

**** 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.

Notice is hereby given that the TRANSIT COMMISSION of the City of Wausau, Wisconsin will hold a regular meeting as shown below.

Meeting of the: **TRANSIT COMMISSION**
Date/Time: Thursday, November 21, 2019 @ 1:15 p.m.
Location: City Hall Board Room (2nd floor), 407 Grant Street, Wausau
Members: Becky McElhaney(C), Pat Peckham, Mary Thao, Keith Draheim, Kathi Zoern

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

1. Call Meeting to Order
2. Public Comments
3. Approval of Minutes – October 17, 2019
4. Discussion and Possible Action on Financial Report and 2020 Operating Budget
5. Discussion and Possible Action on Transit Ridership Report
6. Discussion and Possible Action on Proposed Changes to Passenger Fares
7. Discussion and Possible Action on Paratransit No-Show Policy
8. Discussion and Possible Action on Paratransit Appeal Process
9. Discussion and Possible Action on Grant Administration Procedures
10. Discussion and Possible on Bus Shelter Request for Former Ponderosa Motel Location
11. Discussion and Possible Action on Dates and Time for Transit Commission Meetings
12. Future Agenda Items
13. Adjournment

Date of Next Regular Meeting: To be Determined

This notice was posted at City Hall and faxed to the Wausau Daily Herald Newsroom and City Pages on November 15, 2019 at 3:46 PM. Questions regarding this agenda may be directed to: Greg Seubert, Transit Director at 715-842-9287 or Greg.Seubert@ci.wausau.wi.us.

In accordance with the requirements of Title II of the Americans with Disabilities Act (ADA), the City of Wausau will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities. If you need assistance or reasonable accommodations in participating in this meeting or event due to a disability as defined under the ADA, please contact **Greg Seubert, Transit Director at 715-842-9287 or Greg.Seubert@ci.wausau.wi.us** or the **City's ADA Coordinator at (715) 261-6620 or clerk@ci.wausau.wi.us** at least 48 hours prior to the scheduled meeting or event to request an accommodation.

Interpreter services are available free of charge upon reasonable notice.
Yog koj hais rau peb paub ua ntej, peb muaj neeg tuaj txhais lus pab dawb rau koj

TRANSIT COMMISSION MINUTES

Date and Time: The Transit Commission met on Thursday, October 17, 2019 at 1:15 P.M. at Wausau City Hall, 407 Grant St., Wausau, WI.

Members Present: Keith Draheim, Kathi Zoern, Pat Peckham

Also Present: Greg Seubert (Metro Ride), Rebecca Bliven (Metro Ride), Mayor Robert Mielke (City of Wausau)

Members Excused: Mary Thao, Becky McElhaney

In accordance with Chapter 19 of the 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 Kathi Zoern after noting a quorum was present.

Public Comments

No public comments.

Approval of Minutes

Peckham moved to approve the minutes of the July 18, 2019 meeting. Draheim seconded the motion. Motion carried.

Peckham asked for clarification on the bus shelter at the Ponderosa Motel location agenda item. Mielke asked if there were any extra bus shelters that could be used. Seubert said that no ADA accessible shelters were available. Mielke asked what the cost would be for a new bus shelter to be placed at the Ponderosa Motel. Seubert said he thought it would be around \$3,000 for the shelter alone and it does not include the easement, concrete, etc. Seubert said that that he did not place it on the agenda because ownership and future use of the property are in question.

Peckham made a motion to have the Ponderosa Bus Shelter added to the agenda for the next meeting. Draheim seconded the motion. Motion carried.

Financial Report

Seubert provided the revenue and expense summary through September 2019. Overall, Seubert said that it is pretty unremarkable. Revenues and expenses are both under budget. Fixed-route service is at about 59.5% of budget and Paratransit is at about 58.7%. Seubert pointed out that parts are slightly over budget and he expects that to get a little worse before the end of the year. There have been some major engine issues that needed to be addressed. Seubert said that the only other line item that may raise questions is Meeting Expense. He noted that both operations supervisors have been attending training when available, as part of succession planning.

Seubert provided a list of 2020 capital projects. There were three Metro Ride projects submitted. One was facility maintenance, which was approved. It includes the replacement of existing lighting with LED fixtures. The second item approved is a floor scrubber/sweeper. Several Metro Ride IT projects did not get approved, including telephone and security system replacement.

Seubert stated that two 2019 capital projects have been delayed due to staffing shortages. One is bus replacement with VW Settlement money and the other is bus shelter replacement. He said that a P.O. will be issued once WisDOT procurement requirements are met. Seubert said that the bus shelter project may have to wait until 2020. Peckham asked if the purchase order for buses would include four new buses. Seubert said that it would. Seubert added that the grant agreement is in place and the next step is to go through the WisDOT procurement process.

Seubert handed out an operating budget exhibit. He anticipates a slight decrease in State and Federal funding awarded. He said that although State transit funding will increase by 2%, that does not keep pace with increasing expenses. Some of the major expenses drivers in the budget are parts, wages, health insurance, vacation, and the city's administrative fee. Peckham asked if a 30% increase for health insurance is correct. Seubert said that it was correct, but some of it may have to do with adding another full-time position. The most significant trend on the exhibit the shifting of expenses paid by the City of Wausau. Expenses increase by 3.9%, while revenues decline, so the City must make up the difference. The City has indicated that this trend is not sustainable. Seubert said that passenger revenue must increase or costs must to be reduced.

