

**** 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, July 21, 2016 @1:30 p.m.
Location: Metro Ride Offices, 420 Plumer Street, Wausau
Members: Sherri Abitz(C), Pat Peckham, Becky McElhaney, Kathi Zoern, 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 – May 19, 2016
4. Financial Report and Budget Update
5. Fixed Route Bus Ridership Report
6. Triennial Review Report
7. Approval of Metro Ride Drug and Alcohol Testing Policy
8. Approval of Metro Ride Title VI Service Standards and Policies
9. Approval of Metro Ride Public Input Policy
10. Approval of Revised Metro Ride Title VI Program Update
11. Transit Director's Report
 - Transit Planning Activity
12. Next Meeting Date - August 18, 216
13. Adjourn

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

Date: 7/15/2016 TIME: 4:02 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, May 19, 2016 at 1:30 P.M. at Metro Ride Office, 420 Plumer St., Wausau, WI.

Members Present: Sherri Abitz, Pat Peckham, Becky McElhaney,

Members Excused: Txanj Hue Yang and Keith Draheim

Also Present: Greg Seubert, Mary Foss and Pam Finch

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

William Franklin expressed his frustration that people from Weston backed out. He said that he tried his hardest to keep it going.

Kathi Zoern said that she feels that young professionals are not attracted to the Wausau Metro Area because of bussing issues.

Mayor Mielke stated that there will be changes coming with citizen input and with new transit members.

Approval of Minutes

Peckham moved to approve the minutes of the November 19, 2015 meeting. McElhaney seconded. Motion carried.

Election of Vice Chairperson

McElhaney moved to nominate Peckham for Vice Chairperson. Abitz seconded. Motion carried.

Establish dates, times and location for future meetings

After a brief discussion, Peckham moved maintain Transit Commission meetings at Metro Ride on the 3rd Thursday of the month at 1:30 p.m. and revisit the issue in a few months. McElhaney seconded the motion. Motion carried.

Transit Services Presentation (Seubert)

Seubert stated that Abitz had asked him to provide an overview of Metro Ride services and an update of current circumstances. Seubert made a PowerPoint Presentation and provided written copies. No action was taken.

Approval of No-Show Policy for Metro Ride Paratransit Program

Seubert presented the current no-show policy with suggested modifications. He changed the wording to make the policy less punitive and more accommodating. Seubert asked that the last sentence be deleted, which reads "We ask that you do your best to avoid no-shows so that we can save tax-payers dollars". McElhaney moved to approve the no-show policy as suggested. Peckham seconded the motion. Motion carried.

Approval of Origin to Destination Policy for Metro Ride Paratransit Program

The FTA recently issued new guidance regarding the level of passenger assistance that must be provided by ADA paratransit programs. Seubert provided a draft policy to bring the Metro Ride policy in line with that new FTA guidance. The FTA changed the minimum level of service standard from curb-to-curb to origin-to-destination a few years ago. This meant that our base level of service could be curb-to-curb, but we must provide passengers additional assistance getting to and from the vehicle when appropriate. Our materials already state that we provide origin-to-destination service, but the FTA is looking for a definition of what that

means. Peckham moved to approve the origin to destination policy. McElhaney seconded the motion. Motion carried.

Approval of Metro Ride Title VI Program Update

The purpose of Title VI is to ensure that our services are equally available within the community to all populations and our system is free of all forms of discrimination. The FTA requires that we monitor our services on an ongoing basis and update our plan every three years. McElhaney moved to approve the Title VI program update. Peckham seconded the motion. Motion carried.

Transit Director's Report

Seubert said we acquired two buses in March from Duluth Transit. They are well used but in good condition. He stated that we were lacking sufficient spare buses conducting preventive maintenance was difficult. He cautioned that these high mileage vehicles will require more maintenance and he suggested that a few more spare buses be acquired if we are to expand.

Metro Ride staffing has changed since the last transit commission meeting. Mary Foss was promoted to the position of Transit Operations Supervisor. She is in the process of obtaining her CDL. We have a Temporary employee filling her position until her CDL is acquired. Another supervisor is retiring in May. We have made an employment offer and we are working with the HR department regarding a start date.

We have an FTA Triennial Review scheduled for June 7th & 8th. Every 3 years the FTA visits us to review our policies and procedures and determine whether or not we comply with Federal requirements.

The next meeting date will be June 16, 2016 at 1:30 p.m.

Peckham moved to adjourn the meeting. McElhaney seconded. Motion carried.

Respectfully submitted,

Sherry Abitz, Chairperson

mf

**City of Wausau, d.b.a. Metro Ride
Revenue & Expense Summary
Year to Date
June 30, 2016**

Revenue	Year to Date	City Budget	State Budget	% of Total (City Budget)
Adults	\$54,853.83	\$151,190.15	\$151,190.15	36.3%
Students	\$103,954.55	\$217,425.21	\$217,425.21	47.8%
Elderly & Disabled	\$29,392.60	\$49,077.29	\$49,077.29	59.9%
Trippers	\$41,890.10	\$32,348.48	\$32,348.48	129.5%
Paratransit	\$3,218.25	\$8,640.00	\$8,640.00	37.2%
Total Revenue	\$233,309.33	\$458,681.13	\$458,681.13	50.9%
 Expense-Fixed Route Bus				
Wages - Drivers	\$389,690.07	\$770,220.50	\$774,014.69	50.6%
Wages - Repair & Garage	\$100,318.86	\$229,320.27	\$230,158.70	43.7%
Wages - Administrative	\$97,851.78	\$225,394.55	\$225,394.55	43.4%
Total Wages	\$587,860.71	\$1,224,935.32	\$1,229,567.94	48.0%
Employee Welfare Services	\$377,290.62	\$882,320.52	\$884,091.34	42.8%
Services	\$54,360.26	\$139,558.18	\$139,558.18	39.0%
Fuels & Lubes	\$76,013.53	\$313,410.62	\$313,410.62	24.3%
Tire Expense	\$19,610.09	\$22,278.00	\$22,278.00	88.0%
Parts, Supplies, Rep & Laundry	\$57,360.57	\$141,510.36	\$141,510.36	40.5%
Maint-Blds, Grds, Equip	\$8,212.36	\$18,085.14	\$18,085.14	45.4%
Utilities	\$23,831.13	\$63,176.97	\$63,176.97	37.7%
Insurance	\$38,914.48	\$81,074.47	\$81,074.47	48.0%
Advertising	\$776.99	\$6,000.00	\$6,000.00	12.9%
Pstg/Dupl/Off Spls/Pub Not/Software	\$3,362.44	\$13,259.33	\$13,259.33	25.4%
Fees, Subscriptions & Dues	\$1,196.00	\$4,434.30	\$4,434.30	27.0%
Meetings	\$572.61	\$3,900.00	\$3,900.00	14.7%
Other Expenses	\$1,407.45	\$2,700.00	\$2,700.00	52.1%
Total Fixed Route Bus Service	\$1,250,769.24	\$2,916,643.21	\$2,923,046.65	42.9%
 Expense-Paratransit				
Wages and Employee Welfare	\$43,317.09	\$204,287.30	\$204,738.37	21.2%
Contractual Services- Marathon Cty.	\$0.00	\$0.00	\$0.00	#DIV/0!
Contractual Services	\$5,534.71	\$12,141.91	\$12,141.91	45.6%
Supplies and Expenses	\$2,082.84	\$9,212.68	\$9,212.68	22.6%
Fixed Charges	\$5,334.80	\$12,195.65	\$12,195.65	
Miscellaneous Expense	\$0.00	\$0.00	\$0.00	#DIV/0!
Total Paratransit Services	\$56,269.44	\$237,837.54	\$238,288.61	23.7%
Total Metro Ride Expenses	\$1,307,038.68	\$3,154,480.75	\$3,161,335.26	41.4%
Wheels-to-Work Expenses	\$0.00	\$0.00	\$0.00	
Contract Expense (s.85.205)	-\$14,268.50	-\$29,000.00	-\$28,537.00	
Net Expenses	\$1,292,770.18	\$3,125,480.75	\$3,132,798.26	
Net Income (loss) from Operations	-\$1,059,460.85	-\$2,666,799.62	-\$2,674,117.13	

Other Income

Subsidy - State	\$376,187.50	\$750,115.38	\$752,375.00	50.2%
Subsidy - Federal (operating asst.)	\$486,905.50	\$968,899.03	\$973,811.00	50.3%
Subsidy - Federal (capital maint.)	\$0.00	\$0.00	\$0.00	
Subsidy - Rothschild	\$0.00	\$0.00	\$0.00	
Subsidy - Schofield	\$0.00	\$0.00	\$0.00	
Subsidy - Weston	\$0.00	\$0.00	\$0.00	
Subsidy - Wausau	\$121,977.71	\$799,448.63	\$812,929.04	15.3%
Wheels-to-Work	\$0.00	\$0.00	\$0.00	#DIV/0!
Wausau School District	\$7,695.60	\$12,243.00	\$12,243.00	62.9%
Subsidy - Sec 85.21	\$40,994.55	\$95,323.58	\$81,989.09	43.0%
Recovery of Phys Damage Losses	\$0.00	\$0.00	\$0.00	#DIV/0!
Advertising	\$25,700.00	\$40,770.00	\$40,770.00	63.0%
Miscellaneous	\$0.00	\$0.00	\$0.00	#DIV/0!
Insurance Premium Dividend	\$0.00	\$0.00	\$0.00	
Total Other Income	<u>\$1,059,460.85</u>	<u>\$2,666,799.62</u>	<u>\$2,674,117.13</u>	39.7%
Total Revenue & Other Income	<u>\$1,292,770.18</u>	<u>\$3,125,480.75</u>	<u>\$3,132,798.26</u>	41.4%
Net Income/(Loss)	\$0.00	\$0.00	\$0.00	

