

**** All present are expected to conduct themselves in accordance with the City's Core Values ****



OFFICIAL NOTICE AND AGENDA

of a meeting of a City Board, Commission, Department, Committee, Agency, Corporation, Quasi-Municipal Corporation or sub-unit thereof.

Meeting of the: **TRANSIT COMMISSION**
Date/Time: Thursday, March 17, 2016 @1:30 p.m.
Location: Metro Ride Offices, 420 Plumer Street, Wausau
Members: Sherri Abitz (C), Keene Winters, Robert Mielke, Keith Draheim, Txanj Hue Yang

AGENDA ITEMS FOR CONSIDERATION (All items listed may be acted upon)

1. Roll Call
2. Public Comment on Matters Appearing on the Agenda
3. Approval of Minutes – November 19, 2015
4. Financial Report and Budget Update
5. 2015 Ridership Report
6. Adoption of No-Show Policy for Metro Ride Paratransit Program
7. Adoption of Origin to Destination Policy for Metro Ride Paratransit Program
8. Tentative Approval of Metro Ride Title VI Program Update and Authorization to Conduct Public Hearing
9. Transit Director's Report
 - Fleet Update
 - Staffing Update
10. Next Meeting Date
11. Adjourn

THIS NOTICE FAXED TO THE WAUSAU DAILY HERALD AND CITY PAGES:

Date: 3/11/2016 TIME: 2:38 PM BY: Greg Seubert, Transit Director

Meeting facilities are accessible to the disabled. Please note that upon reasonable notice, efforts will be made to accommodate the needs of disabled individuals through appropriate aids and services. For information or to request this service, contact the City Clerk at 715-261-6620.

TRANSIT COMMISSION MINUTES

Date and Time: The Transit Commission met on Thursday, November 19, 2015 at 1:30 P.M. at Metro Ride Office, 420 Plumer St., Wausau, WI.

Members Present: Sherri Abitz, Robert Mielke, Keith Draheim and Keene Winters

Members Excused: Txanj Hue Yang

Also Present: Greg Seubert, Mary Foss

In accordance with Chapter 19, Wisconsin Statutes, notice of this meeting was posted and sent to the Wausau Daily Herald in the proper manner. The meeting was called to order by Chairperson Abitz after noting a quorum was present.

Public Comment on Matters Appearing on the Agenda

Chris Weems stated he was aware that the city's budget passed and he was wondering where transit stands, because there isn't much time left before the New Year. He asked if the project could be started in the middle of the year.

Kathi Zoern stated that a long term fix was necessary for transit, not just a one-year project.

Winters arrived at 1:43 p.m.

Approval of Minutes

Mielke moved to approve the minutes of the October 8, 2015 meeting. Draheim seconded. Motion carried.

Financial Report/Budget

Seubert presented a revenue and expense summary for the period ending September 30, 2015. He said that with 75% of the year completed, revenues from ridership are at about 64% of budget, which reflects a ridership loss greater than projected. He noted that some expense line items are over budget, such as bus parts. He said that omissions system failures have been a problem on newer buses, and replacement parts are costly.

Heckendorf confirmed that the newer technology requires parts that are more expensive. He stated that although our maintenance program is proactive, we are experiencing issues that have not been foreseen.

Seubert said that overall expenses are at about 65% of budget and he hoped that we would finish the year within the overall budget.

No action was taken.

Transit Service Pilot Project and Grant Request

Seubert said that Winters has worked diligently meeting with various stakeholders to get this project moving forward. Winters said he had two meetings hosted by the Wausau Community Foundation with various stakeholders. At the last meeting they parceled out tasks. The foundations are looking at taking applications that we must submit. They have asked the county to divert the \$10,000 for their study to the pilot program. He said they will be meeting with Rib Mountain and the Chamber somewhere around December 1. They should have an answer between December 11th and the 18th. Mielke asked if we would have enough time. Winters said it will be in 2016, but not sure what day.

Seubert distributed a memo he prepared, which outlined issues relating to the pilot project. He noted that several of the issues were presented to him by the Mayor and some were his own. He said that if the pilot project is to determine the future of area-wide transit services, he didn't want the project to be carried out poorly. The memo noted the following:

1. We lack a sufficient number of vehicles to add two new routes. Seubert said he was hopeful that used buses would become available soon, but he was uncomfortable moving forward without some expectation that we would have enough buses to operate the service.
2. Delaying the project until March 1st, would reduce the evaluation period and insufficient data or low initial ridership may doom continued participation in 2017.
3. Rothschild and Schofield have indicated an inability to afford their entire share for 2016. Without a commitment from each party for 2017, we may be stuck paying unemployment expenses for 2017.
4. If state/federal funds come in at less than predicted or fuel and parts expenses spike, Rothschild, Schofield and Rib Mountain will pay their fixed amount and Wausau will have to make up the difference. WISDOT informed Seubert just days ago that they have lowered their funding projections for 2016. Actual funding totals will not be known until the end of first quarter of next year.
5. We are seeking funds to reduce the cost of services for other municipalities and not for the City of Wausau. Seubert said that critics may assert that the City of Wausau has no business seeking funds on their behalf.
6. State statues prohibit the provision of transit services across local boundaries without a cost sharing agreement in place. The City has to certify in its 2016 grant application that local financial commitments are in place for the services described. Seubert questioned whether there was sufficient time to formalize these commitments before the grant is submitted at years-end.

Zoern asked if the County's grant funds could run from July of 2016 through July 2017, instead of a calendar year so that we had time to get buses. Mack said potentially yes, the County could do this if they chose to. Mielke asked how soon the County could make that decision. Mack said they would need to know ASAP. Abitz stated that the County's budget is very tight this year and next year will probably be worse.

Draheim said that it makes the most sense to start the project in July so we get better data and a better bang for our buck. It would also give us time to get buses and hire drivers. Mielke questioned the likelihood that rural members of the County Board would be supportive of spreading funding over a two year period. He also expressed concern that City of Wausau taxpayers may be stuck with additional costs.

Winters left the meeting at 2:00 p.m.

Mielke asked if we were allowed to do this legally. Jacobsen said she doesn't have a lot of background on this, so she could not give a definitive answer. She said that it was unclear to her who was asking for the funds and what the responsibilities of the City of Wausau would be once they were received. She said that the appropriate parties really need to be asking for the funds. She said it was also important that we be able to carry out the project if we are seeking funds.

Abitz agreed. She said written agreements need to be in place from the foundations and communities. She said that in order to do this properly, the correct parties should be applying for the grants.

Mielke said that he gives a lot of credit to Winters and Seubert for all of their work, but he would like to hold off on this. Seubert also commended Winters' hard work and said that it was a big deal that important stakeholders were brought to the table.

Seubert said that the project is important for the transit systems' future, but the calendar is not our friend at this point. He expressed disappointed that Winters had left the meeting and was not available to explain financial commitments made by the business community. Seubert said that he was not aware of any firm commitments at this point. He said that that he has to prepare a grant application and submitted it to the DOT by December 30th. The application must describe the specifics of the service and financial commitments must be identified, but those specifics are not available at this time. He said that the Mayor cannot sign the cover letter which certifies that local financial commitments are in place.

Zoern asked about the need for public hearings. Seubert said that grant applications can be submitted prior to holding public hearings, but a great deal of planning must occur before service can be initiated. He said the he and Winters discussed a March 1st start date, which may allow sufficient time to work out such details.

Seubert said that he supports the overall goal of the project and he appreciates Winters' hard work in moving it forward, but he doesn't want it to fail. He said that if we are going to do this, it has to be done successfully and sufficient data must be gathered to demonstrate its effectiveness. He said that if we allow our desire to start the project to get ahead of our desired outcome, then it will be a problem for the future. Seubert stated that he did not view a delay in initiating the project as a failure, but rather the start of something we can build on.

Abitz suggested that we hold off until we can do this right. She said we don't want this to fail. She understands that riders are excited about this, but the commitment from surrounding communities needs to be longer than one year.

Draheim said he supports everything but would rather have it take a year or so to get this done correctly. He said that the one-year trial period is not a good idea.

Mielke wanted to state for the record that he wished Mr. Winters hadn't left, as we need to find out if the other communities are willing to submit grant applications.

Mielke moved to reconsider the motion from the last meeting and table the issue for further study. Draheim seconded. Motion carried.

Transit Director's Report

Seubert said that he was hoping to bid on some used buses from Duluth in January 2016.