No action was taken.

Ridership Report

Seubert provided a ridership report. Ridership is down overall by about 9% compared to a year ago. Revenue is down about 7%. In response to question from the last meeting about the impact of Shopko closing on Route G ridership, Seubert provided a ridership comparison of September 2018 vs. September 2019. Overall ridership was down about 2%, but Route G (Shoko) was down 11.5%. Ridership on Route J was down by 31%, probably because of the Thomas Street construction project. Seubert added that Paratransit ridership and budget are right on track.

No action was taken.

Changes to Transit Services and/or Passenger Fares

Seubert said that he was asked to explore options to reduce expenses, increase revenue, or both. His first thought was to take a look at services that Metro Ride provides that may be great for the community, but not central to the core business. Seubert provided an exhibit with cost reduction scenarios.

Seubert said that by eliminating the Northern Valley Workshop (NVW) run, the City's cost would actually go up. He explained that when school is in session, the NVW route is combined with express routes in the morning and afternoon. If NVW route were eliminated, we would still have to a 2-hour minimum for the driver and we would lose the revenue paid by Inlusa. Labor savings would only be achieved on the noon route and on days when school is not in session. The net impact is a \$27,000 increase in expense for the City.

The next scenario is eliminating the shuttles for Chalk Fest and the Hmong Festival. Overall, this would save the City of Wausau about \$520. Seubert explained that labor hours are diverted from maintenance work for these events. So if part-time drivers were not driving shuttle buses, they would be working in the shop instead. The only real savings would be in fuel expense.

The third scenario is to cut the weekly grocery shopping route. Because this route is only one time per week, the cost savings for the city would only be about \$1,800. Peckham asked how many passengers this route carries. Seubert said that so far this year, about 2,100 rides were provided on this route.

Seubert said that he provided the labor rate reduction scenario because labor is the biggest expense. He noted that any changes to the rate would have to be negotiated with Union, so the scenario is merely an illustration. By reducing current rates by 3%, the City would save about \$13,000,

Seubert said that these scenarios show how difficult it is to cut the City's share of the budget by cutting costs. Seubert added that receiving outside funding is both a blessing and a curse. It is a blessing when it is consistent and helps cover costs. But when it declines and expenses shift to the City, it is really hard to cut enough expense to make a significant difference. Peckham said that it doesn't look like any of the cost-reduction scenarios would be significant enough to make an impact.

Seubert provided a fare increase summary memo. He said that the current fare structure has benefitted regular riders, but some low-income people cannot afford the lump sum pre-sold fare and they end up paying the higher cash fare and ration their rides.

Seubert said that the last fare increase was in 2015 when service was eliminated in Schofield, Rothschild, and Weston. He thinks that fare increases should be used as a budget tool, not because it's been a while since the last fare increase.

Seubert noted that ridership is currently declining and it is assumed that any fare increase will cause ridership to decline further. He said that there is a commonly used formula to calculate ridership loss and it assumes that for every 3% the fare is increased, ridership will be decline by 1%. Seubert said that the formula has been fairly accurate in the past, but it does not take into account other factors that may affect ridership, like construction on Thomas Street, closing of Shopko, changing technology, or societal trends.

Seubert provided an exhibit with three fare increase proposals:

Scenario 1 proposes to increase pre-sold fares by 4-6%, which would increase revenue by just over \$5,000 and cause a ridership decline of 15,000 passengers;

Scenario 2 proposes to increase pre-sold fares by 10-12%, which would increase revenue by about \$15,000 and cause a ridership decline of just over 21,000 passengers; and

Scenario 3 proposes to increase pre-sold fares by 11-18%, which would increase revenue by about \$22,000 and cause a ridership decline of 28,000 passengers.

Seubert said that in a perfect world, he would not raise the fare when ridership is already declining. But he feels that something needs to be done to show that efforts are being made to address the current budget situation.

Zoern asked if there is a possibility to sell a weekly pass. Seubert said that the challenge with multiple types of passes is that an outlet needs to sell them. Selling multiple types of passes can get confusing and means more trips would have to be made to the outlets to deliver passes and collect revenue.

Peckham asked if a fare increase in 2020 would be the first in five years. Seubert said that that last increase was in 2015. Seubert said that no fare increase can be implemented without seeking and considering public input. Any proposal chosen today must to go to public hearing. A public notice must be published in the newspaper at least seven days prior to the hearing and public comments must be accepted for seven days following the hearing. A final decision can be made by the Transit Commission after that.

Peckham moved to continue watching for cost reduction opportunities but to enter into the public hearing phase to consider Scenario 2 in some form. Draheim seconded the motion. Motion passed.

Smoking Policy for Metro Ride Transit Center

Seubert said that a complaint was received from a rider regarding a Metro Ride employee smoking near the bus. The complainant asked that we consider banning smoking at the Transit Center.

Seubert passed out the current smoking policy for the Metro Ride Transit Center, as well as the city's smoking ordinance. Seubert said that the Transit Center is only supervised during peak times of the day during the school year, so policy enforcement is difficult.

Seubert said that the current policy does not address a requirement in the City ordinance that approaches to facilities be smoke-free. He asked the city attorney's office to review the current policy to make sure it complies with both the city ordinance and state law. The attorney's office suggested changing signage in the bus shelters to read "no smoking within so many feet" and that would solve the problem.

