

13-8855



1900 Kentucky Street • Racine, WI 53405 • 262-619-2444 • Fax: 262-635-3335

March 21, 2013

Mary E. Newbold
P.O. Box 085417
Racine, WI 53408-5417

Dear Ms. Newbold:

Thank you for taking the time out of your day to make a point about identification requirements for various fare categories on the Belle Urban System (BUS).

Your interpretation of us not requiring children 5 years old and under to display proof of age while requiring proof of age for those 65 years and older as discrimination has some merit. After researching the matter, we have not been able to come up with a reasonable way for a person age 5 or under to have positive identification.

The distinct difference between the classes of individuals does not allow for equal treatment for both classes.

We will continue to research our options in this manner, but without a reasonable form of identification for those five and under we do not believe that we can require identification from them. At the same time we are required to offer a reduced fare for those 65 years and older and are allowed to ask for verification.

As a practical matter, our drivers are advised to be lenient when it comes to requiring proof of age for those 65 and older, but that technically does not prevent an individual driver from doing so if they have reason to believe the appropriate fare is not being paid. If you run into a situation where you believe a driver is being overly aggressive in this matter please make note of the date, time and location and report it directly to me. If a higher fare was required than was appropriate we will reimburse you.

Thank you for being our customer and for offering a suggestion on how we might be able to improve our operations.

Sincerely,


Willie E. McDonald,
General Manager