Seubert said that the recruitment process is underway for a part-time driver, a utility worker and a transit supervisor.

Seubert reported that the Vehicle lift project is nearly completed. He said that high groundwater has been a problem for the project, but remaining concrete work will be finished in Mid-December.

The next meeting date was not determined.

Mielke moved to adjourn the meeting. Draheim seconded. Motion carried.

Respectfully submitted,

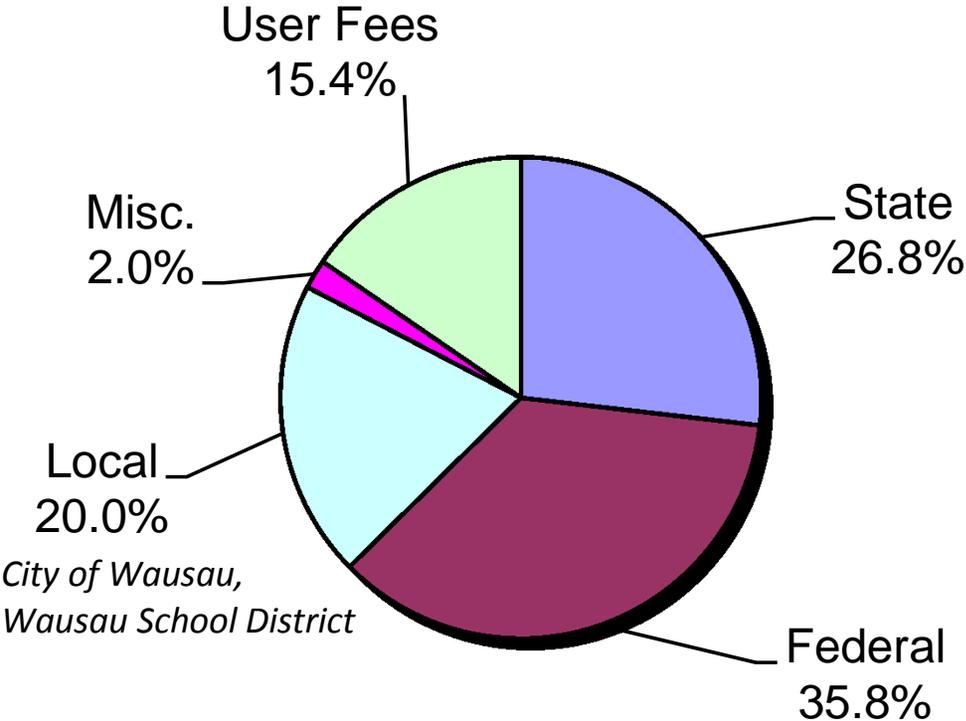
Sherry Abitz, Chairperson

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Wausau Area Transit System, d.b.a. Metro Ride
Revenue & Expense Summary
Year to Date
December 31, 2015

Revenue	Year to Date	City Budget	State Budget	% of Total (City Budget)
Adults	\$134,843.52	\$175,574.18	\$175,574.18	76.8%
Students	\$200,328.70	\$224,077.04	\$224,077.04	89.4%
Elderly & Disabled	\$64,182.00	\$55,518.20	\$55,518.20	115.6%
Trippers	\$30,678.51	\$30,959.10	\$30,959.10	99.1%
Paratransit	\$5,614.75	\$10,368.00	\$10,327.50	54.2%
Total Revenue	\$435,647.48	\$496,496.52	\$496,456.02	87.7%
Expense-Fixed Route Bus				
Wages - Drivers	\$742,175.10	\$768,580.07	\$768,580.07	96.6%
Wages - Repair & Garage	\$203,047.10	\$224,637.94	\$223,904.92	90.4%
Wages - Administrative	\$187,778.33	\$216,776.67	\$209,865.94	86.6%
Total Wages	\$1,133,000.53	\$1,209,994.68	\$1,202,350.93	93.6%
Employee Welfare	\$827,570.46	\$899,210.97	\$896,537.82	92.0%
Services	\$135,805.68	\$149,791.74	\$149,791.74	90.7%
Fuels & Lubes	\$199,386.65	\$350,311.07	\$349,338.07	56.9%
Tire Expense	\$12,492.89	\$21,843.14	\$21,843.14	57.2%
Parts, Supplies, Rep & Laundry	\$143,653.05	\$119,047.00	\$119,047.00	120.7%
Maint-Blds, Grds, Euqip	\$8,340.62	\$18,214.19	\$18,214.19	45.8%
Utilities	\$42,563.96	\$63,460.28	\$63,460.28	67.1%
Insurance	\$92,858.84	\$97,800.35	\$97,800.35	94.9%
Advertising	\$5,689.66	\$6,000.00	\$6,000.00	94.8%
Pstg/Dupl/Off Spls/Pub Not/Software	\$10,315.30	\$14,497.21	\$14,497.21	71.2%
Fees, Subscriptions & Dues	\$6,675.00	\$4,352.98	\$4,352.98	153.3%
Meetings	\$3,032.43	\$3,900.00	\$3,900.00	77.8%
Other Expenses	\$1,488.85	\$2,950.00	\$2,950.00	50.5%
Total Fixed Route Bus Service	\$2,622,873.92	\$2,961,373.61	\$2,950,083.71	88.6%
Expense-Paratransit				
Wages/Benefits	\$170,126.31	\$244,334.94	\$242,057.57	69.6%
Contractual Seviles	\$10,256.18	\$11,716.07	\$11,716.07	87.5%
Supplies and Expenses	\$4,718.56	\$13,917.04	\$13,869.57	33.9%
Fixed Charges	\$14,660.91	\$12,351.86	\$12,351.86	118.7%
Miscellaneous Expense	\$0.00	\$0.00	\$0.00	#DIV/0!
Total Paratransit Services	\$199,761.95	\$282,319.91	\$279,995.07	70.8%
Total Metro Ride Operating Expenses	\$2,822,635.87	\$3,243,693.52	\$3,230,078.78	87.0%
Total Wheels-to-Work Expenses	\$179,158.00	\$0.00	\$291,116.00	#DIV/0!
Less Contract Expense (s.85.205)	(\$30,167.00)	(\$30,000.00)	(\$30,167.00)	
Net Expenses	\$2,971,626.87	\$3,213,693.52	\$3,491,027.78	
Net Income (loss) from Operations	(\$2,535,979.39)	(\$2,717,197.00)	(\$2,994,571.76)	
Other Income				
Subsidy - State	\$707,887.12	\$771,286.43	\$848,724.00	91.8%
Subsidy - Federal (operating asst.)	\$1,075,089.00	\$1,004,279.21	\$1,075,089.00	107.1%
Subsidy - Wausau	\$551,671.37	\$796,650.75	\$795,088.21	69.2%
Wheels-to-Work	\$71,663.00	\$0.00	\$130,690.00	#DIV/0!
Wausau School District	\$12,173.04	\$12,243.00	\$12,243.00	99.4%
Subsidy - Sec 85.21	\$61,908.36	\$85,077.55	\$85,077.55	72.8%
Recovery of Phys Damage Losses	\$0.00	\$0.00	\$0.00	#DIV/0!
Advertising	\$55,587.50	\$47,660.00	\$47,660.00	116.6%
Miscellaneous	\$0.00	\$0.00	\$0.00	#DIV/0!
Insurance Premium Dividend	\$0.00	\$0.00	\$0.00	
Total Other Income	\$2,535,979.39	\$2,717,196.94	\$2,994,571.76	93.3%
Total Revenue & Other Income	\$2,971,626.87	\$3,213,693.46	\$3,491,027.78	92.5%

Metro Ride Funding Sources 2015



Metro Ride Operating Statistics - 2015	
Bus Miles:	402,905
Bus Passengers:	577,044
Bus Expense:	\$2,622,873.92
Bus Exp./Passenger:	\$4.55
Bus Revenue:	\$430,032.73
Bus Revenue/Expense	16.40%
Paratransit Passengers:	2,504
Paratransit Expense:	\$199,761.95
Paratransit Exp./Psgr:	\$79.78
Paratransit Revenue:	\$5,614.75
Paratransit Rev/Exp:	2.81%