Zoern asked if the policy would pertain to drivers and passengers. Seubert said that it would. Zoern asked what other transit systems are doing. Seubert said that he would email his peers to find out. Peckham asked how many complaints Seubert has heard on this issue. Seubert said that he believes it to be just one.

Peckham made a motion to change the language to state "No smoking within 10 feet of a bus shelter". Draheim seconded the motion. Motion carried.

Transit Director's Report

Seubert provided an update on the Youth Freedom Pass. Sales were down this year compared to last year. In 2018 West High sold 109 passes and this year they sold 15. Staffing changes may have contributed to the decrease in sales. Peckham said that he feels that the Youth Freedom Pass is a good thing and the Commission should continue to offer this option.

Seubert gave a report on the triennial review. A consultant representing the FTA performed a site visit in August and reviewed twenty-one areas of compliance. He found three areas where corrective action is necessary. Seubert said that none of the findings were concerning.

Seubert handed out a summary for the Wausau Hmong Festival. In two days, the shuttle carried 4,362 passengers. Shuttle service was halted at 9:00 p.m. on Sunday due to inclement weather. Seubert said that his only criticism is that the hours of service were quite long.

Future Agenda Items

- Ponderosa Location Bus Shelter

Draheim moved to adjourn the meeting. Peckham seconded the motion. Motion carried.

Respectfully submitted,

Becky McElhaney, Chairperson

rb

Wausau Area Transit System, d.b.a. Metro Ride
Revenue & Expense Summary
Year to Date
October 31, 2019

		City	State	83%
Revenue	Year to Date	Budget	Budget	% of Total (City Budget)
Adults	\$90,937.55	\$112,354.04	\$112,354.04	80.9%
Students	\$125,236.80	\$172,448.97	\$172,448.97	72.6%
Elderly & Disabled	\$45,252.20	\$56,679.04	\$56,679.04	79.8%
Trippers	\$26,069.52	\$36,209.11	\$36,209.11	72.0%
Paratransit	\$7,173.50	\$9,180.00	\$9,180.00	78.1%
Total Revenue	\$294,669.57	\$386,871.16	\$386,871.16	76.2%
Expense-Fixed Route Bus				
Wages - Drivers	\$668,322.77	\$876,547.33	\$876,547.33	76.2%
Wages - Repair & Garage	\$203,934.56	\$250,327.17	\$250,327.17	81.5%
Wages - Administrative	\$197,684.02	\$245,921.39	\$245,921.39	80.4%
Total Wages	\$1,069,941.35	\$1,372,795.89	\$1,372,795.89	77.9%
Employee Welfare	\$658,447.18	\$880,922.09	\$880,922.09	74.7%
Services	\$242,013.48	\$324,224.70	\$324,224.75	74.6%
Fuels & Lubes	\$177,722.21	\$298,445.06	\$298,445.06	59.5%
Tire Expense	\$24,423.12	\$28,693.86	\$28,693.86	85.1%
Parts, Supplies, Rep & Laundry	\$206,120.67	\$243,459.23	\$243,459.23	84.7%
Maint-Blds, Grds, Euqip	\$12,682.91	\$37,953.25	\$37,953.25	33.4%
Utilities	\$35,507.07	\$55,512.39	\$55,512.39	64.0%
Insurance	\$39,602.65	\$65,185.96	\$65,185.96	60.8%
Advertising	\$4,632.18	\$15,000.00	\$15,000.00	30.9%
Pstg/Dupl/Off Spls/Pub Not/Software	\$14,275.56	\$13,193.67	\$13,193.67	108.2%
Fees, Subscriptions & Dues	\$4,780.00	\$4,984.50	\$4,984.50	95.9%
Meetings	\$5,548.84	\$4,100.00	\$4,100.00	135.3%
Other Expenses	\$2,151.64	\$2,625.00	\$2,625.00	82.0%
Total Fixed Route Bus Service	\$2,497,848.86	\$3,347,095.60	\$3,347,095.65	74.6%
Expense-Paratransit				
Wages and Employee Welfare	\$114,921.76	\$160,217.51	\$160,217.23	71.7%
Contractual Sevices- Marathon Cty.	\$0.00	\$0.00	\$0.00	
Contractual Services	\$9,831.63	\$12,249.04	\$12,249.04	80.3%
Supplies and Expenses	\$7,341.34	\$9,703.79	\$9,703.79	75.7%
Fixed Charges	\$11,023.07	\$12,718.92	\$12,718.92	86.7%
Miscellaneous Expense	\$0.00	\$0.00	\$0.00	
Total Paratransit Services	\$143,117.80	\$194,889.26	\$194,888.98	73.4%
Total Metro Ride Expenses	\$2,640,966.66	\$3,541,984.86	\$3,541,984.63	74.6%
Contract Expense (s.85.205)	-\$25,160.62	-\$29,192.00	-\$30,314.00	86.2%
Net Expenses	\$2,615,806.04	\$3,512,792.86	\$3,511,670.63	
Net Income (loss) from Operations	-\$2,321,136.47	-\$3,125,921.70	-\$3,124,799.47	
Other Income				
Subsidy - State	\$661,798.01	\$850,095.88	\$797,347.00	77.8%
Subsidy - Federal (operating asst.)	\$898,824.43	\$1,081,940.21	\$1,082,921.00	83.1%
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	\$693,922.18	\$1,071,581.55	\$1,122,227.41	64.8%
Wheels-to-Work	\$0.00	\$0.00	\$0.00	
Wausau School District	\$8,594.82	\$15,230.25	\$15,230.25	56.4%
Subsidy - Sec 85.21	\$42,132.03	\$65,433.48	\$65,433.48	64.4%
Recovery of Phys Damage Losses	\$0.00	\$0.00	\$0.00	
Advertising	\$15,340.00	\$41,640.33	\$41,640.33	36.8%
Miscellaneous	\$525.00	\$0.00	\$0.00	
Insurance Premium Dividend	\$0.00	\$0.00	\$0.00	
Total Other Income	\$2,321,136.47	\$3,125,921.70	\$3,124,799.47	74.3%
Total Revenue & Other Income	\$2,615,806.04	\$3,512,792.86	\$3,511,670.63	74.5%
Net Income/(Loss)	\$0.00	\$0.00	\$0.00	