**PASSENGER SUMMARY (fixed route bus)
2016**

Fare Category	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Adult Cash	1,704	1,961	1,916	1,882	1,704	1,784							10,951
Adult Token	1,767	2,024	2,330	2,092	1,903	2,225							12,341
Adult Pass	3,998	4,582	4,918	4,345	4,026	3,746							25,615
Student Cash	677	486	584	655	627	691							3,720
Metro Ride Tickets	1,309	1,249	1,016	972	861	1,833							7,240
Sch. Dist. Tickets	10,564	12,082	9,549	10,582	10,887	3,098							56,762
Student Pass	10,638	11,922	9,896	11,169	9,896	1,505							55,026
E/H Cash	824	859	910	1,010	809	901							5,313
E/H Pass	9,896	10,639	11,826	11,174	10,933	10,389							64,857
N. V. Workshop	1,280	1,360	1,520	1,280	1,360	1,440							8,240
Hospital	60	104	81	115	114	148							622
Shopping Tripper	292	266	316	268	288	368							1,798
Misc. Tripper	0	0	0	0	0	0							0
TI Revenue Psgrs	42,717	47,268	44,546	45,276	43,120	27,760	0	0	0	0	0	0	250,687
Non-Revenue Psgrs	292	266	316	268	288	368	0	0	0	0	0	0	1,798
Transfers Received	5,257	5,704	5,386	5,788	5,703	3,994							31,832
Total Passengers	48,266	53,238	50,248	51,332	49,111	32,122	0	0	0	0	0	0	284,317
Service Days	20	21	23	21	21	22	20	23	21	21	21	22	256
Avg Daily Psgrs	2,413	2,535	2,185	2,444	2,339	1,460	0	0	0	0	0	0	1,111

RIDERSHIP & REVENUE SUMMARY (fixed route bus)

	Revenue Passengers Carried						Passenger Revenue			
	2015	2016	+/-	% Change	Avg. 10 Yr.	Avg. 5 Yr.	2015	2016	+/-	% Change
January	45,580	42,717	-2,863	-6.28%	61,769	57,267	\$37,838.32	\$36,982.33	-\$855.99	-2.26%
February	50,722	47,268	-3,454	-6.81%	62,097	58,618	\$40,768.92	\$39,076.06	-\$1,692.86	-4.15%
March	52,066	44,546	-7,520	-14.44%	61,917	60,064	\$40,951.36	\$38,091.17	-\$2,860.19	-6.98%
April	48,061	45,276	-2,785	-5.79%	61,444	57,979	\$37,657.77	\$37,800.08	\$142.31	0.38%
May	47,249	43,120	-4,129	-8.74%	61,411	58,078	\$37,603.57	\$36,200.56	-\$1,403.01	-3.73%
June	31,570	27,760	-3,810	-12.07%	35,989	32,828	\$28,578.21	\$26,596.89	-\$1,981.32	-6.93%
July	0	0	0	0.00%	0	0	\$0.00		\$0.00	0.00%
August	0	0	0	0.00%	0	0	\$0.00		\$0.00	0.00%
September	0	0	0	0.00%	0	0	\$0.00		\$0.00	0.00%
October	0	0	0	0.00%	0	0	\$0.00		\$0.00	0.00%
November	0	0	0	0.00%	0	0	\$0.00		\$0.00	0.00%
December	0	0	0	0.00%	0	0	\$0.00		\$0.00	0.00%
Total	275,248	250,687	-24,561	-8.92%	344,627	324,832	\$223,398.15	\$214,747.09	-\$8,651.06	-3.87%

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

Route	Tokens	MR Tickets	Sch Dist Tickets	Student Cash	E/D Cash	Adult Cash	Adult Passes	Student Passes	Eld/Dis Passes	Hospital Psgrs	Revenue Psgrs	Transfers Recvd	Total Psgrs	Miles	Psgrs/ Mile	Hours	Psgrs/ Hour
A	1,833	251	1,772	177	959	1,650	5,021	1,257	14,441	65	27,426	3,487	30,913	19,907	1.55	1,316.73	23.48
B	2,285	374	2,496	358	603	1,934	5,114	3,241	9,654	50	26,109	3,862	29,971	23,533	1.27	1,329.12	22.55
D	1,147	1,236	4,119	415	548	1,160	3,140	5,411	8,860	45	26,081	4,901	30,982	20,992	1.48	1,314.64	23.57
G	1,903	848	1,845	372	1,145	1,567	3,614	3,075	10,673	13	25,055	3,741	28,796	20,866	1.38	1,329.89	21.65
H	1,484	723	1,100	516	538	1,202	1,932	3,587	5,570	72	16,724	2,745	19,469	25,578	0.76	1,324.67	14.70
I	2,079	442	1,360	231	558	1,256	2,797	2,048	6,724	330	17,825	3,585	21,410	23,654	0.91	1,353.66	15.82
J	993	134	2,515	202	560	1,506	2,247	1,616	5,391	15	15,179	4,102	19,281	22,941	0.84	1,318.24	14.63
Misc. Tripper	0	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!	0.00	#DIV/0!
N. Valley Workshop	0	0	0	0	0	0	0	0	0	0	8,240	0	8,240	3,145	2.62	195.58	42.13
Non Revenue Psgrs	0	0	0	0	0	0	0	0	0	0	0	0	0	45	0.00	11.09	0.00
Shopping Tripper	0	0	0	0	0	0	0	0	0	0	0	0	1,798	702	2.56	60.58	29.68
School Trippers	617	3,232	41,555	1,449	402	676	1,750	34,791	3,544	32	88,048	5,409	93,457	44,970	2.08	4,210.41	22.20
Total	12,341	7,240	56,762	3,720	5,313	10,951	25,615	55,026	64,857	622	250,687	31,832	284,317	206,333	1.38	13,764.61	20.66

2016 Mid-Year Ridership Comparison by Fare Category

Fare Category	2015	2016	% Change
	Mid-Yr. Total	Mid-Yr. Total	
Adult Cash	17,027	10,951	-35.68%
Adult Token	13,678	12,341	-9.77%
Adult Pass	28,336	25,615	-9.60%
Student Cash	4,877	3,720	-23.72%
Metro Ride Tickets	7,773	7,240	-6.86%
Sch. Dist. Tickets	63,139	56,762	-10.10%
Student Pass	57,279	55,026	-3.93%
E/H Cash	5,373	5,313	-1.12%
E/H Pass	68,865	64,857	-5.82%
N. V. Workshop	8,080	8,240	1.98%
Hospital	821	622	-24.24%
Shopping Tripper	1,846	1,798	-2.60%
Misc. Tripper	0	0	0.00%
TI Revenue Psgrs	275,248	250,687	-8.92%
Non-Revenue Psgrs	1,846	1,798	-2.60%
Transfers Received	35,924	31,832	-11.39%
Total Passengers	313,018	284,317	-9.17%
Service Days	126	128	
Avg Daily Psgrs	2,499	2,235	



U.S. Department
of Transportation
**Federal Transit
Administration**

REGION V
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Michigan, Minnesota,
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312-886-0351 (fax)

July 8, 2016

Mr. Greg Seubert
Transit Director
City of Wausau
420 Plumer Street
Wausau, WI 54403

Re: FY 2016 Triennial Review – Draft Report

Dear Mr. Seubert:

The enclosed draft report documents the Federal Transit Administration's (FTA) Triennial Review of the City of Wausau, Wisconsin. This review is required by Chapter 53 of Title 49, United States Code, Section 5307. Although not an audit, the Triennial Review is the FTA's assessment of the City of Wausau's compliance with federal requirements, determined by examining a sample of grant management and program implementation practices. As such, the Triennial Review is not intended as, nor does it constitute, a comprehensive and final review of compliance with grant requirements.

The Triennial Review focused on the City of Wausau's compliance in 17 areas. No deficiencies were found with the FTA requirements in 11 areas. Deficiencies were found in six areas: Financial Management and Capacity, Technical Capacity, Americans with Disabilities Act, Title VI, Procurement, and Drug Free Workplace/Drug and Alcohol Program. The City of Wausau had one repeat deficiency code from the 2013 Triennial Review in the area of Drug Free Workplace/Drug and Alcohol Program.

Please review this draft report for accuracy and provide your comments to both the reviewer and Ms. Lisa Joiner within ten business days from the date of this letter. A final report that incorporates your comments to the draft report will be provided to you within 14 business days of your response.

Thank you for your cooperation and assistance during this Triennial Review. If you need any technical assistance or have any questions, please do not hesitate to contact Ms. Joiner at (312)-353-2791 or lisa.joiner@dot.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Kelley Brodkins". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

Kelley Brodkins

Acting Director, Office of Program Management & Oversight

Enclosure

cc: Lisa Joiner, FTA
Nancy Coburn, AdSTM

DRAFT REPORT

FY 2016 TRIENNIAL REVIEW

of the

**City of Wausau
Wausau Area Transit System
(d.b.a. Metro Ride)
Wausau, Wisconsin
Recipient ID: 2061**

Performed for:

**U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL TRANSIT ADMINISTRATION
REGION V
Chicago, Illinois**

Prepared by:

**Advanced Systems Technology & Management, Inc.
under subcontract to Qi Tech, LLC.**

**Scoping Meeting Date: February 4, 2016
Site Visit Dates: June 7-8, 2016
Draft Report Date: July 8, 2016**

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I. Executive Summary

This report documents the Federal Transit Administration’s (FTA) Triennial Review of the City of Wausau, Wisconsin. Nancy Coburn of AdSTM, Inc. performed the review under subcontract to Qi Tech, LLC. During the site visit, administrative and statutory requirements were discussed and documents were reviewed. The City of Wausau’s transit facilities were toured to provide an overview of activities related to FTA-funded projects.

The Triennial Review focused on the City of Wausau’s compliance in 17 areas. Deficiencies were found in the areas listed below.

Review Area	Deficiencies	
	Code	Description
Financial Management and Capacity	D-288	Insufficient financial oversight
Technical Capacity	D-122	Incorrect FFR reporting
ADA	D-136	ADA service provision deficiencies
	D-545	Setting weight/size limits on wheelchairs that understate fleet capacities
Title VI	D-203	Title VI public notification deficiencies
Procurement	D-740	Procurement policies not current/complete
Drug Free Workplace/ Drug and Alcohol Program	D-28*	Drug and alcohol policy lacking required elements

* Repeat deficiency code – different finding.

II. Review Background and Process

1. Background

The United States Code, Chapter 53 of Title 49 (49 U.S.C. 5307(f)(2)) requires that “At least once every three years, the Secretary shall review and evaluate completely the performance of a grantee in carrying out its program, specifically referring to compliance with statutory and administrative requirements.” This Triennial Review was performed in accordance with FTA procedures (published in FTA Order 9010.1B, April 5, 1993).