**PASSENGER SUMMARY (fixed route bus)
2015**

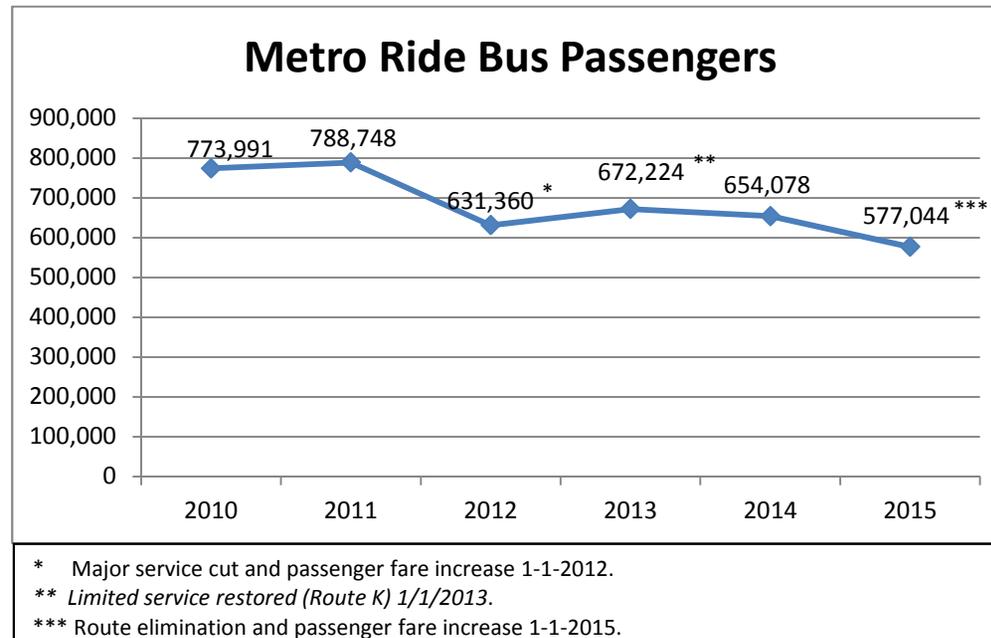
Fare Category	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Adult Cash	3,166	2,793	2,943	2,961	2,605	2,559	2,400	2,318	2,422	2,599	2,300	2,156	31,222
Adult Token	2,250	2,284	2,478	2,242	2,039	2,385	2,557	2,313	1,926	1,924	1,973	1,981	26,352
Adult Pass	4,669	5,052	5,062	5,208	4,572	3,773	3,516	3,493	4,913	4,673	4,369	4,958	54,258
Student Cash	902	723	877	794	752	829	498	463	721	746	660	556	8,521
Metro Ride Tickets	1,051	1,123	1,127	1,002	1,062	2,408	1,860	1,362	973	1,154	1,208	1,161	15,491
Sch. Dist. Tickets	10,167	13,227	12,530	11,088	12,344	3,783	0	0	12,316	12,309	11,030	8,886	107,680
Student Pass	9,859	12,151	12,116	10,381	10,498	2,274	1,024	402	11,772	11,282	10,262	8,108	100,129
E/H Cash	810	763	927	954	902	1,017	1,022	891	876	1,004	863	901	10,930
E/H Pass	11,258	11,186	12,444	11,855	11,159	10,963	11,730	10,634	11,644	11,543	10,563	10,980	135,959
N. V. Workshop	1,280	1,280	1,440	1,440	1,200	1,440	1,440	1,360	1,360	1,360	1,280	1,520	16,400
Hospital	168	140	122	136	116	139	162	98	102	122	64	135	1,504
Shopping Tripper	314	296	298	328	310	300	336	302	388	280	282	352	3,786
Misc. Tripper	0	0	0	0	0	0	0	0	0	0	34	0	34
TI Revenue Psgrs	45,580	50,722	52,066	48,061	47,249	31,570	26,209	23,334	49,025	48,716	44,572	41,342	508,446
Non-Revenue Psgrs	314	296	298	328	310	300	336	302	388	280	316	352	3,820
Transfers Received	6,081	6,735	6,406	6,225	5,873	4,604	3,834	3,150	5,638	5,816	5,531	4,885	64,778
Total Passengers	51,975	57,753	58,770	54,614	53,432	36,474	30,379	26,786	55,051	54,812	50,419	46,579	577,044
Service Days	21	20	21	22	20	22	23	21	21	22	20	22	255
Avg Daily Psgrs	2,475	2,888	2,799	2,482	2,672	1,658	1,321	1,276	2,621	2,491	2,521	2,117	2,263

RIDERSHIP & REVENUE SUMMARY (fixed route bus)

	Revenue Passengers Carried						Passenger Revenue			
	2014	2015	+/-	% Change	Avg. 10 Yr.	Avg. 5 Yr.	2014	2015	+/-	% Change
January	48,675	45,580	-3,095	-6.36%	63,953	57,267	\$39,811.59	\$37,838.32	-\$1,973.27	-4.96%
February	53,213	50,722	-2,491	-4.68%	63,761	58,618	\$41,753.87	\$40,768.92	-\$984.95	-2.36%
March	56,941	52,066	-4,875	-8.56%	63,563	60,064	\$42,462.79	\$40,951.36	-\$1,511.43	-3.56%
April	51,061	48,061	-3,000	-5.88%	63,373	57,979	\$40,516.01	\$37,657.77	-\$2,858.24	-7.05%
May	55,411	47,249	-8,162	-14.73%	63,208	58,078	\$40,909.00	\$37,603.57	-\$3,305.43	-8.08%
June	35,260	31,570	-3,690	-10.47%	36,802	32,828	\$30,012.54	\$28,578.21	-\$1,434.33	-4.78%
July	28,949	26,209	-2,740	-9.46%	30,566	28,147	\$24,568.08	\$22,743.06	-\$1,825.02	-7.43%
August	26,694	23,334	-3,360	-12.59%	31,888	29,863	\$23,242.27	\$21,015.30	-\$2,226.97	-9.58%
September	53,620	49,025	-4,595	-8.57%	61,137	56,145	\$40,521.99	\$37,466.34	-\$3,055.65	-7.54%
October	59,440	48,716	-10,724	-18.04%	65,587	60,748	\$42,642.66	\$38,562.94	-\$4,079.72	-9.57%
November	49,540	44,572	-4,968	-10.03%	61,628	56,832	\$39,303.90	\$36,971.47	-\$2,332.43	-5.93%
December	48,049	41,342	-6,707	-13.96%	57,315	52,128	\$38,225.21	\$36,350.33	-\$1,874.88	-4.90%
Total	566,853	508,446	-58,407	-10.30%	662,782	608,694	\$443,969.91	\$416,507.59	-\$27,462.32	-6.19%

RIDERSHIP HISTORY (fixed route bus)

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	Avg. 10 Yr.	Avg. 5 Yr.
January	67,422	74,191	77,473	70,309	63,805	62,706	64,370	57,093	53,489	48,675	45,580	63,953	57,267
February	67,363	69,940	65,300	72,333	69,584	65,145	63,503	56,323	54,904	53,213	50,722	63,761	58,618
March	68,530	71,224	65,938	63,276	66,344	68,209	69,281	53,519	52,368	56,941	52,066	63,563	60,064
April	67,349	64,769	67,813	73,722	70,184	61,782	63,019	52,835	61,198	51,061	48,061	63,373	57,979
May	65,215	72,296	72,200	69,352	62,628	57,219	63,648	54,412	59,698	55,411	47,249	63,208	58,078
June	39,700	43,750	40,790	39,348	40,292	34,993	38,648	25,442	29,795	35,260	31,570	36,802	32,828
July	29,816	32,386	33,487	35,771	33,462	31,221	29,528	22,756	28,279	28,949	26,209	30,566	28,147
August	34,154	36,397	34,687	33,959	30,371	32,485	36,661	24,605	28,869	26,694	23,334	31,888	29,863
September	63,835	68,259	64,727	69,676	64,147	64,536	63,753	45,743	53,074	53,620	49,025	61,137	56,145
October	66,489	72,320	75,069	74,289	63,965	63,656	63,478	57,411	59,754	59,440	48,716	65,587	60,748
November	66,952	71,568	69,427	62,651	61,526	65,149	64,207	52,502	52,762	49,540	44,572	61,628	56,832
December	62,968	62,848	60,822	64,991	60,884	62,323	61,496	43,123	45,649	48,049	41,342	57,315	52,128
Rev Psgrs	699,793	739,948	727,733	729,677	687,192	669,424	681,592	545,764	579,839	566,853	508,446	662,782	608,694
Non-Rev Psgrs	0	0	0	0	4,350	4,116	3,536	3,734	3,486	3,629	3,820	0	3,700
Transfers	109,718	117,467	121,020	120,308	102,579	100,451	103,620	81,862	88,899	83,596	64,778	102,952	91,686
Total Passenger:	809,511	857,415	848,753	849,985	794,121	773,991	788,748	631,360	672,224	654,078	577,044	768,019	704,080