**PASSENGER SUMMARY (fixed route bus)
2019**

Fare Category	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	
Adult Cash	1,608	1,705	1,832	1,691	1,531	1,370	1,356	1,327	1,310	1,462			15,192	
Adult Token	2,169	2,723	2,751	2,793	2,835	2,651	2,761	2,572	2,168	2,432			25,855	
Adult Pass	3,619	3,604	3,795	4,440	3,969	2,981	2,921	3,208	3,137	3,708			35,382	
Student Cash	559	605	499	645	675	597	279	237	512	637			5,245	
Metro Ride Tickets	745	909	658	597	670	930	869	839	671	684			7,572	
Sch. Dist. Tickets	8,103	8,293	8,102	9,460	10,638	2,458	0	4	10,409	11,843			69,310	
Student Pass	7,160	6,188	6,778	8,316	8,563	980	94	122	7,936	9,163			55,300	
Youth Freedom Pass	0	0	0	0	0	1,483	1,355	1,173	0	0			4,011	
E/H Cash	735	697	847	817	722	571	657	799	604	715			7,164	
E/H Pass	9,562	8,707	10,187	11,175	10,595	8,671	8,959	8,702	8,535	10,200			95,293	
N. V. Workshop	1,440	1,360	1,280	1,440	1,440	1,280	1,440	1,360	1,280	1,520			13,840	
Hospital	198	184	217	269	206	162	296	278	224	327			2,361	
Shopping Tripper	262	220	242	226	278	208	242	252	214	282			2,426	
Misc. Tripper	0	0	0	0	0	0	11,080	0	0	0			11,080	
TI Revenue Psgrs	35,898	34,975	36,946	41,643	41,844	24,134	20,987	20,621	36,786	42,691	0	0	336,525	
Non-Revenue Psgrs	262	220	242	226	278	208	11,322	252	214	282	0	0	13,506	
Transfers Received	4,136	4,584	4,642	4,801	4,707	2,918	2,789	2,563	3,988	4,728			39,856	
Total Passengers	40,296	39,779	41,830	46,670	46,829	27,260	35,098	23,436	40,988	47,701	0	0	389,887	
Service Days	2019	22	20	21	22	22	20	22	22	20	23	20	21	255
Avg Daily Psgrs	2019	1,832	1,989	1,992	2,121	2,129	1,363	1,595	1,065	2,049	2,074	0	0	1,529

RIDERSHIP & REVENUE SUMMARY (fixed route bus)

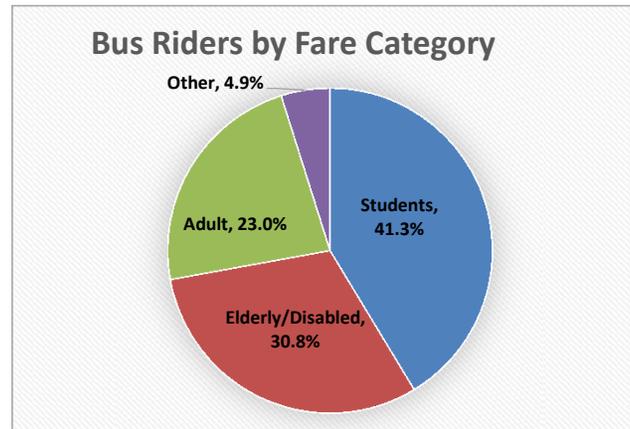
	Revenue Passengers Carried						Passenger Revenue			
	2018	2019	+/-	% Change	Avg. 10 Yr.	Avg. 5 Yr.	2018	2019	+/-	% Change
January	43,558	35,898	-7,660	-17.59%	52,273	44,253	\$37,376.63	\$32,323.58	-\$5,053.05	-13.52%
February	39,439	34,975	-4,464	-11.32%	54,052	46,213	\$34,507.00	\$32,146.81	-\$2,360.19	-6.84%
March	42,201	36,946	-5,255	-12.45%	54,898	47,851	\$35,502.32	\$32,539.86	-\$2,962.46	-8.34%
April	42,858	41,643	-1,215	-2.83%	53,582	45,361	\$35,442.92	\$34,585.28	-\$857.64	-2.42%
May	45,080	41,844	-3,236	-7.18%	53,167	46,813	\$35,496.18	\$34,575.07	-\$921.11	-2.59%
June	25,729	24,134	-1,595	-6.20%	31,652	29,470	\$22,648.36	\$22,457.86	-\$190.50	-0.84%
July	21,955	20,987	-968	-4.41%	26,257	23,465	\$19,459.00	\$20,161.83	\$702.83	3.61%
August	23,901	20,621	-3,280	-13.72%	27,419	24,239	\$27,573.77	\$19,113.12	-\$8,460.65	-30.68%
September	37,719	36,786	-933	-2.47%	51,870	45,489	\$32,675.05	\$33,224.71	\$549.66	1.68%
October	45,072	42,691	-2,381	-5.28%	54,587	47,521	\$36,608.69	\$36,279.24	-\$329.45	-0.90%
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	367,512	336,525	-30,987	-8.43%	459,757	400,676	\$317,289.92	\$297,407.36	-\$19,882.56	-6.27%