The Triennial Review includes a review of the grantee’s compliance in 17 areas. The basic requirements for each of these areas are summarized in Section IV.

This report presents the findings from the Triennial Review of the City of Wausau. The review concentrated on procedures and practices employed during the past three years; however, coverage was extended to earlier periods as needed to assess the policies in place and the management of grants. The specific documents reviewed are referenced in this report and are available at FTA’s regional office or the grantee’s office.

2. Process

The Triennial Review process includes a pre-review assessment, a review scoping meeting with the FTA regional office, and an on-site visit to the grantee’s location. The review scoping meeting was conducted with the Region V Office on February 4, 2016. Necessary files retained by the regional office were sent to the reviewer electronically. A grantee information request and review package was sent to the City of Wausau advising it of the site visit and indicating information that would be needed and issues that would be discussed. The site visit to the City of Wausau occurred on June 7-8, 2016.

The onsite portion of the review began with an entrance conference, at which the purpose of the Triennial Review and the review process were discussed. The remaining time was spent discussing administrative and statutory requirements and reviewing documents. The reviewers toured the City of Wausau’s Metro Ride operations and maintenance facility and the downtown transit center to provide an overview of activities related to FTA-funded projects. The reviewers examined a sample of maintenance records for FTA-funded vehicles, facilities, and equipment. Upon completion of the review, FTA and the reviewers provided a summary of preliminary findings to the City of Wausau at an exit conference. Section VI of this report lists the individuals participating in the review.

3. Metrics

The metrics used to evaluate whether a grantee is meeting the requirements for each of the areas reviewed are:

- *Not Deficient*: An area is considered not deficient if, during the review, no findings were noted with the grantee's implementation of the requirements.
- *Deficient*: An area is considered deficient if any of the requirements within the area reviewed were not met.
- *Not Applicable*: An area can be deemed not applicable if, after an initial assessment, the grantee does not conduct activities for which the requirements of the respective area would be applicable.

III. Grantee Description

1. Organization

The City of Wausau, located in north central Wisconsin, is the county seat of Marathon County. The City has a mayor-council form of government, and the Transit Director is a department head that reports directly to the Mayor. The City's Transit Commission meets monthly to set overall policy for the transit service and advise the Common Council on transit matters. The Transit Commission consists of three alderpersons and two Wausau residents, each appointed by the Mayor and approved by the Common Council. The Transit Director is responsible for the day-to-day operation and management of the Wausau Area Transit System, known as Metro Ride. All service is directly operated. Service is provided within the city limits. The service area population is approximately 39,302. The City of Wausau has one Section 5307 subrecipient, the Wisconsin Automotive and Truck Education Association (WATEA), which manages an auto loan and financial literacy program to assist low-income persons with job access.

2. Services

Metro Ride service consists of seven regular fixed routes that operate on 30-minute headways. Service is provided between the hours of 6:30 a.m. and 6:30 p.m. on weekdays. There is no Saturday or Sunday service. The City of Wausau operates an additional nine express routes when public schools are in session. Metro Ride's ADA complementary paratransit service operates during the same days and hours as the fixed-route service.

The basic adult fare for bus service is \$1.75. A reduced fare of \$0.85 is offered to senior citizens over 65 years of age, persons with disabilities, and Medicare cardholders during all hours of service. The fare for students through high school is \$1.50. The fare for ADA complementary paratransit service is \$2.25. Various multi-ride ticket, token, and monthly pass options are also offered.

Metro Ride uses a fleet of 21 FTA-funded low-floor Gillig transit coaches for fixed-route service. The peak requirement is 17 vehicles, for a spare ratio of 23 percent. The average age of the fleet is 10 years. Metro Ride also operates four accessible cutaway vans in ADA paratransit service. Service is centered around the downtown Wausau transit center at 555 Jefferson Street. The Metro Ride operations and maintenance facility is located at 420 Plumer Street in Wausau. Both facilities have FTA interest.

The City of Wausau’s National Transit Database Report for fiscal year 2015 provided the following financial and operating statistics for its fixed-route and paratransit service:

Operating Statistic	Fixed-Route Service	Paratransit Service
Unlinked Passengers	577,044	2,504
Revenue Hours	27,028	578
Operating Expenses	\$2,622,874	\$199,762

3. Grant and Project Activity

The City of Wausau’s one grant open at the time of the review is listed below.

Grant Number	Grant Amount	Year Executed	Description
WI-90-X791	\$1,075,089	2015	FY2015 5307 Operating

During the review period, the City of Wausau used FTA Section 5309 funds administered by the Wisconsin Department of Transportation for office furniture replacement, radio system replacement, bus-mounted bike racks, and a security camera system for the transit center. There are no capital projects currently underway. Over the next three to five years, the City of Wausau plans to replace Metro Ride fareboxes, replace a supervisor van, and undertake roof repairs at the operations and maintenance facility.

IV. Results of the Review

1. Financial Management and Capacity

Basic Requirement: The grantee must demonstrate the ability to match and manage FTA grant funds, cover cost increases and operating deficits, cover maintenance and operational costs for FTA-funded facilities and equipment, and conduct and respond to applicable audits.

Finding: During this Triennial Review of the City of Wausau, deficiencies were found with the FTA requirements for Financial Management and Capacity.

Insufficient financial oversight (288)

The City of Wausau's subrecipient, WATEA, submits quarterly invoices for reimbursement of expenses related to its auto loan program. The Transit Director reviews and approves the invoices, but to-date no other financial oversight procedures are in place, such as periodic audits or a requirement to submit invoices or timesheets to substantiate that the expenses are eligible under the grant.

Corrective Action and Schedule: By November 9, 2016, the City of Wausau must submit to the FTA Region V Office procedures for ensuring that subrecipients adequately document reimbursement requests. Submit evidence that the procedures and associated staff training has been implemented prior to executing the next ECHO drawdown.

2. Technical Capacity

Basic Requirement: The grantee must be able to implement FTA-funded projects in accordance with the grant application, FTA Master Agreement, and all applicable laws and regulations, using sound management practices.

Finding: During this Triennial Review of the City of Wausau, deficiencies were found with the FTA requirements for Technical Capacity.

Incorrect FFR reporting (122)

The City of Wausau charges indirect costs to its FTA grants. The indirect expense section of the Federal Financial Report (FFR) has not been completed. This section of the FFR should include the type of rate, the total amount of indirect expenses on a cumulative basis, the federal share, and other required information.

Corrective Action(s) and Schedule: The City of Wausau's next FFR, due October 30, 2016, and all subsequent FFRs, must include all required indirect expense information. The indirect cost rate indicated should be the negotiated rate with the City of Wausau and not a rate associated with a sub award.

3. Maintenance

Basic Requirement: Grantees and subrecipients must keep federally funded vehicles, equipment and facilities in good operating condition. Grantees and subrecipients must keep Americans with Disabilities Act (ADA) accessibility features on all vehicles, equipment and facilities in good operating order.

Finding: During this Triennial Review of the City of Wausau, no deficiencies were found with the FTA requirements for Maintenance.

4. Americans with Disabilities Act

Basic Requirement: Titles II and III of the ADA of 1990 provide that no entity shall discriminate against an individual with a disability in connection with the provision of transportation service. The law sets forth specific requirements for vehicle and facility accessibility and the provision of service, including complementary paratransit service.

Finding: During this Triennial Review of the City of Wausau, deficiencies were found with the U.S. Department of Transportation (US DOT) requirements for ADA.

ADA service provision deficiencies (136)

The ADA regulations 49 CFR 37.5 (i) (3) require grantees to make reasonable modifications to policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability or to provide program accessibility to their services. Information on the way to request such a modification must be readily available to the public and accessible. There is no such information on the Metro Ride website or elsewhere.

Setting weight/size limitations on wheelchairs that understate fleet capacities (545)

The Metro Ride bus map, the ADA complementary paratransit application, and the paratransit service guide each state that wheelchairs that exceed dimensions of 48 inches by 30 inches or weigh more than 600 pounds when occupied cannot be accommodated on Metro Ride vehicles. The staff reported that the wheelchair lifts on the paratransit fleet have design loads of 800 to 1,000 pounds. The fixed-route buses are all low-floor and ramp equipped. The US DOT's Final Rule amending 49 CFR Part 37 prohibits a public entity from setting weight or size limitations on wheelchairs it will transport that understate the weight capacity that the vehicle fleet can actually accommodate.

Corrective Actions and Schedule: By November 9, 2016, the City of Wausau must submit to the FTA Regional Civil Rights Officer (RCRO) revised policies and public information materials that:

- **Address procedures to make requests for reasonable modifications [for deficiency *ADA service provision deficiencies (136)*].**
- **Do not understate the size and weight capacity of the fleet's wheelchair lifts or ramps [for deficiency *Setting weight/size limitations on wheelchairs that understate fleet capacities (545)*].**

5. Title VI

Basic Requirement: The grantee must ensure that no person shall, on the grounds of race, color, or national origin, be excluded from participating in, or be denied the benefits of, or be subject to discrimination under any program or activity receiving Federal financial assistance without regard to whether specific projects or services are federally funded. The grantee must ensure that federally supported transit services and related benefits are distributed in an equitable manner.

Note: The fiscal year 2016 Triennial Review covers a three-year period in which the FTA issued a revised circular for Title VI, which provided more information on how to comply and changed requirements for some grantees with populations over 200,000. FTA Circular 4702.1B became effective October 1, 2012. Title VI programs submitted to FTA after this date must comply with the requirements of this circular. The Triennial Review will look at compliance with the requirement of FTA Circular 4702.1A for the period prior to October 1, 2012, and compliance with the revised circular for activities after this date.

Finding: During this Triennial Review of the City of Wausau, deficiencies were found with the FTA requirements for Title VI.

Title VI public notification deficiencies (203)

The City of Wausau's 2013 Title VI program identifies that the Title VI complaint procedure, the Metro Ride Guide, and notices and warning signs on buses will be translated into Hmong. These documents and other public notices are provided to the Wausau Hmong Mutual Association, but they have not been translated as stated in the Title VI plan.

Corrective Action and Schedule: By November 9, 2016, the City of Wausau must submit to the FTA RCRO procedures to provide translation for Title VI information and other required documents.

