

CITY OF WAUSAU / METRO RIDE TITLE VI PLAN

Endorsed and Approved by
City of Wausau Transit Commission
May 23, 2013

Submitted to
Federal Transit Administration
May 23, 2013

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



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

Adopted by the City of Wausau Transit Commission on May 23, 2013

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

1. Title VI Policy Notice

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

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

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

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

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

2. Title VI Complaint Procedures

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

3. Title VI Investigations, Complaints or Active Lawsuits

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

complaints since the submission of our previous Title VI update in 2011.

4. Public Participation

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

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

Metro Ride has evaluated LEP populations using both census data and operational observation. We have provided transit service orientation to groups of Hmong residents upon request. All public notices are distributed to the Wausau Hmong Association. Metro Ride employs Southeast Asian (Hmong) bus operators who are bilingual and are available to answer questions during their regular shift schedules. Beginning in 2009, new buses purchased have been equipped with interior signage in both English and Spanish. The Metro Ride Limited English Proficiency Plan is attached in Appendix D.

6. Racial Composition of the Metro Ride Oversight Body

The oversight body for Metro Ride is the City of Wausau Transit Commission. All municipalities served by Metro Ride are represented on the Transit Commission. Each municipality appoints its own members. Currently the Transit Commission consists of eight (8) members, with one vacancy. Efforts are underway to recruit a representative from the Hmong community to fill the vacant position. If successful, the racial breakdown of the Transit Commission will closely mirror the racial composition of the general population within the Metro Ride service area. A table depicting the racial breakdown of the Transit Commission is shown Table 1 below.

Table 1 Transit Commission Racial Analysis						
	Caucasian	Asian/ Pacific Islander	Hispanic	Other	Native American	African American
Population	83.9%	10.29%	2.67%	2.1%	.56%	.47%
Transit Commission	100%	0%	0%	0%	0%	0%

7. Subrecipient Title VI Oversight

The City of Wausau/Metro Ride is not engaged in any subrecipient relationships involving Federal Transit Administration (FTA) funds, so no subrecipient Title VI oversight is required.

8. Title VI Equity Analysis for Construction Projects

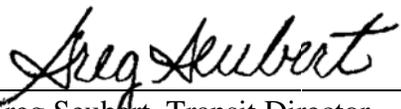
There are currently no pending construction projects being performed by Metro Ride which would negatively impact minority communities and there have been no construction projects conducted in the last three (3) years.

9. Federal Transit Administration Title VI Monitoring Procedures

Metro Ride has established procedures to monitor levels and quality of transit service to determine compliance with Title VI. Metro Ride will compare the level and quality of transit service provided to the minority community to overall system averages and will measure the actual realization of established service policies and standards. Metro Ride Title VI monitoring procedures are attached in Exhibit E.

10. Environmental Justice Assessment And Title VI Monitoring Report

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

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

May 23, 2013
Date

APPENDIX A
FEDERAL TRANSIT ADMINISTRATION CIVIL RIGHTS ASSURANCE

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

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

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



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

May 13, 2013

Date

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

Adopted by the City of Wausau Transit Commission on May 23, 2013

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

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

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

APPENDIX C TITLE VI COMPLAINT FORM

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

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

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

APPENDIX D
City of Wausau / Metro Ride
Limited English Proficiency (LEP) Plan
Adopted by the City Of Wausau Transit Commission on May 23, 2013

I. Introduction

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

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

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

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

Background

The City of Wausau is the recipient of funding assistance from the Federal Transit Administration under sections 5307 and 5309. The City of Wausau owns and operates Metro Ride. The Metro Ride service area currently includes the City of Wausau, Village of Rothschild, City of Schofield and Village of Weston. The designated oversight body for Metro Ride is the City of Wausau Transit Commission.

II. Metro Ride Factor Analysis

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

Factor 1: Review of LEP Populations

Understanding the needs of the community begins with identifying the number of limited English proficiency (LEP) persons eligible to be served, likely to be served or likely to be encountered by Metro Ride through its programs, services or activities. In an effort to determine potential LEP needs, data was obtained from the U.S. Census Bureau, American Fact Finder report for the period of 2007 through 2011, for municipalities within the Metro Ride service area.

The data indicates that 12.68% of the overall population speaks a language other than English. Primary languages spoken other than English include: Asian/Pacific Islander (8.72%); Spanish (1.98%); Indo-European (1.81%); and other languages (.17%).

The data further indicates that 5% of the overall population speaks English “less than very well.” Of this limited English proficient (LEP) population, 3.98% speaks Asian/Pacific Islander languages; .63% speaks Spanish; .33% speaks Indo-European languages; and .17% speaks other languages. See [Table 1](#).