Ridership Analysis By Route
 Year to Date - October 31
 2019

Route	Tokens	MR Tickets	Sch Dist Tickets	Student Cash	E/D Cash	Adult Cash	Adult Passes	Student Passes	Youth		Hospital Psgrs	Revenue Psgrs	Transfers Recvd	Total Psgrs	Miles	Psgrs/Mile	Hours	Psgrs/Hour	Stande	Wheel-chair	% of System TI Riders
									Freedom Pass	Eld/Dis Passes											
A	4,119	590	1,196	303	1,605	2,447	5,401	1,238	382	22,330	46	39,657	4,879	44,536	32,791	1.36	2,682.08	16.61	906	664	11.42%
B	4,418	265	2,384	488	1,017	2,477	7,074	2,720	465	15,278	43	36,629	4,920	41,549	39,761	1.04	2,711.03	15.33	1,202	729	10.66%
D	2,682	1,418	4,068	524	978	1,707	5,493	4,160	639	11,943	486	34,098	6,783	40,881	35,537	1.15	2,689.43	15.20	1,038	376	10.49%
G	4,045	552	2,019	434	1,621	2,299	5,467	4,491	461	16,649	101	38,139	5,301	43,440	34,887	1.25	2,708.60	16.04	1,273	241	11.14%
H	2,912	1,001	1,184	547	600	1,854	3,471	3,943	1,254	9,409	342	26,517	3,688	30,205	42,803	0.71	2,701.97	11.18	450	165	7.75%
I	4,410	720	1,350	228	690	2,003	4,313	956	407	9,623	1,146	25,846	5,238	31,084	39,835	0.78	2,759.44	11.26	579	343	7.97%
J	1,820	155	2,159	329	379	1,657	2,108	1,212	182	5,478	68	15,547	4,140	19,687	39,794	0.49	2,678.98	7.35	69	20	5.05%
Misc. Tripper	0	0	0	0	0	0	0	0	0	0	0	0	0	11,080	1,917					24	2.84%
N. Valley Workshop	0	0	0	0	0	0	0	0	0	0	0	13,840	0	13,840	5,640	2.45	468.73	29.53	235	362	3.55%
Non Revenue Psgrs	0	0	0	0	0	0	0	0	0	0	0	0	0	1,307	0.00	222.74	0.00	0	0	0	0.00%
Shopping Tripper	0	0	0	0	0	0	0	0	0	0	0	0	0	2,426	1,165	2.08	144.73	16.76	9	4	0.62%
School Trippers	1,449	2,871	54,950	2,392	274	748	2,055	36,580	221	4,583	129	106,252	4,907	111,159	58,921	1.89	6,640.30	16.74	450	127	28.51%
Total	25,855	7,572	69,310	5,245	7,164	15,192	35,382	55,300	4,011	95,293	2,361	336,525	39,856	389,887	334,358	1.17	26,408.03	14.76	6,211	3,055	

Ridership Distribution

	Students	Elderly/Disabled		Other
		sabled	Adult	
Route A	9.35%	60.36%	30.18%	0.12%
Route B	17.26%	44.49%	38.14%	0.12%
Route D	31.70%	37.89%	28.98%	1.43%
Route G	20.86%	47.90%	30.97%	0.26%
Route H	29.90%	37.75%	31.06%	1.29%
Route I	14.16%	39.90%	41.50%	4.43%
Route J	25.97%	37.67%	35.92%	0.44%
N. Valley Workshop	0.00%	100.00%	0.00%	0.00%
Shopping Tripper	0.00%	100.00%	0.00%	0.00%
School Trippers	0.00%	4.57%	4.00%	0.12%
Total All Routes	40.84%	30.45%	22.71%	4.81%



METRO RIDE PARATRANSIT OPERATIONS REPORT
For the Period Ending October 31, 2019



<u>Expenses and Revenues</u>	83.33%		<u>% of Budget</u>	<u>% of Total</u>
	2019 <u>State Budget</u>	2019 <u>Year to Date</u>		
Wages and Benefits	160,217.23	114,921.76	71.73%	
Contractual Services	7,249.04	4,674.63	64.49%	
Supplies and Expense	14,684.73	12,498.34	85.11%	
Insurance	12,718.92	11,023.07	86.67%	
Total Paratransit Expense	194,869.92	143,117.80	73.44%	
Passenger Revenue	9,180.00	7,173.50	78.14%	
Net Expense	185,689.92	135,944.30	73.21%	

Trip Purpose

Medical		1,173		36.82%
Employment		376		11.80%
Nutrition		95		2.98%
Education/Training		1		0.03%
Social/Recreational		1,541		48.37%
Shopping/Personal Business		0		0.00%
Other		0		0.00%
Total Trips	4,088	3,186	77.94%	
Rides / Day	16	14.89	93.06%	

Mobility Status

Ambulatory		1,977		62.05%
Non-Ambulatory		1,209		37.95%
		3,186		

Trip Changes

No-Shows		14		0.40%
Cancellations		292		8.36%
Missed Trips		0		0.00%
Late Trips		3		0.09%

Miles and Hours of Operation

Total Service Miles	23,664.00	18,722.00	79.12%
Total Service Hours	2,843.76	1,967.27	69.18%
Miles/Trip	5.79	5.88	
Hours/Trip	0.70	0.62	

Performance Measures

On-Time Performance	99.91%
Cost / Trip	\$44.92

Comments

Ridership is tracking very close to budget while expenses are about 10% under budget.

