requires prior authorization through the Aging & Disability Resource Center.

**Public comments:**

Carl Anton asked for clarification of the paratransit application process. Concerned that some people still not aware of transportation resources. He is concerned about driver qualifications.

Jennifer Own explained the ADRC partners with Eau Claire City Transit for application process, which can be up to a 21 day process.

Barb Pritzel includes paratransit information in the Augusta Senior & Community Center newsletter. The Center has had informational transportation presentations, has copies of the paratransit application and she has helped people fill out the application. She suggested paratransit riders find out how long appointment will take for a more accurate scheduled pick up time and if their appointment is running late they should notify Abby Vans. Is there a possibility of inexpensive rides within Augusta, Fairchild or Fall Creek area for local transportation.

Katherine Schneider clarified that paratransit is not a taxi service. It is a public transportation, but driver training and timely pick up is important. Katherine explained the 85.21 contract is same hours as Eau Claire City Transit. Specialized contract fills beyond bus hours. New Freedom is last resort.

Dorothy Perkovich uses paratransit and is satisfied with it, but had an experience where Abby Vans driver waited for her for pickup that was not at the location she was dropped off at.

Jean Role has used Abby Vans, but is not satisfied with service. Past problem experiences include pick up and van driver not helping her in/out of van. She would like to see better drivers. She now uses New Freedom.

Ruth Adix daughter uses paratransit and did experience a transition struggle from Tender Care but Abby Vans has been generous with short notice ride cancellations. She feels timely pick up, especially for medical appointment/procedures, is important.

Jennifer Owen explained possibility of distinguishing ride types by medically needy and not medically needy. Can look at transportation program/options in other counties. More than 1 vendor providing transportation is a possibility.

Ken Reetz uses paratransit frequently and he contact Abby Vans when his appointment is done, even with scheduled pick up.

Mark Anthony, new owner of Tender Care Transport. All drivers are trained and display name tag. Pick up is 15 minute before/after scheduled time. Tender Care driver leave contact info at location a rider is transported to.

Jason feels Eau Claire County is unique in working with the City & County. For medical rides plan for extra pick up time, if appointment would run over. Possible separate service for different level of ride needed.

David Mortimer suggested door to door driver assistance in bad weather. Abby Vans does provide door to door service by requested.

Public Hearing adjourned at 1:50 pm.

Respectfully Submitted

Marlene Rud, Clerk  
Aging & Disability Resource Center Board

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Chairperson