**Ridership Analysis By Route
2014 Year to Date**

Route	Tokens	MR	Sch Dist	Student	E/D	Adult	Adult	Student	Eld/Dis	Hospital	Revenue	Transfers	Total	Psgs/			% of Rev	
		Tickets	Tickets	Cash	Cash	Cash	Passes	Passes	Passes	Psgs	Psgs	Recvd	Psgs	Mile	Hours	Hour		Riders
A	3,600	1,024	3,203	604	2,111	4,683	10,318	2,820	31,483	167	60,013	8,006	68,019	39,064	1.74	3,218.40	21.13	11.80%
B	5,253	1,007	4,710	791	1,401	6,006	11,059	5,496	19,196	158	55,077	8,752	63,829	47,309	1.35	3,236.04	19.72	10.83%
D	2,465	3,094	7,793	1,146	1,464	2,950	5,265	9,318	17,891	65	51,451	9,623	61,074	42,281	1.44	3,216.07	18.99	10.12%
G	4,209	930	3,400	717	2,112	4,332	6,606	6,070	22,589	81	51,046	7,176	58,222	41,598	1.40	3,232.08	18.01	10.04%
H	3,184	1,535	2,711	946	1,049	3,766	5,445	6,095	13,334	157	38,222	6,388	44,610	51,101	0.87	3,264.09	13.67	7.52%
I	3,979	1,211	2,249	487	1,314	3,792	7,047	3,793	12,516	736	37,124	7,134	44,258	47,109	0.94	3,299.12	13.42	7.30%
J	2,318	514	3,995	498	912	3,573	5,169	3,276	12,187	13	32,455	7,320	39,775	46,081	0.86	3,204.95	12.41	6.38%
Misc. Tripper	0	0	0	0	0	0	0	0	0	0	0	0	34	10	3.40	2.00	17.00	0.00%
N. Valley Workshop	0	0	0	0	0	0	0	0	0	0	16,400	0	16,400	6,283	2.61	531.91	30.83	3.23%
Non Revenue Psgs	0	0	0	0	0	0	0	0	0	0	0	0	0	57	0.00	8.08	0.00	0.00%
Shopping Tripper	0	0	0	0	0	0	0	0	0	0	0	0	3,786	1,388	2.73	156.24	24.23	0.00%
School Trippers	1,344	6,176	79,619	3,332	567	2,120	3,349	63,261	6,763	127	166,658	10,379	177,037	80,624	2.20	9,217.83	19.21	32.78%
Total	26,352	15,491	107,680	8,521	10,930	31,222	54,258	100,129	135,959	1,504	508,446	64,778	577,044	402,905	1.43	32,586.81	17.71	100.00%

Ridership Distribution

	Elderly			
	Students	Disabled	Adult	Other
Route A	12.75%	55.98%	30.99%	0.28%
Route B	21.79%	37.40%	40.52%	0.29%
Route D	41.50%	37.62%	20.76%	0.13%
Route G	21.78%	48.39%	29.67%	0.16%
Route H	29.53%	37.63%	32.43%	0.41%
Route I	20.85%	37.25%	39.91%	1.98%
Route J	25.52%	40.36%	34.08%	0.04%
N. Valley Workshop	0.00%	100.00%	0.00%	0.00%
Shopping Tripper	0.00%	100.00%	0.00%	0.00%
School Trippers	91.44%	4.40%	4.09%	0.08%
Total All Routes	45.59%	28.89%	21.99%	3.52%

**Metro Ride Paratransit
Annual Totals 2015**

Deadhead Miles 9,776.00
 Revenue Miles 6,749.00
 Total Miles 16,525.00

Deadhead Hours 1,187.83
 Revenue Hours 577.64
 Service Hours 1,765.47

Other Hours 204.53
 Pay Hours 1,970.00

Deadhead Speed 8.23
 Revenue Speed 11.68
 Total Speed 9.36

Scheduled Trips 2,656

Wheelchair 1,082
 Ambulatory 1,422
 TI Cert. Riders 2,504

No-Show 39 1.47%
 Cancel 115 4.33%
 Missed 0 0.00%
 154

PCA 442
 Companians 1
 TI Other Psgrs 443

Total Riders 2,947

Operating Days 255

Education 112
 Employment 97
 Medical 1,293
 Nutrition 0
 Social 1,002
 Total 2,504

Fares \$5,614.75

Current Fare **\$2.25**

Late Trips 1
 On Time Perform. 99.96%

Avg Daily Rides 9.82

NO-SHOW POLICY

A No-Show occurs when you fail to board the paratransit vehicle within five (5) minutes after it arrives within the ready time window. A No-Show will also occur if you fail to cancel your scheduled ride at least one (1) hour prior to your scheduled pick up. ~~Please be aware that Metro Ride incurs cost for all scheduled rides, even those resulting in a No-Show.~~ We ask that you do your best to avoid No-Shows so that we can save taxpayer dollars.

PENALTIES FOR A NO-SHOW

~~When you incur your first No Show, you will be notified by telephone or mail. If you incur a second No Show you will be notified by mail. **If you accumulate a total of three (3) No-Shows within a 60 day period, we will mail to you a written notice of thirty (30) day suspension from Metro Ride service. If you accumulate three (3) additional No-Shows in a sixty (60) day period, within twelve (12) months of a previous suspension, we will mail to you a written notice of sixty (60) day suspension.**~~

Each no-show will count as one occurrence. The first and second occurrence of no-show will trigger a phone call. A third occurrence of no-show within a rolling 30-day period will trigger a written notice. An additional occurrence beyond the first 3 no-shows within a 30-day period will result in a 14-day suspension of service, if it results in a percentage of 10% of scheduled rides or higher. If the percentage threshold of 10% of scheduled rides has not been reached, another written notice will be provided.

Any further occurrences within a 6 month period after the initial 14-day suspension, which also meet or exceed the 10% or higher threshold will result in progressive sanctions; a 21-day suspension, followed by a 28-day suspension of service. Repeated instances within the 12 month period following the 28-day period may result in additional suspension(s) or termination of service. All suspension notices include a copy of this policy, information on disputing no-shows and how to appeal suspensions.

Suspensions typically begin on Mondays.

METRO RIDE ORIGIN-TO-DESTINATION POLICY

(Scope of Driver Assistance)

Purpose

To establish a policy that meets the requirements of the Federal Transit Administration's guidance for providing Origin-to-Destination Service for ADA-paratransit-eligible persons. While this document shall serve as a Curb-to-Curb Service policy, it is understood that there will be cases which will require Metro Ride to go beyond Curb-to-Curb Service. This policy deals with those situations on an as-needed basis.

Policy

Metro Ride will provide Curb-to-Curb Complementary ADA Paratransit Service. This means that passengers will meet the van at the curb near the pick-up address, and will be left at the curb near their destination address. Passengers are expected to get to the curb at the pick-up point and from the curb at the destination point on their own. If the passenger has a disability that requires assistance in traveling to or from the curb, that passenger is to arrange for a Personal Care Attendant (PCA) to provide the needed assistance.

In isolated situations where the passenger's disability necessitates assistance to or from the curb and the passenger is without a PCA, then the Metro Ride driver will assist the passenger from the entrance of the pick-up location to and on the bus. The driver will also assist the passenger off the bus and to the entrance of the destination, unless this will take the driver out of sight of the vehicle, or there is an unsafe condition. Passengers are to let Metro Ride know at the time the trip is booked that they will need additional assistance and do not have access to a PCA.

Metro Ride drivers are expected to offer and provide assistance as needed for passengers boarding and/or exiting the bus. This includes assistance in climbing the steps of the bus, deploying the lift or ramp, and assistance for both ambulatory passengers and those in common wheelchairs.