6. Procurement

Basic Requirement: Grantees use their own procurement procedures that reflect applicable state and local laws and regulations, provided that the process ensures competitive procurement and the procedures conform to applicable Federal law, including 49 CFR Part 18, (repealed effective December 26, 2014), 2 CFR Part 1201, incorporating 2 CFR Part 200 (specifically Sections 200.317-200.326), and FTA Circular 4220.1F, "Third Party Contracting Guidance."

Finding: During this Triennial Review of the City of Wausau, deficiencies were found with the FTA requirements for Procurement.

Procurement policies not current/complete (740)

The City of Wausau's procurement procedures for Metro Ride were last updated in 2010. The policies include outdated references to 49 CFR Part 18, which has been repealed, and do not specifically address compliance with FTA requirements for small purchases above the micro purchase threshold. During the review period, the City of Wausau had no capital procurements.

It used its FTA operating funds for small purchases of fuel, bus parts, and tires. These files for these purchases included no documentation of compliance with FTA Circular 4220 1.F, the Master Agreement, or 2 CFR Part 200.

Corrective Action and Schedule: By November 9, 2016, the City of Wausau must submit to the FTA Region V Office revised procurement procedures that conform to applicable federal law including: 2 CFR Part 200; FTA C 4220.1F, “Third Party Contracting Guidance”; and the Master Agreement. The submission must include associated staff training and checklists or other tools that ensure FTA requirements are met for all FTA-funded procurements including small purchases.

7. Disadvantaged Business Enterprise

Basic Requirement: The grantee must comply with 49 CFR Part 26 to ensure nondiscrimination in the award and administration of US DOT-assisted contracts. Grantees also must create a level playing field on which DBEs can compete fairly for US DOT-assisted contracts.

Finding: During this Triennial Review of the City of Wausau, no deficiencies were found with the US DOT requirements for DBE.

8. Legal

Basic Requirement: The grantee must be eligible and authorized under state and local law to request, receive, and dispense FTA funds and to execute and administer FTA-funded projects. Grantees must comply with Restrictions on Lobbying requirements.

Finding: During this Triennial Review of the City of Wausau, no deficiencies were found with the FTA requirements for Legal.

9. Satisfactory Continuing Control

Basic Requirement: The grantee must ensure that FTA-funded property will remain available to be used for its originally authorized purpose throughout its useful life until disposition.

Finding: During this Triennial Review of the City of Wausau, no deficiencies were found with the FTA requirements for Satisfactory Continuing Control.

10. Planning/Program of Projects

Basic Requirement: The grantee must participate in the transportation planning process in accordance with FTA, Moving Ahead for Progress in the 21st Century, and the metropolitan and statewide planning regulations. Each recipient of a Section 5307 grant shall develop, publish, afford an opportunity for a public hearing on, and submit for approval, a program of projects (POP).

Finding: During this Triennial Review of the City of Wausau, no deficiencies were found with the FTA requirements for Planning/POP.

11. Public Comment on Fare Increases and Major Service Reductions

Basic Requirement: Section 5307 grantees are expected to have a written, locally developed process for soliciting and considering public comment before raising a fare or carrying out a major transportation service reduction.

Finding: During this Triennial Review of the City of Wausau, no deficiencies were found with the FTA requirements for Public Comment on Fare Increases and Major Service Reductions.

12. Half Fare

Basic Requirement: For fixed-route service supported with Section 5307 assistance, fares charged seniors, persons with disabilities, or an individual presenting a Medicare card during off peak hours will not be more than one half the peak hour fares.

Finding: During this Triennial Review of the City of Wausau, no deficiencies were found with the FTA requirements for Half Fare.

13. Charter Bus

Basic Requirement: Grantees are prohibited from using federally funded equipment and facilities to provide charter service if a registered private charter operator expresses interest in providing the service. Grantees are allowed to operate community based charter services excepted under the regulations.

Finding: During this Triennial Review of the City of Wausau, no deficiencies were found with the FTA requirements for Charter Bus.

14. School Bus

Basic Requirement: Grantees are prohibited from providing exclusive school bus service unless the service qualifies and is approved by the FTA Administrator under an allowable exemption. Federally funded equipment or facilities cannot be used to provide exclusive school bus service. School tripper service that operates and looks like all other regular service is allowed.

Finding: During this Triennial Review of the City of Wausau, no deficiencies were found with the FTA requirements for School Bus.

15. Security

Basic Requirement: As recipients of Section 5307 funds, grantees must annually certify that they are spending at least one percent of such funds for transit security projects or that such expenditures for security systems are not necessary.

Finding: During this Triennial Review of the City of Wausau, no deficiencies were found with the FTA requirements for Security.

16. Drug Free Workplace and Drug and Alcohol Program

Basic Requirement: Grantees are required to maintain a drug-free workplace for all grant-related employees and to have an ongoing drug-free awareness program. Grantees receiving Section 5307, 5309, 5311 or 5339 funds that have safety-sensitive employees must have a drug and alcohol testing program in place for such employees.

Finding: During this Triennial Review of the City of Wausau, deficiencies were found with the FTA requirements for Drug-Free Workplace and Drug and Alcohol Program.

Drug and alcohol policy lacking required elements (28)

The City of Wausau's drug and alcohol policy does not include all of the behaviors that constitute a test refusal. It omits behaviors specific to an observed collection and the prohibition on prosthetics or other devices that could interfere with the collection process. This finding is a repeat deficiency code from the 2013 Triennial Review, although in 2013 the deficiency was due to testing included in the policy under the City of Wausau's own authority and not clearly identified as non-FTA testing.

Corrective Action and Schedule: By November 9, 2016, the City of Wausau must submit to the FTA Region 5 Office an updated drug and alcohol testing policy that has been adopted by the Metro Ride governing board and distributed to all safety sensitive employees.

17. Equal Employment Opportunity

Basic Requirement: The grantee must ensure that no person in the United States shall on the grounds of race, color, religion, national origin, sex, age, or disability be excluded from participating in, or denied the benefits of, or be subject to discrimination in employment under any project, program, or activity receiving Federal financial assistance under the Federal transit laws. (Note: Equal Employment Opportunity Commission's regulation only identifies/recognizes religion and not creed as one of the protected groups.)

Finding: During this Triennial Review of the City of Wausau, no deficiencies were found with the FTA requirements for Equal Employment Opportunity (EEO).

V. Summary of Findings

Review Area	Finding	Deficiency	Corrective Action	Response Date	Date Closed
1. Financial Management and Capacity	D-288	Insufficient financial oversight	Submit to the FTA Region V Office procedures for ensuring that subrecipients adequately document reimbursement requests. Submit evidence that the procedures have been implemented prior to executing the next ECHO drawdown.	11/9/2016	
2. Technical Capacity	D-122	Incorrect FFR reporting	The next FFR submitted and all subsequent FFRs must include all required indirect expense information.	10/30/2016	
3. Maintenance	ND				
4. ADA	D-136	ADA service provision deficiencies	Submit to the FTA Regional Civil Rights Officer (RCRO) revised policies and public information materials that address procedures to make requests for reasonable modifications.	11/9/2016	
	D-545	Setting size/weight limits on wheelchairs that understate fleet capacities	Submit to the FTA RCRO revised policies and public information materials that do not understate the size and weight capacity of the fleet's wheelchair lifts or ramps.	11/9/2016	
5. Title VI	D-203	Title VI public notification deficiencies	Submit to the FTA RCRO procedures to provide translation for Title VI information and other required documents.	11/9/2016	
6. Procurement	D-740	Procurement policies not current/complete	Submit to the FTA Region V Office revised procurement procedures that conform to applicable federal law including: 2 CFR Part 200; FTA C 4220.1F, "Third Party Contracting Guidance"; and the Master Agreement. The submission must include checklists or other tools that ensure FTA requirements are met for all FTA-funded procurements including small purchases.	11/9/2016	
7. DBE	ND				
8. Legal	ND				
9. Satisfactory Continuing Control	ND				
10. Planning/POP	ND				

Review Area	Finding	Deficiency	Corrective Action	Response Date	Date Closed
11. Public Comment on Fare Increases and Major Service Reductions	ND				
12. Half Fare	ND				
13. Charter Bus	ND				
14. School Bus	ND				
15. Security	ND				
16. Drug-Free Workplace/ Drug and Alcohol Program	D-28*	Drug and alcohol policy lacking required elements	Submit to the FTA Region 5 Office an updated drug and alcohol testing policy that has been adopted by the Metro Ride governing board and distributed to all safety sensitive employees.	11/9/2016	
17. EEO	ND				

* Repeat deficiency code – different finding

VI. Attendees

Name	Title	Phone Number	E-mail Address
<i>City of Wausau</i>			
Greg Seubert	Transit Director	715-842-9287	Greg.Seubert@ci.wausau.wi.us
Peter Burek	Operations Manager	715-842-9287	Peter.Burek@ci.wausau.wi.us
Garth Heckendorf	Maintenance Supervisor	715-842-9287	Garth.Heckendorf@ci.wausau.wi.us
Mary Foss	Transit Operations Supervisor	715-842-9287	Mary.Foss@ci.wausau.wi.us
<i>FTA Region V</i>			
Sheila J. Clements	Director, Office of Program Management & Oversight	312-353-1552	sheila.clements@dot.gov
Marisa Appleton	Civil Rights Officer for Oversight	312-705-1270	marisa.appleton@dot.gov
<i>Reviewer</i>			
Nancy L. Coburn	AdSTM, Inc.	216-570-2719	nancy.coburn@adstm.com

VII. Appendices

No appendices included in this report.

**CITY OF WAUSAU / METRO RIDE
DRUG AND ALCOHOL TESTING POLICY**

Transit Commission Approval – July 21, 2016

I. STATEMENT OF POLICY

Wausau Area Transit System, d.b.a. Metro Ride, is dedicated to providing safe, dependable, and economical transportation services to our transit system passengers. Metro Ride employees are our most valuable resource and it is our goal to provide a healthy, satisfying working environment which promotes personal opportunities for growth. In meeting these goals, it is our policy to (1) assure that employees are not impaired in their ability to perform assigned duties in a safe, productive, and healthy manner; (2) create a workplace environment free from the adverse effects of drug abuse and alcohol misuse; (3) prohibit the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances; and (4) to encourage employees to seek professional assistance anytime personal problems, including alcohol or drug dependence, adversely affect their ability to perform their assigned duties.