Notice for Public Hearing

Notice is hereby given that public hearings will be held for the purpose of obtaining input regarding possible changes to Metro Ride passenger fares. Proposed changes are as follows:

	<u>Current Fare</u>	<u>Proposed Fare</u>
Adults:		
Cash	\$1.75	\$1.75
Tokens	10 for \$10.00	10 for \$11.00
Monthly Pass	\$38.00	\$42.00
Elderly/Disabled:		
Cash	\$.85	\$.85
Monthly Pass	\$19.00	\$21.00
Students:		
Cash	\$1.50	\$1.50
Tickets	10 for \$8.50	10 for \$9.50
School District Tickets	\$.85	\$.95
Monthly Pass	\$19.00	\$21.00
Youth Freedom Pass	\$25.00	\$28.00
Paratransit:		
Cash	\$2.25	\$2.50

Public hearings will be held in the City Hall Council Chambers, 407 Grant Street, Wausau on:

- Thursday, November 7, 2019 at 5:00 p.m.
- Friday, November 8, 2019, at 10:00 a.m.

Interested persons will have an opportunity to be heard and may submit oral or written comments at the hearings. Written comments may also be submitted to Metro Ride at 420 Plumer St., Wausau, WI 54403 or via email at metroride@ci.wausau.wi.us. All written comments must be postmarked or received by November 15, 2019.

In accordance with the requirements of Title II of the Americans with Disabilities Act (ADA), the City of Wausau will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities. If you need assistance or reasonable accommodations in participating in these hearings due to a disability as defined under the ADA, please contact Greg Seubert, Transit Director at 715-842-9287 or Greg.Seubert@ci.wausau.wi.us or the City's ADA Coordinator at (715) 261-6620 or clerk@ci.wausau.wi.us at least 48 hours prior to the scheduled meeting or event to request an accommodation.

Interpreter services are available free of charge upon reasonable notice.

Yog koj hais rau peb paub ua ntej, peb muaj neeg tuaj txhais lus pab dawb rau koj.

Greg Seubert, Transit Director

**METRO RIDE PUBLIC HEARING
ON PROPOSED INCREASES TO PASSENGER FARES**

THURSDAY, NOVEMBER 7, 2019

A public hearing on the proposed changes was held on November 7, 2019 at 5:00 p.m. in the Common Council Chambers at City Hall in Wausau.

Present were: Greg Seubert, Transit Director; Dave Mack, Wausau MPO; Kathi Zoern, Transit Commission Member.

Notice of the hearing was published in the newspaper as required by law.

Seubert explained why the hearing was being conducted; how public notice was provided; and what changes were being proposed. He answered questions and then asked attendees to provide comments.

Kathi Zoern, 915 N. 2nd Avenue, said that she is a bus rider and strongly feels that we need to keep the transit system running. She said that public transit is a quality of life issue; it is necessary for people's independence; it is good for the whole community; and that is why she agrees with the fare increase.

Kevin Walker, 500 Grand Avenue, said that bus service is a good thing to have and Saturday service should be added. He stated that the increase is logical, but he would like to see more service - like on Saturday.

No further comments were offered and the hearing was closed.

gs

**METRO RIDE PUBLIC HEARING
ON PROPOSED INCREASES TO PASSENGER FARES**

FRIDAY, NOVEMBER 8, 2019

A public hearing on the proposed changes was held on November 8, 2019 at 10:00 a.m. in the Common Council Chambers at City Hall in Wausau.

Present were: Greg Seubert, Transit Director; Rebecca Bliven, Metro Ride; Kathi Zoern, Transit Commission Member.

Notice of the hearing was published in the newspaper as required by law.

Seubert explained why the hearing was being conducted; how public notice was provided; and what changes were being proposed. He answered questions and then asked attendees to provide comments.

Donna Krause, 1036 S. 4th Avenue, said that it is a bad situation when you are increasing the fare for the disabled and elderly who often get bus passes. The increase will be difficult for people on fixed incomes and she is against it. She believes that ridership will improve, particularly on Route J once construction is completed. She said that routes should be adjusted to go where people want to go and people should have input on those changes.

Elizabeth Scully said that she agreed with comments made by the previous speaker, because the service is really needed. She said that she had some concerns about customer service provided by some of the drivers. She said that money is a problem, but the community is worthy of bus service. Because of uncertainty due to climate change, transit service should be available at all times so riders can be part of society in this community.

Kerri Flater, 1320 Grand Avenue, said that she agrees with comments made by the previous two speakers, because we need to have continuity of the bus service. She said that services need to be expanded to justify the price increase and buses need to go out to shopping locations like Walmart and Fleet Farm. She said that there are no taxis that are cheap enough for people with disabilities, so they have to rely on family members or pay big bucks to get to stores in Rib Mountain. She said that people on limited incomes cannot afford the increasing prices. She expressed concerns about the customer service provided by some of the drivers and it should be improved. She said that efforts should be made to work with surrounding municipalities to expand transit services.