While driver assistance in boarding or exiting the bus is routine and customary, any assistance beyond the curb is an exception and is provided only to passengers whose disabilities necessitate such extra assistance. Passengers knowing they will need extra assistance should inform Metro Ride of this at the time the trip is booked. However, in providing assistance beyond the curb, the driver is never expected to place himself or herself, or the customer in danger (i.e., pushing/pulling/lifting weights that strain the driver, traveling over threatening or potentially harmful terrain, slippery surfaces, etc.).

Passengers requiring additional assistance on a regular basis must provide this information as part of the application process for complementary ADA paratransit eligibility or at the time that a change in circumstances makes the regular provision of additional assistance necessary.

At no time will a driver be permitted to leave his/her vehicle unattended by losing sight of that vehicle or take any action that would clearly be unsafe. Drivers will at no time provide services that exceed door-to-door service.

When the passenger is transported to facilities with multiple entrances, such as a mall or hospital, the driver may drop off the passenger at any safe location of the passenger's choosing. However, the driver is to inform the passenger of the designated pick-up point and advise the passenger of his or her responsibility to be at that specific pick-up point during the entire thirty (30) minute pick-up window.

DRAFT

CITY OF WAUSAU / METRO RIDE TITLE VI PLAN

Endorsed and Approved by
City of Wausau Transit Commission

XXXXXXXXXX, 2016

Submitted to
Federal Transit Administration

XXXXXXXXXX, 2016

Prepared by:
Greg Seubert, Transit Director
City of Wausau/Metro Ride



420 Plumer Street
Wausau, WI 54403
Phone: 715-842-9287
Fax: 715-842-1541

**Title VI Plan for
City of Wausau, Wisconsin - Grantee
Metro Ride – Recipient**

Adopted by the City of Wausau Transit Commission on XXXXXX, 2016

This document is submitted in fulfillment of the general reporting requirements of Federal Transit Administration (FTA) circular 4702.1b, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," dated October 1, 2012. The City of Wausau is the recipient of FTA funding under sections 5307 and 5309. The City of Wausau owns and operates the Wausau Area Transit System, d.b.a. Metro Ride.

1. Title VI Policy Notice

The following Title VI policy notice is posted on the City of Wausau/Metro Ride website and on all fixed-route buses:

In order to comply with 49 CFR Section 21.9(d), Metro Ride shall provide information to the public regarding Title VI obligations and will apprise members of the public of the protections against discrimination afforded to them by Title VI Regulations.

Metro Ride will ensure that all programs, policies, and activities comply with the Department of Transportation's (DOT) Title VI regulations. Metro Ride is committed to creating and maintaining a public transportation system that is free of all forms of discrimination. We will take all appropriate preventive, corrective and disciplinary action necessary to stop actions that violate this policy or the rights and privileges it is designed to protect.

Persons who wish to make a complaint regarding violations this policy should contact Metro Ride at 715-842-9287, TDD 715-843-6827 or via email at metroride@ci.wausau.wi.us.

A Federal Transit Administration Civil Rights Assurance is attached in Appendix A.

2. Title VI Complaint Procedures

Metro Ride has developed procedures for investigating and tracking Title VI complaints filed. The procedures are intended to provide guidance to Metro Ride employees in dealing with complaints regarding Title VI. Written complaint procedures are available to members of the public upon request and are posted on the City of Wausau website. Metro Ride maintains a log of all customer complaints received. Complaints are categorized and tallied annually. Title VI Monitoring Procedures and Civil Rights Complaint Procedures are attached in Appendix B. Also attached is the Title VI Complaint Form in Appendix C.

3. Title VI Investigations, Complaints or Active Lawsuits

There are no Title VI investigations, complaints or active lawsuits pending against the City of Wausau/Metro Ride alleging discrimination on the basis of race, color, or national origin with respect to service or other transit benefits. We have received no such

complaints since the submission of our previous Title VI update in 2013.

4. Public Participation

Metro Ride seeks to involve low-income, minority, and non-English speaking populations in the decision making process. Metro Ride maintains an active list of organizations and agencies representing low-income, minority, and non-English speaking populations. Solicitations for public input regarding changes to levels or quality of transit services, passenger fares, passenger amenities, and capital investment are provided to these organizations and agencies in the appropriate format.

5. Language Assistance for Persons with Limited English Proficiency (LEP)

Metro Ride has evaluated LEP populations using both census data and operational observation. We have provided transit service orientation to groups of Hmong residents upon request. All public notices are distributed to the Wausau Hmong Association. Metro Ride currently employs a bilingual (Hmong/English) bus operator who assists LEP persons. Beginning in 2009, new buses purchased have been equipped with interior signage in both English and Spanish. The Metro Ride Limited English Proficiency Plan is attached in Appendix D.

6. Racial Composition of the Metro Ride Oversight Body

The oversight body for Metro Ride is the City of Wausau Transit Commission. Currently the Transit Commission consists of five (5) members appointed by the Mayor. The racial breakdown of the Transit Commission is depicted in Table 1 below.

Table 1 Transit Commission Racial Analysis						
	Caucasian	Asian/ Pacific Islander	Hispanic	Other	Native America n	African American
Population	83.7%	11.1%	2.9%	3.1%	.8%	1.4 %
Transit Commission	80.0%	20.0%	0%	0%	0%	0%

7. Subrecipient Title VI Oversight

The City of Wausau/Metro Ride is currently engaged in a subrecipient relationship involving Federal Transit Administration (FTA) funds. The subrecipient is developing a Title VI program and the City of Wausau/Metro Ride will provide oversight to ensure compliance.

8. Title VI Equity Analysis for Construction Projects

Metro Ride has conducted no construction projects in the last three (3) years which would negatively impact minority communities. No such construction projects are pending or planned at this time.

9. Federal Transit Administration Title VI Monitoring Procedures

Metro Ride has established procedures to monitor levels and quality of transit service to determine compliance with Title VI. Metro Ride will compare the level and quality of transit service provided to the minority community to overall system averages and will

measure the actual realization of established service policies and standards. Metro Ride Title VI monitoring procedures are attached in Exhibit E.

10. Environmental Justice Assessment And Title VI Monitoring Report

Metro Ride has completed an Environmental Justice Assessment and Title VI Monitoring Report in order to identify and address, as appropriate, disproportionately high and adverse human health or environmental effects of Metro Ride programs, policies and activities on Environmental Justice populations. The Metro Ride Environmental Justice Assessment and Title VI Monitoring Report is attached in Appendix F

By: _____
Greg Seubert, Transit Director
City of Wausau/Metro Ride

Date

APPENDIX A
FEDERAL TRANSIT ADMINISTRATION CIVIL RIGHTS ASSURANCE

The City of Wausau/Metro Ride HEREBY CERTIFIES THAT, as a condition of receiving Federal financial assistance under the Urban Mass Transportation Act of 1964, as amended, it will ensure that:

1. No person on the basis of race, color, or national origin will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.
2. The City of City of Wausau/Metro Ride will compile, maintain, and submit in a timely manner Title VI information required by UMTA Circular 4702.1 and in compliance with the Department of Transportation's Title VI regulation, 49 CFR Part 21.9.
3. The City of Wausau/Metro Ride will make it known to the public that a person or persons alleging discrimination on the basis of race, color, or national origin, as it relates to the provision of transportation services and transit-related benefits, may file a complaint with the Federal Transit Administration and/or the U.S. Department of Transportation.

The person whose signature appears below is authorized to sign this assurance on behalf of the grant applicant or recipient.

Greg S. Seubert, Transit Director
City of Wausau/Metro Ride

Date

**APPENDIX B
CIVIL RIGHTS COMPLAINT PROCEDURES
FOR THE METRO RIDE
DBE, EEO, TITLE VI, ENVIRONMENTAL JUSTICE**

*Adopted by the City of Wausau Transit Commission on **XXXXXXXX, 2016***

This policy is intended to provide guidance to Metro Ride employees in dealing with complaints regarding Disadvantaged Business Enterprise (DBE), Equal Employment Opportunity (EEO), Title VI and Environmental Justice (EJ).

All complaints regarding the aforementioned programs shall be dealt with as follows:

1. Complaints received shall be forwarded the Transit Director.
2. The Transit Director shall review the complaint and respond to the complainant in writing with ten (10) business days.
3. If the complaint cannot be resolved by the Transit Director, the complainant shall be informed in writing that the complaint has been forwarded as follows:
 - a. EEO complaints will be forwarded to the Human Resources Director
 - b. Title VI complaints will be forwarded to the Transit Commission
 - c. DBE complaints will be forwarded to the Transit Commission
 - c. Environmental Justice Complaints will be forwarded to the Transit Commission
4. A response to the complaint shall be issued by the appropriate authority within thirty (30) days after referral from the Transit Director.
5. A final written response to all Civil Rights complaints shall be issued within forty (40) days of receipt.