Additionally, Metro Ride believes that the misuses of alcohol and controlled substances can have a negative effect on an individual's health, work, and personal life. A program of regular testing can help protect our employees and the public from those negative consequences.

II. PURPOSE

The purpose of this policy is to assure worker fitness for duty and to protect our employees, passengers, and the public from the risks posed by the misuse of alcohol and use of prohibited drugs. This policy is also intended to comply with all applicable Federal regulations governing workplace anti-drug and alcohol programs in the transit industry. The Federal Transit Administration (FTA) of the U.S. Department of Transportation has published 49 CFR Part 655, that mandate urine drug testing and breath alcohol testing for safety-sensitive positions and prohibits performance of safety-sensitive functions when there is a positive test result. The U.S. Department of Transportation (DOT) has also published 49 CFR Part 40, as amended, that sets standards for the collection and testing of urine and breath specimens. In addition, the Federal government published 49 CFR Part 29, "the Drug-Free Workplace Act of 1988", which requires the establishment of drug-free workplace policies and the reporting of certain drug-related offenses to the FTA. This policy incorporates those requirements for safety-sensitive employees and others when so noted.

Any areas of this policy printed in bold type and underlined, indicate City of Wausau policy and authority, not federal regulation. Any testing conducted under City of Wausau/Metro Ride authority shall be documented on non-DOT forms.

III. COVERAGE

This policy applies to all safety-sensitive and non-safety-sensitive transit system employees, paid part-time employees, volunteers, contract employees and contractors when they are on transit property or when performing any transit-related safety-sensitive business. This policy applies to off-site lunch periods or breaks when an employee is scheduled to return to work. Visitors, vendors, and contractor employees are governed by this policy while on transit premises and will not be permitted to conduct transit business if found to be in violation of this policy.

The FTA drug and alcohol testing regulations define a safety-sensitive position as one which requires the performance of any of the following duties: 1) operation of a revenue service vehicle, even if not in revenue service; 2) operation of a non-revenue service vehicle that requires a Commercial Driver's License; 3) dispatch or controlling movement of a revenue service vehicle; 4) maintenance of a revenue service vehicle or equipment used in revenue service; or 5) carrying a firearm for security purposes. Current position titles covered by this policy include Transit Director, Transit Operations Manager, Transit Operations Supervisor, Transit Maintenance Supervisor, Maintenance Technician, Mechanic II, Mechanic I, Bus Driver II, Bus Driver I and Utility Worker if they have a Commercial Driver's License (CDL). All safety sensitive employees must receive at least 60 minutes of training on the effects and consequences of prohibited drug use.

IV. PROHIBITED CONDUCT

A. Federal Regulations prohibit employees from engaging in the following conduct:

1. An employee may not consume alcohol while performing a safety sensitive function (§655.32);
2. Using alcohol within eight (8) hours following an accident, if the employee was required to be tested, unless an earlier test results in a reading of less than 0.02;
3. Reporting for duty or remaining on duty while having an alcohol concentration of 0.04 or greater;

4. Consuming any amount of alcohol within four (4) hours prior to performing a safety sensitive function (§655.33);
5. Using controlled substances while on duty, unless the use is pursuant to the instructions of a physician who has advised the driver that the substance does not adversely affect the driver's ability to safely operate a commercial motor vehicle;
6. Reporting for duty or remaining on duty if the employee tests positive for controlled substances: or
7. Refusing to submit to any alcohol or drug testing required by this Policy. The following actions by the employee are considered a refusal to test:
 - (a) Fails to appear for any test within a reasonable time, as determined by the employer, after being directed to do so by the employer;
 - (b) Fails to remain at the testing site until the testing process is complete;
 - (c) Fails to provide a urine, saliva or breath specimen for any drug test required by Part 40 or DOT agency regulations;
 - (d) Fails to permit the observation or monitoring of specimen donation when so required (§40.67(l) and §40.69(g));
 - (e) Fails to provide a sufficient amount of urine or breath when directed, and it has been determined, through a required medical evaluation, that there was no adequate medical explanation for the failure;
 - (f) Fails or declines to take a second test the employer or collector has directed you to take;
 - (g) Fails to undergo a medical examination or evaluation, as directed by the MRO as part of the verification process or as directed by the DER as part of the “shy bladder” procedures (40.193d);
 - (h) Fails to cooperate with any part of the testing process (e.g., refuse to empty pockets when so directed by the collector, behave in a confrontational way that disrupts the collection process); or

- (i) If the MRO reports that there is verified adulterated or substituted test result, you have refused to take a drug test.
- (j) Fails to sign the certification on Step 2 of the Alcohol Test Form.
- (k) Fails to follow the observer's instruction to raise your clothing above the waist, lower clothing and underpants and turn around to permit the observer to determine if you have any type of prosthetic or other device that could be used to interfere with the collection process.
- (l) Possesses or wears a prosthetic or other device that could be used to interfere with the collection process.

B. In addition, Metro Ride policies prohibit employees from engaging in the following conduct:

1. **Using or possessing alcohol while on duty. Note: Federal Regulations include medications containing alcohol in the substances banned from use or possession in the workplace. Therefore, employees should not report for duty while using or possessing prescription or non-prescription medication if such medication contains any measurable amount of alcohol;**
2. **Dispensing, distributing or receiving alcohol and controlled substances while on duty;**
3. **Possession of controlled substances while on duty;**
4. **Reporting for duty or remaining on duty while having an alcohol concentration of 0.02 but less than 0.04;**
5. **Reporting for duty or remaining on duty while under the influence of alcohol or a controlled substance;**
6. **Deliberately misusing this policy in regard to subordinates; and**
7. **Providing false information in connection with a test, or falsifying test results through tampering, contamination, adulteration, or substitution.**

Any employee who violates any of the rules set forth above, Section IV, Prohibited Conduct,

is subject to discipline, up to and including termination as described in the Metro Ride Operators Manual and Discipline Guide and/or this policy.

V. REQUIRED TESTS

Refusal to take a required test will result in removal of that employee from the employee's assignment(s) which, in turn, may result in discipline up to and including discharge as described in the Metro Ride Operators Manual and Discipline Guide and/or this policy.

Testing must be conducted in the following situations:

- A. Pre-employment Testing - Any individual not currently employed by Metro Ride who is applying for a safety sensitive position shall be required to undergo drug testing after a conditional offer of employment has been made.

Prior to the first time an existing employee performs safety sensitive functions for Metro Ride (i.e. new position, job transfer, promotion, new duties, etc.) the employee shall be required to undergo testing for alcohol and controlled substances. A positive test will result in disqualification for further consideration for employment in that safety sensitive position.

Any applicant or existing employee who refuses to undergo such alcohol or drug testing will be disqualified from further consideration for employment in that safety sensitive position.

- B. Reasonable Suspicion Testing - Reasonable suspicion means suspicion based on a specific, contemporaneous, articulable observation by a trained supervisor or other City of Wausau and/or Metro Ride representative concerning the appearance, behavior, speech, or body odors of an employee, including indications of the chronic and withdrawal effects of controlled substances. A trained supervisor/representative must have completed Reasonable Suspicion training. (1 hour on drugs and 1 hour on alcohol) Reasonable suspicion drug testing will only occur under these rules if the observations are made during the time the employee is on duty performing work in a safety sensitive position. Reasonable suspicion alcohol testing will only occur under these rules if the observations are made during, just before, or just after the time the employee is performing work in a safety sensitive position.

- 1. In a situation where an employee is either acting in an impaired manner or the supervisor has reasonable suspicion to believe the employee is using or is under the influence of alcohol or drugs, the supervisor may order the

employee to undergo a drug or alcohol test. The supervisor may, but need not, seek a corroborating opinion from another supervisor prior to immediately removing the employee from the job and sending the employee for drug or alcohol testing.

2. Once the employee has been removed from the job, the supervisor is to contact the Human Resources Department. If contact cannot be made at that time, the supervisor is to proceed through the next step of this procedure and make contact with the Human Resources Department as soon thereafter as possible.
3. The supervisor is to then take the employee to the collection site for drug and/or alcohol testing immediately, but no later than eight (8) hours for an alcohol test, of having determined that there is reasonable suspicion to believe that the employee is using or is under the influence of alcohol or drugs. If the alcohol test is conducted more than two (2) hours, but less than eight (8) hours, after the supervisor makes such reasonable suspicion determination, the supervisor will complete a report explaining the reason for the delay in conducting the drug or alcohol test. The supervisor is to wait at the clinic with the employee until the breath test has been completed or the urine sample has been taken. If the alcohol test is not conducted within eight (8) hours after the supervisor makes such reasonable suspicion determination, the supervisor will complete a report explaining the reasons why the test was not conducted.
4. Once the alcohol testing (breath test) has been completed and a positive confirmation test result has been received (0.02 percent or above), the employee will be advised not to drive his/her own vehicle home at that time. The employee is encouraged to make alternative transportation arrangements. The employee will be placed on administrative leave without pay.
5. Once the alcohol testing (breath test) has been completed and a positive confirmation test result has been received (0.02 percent or above), the employee is to be advised not to report for work as the employee will be placed on administrative leave without pay. If a urine test has been administered, the City of Wausau will contact the employee once the final and/or confirmation test results are known (this normally takes 24-48 hours) and a decision has been made as to the employee's status.

6. The results of the drug or alcohol testing will be sent directly to the Designated Employee Representative (DER). When the results are obtained, the employee's supervisor and department head will meet with the Human Resources Director to determine the appropriate course of action to be taken. This is a confidential process. Test results will be held strictly confidential and are not to be discussed or shared with anyone who does not need to know. Likewise, a supervisor must not discuss the suspected reason for a referral or discipline action with anyone who does not need to know.
7. **Once the tests have been completed and the employee has been sent home, pursuant to Section V(B)(4) of this policy, the supervisor must submit a written report to the Human Resources Director outlining, in detail, the event and the behavior observed that led the supervisor to believe the employee was under the influence of alcohol and/or drugs. This report must be done within 24 hours of the testing.**

- C. Random Testing - Random alcohol and drug testing will be conducted for employees required by the City of Wausau and Metro Ride to possess a Commercial Drivers Licenses as a condition of employment, and/or those that perform a safety sensitive function. The employee will be randomly selected for testing from a "pool" of employees subject to testing. The testing dates and times are unannounced and will occur with unpredictable frequency throughout the year.