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

Table 1 Limited English Proficiency Populations in the Metro Ride Service Area <i>(Persons who speak English less than very well)</i> <i>Source: US Census Bureau, 2007-2011 American Community Survey</i>						
	Total Population 5 years and older	Total LEP Persons	LEP Persons who speak Asian/Pacific Islander Languages	LEP Persons who speak Spanish	LEP Persons who speak Indo-European Languages	LEP Persons who speak Other Languages
Total	57,124	2,858	2,274	360	191	33
Percent		5%	3.98%	.63%	.33%	.17%

Factor 2: Assessing Frequency of Contact with LEP Persons

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

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

Factor 3: Assessing the Importance of Metro Ride Programs

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

Factor 4: Determining Available Resources

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

III. Language Access Implementation Plan and Procedures

This Limited English Proficiency (LEP) plan will assist Metro Ride employees in understanding their roles and responsibilities with respect to overcoming language barriers for LEP persons. It will be a roadmap that outlines and defines tasks, assigns responsibility and allocates resources necessary to achieve or maintain compliance with language access requirements. It will assist Metro Ride in meeting service delivery standards, providing notice of language assistance services, providing staff training and conducting ongoing monitoring and evaluation. The following sections outline the activities to be taken by Metro Ride to comply with LEP needs.

a. Administer LEP services by:

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

b. Provide verbal translation as follows:

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

c. Provide written translation as follows:

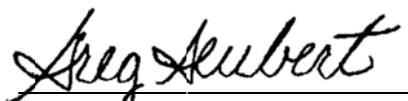
- 1) Provide meeting notifications in Hmong, where appropriate.
- 2) State in outreach documents that language services are available free of charge in a language LEP persons can understand.
- 3) Identify documents that will be provided in Hmong language format.
- 4) Seek implementation of Google Translate for the City of Wausau website.

d. LEP document translation required:

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

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

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



Greg Seubert, Transit Director
City of Wausau/Metro Ride

May 23, 2013

Date

APPENDIX E
FEDERAL TRANSIT ADMINISTRATION TITLE VI
MONITORING PROCEDURES

For the City of Wausau, Wisconsin - Grantee
And the Wausau Area Transit System – Recipient

Adopted by the City of Wausau Transit Commission on May 23, 2013

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

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

APPENDIX F
ENVIRONMENTAL JUSTICE ASSESSMENT AND
TITLE VI MONITORING REPORT

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

Service Availability – Metro Ride bus service is provided in the City of Wausau, the Village of Rothschild, the Village of Weston and the City of Schofield. METRO RIDE is “hub” or “pulse-point” bus system with a central transfer station in downtown Wausau and a secondary transfer point at North Central Health Care Center in Wausau. Metro Ride also provides paratransit service, pursuant to the Americans with Disabilities Act (ADA).

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

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

Frequency of service – Seven bus routes operate in the City of Wausau, each running at thirty-minute intervals. One route operates on a limited schedule (7 trips daily) between Wausau, Rothschild, Schofield and Weston, running at 60 minute intervals.

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

Travel Time – Travel times are the same for all routes, with the exception of Route K, which is designed to operate on a suburban schedule.

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

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

Vehicle assignment (Age, ADA Accessibility, Etc.) – Metro Ride operates a fleet of 8 Gillig Phantom standard floor and 15 Gillig Low-Floor transit coaches for fixed route bus service and 4 Chevrolet/Glavel standard floor buses for paratransit service. All vehicles are in good condition and all are ADA accessible with wheelchair lifts or ramps and kneelers. A fleet vehicle summary is shown in Exhibit 1.

<i>Exhibit 1</i>				
Fleet Vehicle Summary				
Make	Model	Year	Quantity	ADA Accessible
Gillig	Phantom	1995	4	4
Gillig	Phantom	1998	6	6
Gillig	Low-Floor	2009	9	9
Gillig	Low-Floor	2011	6	6
Chevrolet/Glavel	Titan II	2012	4	4

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

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

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

Customer Complaints – Metro Ride maintains a log of all customer complaints received. Complaints are categorized and tallied annually. The basis for most complaints received is bus operator performance and not service levels, customer amenities or the distribution of transit services. Exhibit 4 is a summary of complaints for all regular bus routes for calendar year 2012.

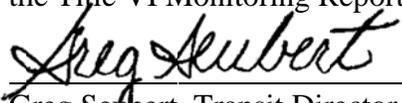
Environmental Justice Assessment and Title VI Monitoring Report

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

All Metro Ride bus routes originate from downtown Wausau and travel through identified minority communities. The transit service provide by Metro Ride is nearly identical for the entire community, with the exception of Route K, which operates on a less frequent schedule. Route K is not a minority route. The vehicle condition, span of service, frequency of service, headways, travel time, fares, etc., for all other routes are identical.