APPENDIX C TITLE VI COMPLAINT FORM

Metro Ride is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. The following information is necessary to assist us in processing your complaint.

Instructions: Please fill out the form below and send it to: Metro Ride, 420 Plumer Street, Wausau, WI 54403. To seek assistance completing this form or to inquire about the Metro Ride Title VI policy and procedures, please call 715-842-9287 or email metroride@ci.wausau.wi.us.

Name (complainant):		Home Address (street address, city, state, zip code):	
Phone:	Alternate Phone:		
Location and position of person(s) if known:			
Name of Person(s) who allegedly discriminated against you if known:		Date of incident:	
Which of the following best describes the reason for the alleged discrimination? <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin (Limited English Proficiency)			
Explain as briefly and clearly as possible what happened and how you believe you were discriminated against. Indicate who was involved. Be sure to include how you feel other persons were treated differently than you. Attach any written material pertaining to you case. Please use the back of this form if additional space is required.			
Have you filed a complaint with any other federal, state or local agencies? <input type="checkbox"/> Yes <input type="checkbox"/> No			
If yes, list agency/agencies and contact information below:			
Agency:	Address:	Phone:	
Agency:	Address:	Phone:	
Agency:	Address:	Phone:	
Please list below any person(s) we may contact for additional information to support or clarify your complaint (witnesses):			
Name:	Address:	Phone:	
Name:	Address:	Phone:	
Name:	Address:	Phone:	
I affirm that I have read the above complaint and that it is true to the best of my knowledge, information and belief.			
Complainant's Signature: _____		Date: _____	

APPENDIX D
City of Wausau / Metro Ride
Limited English Proficiency (LEP) Plan
Adopted by the City Of Wausau Transit Commission on XXXXXX, 2016

I. Introduction

Title VI of the Civil Rights Act of 1964 prohibits recipients of federal financial assistance from discriminating against or otherwise excluding individuals on the basis of race, color, or national origin in any of their activities. It has been recognized that one form of discrimination occurs through an inability to communicate due to a limited proficiency in the English language. This limitation is often the result of an individual's national origin. Title VI of the Civil Rights Act of 1964, Executive Order 13166, and various directives from the US Department of Justice (DOJ) and US Department of Transportation (DOT) require federal aid recipients to take reasonable steps to ensure meaningful access to programs, services and activities by those who do not speak English well.

To determine the extent to which LEP services are required and in which languages, the law requires the analysis of four factors:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the Metro Ride's programs, services or activities.
2. The frequency with which LEP individuals come in contact with these programs, services or activities.
3. The nature and importance of the program, service, or activity to people's lives.
4. The resources available and the overall cost to Metro Ride.

The goal of this Limited English Proficiency (LEP) Plan is to ensure that the Metro Ride recognizes the needs of limited English proficient (LEP) members of the community and implements a plan to communicate effectively and ensure reasonable access to its processes, information and decision-making.

Background

The City of Wausau is the recipient of funding assistance from the Federal Transit Administration under sections 5307 and 5309. The City of Wausau owns and operates Metro Ride. The Metro Ride service is the City of Wausau. The designated oversight body for Metro Ride is the City of Wausau Transit Commission.

II. Metro Ride Factor Analysis

To determine the extent to which LEP services are required and in which languages, the law requires the analysis of four factors. The following sections address each of these with respect to the Metro Ride service area.

Factor 1: Review of LEP Populations

Understanding the needs of the community begins with identifying the number of limited English proficiency (LEP) persons eligible to be served, likely to be served or likely to be encountered by Metro Ride through its programs, services or activities. In an effort to determine potential LEP needs, data was obtained from the U.S. Census Bureau, American Fact Finder report for the period of 2010 through 2014, for the City of Wausau.

The data indicates that 15.8% of the overall population speaks a language other than English. Primary languages spoken other than English include: Asian/Pacific Islander (11.3%); Spanish (2.3%); Indo-European (2.0%); and other languages (.2%).

The data further indicates that 5.44% of the overall population speaks English “less than very well.” Of this limited English proficient (LEP) population, 4.14% speaks Asian/Pacific Islander languages; .71% speaks Spanish; .57% speaks Indo-European languages; and .02% speaks other languages. See Table 1.

A review of data from each of the communities indicates that LEP persons are distributed throughout the service area, with a slightly higher concentration in the City of Wausau.

<p align="center">Table 1 Limited English Proficiency Populations in the Metro Ride Service Area <i>(Persons who speak English less than very well)</i> <i>Source: US Census Bureau, 2007-2011 American Community Survey</i></p>						
	Total Population 5 years and older	Total LEP Persons	LEP Persons who speak Asian/Pacific Islander Languages	LEP Persons who speak Spanish	LEP Persons who speak Indo- European Languages	LEP Persons who speak Other Languages
Total	36,320	1,977	1,504	259	205	9
Percent		5.44%	4.14%	.71%	.57%	.02%

Factor 2: Assessing Frequency of Contact with LEP Persons

Metro Ride has evaluated LEP populations using both census data and through operational observation. The data is consistent with our observations. The prevalent LEP language is Southeast Asian (Hmong). It is the only LEP language that meets the “Safe Harbor” threshold for LEP assistance (5% of population or 1000 individuals).

To date, Metro Ride has not received any requests for translation or interpretation of its programs, services or activities into Hmong or any other language. Metro Ride regularly receives telephone and email requests for information and data, but no requests from LEP persons. Metro Ride staff has provided transit service orientation to groups of Hmong residents upon request. Metro Ride currently employs a bilingual (Hmong/English) bus operator who assists LEP persons. Incidents requiring such assistance have, to date, been rare.

Factor 3: Assessing the Importance of Metro Ride Programs

Metro Ride’s most critical functions are the provision of fixed route bus service and ADA paratransit service. These services are open and available to the general public and they operate in locations where LEP populations reside. Metro Ride must provide public information in accessible formats to LEP populations meeting the “Safe Harbor” threshold in order to ensure access to these services. Metro Ride must also provide the opportunity for all segments of the population, including LEP persons, to be involved in the planning process for these services, consistent with its Environmental Justice Policy and goals.

Factor 4: Determining Available Resources

When planning any activity, it is imperative that Metro Ride assess resources available and conduct the activity in a way that is meaningful and balances efforts with overall cost. Given that relatively small LEP populations reside in the Metro Ride service area and financial constraints are currently considerable, full language translation of all public information is not considered reasonable or warranted at this time. However, some language assistance is necessary for certain activities in order to provide broad access to members of the public.

III. Language Access Implementation Plan and Procedures

This Limited English Proficiency (LEP) plan will assist Metro Ride employees in understanding their roles and responsibilities with respect to overcoming language barriers for LEP persons. It

will be a roadmap that outlines and defines tasks, assigns responsibility and allocates resources necessary to achieve or maintain compliance with language access requirements. It will assist Metro Ride in meeting service delivery standards, providing notice of language assistance services, providing staff training and conducting ongoing monitoring and evaluation. The following sections outline the activities to be taken by Metro Ride to comply with LEP needs.

a. Administer LEP services by:

- 1) Assign a staff member to oversee the LEP program. This includes the development and implementation of this plan and periodically examining the LEP plan to ensure that it remains reflective of the community's needs.
- 2) Document the number and type of contacts by LEP persons and activities and events requiring LEP assistance.
- 3) Ensure Metro Ride staff is familiar with the requirements and resources for LEP persons.

b. Provide verbal translation as follows:

- 1) Maintain a list of support contacts who competently speak Hmong and who are willing to provide translation and/or interpretation services. The resource list will be distributed to Metro Ride staff.
- 2) Develop agreements with local agencies and community partners to provide oral and written LEP services with reasonable notification.
- 3) Identify events and activities that may require a translator to ensure meaningful access by LEP persons.

c. Provide written translation as follows:

- 1) Provide meeting notifications in Hmong, where appropriate.
- 2) State in outreach documents that language services are available free of charge in a language LEP persons can understand.
- 3) Identify documents that will be provided in Hmong language format.

d. LEP document translation required:

Given the four-factor analysis, Metro Ride has identified the following documents for translation into Hmong language format:

- 1) Metro Ride Rider's Guide.
- 2) Civil rights policy and complaint procedures.
- 3) Notices and warning signs inside Metro Ride buses.