Kathi Zoern, 915 N. 2nd Avenue, said that without Metro Ride she would not be able to participate in everyday activities in the community and conduct her daily life. She said that the loss of transit services has been difficult, but the fare increase is needed to maintain remaining services. Public transit is a value to the community, so people have access to jobs, medical appointments and shopping, and it is a quality of life issue and it would be a big loss to the community if transit service is discontinued.

No further comments were offered and the hearing was closed.

STEPHEN S.

I ATTENDED THE PUBLIC HEARING FOR METRO RIDE ON NOV. 8TH 2019. THE MAN WHO WAS SPEAKING SAID HE WAS RIDING THE BUSES. LIEP. I'VE NEVER SEEN HIM ON ANY OF THE BUSES NOR ANY OF THE OTHER PEOPLE, THE CAMERA MAN AND WOMAN SITTING ON THE CHAIR OR ANY COUNSEL MEMBERS OF WAUSAU (TOWN) NOT CITY.

I PREDICT THERE WILL BE NO BUSES RUNNING COME 2022, BECAUSE THE BUSES DON'T GO OUT TO PLACES WHERE PEOPLE STAY, AND RAISING THE FARE ISN'T GOING TO HELP, IT WILL ONLY BURY THEM.

A RIDER NO LONGER.

P.S. WAUSAU IS NOT A CITY IT'S
A TOWN.

RECEIVED

2019

METRO RIDE

**** 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: **POSSIBLE QUORUM OF THE TRANSIT COMMISSION**
Date/Time: Thursday, November 7, 2019 @ 5:00 p.m.
Location: City Hall Council Chambers (1st floor), 407 Grant Street, Wausau
Members: Becky McElhaney(C), Pat Peckham, Mary Thao, Keith Draheim, Kathi Zoern

It is possible that a quorum of the Transit Commission may be present at a Metro Ride public hearing for a proposed passenger fare increase.

No action will be taken.

This notice was posted at City Hall and faxed to the Wausau Daily Herald Newsroom and City Pages on November 4, 2019 at 10:00 AM. Questions regarding this agenda may be directed to: Greg Seubert, Transit Director at 715-842-9287 or Greg.Seubert@ci.wausau.wi.us.

In accordance with the requirements of Title II of the Americans with Disabilities Act (ADA), the City of Wausau will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities. If you need assistance or reasonable accommodations in participating in this meeting or event due to a disability as defined under the ADA, please contact **Greg Seubert, Transit Director at 715-842-9287 or Greg.Seubert@ci.wausau.wi.us** or the **City's ADA Coordinator at (715) 261-6620 or clerk@ci.wausau.wi.us** at least 48 hours prior to the scheduled meeting or event to request an accommodation.

Interpreter services are available free of charge upon reasonable notice.
Yog koj hais rau peb paub ua ntej, peb muaj neeg tuaj txhais lus pab dawb rau koj

**** 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: **POSSIBLE QUORUM OF THE TRANSIT COMMISSION**
Date/Time: Friday, November 8, 2019 @ 10:00 a.m.
Location: City Hall Council Chambers (1st floor), 407 Grant Street, Wausau
Members: Becky McElhaney(C), Pat Peckham, Mary Thao, Keith Draheim, Kathi Zoern

It is possible that a quorum of the Transit Commission may be present at a Metro Ride public hearing for a proposed passenger fare increase.

No action will be taken.

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Passenger Fare Increase Proposals

Prepared by Greg Seubert, Transit Director

October 10, 2019

Purpose

It is anticipated that State and Federal funding will cover 53% of operating expenses in 2020 – down from 55% in the 2019 budget. Operating revenue is projected to decline as well. The enclosed fare increase scenarios have been prepared as a budget measure meant to reduce the cost of transit services borne by the City of Wausau. Increased revenue provides a dollar-for-dollar savings for the City.

History

Our current fare structure was adopted in the mid-1990s. It is commonly known as a deep-discount fare structure. It is built on the notion that those who ride frequently should pay less and those who ride infrequently are less sensitive to paying more. By committing to a quantity of rides and paying in advance (pre-sold fares), the cost to the rider is significantly less than paying the cash fare.

Overall, the current structure has benefitted regular riders. However, some low-income people cannot afford the lump sum pre-sold fare, so they end up paying the higher cash fare and have to ration their rides. The gap (discount) between the cash fare and pre-sold fares has widened over the years and it is probably too large at this point. The most recent fare increase was in 2015 when transit services were eliminated in Schofield, Rothschild and Weston.

Impact on Revenue and Ridership

Under normal circumstances, an increase in passenger fares is accompanied by reduced ridership. A commonly used fare elasticity rule (Simpson-Curtin rule) assumes that for every 3% fares are raised, ridership will decline by 1%. I have used this rule with reasonable accuracy in the past. However, the rule does not account for other factors that affect ridership, such as service level modifications, shifting demographics, changing societal expectations, etc.

Our fixed-route bus ridership has been declining in recent years, due to all of the reasons noted above. Road construction and the closure of Shopko seem to be significant factors this year. In light of this ridership trend, it is very difficult to predict ridership and revenue fluctuations associated with a fare increase. For each of the enclosed scenarios, I have increased pre-sold fare categories and left cash fares unchanged. I have assumed an ongoing 3% trend in declining ridership, plus 1% loss for each 3% the fare is raised.