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

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



 Greg Senbert, Transit Director
 City of Wausau/Metro Ride

May 23, 2013

 Date

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

Municipality	Census Tract	Race										Total Population	Minority Population	Minority %
		White		African American		Asian		Hispanic		Native American				
		Total	%	Total	%	Total	%	Total	%	%				
City of Wausau	1	2,348	75.14%	119	3.81%	394	12.61%	192	6.14%	72	2.30%	3,125	777	24.86%
City of Wausau	2	2,430	84.05%	42	1.45%	328	11.35%	79	2.73%	12	0.42%	2,891	461	15.95%
City of Wausau	3	4,742	92.56%	64	1.25%	149	2.91%	121	2.36%	47	0.92%	5,123	381	7.44%
City of Wausau	4	5,159	83.97%	66	1.07%	733	11.93%	146	2.38%	40	0.65%	6,144	985	16.03%
City of Wausau	5	2,318	78.95%	46	1.57%	448	15.26%	100	3.41%	24	0.82%	2,936	618	21.05%
City of Wausau	6.01	1,615	78.02%	11	0.53%	389	18.79%	51	2.46%	4	0.19%	2,070	455	21.98%
City of Wausau	6.02	3,075	74.80%	52	1.26%	814	19.80%	141	3.43%	29	0.71%	4,111	1,036	25.20%
City of Wausau	7	4,375	81.93%	84	1.57%	665	12.45%	161	3.01%	55	1.03%	5,340	965	18.07%
City of Wausau	8	3,260	94.55%	22	0.64%	78	2.26%	73	2.12%	15	0.44%	3,448	188	5.45%
City of Schofield	9	2,021	90.75%	26	1.17%	120	5.39%	43	1.93%	17	0.76%	2,227	206	9.25%
Village of Rothschild	10	3,408	94.27%	21	0.58%	135	3.73%	40	1.11%	11	0.30%	3,615	207	5.73%
Village of Weston	11.03	4,238	83.87%	34	0.67%	655	12.96%	101	2.00%	25	0.49%	5,053	815	16.13%
Village of Weston	11.04	6,283	90.87%	65	0.94%	397	5.74%	140	2.02%	29	0.42%	6,914	631	9.13%
Total Metro Ride Service Area		45,272	85.42%	652	1.23%	5,305	10.01%	1,388	2.62%	380	0.72%	52,997	7,725	14.58%