The selection of employees for random testing shall be made by City/County Information Technology Department, using a scientifically valid method. This method will be a random number table of a computer-based, random numbers generator that is matched with the employee's social security numbers. Under this selection process, each employee will have an equal chance of being tested each time selections are made. As a result, some employees may be tested more than once each year, while other employees may not be tested at all. In the event an employee tests positive for either alcohol or controlled substances in the random testing process, the employee will be subject to disciplinary action up to and including discharge as described in the Metro Ride Operators Manual and Discipline Guide and/or this policy.

- D. Post-Accident Testing - As soon as practicable following an accident involving a commercial motor vehicle, the City of Wausau and/or Metro Ride shall test an employee driver for alcohol and controlled substances in the following situations:
1. The accident involved the loss of human life; or

2. The accident results in injuries requiring immediate transportation to a medical treatment facility; or
3. One (1) or more vehicles incurs disabling damage requiring towing from the site

The alcohol breath test must be administered as soon as possible, but no later than eight (8) hours following the accident, and the drug test must be administered within thirty-two (32) hours of the accident. If the alcohol test is not administered within two (2) hours of the accident, the supervisor will complete a report explaining the reasons for the delay in conducting the test. If the alcohol test is not administered within eight (8) hours of the accident or if the drug test is not administered within thirty-two (32) hours of the accident, the supervisor will complete a report explaining why the test was not conducted.

An employee who is subject to post-accident testing shall remain readily available for such testing or may be deemed by the City of Wausau and/or Metro Ride to have refused to submit to testing. The employee is prohibited from using alcohol within eight (8) hours following an accident, if the employee was required to be tested, unless an earlier test results in a reading of less than 0.02. Nothing in this section shall be construed to require the delay of necessary medical attention for the injured following an accident or to prohibit a covered employee from leaving the scene of an accident for the period necessary to obtain assistance in responding to the accident or to obtain necessary emergency medical care.

The results of a blood, urine, or breath test for the use of prohibited drugs or alcohol misuse, conducted by Federal, State, or local officials having independent authority for the test, shall be considered to meet the requirements of this section provided such test conforms to the applicable Federal, State, or local testing requirements, and that the test results are obtained by the employer. Such test results may be used only when the employer is unable to perform a post-accident test within the required period.

The decision not to administer a post-accident drug and/or alcohol test under this section shall be based on the employer's determination, using the best available information at the time of the determination that the employee's performance could not have contributed to the accident. Such a decision must be documented in detail, including the decision-making process used to reach the decision not to test.

In the event an employee tests positive for either alcohol or controlled substances in the post-accident testing process, the employee will be subject to disciplinary action up to and including discharge as described in the Metro Ride - Wausau Area Transit System Operators Manual and Discipline Guide and/or this policy.

- E. Return-to-Duty/Follow-Up Testing - The City of Wausau and Metro Ride will ensure that before an employee returns to duty requiring the performance of a safety sensitive job function after engaging in conduct prohibited by Federal Regulations in Part IV above, the driver shall undergo a return-to-duty alcohol and/or controlled substance test with a result indicating an alcohol concentration of less than 0.02 and a verified negative result for controlled substance use. In any event, an employee will not be allowed to return to duty without first having been evaluated by a Substance Abuse Professional (SAP), through City of Wausau's Employee Assistance Program (EAP) provider in order to determine the employee's fitness-for-duty. Such follow up activity may be required if an employee has engaged in conduct prohibited by City Policy in Part IV above.

Following a determination that an employee is in need of assistance in resolving problems associated with alcohol misuse and/or use of controlled substances, the City of Wausau will ensure that the employee is subject to unannounced follow-up alcohol and/or controlled substances testing in consultation with a Substance Abuse Professional (SAP). Consequently, the employee will be given at least six (6) unannounced follow up tests during the 12 month period after returning to duty with the possibility of follow-up testing for up to 60 months after the employee returns to duty.

VI. TESTING PROCEDURS

The City of Wausau and Metro Ride has entered into an alcohol and drug testing agreements with Overland Transportation Services, Inc., Marshfield Clinic Medical Center, and Wausau Hospital Community Health Care. Testing may be done on both urine and breath. All drug and alcohol testing will be conducted in conformance with the procedures and rules established by the Federal Transit Administration (FTA) of the U.S. Department of Transportation and its implementing regulations. Overland Transportation Services, Inc., Marshfield Clinic Medical Center, and Wausau Hospital Community Health Care, will handle taking the samples. All providers will be responsible for seeing that the samples are sent to a certified laboratory and assisting in the interpretation of the results. Specimen collection is not to be done anywhere but at sites authorized by the Human Resources Department.

A. ALCOHOL TESTING

Employees will be required to submit to breath testing using an approved evidential breath testing (EBT) device. A certified breath alcohol technician (BAT) will administer an initial screening test. If the employee tests positive for alcohol, then the City of Wausau and Metro Ride will take action based only upon the positive results of the confirmation test. All procedures and steps used in conducting both the initial and confirmation tests will be performed in conformance with the Federal Law and Federal Regulations.

1. Preparation For Breath Alcohol Testing

The following procedures summarize the procedures established by the Federal Transit Administration regulations implementing alcohol testing under the Federal Law. These procedures are not binding and are subject to change in the event the Federal Transit Administration or other government agency changes the regulations on alcohol testing of employees in transit safety-sensitive positions.

- (a) When the employee enters the collection site, the BAT will require him/her to provide positive identification (i.e. photo I.D. or employer identification).
- (b) The BAT will explain the test procedure.
- (c) Employees will be required to complete and sign various forms used to document the testing process.
- (d) Employees will be instructed to blow forcefully into the mouthpiece for at least six (6) seconds or until the EBT indicates that an adequate amount of breath has been obtained.
- (e) If an employee tests positive during the screening test, the employee shall not eat, drink, put any object or substance in his or her mouth and, to the extent possible, not belch during the up to 15 minute waiting period before the confirmation test is conducted.
- (f) Refusal by an employee to provide breath, to provide an adequate amount of breath, leaving the test site, or other failure to cooperate with the testing process in a way that prevents the completion of the

test will be considered a refusal to test. This will subject the employee to discipline, up to and including termination as described in the Wausau Area Transit System Operators Manual and Discipline Guide and/or this policy.

In the event of conflicting results between the initial test and the confirmation test, the confirmation test results will determine the outcome of the test.

2. Results of Positive Alcohol Test

Any employee who tests positive for alcohol concentrations of 0.04 or higher is subject to discipline, up to and including termination as described in the Metro Ride Operator's Manual and Discipline Guide and/or this policy. If the confirmation alcohol test measures 0.04 or greater, the City of Wausau/Metro Ride is required to:

- (a) Remove the employee from the safety sensitive position and place on administrative leave without pay
- (b) The first *random* positive alcohol test (0.04 or greater), before returning the employee to employment, the City of Wausau/Metro Ride will take the following steps:
 1. Refer the employee to the City of Wausau's SAP for assessment and a determination of whether participation in a treatment program is necessary;
 2. Obtain a verification from the Substance Abuse Professional (SAP) that the employee has complied with any required rehabilitation or treatment program; and
 3. Re-test to verify the employee's alcohol concentration is below 0.02:

The employee will subsequently be given at least six (6) random tests during the next year with the possibility of follow-up testing for up to 60 months.

- (c) The second and subsequent *random* positive alcohol test (0.04 or greater), the employee is subject to discipline, up to and including

termination as described in the Metro Ride Operator's Manual and Discipline Guide and/or this policy. The City of Wausau/Metro Ride at its sole discretion, may consider returning the employee to employment through the following steps:

1. Refer the employee to the City of Wausau's SAP for assessment and a determination of whether participation in a treatment program is necessary;
2. Obtain a verification from a Substance Abuse Professional (SAP) that the employee has complied with any required rehabilitation or treatment program; and
3. Re-test to verify the employee's alcohol concentration is below 0.02:

The employee will subsequently be given at least six (6) unannounced tests during the next year with the possibility of follow-up testing for up to 60 months.

If the confirmation test level is 0.02 or greater, but less than 0.04:

- (a) The employee will be removed from the safety sensitive position and placed on administrative leave without pay for a minimum of eight (8) hours following the administration of the test.
- (b) An employee will be permitted two (2) occurrences of a confirmation test level of 0.02 or greater but less than 0.04 in a 12 month period before termination of employment occur.
 1. After the first confirmation alcohol test level of 0.02 or greater, but less than 0.04 during a 12 month period, the employee will be referred to the City of Wausau SAP for assessment and a determination of whether participation in a treatment program is necessary. Before returning to work, a verification from an (SAP) Substance Abuse Professional is required verifying that the employee has complied with any prescribed rehabilitation or treatment program and the employee must retest to verify the employee's alcohol concentration level is below 0.02.

2. After the second confirmation alcohol test level of 0.02 or greater, but less than 0.04 during a 12 month period, the employee will be referred to the City of Wausau SAP for a second assessment and a determination of whether participation in a treatment program is necessary. Before returning to work, verification from an (SAP) Substance Abuse Professional is required verifying that the employee has complied with any prescribed rehabilitation or treatment program and the employee must retest to verify the employee's alcohol concentration level is below 0.02.
3. After the third confirmation alcohol test level of 0.02 or greater, but less than 0.04 during a 12 month period, the employee is subject to discipline, up to and including termination as described in the Metro Ride Operator's Manual and Discipline Guide and/or this policy.

In the event that an employee is required to comply with breath testing as a result of a law enforcement investigation, the employee must submit to the examination. The test will be considered enforceable for purposes of this Policy if the testing officer is a qualified BAT and the EBT that was used for the test has been certified by the State of Wisconsin or a local law enforcement agency.

B. TESTING FOR CONTROLLED SUBSTANCES

The City of Wausau and Metro Ride have established an anti-drug program which strictly prohibits the unlawful manufacture, distribution, dispensing, possession, or unauthorized use of a controlled substance in the workplace. Furthermore, any abnormal conduct that may create a reasonable suspicion that an employee is under the influence of a controlled substance is addressed in the *Reasonable Suspicion Testing* section described previously in this Policy.