For questions comments or concerns regarding Metro Ride's commitment to nondiscrimination or to request LEP services, contact Greg Seubert, Transit Director, at 715-842-9287 or greg.seubert@ci.wausau.wi.us.

Greg Seubert, Transit Director
City of Wausau/Metro Ride

Date

APPENDIX E
FEDERAL TRANSIT ADMINISTRATION TITLE VI
MONITORING PROCEDURES

For the City of Wausau, Wisconsin - Grantee
And the Wausau Area Transit System, d.b.a Metro Ride – Recipient

Adopted by the City of Wausau Transit Commission on XXXXXX, 2016

- a. The City of Wausau/Metro Ride will submit to the Federal Transit Administration and keep on file a FTA Civil Rights Assurance. The FTA Civil Rights Assurance will be updated as is necessary.
- b. If previous Title VI deficiencies have been found by the City of Wausau/Metro Ride or through an FTA review, corrective action to remedy these deficiencies will be incorporated into the Metro Ride TIP to assure compliance with Title VI.
- c. The City of Wausau/Metro Ride will monitor the level and quality of transit service to determine compliance with Title VI. Metro Ride will compare the level and quality of transit service provided to the minority community to overall system averages and will measure the actual realization of established service policies and standards. Metro Ride will utilize the level of service and quality of service methodologies outlined below:
 - (1) Level of Service Methodology - Minority communities will be identified by census tracts or traffic analysis zones. Service provided to the communities will be measured in terms of the service policies and standards adopted by the City of Wausau/Metro Ride (i.e., vehicle load, vehicle assignment, headways, amenities, access, etc.). The level of service methodology is outlined below.
 - a) Select an appropriate sample size. At a minimum, the same will include each tract or zone that has a minority population that is equal to or above the total percentage of all minorities within the service area. In addition, at least ten percent of all the census tracts or traffic analysis zones in the service area should be monitored.
 - b) Inventory the transit service provided in the selected sample areas.
 - c) Assess the performance of each route operating within the selected areas for each of Metro Ride's service standards and policies.
 - d) Compare the transit service provided to minority areas to Metro Ride's service policies and standards, and review and take action in all cases in which the service to minority areas do not meet the stated service policies or standards of Metro Ride.
 - e) Compare the average performance for each route to Metro Ride's service policies and standards, and take action on the observed differences.
 - (2) Quality of Service Methodology - The methodology will determine whether the quality of service is consistent among different user groups and the degree to which transit service is responsive to minority needs. Metro Ride will utilize the following methodology to assess equality in the quality of service provided. The quality of service methodology is outlined below.

- a) Identify an appropriate number of minority census tracts or traffic analysis zones and a corresponding number of comparable non-minority census tracts or traffic analysis zones. At least three minority and three non-minority census tracts or traffic analysis zones must be selected.
- b) Conduct a survey of transit riders in the identified areas to determine travel patterns (work trip destination) and opinions on the transit service provided. Census data may also be used to model transit patterns in an urbanized area.
- c) Summarize the travel patterns of transit users in the selected census tracts or traffic analysis zones, and summarize comments or opinions about the transit service.
- d) Using transit travel time and fare matrices, and/or other appropriate indices, information must be monitored for the top three most-traveled destinations. All values below emanate from the centroid of selected census tracts or traffic analysis zones to the centroid of destination:
 - 1. Average peak hour travel time to destination;
 - 2. Number of transfers/bus stops before reaching destination;
 - 3. Total cost of trip to destination; and
 - 4. Cost per mile of trip to destination.
- e) In using this methodology, Metro Ride will compare the quality of service of minority census tracts or traffic analysis zones with non-minority census tracts or traffic analysis zones, and take action on the disparities.

APPENDIX F
ENVIRONMENTAL JUSTICE ASSESSMENT AND
TITLE VI MONITORING REPORT

The City of Wausau owns and operates the Wausau Area Transit System, d.b.a. Metro Ride. All municipalities served by Metro Ride are represented on the City of Wausau Transit Commission.

Service Availability – Metro Ride bus service is provided in the City of Wausau. Metro Ride is “hub” or “pulse-point” bus system with a central transfer station in downtown Wausau. Metro Ride also provides paratransit service, pursuant to the Americans with Disabilities Act (ADA).

Both bus service and paratransit service are provided Monday through Friday, from 6:30 a.m. to 6:30 p.m. Service is not provided on Saturdays, Sundays or Holidays.

Metro Ride has established and maintained the operation of transit service within $\frac{3}{4}$ of a mile in at least 95% of the populated areas within the Metro Ride service area, unless restricted by natural or man-made physical barriers. State law prevents Metro Ride from providing transit service to surrounding municipalities unless they contribute to the cost of the service.

Frequency of service – Six (6) regular bus routes operate in the City of Wausau, each running at thirty-minute intervals.

Vehicle Load – Passenger loads are monitored on an ongoing basis and additional capacity is added on regular routes when appropriate. School tripper routes are added during the school year to accommodate increased passengers loads at peak times. Metro Ride has not experienced capacity constraints on any route.

Travel Time – Travel times are the same for all routes.

Schedule Adherence – Metro Ride monitors on-time performance on an on-going basis. All bus routes are evaluated every five years during the preparation of the Transit Development Program. The only schedule adherence problems incurred have been incidental and generally caused by summer road construction or winter weather.

Transit Amenities (Bus Stops/Shelters) – Metro Ride employs a uniform bus stop policy on all routes. Bus stop signs are placed on every other corner (generally) and near major trip generators. Metro Ride offers few customer amenities along bus routes. Bus shelters are located at eight major trip generators throughout the City of Wausau. Metro Ride has not purchased new bus shelters for many years.

Vehicle assignment (Age, ADA Accessibility, Etc.) – Metro Ride operates a fleet of 21 Gillig Low-Floor transit coaches for fixed route bus service and 4 Chevrolet/Glavel standard floor buses for paratransit service. All vehicles are in good condition and all are ADA accessible with wheelchair lifts or ramps and kneelers. A fleet vehicle summary is shown in Exhibit 1.

Exhibit 1 Fleet Vehicle Summary				
Make	Model	Year	Quantity	ADA Accessible
Gillig	Low-Floor	2011	6	6
Gillig	Low-Floor	2009	9	9
Gillig	Low-Floor	2004	2	2
Gillig	Low-Floor	2002	4	4
Chevrolet/Glavel	Titan II	2012	4	4

Passenger Fare – Passenger fares are the same for all routes. The half-fare for senior citizens and the disabled is in effect during all hours of operation.

Racial Analysis by Census Tract – The distribution of minority populations in the Metro Ride service area is shown in Exhibit 2. There are six census tracts with a higher percentage of minority population than the overall average minority population for the Metro Ride service area.

Minority Routes – When 1/3 or more of a bus routes’ miles are traveled through census tracts with a higher than average population of minority residents, the route is determined to be a minority route. Exhibit 3 is a map showing the distribution of minority populations along Metro Ride bus routes. All bus routes have been identified as minority routes.

Customer Complaints – Metro Ride maintains a log of all customer complaints received. Complaints are categorized and tallied annually. The basis for most complaints received is bus operator performance and not service levels, customer amenities or the distribution of transit services. Exhibit 4 is a summary of complaints for all regular bus routes for calendar year 2015.

Environmental Justice Assessment and Title VI Monitoring Report

Census data indicates that the City of Wausau has a larger population of minority and low-income residents compared to the rest of the Wausau metropolitan area. The census tracts containing higher than average minority populations and lower than average income, are generally located in the City of Wausau, near the downtown.

All Metro Ride bus routes originate from downtown Wausau and travel through identified minority communities. Vehicle condition, span of service, frequency of service, headway, travel time, and fare structure are identical on all routes.

Federally supported transit services and related benefits are distributed in an equitable manner throughout the Metro Ride service area. Transit services and amenities provided to low-income and minority populations are equitable compared to the rest of the community.

A comparative summary of the levels and quality of transit service provided by Metro Ride is shown in the Title VI Monitoring Report - Exhibit 5.