Census tracts exceeding the average minority population are highlighted

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

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

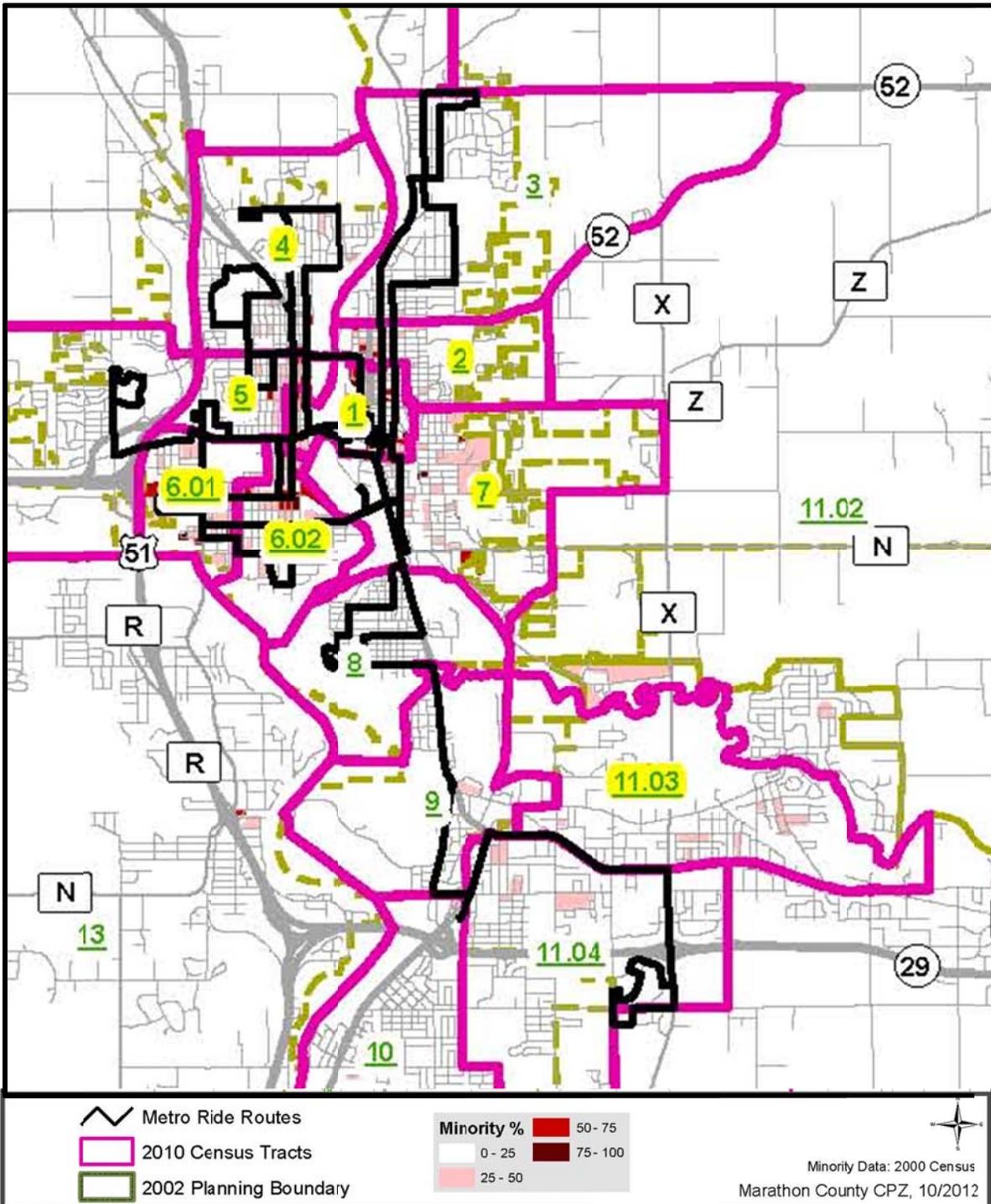


Exhibit 4
Metro Ride Complaint Log
Calendar Year 2012

Route	Name	Driver Performance	Bus Climate	Operating Policies	Route	On-Time Performance	Service Levels	Bus Stops & Shelters	Fares	Vehicle	Customer Amenities	Total
A	Grand Ave/Health Care Center	6										6
B	North 1st Ave/NTC	4		1								5
D	North 10th Avenue West High	2		2								4
G	Sherman Street Shopko	4		1		1						6
H	North 6th Street Riverview	13	1	2		2						18
I	Stewart Avenue Aspirus Hospital	6	1									7
J	Thomas Street	5	1			2						8
System Totals		40	3	6	0	5	0	0	0	0	0	54
System Average/Route		5.71	.43	.86	0	.71	0	0	0	0	0	7.71

Exhibit 5
Title VI Monitoring Report For Metro Ride

Route	Name	Minority ¹ Yes or No	Headways Peak/Off- Peak	Travel ² Time	Fare ³	Weekday Hours ⁴	No. of Shelters ⁵	Complaints ⁶	Disparities? Comments
A	Grand Ave/Health Care Center	No	:30/:30	:15	\$1.50	6:30 a.m.-6:30 a.m.	3	0	None
B	North 1 st Ave./NTC	No	:30/:30	:15	\$1.50	6:30 a.m.-6:30 a.m.	1	0	None
D	Bridge St./West High	Yes	:30/:30	:15	\$1.50	6:30 a.m.-6:30 a.m.	1	0	None
G	Sherman St./Shopko	Yes	:30/:30	:15	\$1.50	6:30 a.m.-6:30 a.m.	0	0	None
H	North 6 th St./Riverview	No	:30/:30	:15	\$1.50	6:30 a.m.-6:30 a.m.	1	0	None
I	Stewart Ave./Aspirus Hospital	Yes	:30/:30	:15	\$1.50	6:30 a.m.-6:30 a.m.	2	0	None
J	Thomas St.	Yes	:30/:30	:15	\$1.50	6:30 a.m.-6:30 a.m.	0	0	None
K	Schofield/Rothschild/Weston	No	:60/:60	:45	\$1.50	6:45 a.m.-8:45 a.m. 10:45 a.m.-12:45 p.m. 2:45 p.m.-5:45 p.m.	0	NA ⁷	None
SYSTEM AVERAGES			:30/:30	:19	\$1.50		8	0	

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

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

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

⁴ Span of Service.

⁵ Does not include benches/shelters at Transit Center.

⁶ 2012 complaints regarding bus climate, operating policies, route, on-time performance, service levels bus stops, shelters, fares, vehicle condition, and customer amenities. Does not include driver performance complaints.

⁷ Route was not in operation in 2012.