For purposes of this Policy and the Federal Regulations, the City of Wausau and Metro Ride will test for prohibited drugs and drug metabolites as required under the FTA regulations using FTA regulation levels. Currently, a 5-panel drug screen is required consisting of the following drugs:

1. Tetrahydrocannabinol (marijuana drug)

2. Cocaine
3. Amphetamines
4. Opiates (including heroin)
5. Phencyclidine (PCP)

Drug testing is conducted by analyzing an employee's urine specimen (through a certified testing lab). This procedure will include use of a split specimen testing procedure. Each urine specimen is subdivided into two bottles labeled as a "primary" and a "split" specimen. Both bottles will be sent to a certified lab. Only the "primary" specimen is opened and used for the urinalysis. The split specimen bottle will remain sealed and stored at the lab. If the analysis of the primary specimen confirms the presence of illegal, controlled substance, the employee has 72 hours to request the split specimen be re-tested at the same lab or be sent to another certified laboratory for analysis, at the employee's expense. An employee who fails to notify the medical review officer (MRO) within 72 hours of receiving the results of the positive test of the employee's desire to have the split specimen tested shall be deemed to have waived the employee's right to seek testing of the split specimen.

In some cases the employee may be unable to provide a sufficient urine specimen. After a waiting period of up to 3 hours and the employee consuming up to 40 ounces of water during that 3 hour period, the supervisor may terminate the testing procedure. The employer must then refer the employee to the Medical Review Officer (MRO) for a medical examination to be conducted by a Specialist Physician, chosen after consultation between the MRO and the employee. This examination is to take place as soon as possible. The examination must be performed to determine whether the employee's inability to provide a sufficient specimen is medically genuine. If the physician is unable to identify an adequate medical explanation, the employee's failure to provide a sufficient specimen shall be regarded as a refusal.

1. Preparation For Drug Testing

The following procedures summarize the procedures established by the Federal Transit Administration regulations implementing drug testing under the federal law. These procedures are subject to change in the event the Federal Transit Administration or other government agency changes the regulations on drug and alcohol testing of employees in safety sensitive positions.

- (a) When the employee enters the collection site, the employee will be required to provide positive identification (i.e., photo I.D. or employer identification).
- (b) The employee will be instructed to empty their pockets of any contents and provide at least 45 ml of urine under the split sample method of collection. This will be done in a specifically designated "donor" bathroom.
- (c) The urine sample shall be divided into a primary specimen (30 ml) and a split specimen (15 ml).
- (d) If the test result of the primary specimen is positive, the employee may request, within 72 hours of receiving the positive test result, that the Medical Review Officer (MRO) direct that the split specimen be tested in the same or a different DHHS-certified laboratory for presence of the drug(s) for which a positive result was obtained in the test of the primary specimen.
- (e) An employee will be removed from the safety sensitive position and placed on administrative leave without pay pending the result of the test of the split specimen.
- (f) If the result of the test of the split specimen fails to confirm the presence of the drug(s) or drug metabolite(s) found in the primary specimen, the MRO shall cancel the test. Reimbursement to the employee of the split specimen test cost will occur if the results of split specimen test fail to confirm the presence of a controlled substance.
- (g) Employees will be required to complete and various forms used to document the testing and chain of custody process. Refusal to sign the test form(s) or otherwise cooperate with the testing process will be regarded as a refusal to take the test. Failing to; appear or remain at the collection site, provide urine specimen when required, permit a directly observed or monitored collection when required by regulation, take a second test as required, provide sufficient urine without a valid medical explanation, undergo a medical evaluation when required by regulation, all will be regarded as a refusal to take the test.

- (h) Refusal by an employee to complete and sign, to provide urine, to provide an adequate amount of urine (to be decided on a case-by-case basis), to engage in any of the conduct that constitutes a refusal to test or other failure to cooperate with the testing process in a way that prevents the completion of the test will be considered grounds for disciplinary action, up to and including termination as described in the Metro Ride Operator's Manual and Discipline Guide and/or this policy.

In the event of conflicting results between the initial test and the confirmation test, the confirmation test results will determine the outcome of the test.

- (i) In the event that a test result comes back *negative dilute*, the employee will be required to participate in a second collection. This collection will occur immediately after the *negative dilute* result is reported. The result of the second test will be the test of record.

2. Results of Positive Drug Test

Any employee who tests positive for controlled substances is subject to discipline, up to and including termination as described in the Metro Ride Operator's Manual and Discipline Guide and/or this policy.

The City of Wausau is required to act upon a positive drug test result in the following manner:

- (a) Remove the employee from the safety sensitive position and place on administrative leave without pay. This removal will only take place after the employee has been allowed to meet or speak with a Medical Review Officer (MRO) to determine that the positive drug test did not result from the authorized use of a controlled substance. If neither the MRO nor the employer, after making all reasonable efforts, has been unable to contact the employee within 5 days after the MRO receives the laboratory result, the MRO may verify the test result as positive. If the individual was not able to contact the MRO during the 5 day period due to serious illness, injury, or other circumstance beyond the control of the individual, the individual may present documentation to the MRO of such occurrence, within 60

days. Upon reviewing the information submitted, the MRO may re-open the process and allow the individual to provide an explanation for a positive test result. If the MRO concludes that there is a legitimate explanation, the MRO is to declare the test to be negative.

(b) The first *random* positive drug test, before returning the employee to employment, the City of Wausau/Metro Ride will take the following steps:

1. Refer the employee to the City of Wausau's SAP for assessment and subsequent compliance with recommended rehabilitation after a determination of a drug problem has been made; and
2. Employee must be evaluated by the Substance Abuse Professional (SAP) and determined to be fit to return to work prior to their release of the employee; and
3. Employee must have a negative result on a return-to-duty drug test.

The employee will subsequently be given at least six (6) random drug tests during the next year with the possibility of follow-up testing for up to 60 months.

(c) The second and subsequent *random* positive drug tests, the employee is subject to discipline, up to and including termination as described in the Metro Ride Operator's Manual and Discipline Guide and/or this policy. The City of Wausau/Metro Ride at its sole discretion, may consider returning the employee to employment, the City of Wausau/Metro Ride will take the following steps:

1. Refer the employee to the City of Wausau's SAP for assessment and subsequent compliance with recommended rehabilitation after a determination of a drug problem has been made; and
2. Employee must be evaluated by the Substance Abuse Professional (SAP) and determined to be fit to return to work prior to their release of the employee; and

3. Employee must have a negative result on a return-to-duty drug test.

The employee will subsequently be given at least six (6) random tests during the next year with the possibility of follow-up testing for up to 60 months.

VII. PRESCRIPTION DRUGS

Before performing work-related duties, employees must notify their supervisor if they are taking any legally prescribed medication, therapeutic drug, or any non-prescription drug which contains any measurable amount of alcohol or which carries a warning label that indicates the employee's mental functioning, motor skills, or judgment may be adversely affected by the use of this medication. A written report of this notification is to be filed by the supervisor, with Metro Ride. It is the responsibility of the employee to inform his/her physician of the type of safety sensitive function that the employee performs in order that the physician may determine if the prescribed substance could interfere with the safe and effective performance of the employee's duties or operation of City of Wausau and/or Metro Ride equipment. However, as required by the Federal Regulations, any employee who uses or possesses medication containing alcohol while on duty or who tests positive for alcohol will be removed from his/her position, and subject to the provisions of this Policy, even though the reason for the positive alcohol test is the fact that the employee's prescription medication contains alcohol.

A legally prescribed drug is one where the employee has a prescription or other written approval from a physician for the use of the drug in the course of medical treatment. The prescription must include the patient's name, the name of the substance, quantity/amount to be taken, and the period of authorization. The misuse or abuse of legal drugs while performing City of Wausau and/or Metro Ride business is prohibited by the City of Wausau and Metro Ride.

VIII. CONFIDENTIALITY OF RECORDS

The City of Wausau and Metro Ride respect the confidentiality and privacy rights of all of its employees. Accordingly, the results of any test administered under this Policy and the identity of any employee participating in the City of Wausau's EAP, SAP or other assessment or treatment program will not be revealed by the City of Wausau or Metro Ride to anyone except as required by law. The City of Wausau will release an employee's records as directed by the expressed written consent of the employee authorizing release to an

identified person. In addition, the City of Wausau will ensure that any lab or agency used to conduct testing under this Policy will maintain the confidentiality of employee test records. However, the lab or testing agency will disclose information related to a positive drug or alcohol test of an individual to the City. The City may disclose this information to the employee or to the decision maker in a lawsuit, grievance, or other proceeding by or on behalf of the individual which arises from any action taken in response to a positive drug or alcohol test; or as required by law, including court orders or subpoenas.

The Medical Review Officer (MRO) will not reveal individual test results to anyone except the Designated Employee Representative (DER), unless the MRO has been presented with a written authorization from the tested employee. The MRO may reveal to the DER relevant information as to whether the employee is qualified to perform safety sensitive functions or whether the employee has tested positive for alcohol or a controlled substance. The DER may disclose this information to the employee or to the decision maker in a lawsuit, grievance, or other proceeding on behalf of the individual which arises from any action taken in response to a positive drug or alcohol test; or as required by law, including court orders or subpoenas; or upon the tested employee's written authorization and consent. All records related to drug and alcohol tests of individual employees will be maintained in individual files separate from the employee's personnel file. These records will be stored in a locked cabinet and access will only be allowed to those employees who have a legitimate need to review the records of a particular employee.

IX. WAIVER

Should the regulations concerning mandatory drug and alcohol testing issued by the Department of Transportation and the Federal Transit Administration (49 CFR Part 40, 655) or any parts or portions thereof, and correspondingly, any provisions of City of Wausau/Metro Ride Drug and Alcohol Testing Policy be found to be invalid or unconstitutional, such provisions shall be rendered null and void and cease to be effective as they relate to this policy, pending renegotiation by the parties. In the event of such a finding, the Union reserves all legal rights and remedies to challenge any provisions of this policy which have been agreed to by the union in order to comply with the mandatory requirements of the FTA Regulations. **Any areas of this policy printed in bold type and underlined, indicate City of Wausau/Metro Ride policy and authority, not federal regulation.**

Questions: Any employee with questions regarding the scope of this policy and/or its contents may contact their Department Head, Greg Seubert and/or the Designated Employee Representative (DER) Peter Burek at 715-261-6526. The full text of the Drug/Alcohol regulations (49 CFR Part 40, 655) will be made available to any employee upon request.

EMPLOYEE ACKNOWLEDGMENT FORM

Once you have read this policy, please detach this form, sign and date it and place it in the Metro Ride mail slot.