Greg Seubert, Transit Director
City of Wausau/Metro Ride

Date

Exhibit 2
Racial/Ethnic Analysis by Census Tract for Metro Ride Service Area

Municipality	Census Tract	Race / Ethnicity										Total Population	Minority Population	Minority %		
		White		African American		Asian		Hispanic		Native American					Other	
		Total	%	Total	%	Total	%	Total	%	Total	%					
City of Wausau	1	2,348	74.8%	72	3.8	394	12.6	192	6.1	72	2.3	205	6.5	3,138	982	31.3%
City of Wausau	2	2,430	82.9%	12	1.4	328	11.2	79	2.7	12	.4	120	4.1	2,932	581	19.8%
City of Wausau	3	4,742	91.4%	47	1.2	249	4.8	121	2.3	47	.9	86	1.7	5,188	567	10.9%
City of Wausau	4	5,159	83.9%	40	1.1	733	11.9	146	2.4	40	.7	152	2.5	6,150	1137	18.5%
City of Wausau	5	2,318	78.0%	24	1.6	448	15.1	100	3.4	24	.8	134	4.5	2,970	752	25.3%
City of Wausau	6.01	1,615	78.2%	4	.5	389	18.8	51	2.5	4	.2	47	2.3	2,066	502	24.3%
City of Wausau	6.02	3,075	75.3%	29	1.3	814	19.9	141	3.5	29	.7	113	2.8	4,083	1149	28.1%
City of Wausau	7	4,375	81.3%	55	1.6	665	12.4	161	3.0	55	1.0	203	3.8	5,382	1168	21.7%
City of Wausau	8	3,260	96.2%	15	.7	78	2.3	73	2.2	15	.4	14	.4	3,389	202	6.0%
City of Wausau *	14	6,165	92.9%	21	.4	309	4.7	112	1.7	21	.3	115	1.7	6,635	582	8.8%
City of Wausau Total		32,717	83.7%	304	1.4	4,325	11.6	1,149	2.9	304	.8	1,227	3.1	41,933	41,933	19.3%

Census tracts exceeding the average minority population are highlighted

* Census Tract 14 is not entirely within the City of Wausau

Source: U.S. Census Bureau - 2010 Census Data

**Exhibit 3
Metro Ride Bus Routes by Census Tract**

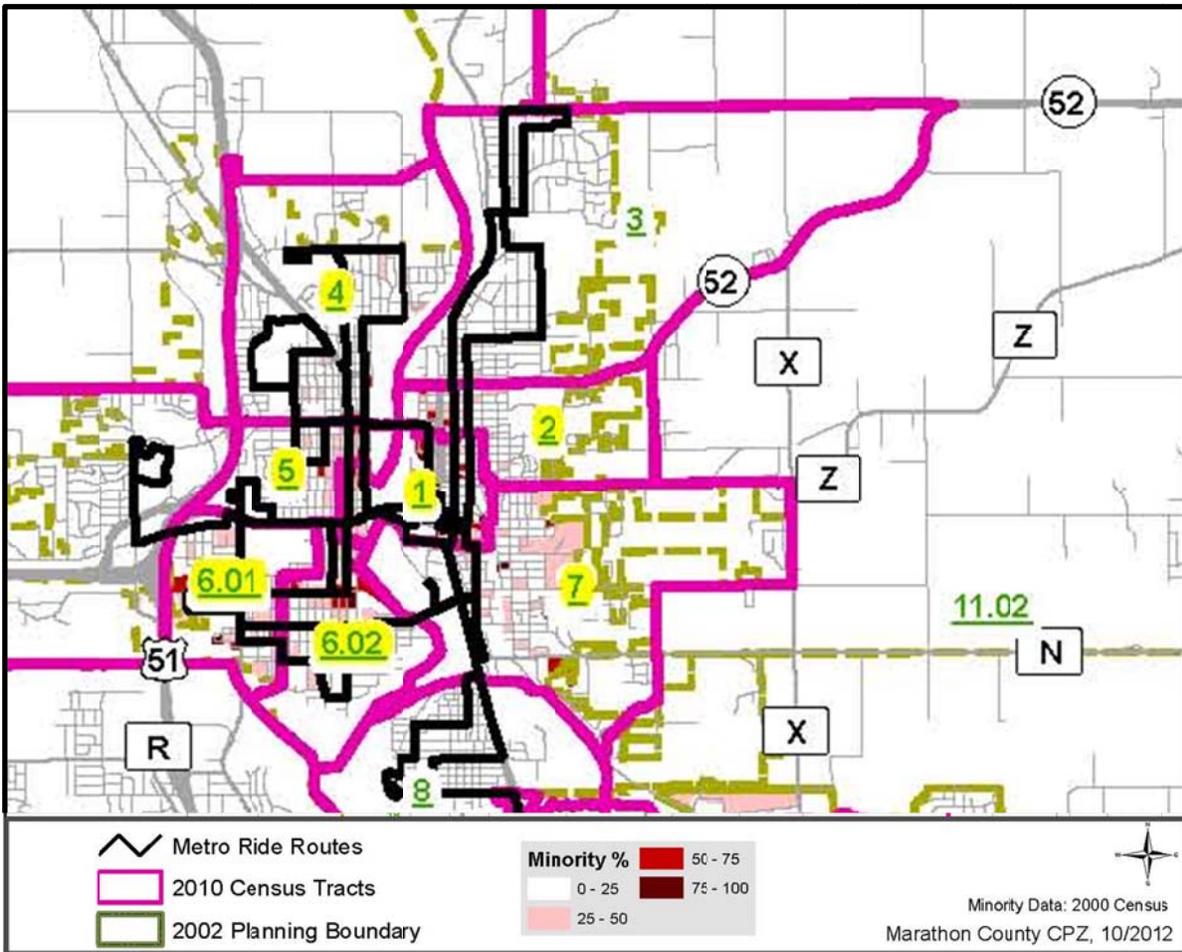


Exhibit 4
Metro Ride Complaint Log
Calendar Year 2015

Route	Name	Driver Performance	Bus Climate	Operating Policies	Route	On-Time Performance	Service Levels	Bus Stops & Shelters	Fares	Vehicle	Customer Amenities	Total
A	Grand Ave/Health Care Center	3		1								4
B	North 1st Ave/NTC	7		2		2						11
D	North 10th Avenue West High	2		1								3
G	Sherman Street Shopko	2		1								3
H	North 6th Street Riverview	5										5
I	Stewart Avenue Aspirus Hospital	5				1						6
J	Thomas Street	1	1									2
System Totals		25	1	5		3	0	0	0	0	0	34
System Average/Route		3.57	.14	.71		.43	0	0	0	0	0	4.86

Exhibit 5
Title VI Monitoring Report For Metro Ride
Calendar Year 2015

Route	Name	Minority ¹ Yes or No	Headways Peak/Off- Peak	Travel ² Time	Fare ³	Weekday Hours ⁴	No. of Shelters ⁵	Complaints ⁶	Disparities? Comments
A	Grand Ave/Health Care Center	Yes	:30/:30	:15	\$1.75	6:30 a.m.-6:30 a.m.	3	1	None
B	North 1 st Ave./NTC	Yes	:30/:30	:15	\$1.75	6:30 a.m.-6:30 a.m.	1	4	None
D	Bridge St./West High	Yes	:30/:30	:15	\$1.75	6:30 a.m.-6:30 a.m.	1	1	None
G	Sherman St./Shopko	Yes	:30/:30	:15	\$1.75	6:30 a.m.-6:30 a.m.	0	1	None
H	North 6 th St./Riverview	Yes	:30/:30	:15	\$1.75	6:30 a.m.-6:30 a.m.	1	0	None
I	Stewart Ave./Aspirus Hospital	Yes	:30/:30	:15	\$1.75	6:30 a.m.-6:30 a.m.	2	1	None
J	Thomas St.	Yes	:30/:30	:15	\$1.75	6:30 a.m.-6:30 a.m.	0	1	None
SYSTEM AVERAGES			:30/:30	:15	\$1.75		8	9	

¹ Do 1/3 or more of the route miles travel through census tracts with higher than average minority residents?

² Maximum scheduled travel time to downtown from bus stops along the route.

³ Adult cash fare to downtown from all bus stops along the route.

⁴ Span of Service.

⁵ Does not include benches/shelters at Transit Center.

⁶ 2015 complaints regarding bus climate, operating policies, route, on-time performance, service levels bus stops, shelters, fares, vehicle condition, and customer amenities. Does not include driver performance complaints.