I acknowledge that I have received, read and understand the City of Wausau/Metro Ride Drug and Alcohol Testing Policy. I understand that the terms described therein may be altered, amended or changed by the City of Wausau to comply with the federal Omnibus Transportation Employee Testing Act of 1991 and its implementing regulations, with or without prior notice. I further understand that any violation of the City of Wausau/Metro Ride Drug and Alcohol Testing Policy may subject me to discipline, up to and including termination.

SIGNED _____

DATE _____

Revised: May 15, 2014

TITLE VI SERVICE STANDARDS AND POLICIES

Adopted by City of Wausau Transit Commission
July 21, 2016

Overview

Pursuant to the requirements of FTA C 4702.1B, Metro Ride must establish and monitor system performance under quantitative service standards and qualitative service policies. Every three years, Metro Ride submits a Title VI Program to the FTA documenting compliance with the established Title VI requirements. In accordance with this submittal, Metro Ride will monitor and evaluate system performance relative to the service standards and policies, contained herein, no less than every three years.

Service Standards and Policies

The Federal Transit Administration requires that all fixed-route transit providers develop service standards and policies to provide a context for the monitoring and assessment of transit service. These standards and policies are used to compare the services provided in minority areas with the services provided in non-minority areas. Service standards and policies include:

Service Standards

- Vehicle Load
- Vehicle Headway
- On-time Performance
- Service Availability

Service Policies

- Transit Amenities
- Vehicle Assignments

Vehicle Load

Vehicle load is the ratio of passengers to the number of seats on a vehicle, relative to the vehicle's maximum load point. For example, on a 40 seat bus, a vehicle load of 1.5 or 150% means all seats are filled and there are 20 standees. Vehicle overcrowding is dependent upon ridership activity and the seating capacity of each vehicle assigned to the route. Metro Ride operates three vehicle sub-groups as shown below.

Vehicle Load Standard				
Vehicle Type	Passenger Capacities			
	Seated	Standing	Total	Max Load Factor
Cutaway Bus	8	4	12	1.5
35' Transit Bus	32	16	48	1.5
40' Transit Bus	38	19	57	1.5
<i>•Vehicle load standards are consistent for the peak and off-peak periods</i>				

Vehicle Headway

Vehicle headway is defined as the amount of scheduled time between two vehicles traveling in the same direction on the same route. Vehicle headways determine how long customers must wait for bus service. Higher frequencies result in reduced wait times, which make the service more attractive to potential riders. At the same time, higher frequencies can significantly increase costs by requiring additional buses

and drivers.

Vehicle Headway Standard		
Route Type	Monday-Friday	Saturday/Sunday
Regular Routes	30 minutes throughout the day	60 minutes throughout the day
Commuter Routes	60 minutes throughout the day	60 minutes throughout the day
Tripper Routes	As needed	As needed

On-time Performance

On-time performance is a measure of service reliability that determines the percentage of buses that arrive or depart within a certain amount of time before or after the published schedule. On-time performance reflects the quality of service and influences a customer's choice to use transit.

On-time Performance Standard

A vehicle is considered on-time when it arrives zero (0) minutes early and no more than five (5) minutes late compared to the scheduled time at each time-point. Metro Ride has set a system-wide on-time performance goal of ninety percent, which allows for some level of service variability while maintaining the reasonable expectation of reliability for customers.

Service Availability

Service availability is a measure of transit accessibility based on the distribution of routes and the placement of stops within a transit provider's service area. Stops spaced further apart allow for faster bus speeds and reduce customer travel times but also require customers to walk further to access the service.

Service Availability Standard

The standard for Metro Ride service availability is to offer service within $\frac{3}{4}$ mile of all residents in at least ninety-five percent of the populated area within the City of Wausau. Second, Metro Ride should strive to incorporate other municipalities in the urbanized area, with a goal of bringing eighty-percent of the urbanized area population within $\frac{3}{4}$ of mile of the Metro Ride service (so long as population densities are sufficient to support fixed-route service).

Bus stop spacing on all routes will generally be the same. Stops shall be placed on every other block and near major passenger trip generators. Variance from standard spacing may be necessary to address safety and accessibility concerns. All Metro Ride bus stops shall be marked with a bus stop sign.

Transit Amenities

Transit amenities refer to items of comfort, convenience, and safety that are available to transit passengers. These items include, but are not limited to, shelters, seating, signage and trash receptacles. Transit amenities must be equitably distributed on a system-wide basis.

Transit Amenities Policy

Transit amenities shall be allocated based on ridership activity (total number of average daily boardings) and will be equitably distributed to reflect the system-wide demographics. Consideration of new amenities shall be constrained by the availability resources to adequately maintain them.

Vehicle Assignment

Vehicle assignment refers to the process by which transit vehicles are placed into service.

Metro Ride presently maintains a fixed-route fleet with three vehicle sub-groups: 40-foot heavy-duty transit buses, 35-foot heavy-duty transit buses, and 24-foot cutaway buses. All vehicles are maintained and operated from a single facility. All of similar age and condition.

Vehicle Assignment Policy

The goal of this vehicle assignment policy is to provide sufficient capacity to accommodate passenger demand while minimizing the labor and vehicle resources necessary to manage passenger loads. Proper vehicle assignment shall ensure that rider experience relative to vehicle age, vehicle condition and seating availability is similar on all routes.

35-foot heavy-duty transit buses are the primary vehicle for fixed route bus service and they may be assigned to any route. 40-Foot Heavy-Duty Transit Buses shall be used primarily for school tripper routes to provide additional capacity to accommodate peak passenger loads. Cutaway buses shall be used for the Metro Ride paratransit program. Vehicle design is incompatible with the boarding platform at the Metro Ride transit center and they should they should be used for fixed-route service only sparingly.

Monitoring Transit Service

Metro Ride will monitor and evaluate transit performance relative to the service standards and policies, contained above, no less than every three years. Metro Ride will use the FTA minority transit route definition to implement this monitoring program. A minority transit route is one in which at least one-third of the revenue miles are located in a Census block or Census block group where the minority population percentage exceeds average minority population in the Metro Ride Bus service area. This method of analysis may be supplemented with on-board passenger survey data, as available, to adjust route designations accordingly.

Metro Ride will take steps to remedy any potential disparity where the monitored service fails to meet the established service standards or policies. The results of the monitoring program will be submitted to the FTA as part of the triennial Title VI Program submittal.

PUBLIC INPUT POLICY FOR ROUTE CHANGES AND FARE INCREASES

Adopted by the City of Wausau Transit Commission

July 21, 2016

Purpose

Public input must be sought and considered prior to raising fares or implementing major reductions in service. This policy is established to assist Metro Ride employees and the City of Wausau Transit Commission in determining when and how public input should be sought. Customers, stakeholders, and the general public will be invited to provide input through at least one of the following methods when appropriate: the Metro Ride website, public meetings, surveys or at public hearings.

Changes Requiring the Solicitation of Public Input

Routes

- a. Any proposed change to a regular fixed route, or to paratransit service, which involves the *permanent elimination of service in an area or neighborhood*, requires the solicitation of public comment.
- b. Any proposed change to a regular fixed route, which involves the *introduction of service to a new area or neighborhood*, requires the solicitation of public comment.

Days, Hours and Frequency of Service

- a. Any proposed change to a regular route, or to paratransit service, which involves the *elimination of days or hours of service*, requires the solicitation of public comment.
- b. Any proposed change to fixed route bus service, which involves a *reduction in the frequency of service* (interval between trips), requires the solicitation of public comment.

Fares

Any increase in fares requires the solicitation of public input.

Changes Not Requiring the Solicitation of Public Input

Routes

- a. Any proposed route change that merely involves a *change in route direction, or the use of one street instead of another in the same area or neighborhood*, does not require the solicitation of public comment.
- b. *Changes to supplemental routes* do not require the solicitation of public comment.
- c. *Temporary route changes* necessitated by construction, accidents, emergency vehicles, etc. do not require the solicitation of public comment.

Fares

The Transit Commission may *reduce fares* without the solicitation of public comment.

Public Notification

When required, the public comment process will begin with the publishing of a legal notice seven (7) calendar days in advance of the public hearing date in the local newspapers of general circulation. This notice will set a specific place, date, and time for one or more public hearings.

Written comments will also be accepted on the proposed changes seven (7) calendar days beyond initial publishing of the legal notice. Legal notices will inform the public of the proposed actions that initiated the public comment process. Press releases will also be prepared and sent to the local media.

In addition to the public hearing process, Metro Ride will employ various outreach methods including:

- Publication on website
- Information posted on buses
- Public meetings in various parts of the Metro Ride service area
- Notices to public officials, key stakeholders, and community groups
- Targeted surveys to riders of affected services
- E-communications to self-identified Metro Ride passengers (those who provide contact information)

Scheduling Public Hearings

The public hearing(s) will be scheduled and conducted by the City of Wausau Transit Commission or Metro Ride staff at a time, date, and place to be designated. The facility utilized for public hearings will be accessible to persons with disabilities. Special arrangements will be made for vision or hearing impaired persons if requested at least three days prior to the meeting.

Procedure for Conducting Public Hearing

Forms will be available to attendees to register their presence and desire to speak. Public hearings will begin with a reading of the public notice, purpose, and proposed action that necessitated the public hearing. After an explanation of the proposed action is completed, the public will be invited to offer their comments. The City of Wausau Transit Commission will determine the amount of time the public has to comment during the public hearing. After all registered persons have commented, a final opportunity will be offered for any additional public comment. This offering will precede the close of the public hearing.

Documentation of Public Hearing

Official records of public hearings on service or fare adjustments will be generated by:

- Affidavits of newspaper publications of public notices
- Press releases conveying information on upcoming public hearings
- Transcripts of proceedings

Addressing Public Comments Received

All relevant comments received verbally or in writing at a public hearing, or as otherwise conveyed to Metro Ride prior to the established deadline, will be entered into the public record of the public input process. Subsequent to the public comment period, Metro Ride staff will evaluate and analyze all relevant comments received and prepare a written report for consideration by City of Wausau Transit Commission.

Transit Commission Action

Changes requiring public comment will not be formally approved or implemented until after public input is considered. The City of Wausau Transit Commission will review public comments received and consider staff recommendations before final disposition of the proposed change(s). Final action of the Transit Commission will be recorded in the minutes of the meeting.