Fare Change Process

Changes to passenger fares cannot be formally approved or implemented until after public input is sought and considered. The Transit Commission must review public comments received and consider staff recommendations before final disposition of the proposed change(s), pursuant to our own policy.

I would like the Transit Commission to select a fare increase proposal at the October meeting and direct staff to seek public input via public hearing. Input received would be reviewed and considered by the Transit Commission prior to final action at the November meeting.

**Fare Structure and Estimated Ridership
Scenario 1 (4%-6% Increase)**

Fare Category	Fares 2019		Proposed Fare		% Increase	Rider Loss	2019 Riders	2019 Revenue	2020 Riders	2020 Revenue	Revenue Change	Rider Change	Rider Loss %	
ADULTS														
Cash		\$1.75		\$1.75	0.0%	3.00%	19,152	\$33,516.00	18,577	\$32,510.52	(\$1,005.48)	-575	-3.00%	
Tokens	10 @	\$10.00	\$1.00	10 @ \$10.50	\$1.05	5.0%	4.67%	31,476	\$31,476.00	30,007	\$31,507.48	\$31.48	-1,469	-4.67%
Monthly Pass		\$38.00		\$40.00	5.3%	4.75%	42,840	\$43,548.00	40,803	\$43,660.59	\$112.59	-2,037	-4.75%	
							rides/pass	37.38	1,146	passes sold	1,092			
ELDERLY/DISABLED														
Cash		\$0.85		\$0.85	0.0%	3.00%	8,476	\$7,204.60	8,222	\$6,988.46	(\$216.14)	-254	-3.00%	
Monthly Pass		\$19.00		\$20.00	5.3%	4.75%	113,946	\$46,390.40	108,529	\$46,510.34	\$119.94	-5,417	-4.75%	
							rides/pass	46.67	2,442	passes sold				
STUDENTS														
Cash		\$1.50		\$1.50	0.0%	3.00%	7,004	\$10,506.00	6,794	\$10,190.82	(\$315.18)	-210	-3.00%	
Tickets	10 @	\$8.50	\$0.85	10 @ \$9.00	\$0.90	5.9%	4.96%	9,538	\$8,107.30	9,065	\$8,158.36	\$51.06	-473	-4.96%
School Dist. Tickets		\$0.85		\$0.90	5.9%	4.96%	77,748	\$66,085.80	73,891	\$66,501.98	\$416.18	-3,857	-4.96%	
Monthly Pass		\$19.00		\$20.00	5.3%	4.75%	60,804	\$69,585.60	57,913	\$69,765.51	\$179.91	-2,891	-4.75%	
Youth Freedom Pass		\$25.00		\$26.00	4.0%		4,257	\$3,125.00	4,680	\$6,760.00	\$3,635.00	423	9.94%	
							rides/pass	16.60	3,662	passes sold	3,488			
PARATRANSIT:														
Cash		\$2.25		\$2.35	4.4%		4,055	\$9,124	4,883	\$11,475.05	\$2,351.30	828	20.42%	
Total								379,296	\$328,668	363,364	\$334,029	\$5,361	-15,932	-4.20%

		\$ Per Ride	Increase	Pre-Sold Discount	Discount Change
Tokens	2019	\$1.00		42.9%	
	2020	\$1.05	5.0%	40.0%	2.9%
Tickets	2019	\$0.85		43.3%	
	2020	\$0.90	5.9%	40.0%	3.3%
Senior/Dis. Pass	2019	\$19.00		53.6%	
	2020	\$20.00	5.3%	48.7%	4.9%
Student Pass	2019	\$19.00		38.5%	
	2020	\$20.00	5.3%	32.0%	6.5%
Adult Pass	2019	\$38.00		42.2%	
	2020	\$40.00	5.3%	36.2%	6.1%
Youth Pass	2019	\$25.00		48.1%	
	2020	\$26.00	4.0%	41.8%	6.2%

**Fare Structure and Estimated Ridership
Scenario 2 (10%-12% Increase)**

Fare Category	Fares 2019		Proposed Fare		% Increase	Rider Loss	2019 Riders	2019 Revenue	2020 Riders	2020 Revenue	Revenue Change	Rider Change	Rider Loss %	
ADULTS														
Cash		\$1.75		\$1.75	0.0%	3.00%	19,152	\$33,516.00	18,577	\$32,510.52	(\$1,005.48)	-575	-3.00%	
Tokens	10 @	\$10.00	\$1.00	10 @ \$11.00	\$1.10	10.0%	6.33%	31,476	\$31,476.00	29,483	\$32,430.77	\$954.77	-1,993	-6.33%
Monthly Pass		\$38.00		\$42.00	10.5%	6.51%	42,840	\$43,548.00	40,052	\$44,999.20	\$1,451.20	-2,788	-6.51%	
							rides/pass	37.38	1,146	passes sold	1,071			
ELDERLY/DISABLED														
Cash		\$0.85		\$0.85	0.0%	3.00%	8,476	\$7,204.60	8,222	\$6,988.46	(\$216.14)	-254	-3.00%	
Monthly Pass		\$19.00		\$21.00	10.5%	6.51%	113,946	\$46,390.40	106,530	\$47,936.32	\$1,545.92	-7,416	-6.51%	
							rides/pass	46.67	2,442	passes sold				
STUDENTS														
Cash		\$1.50		\$1.50	0.0%	3.00%	7,004	\$10,506.00	6,794	\$10,190.82	(\$315.18)	-210	-3.00%	
Tickets	10 @	\$8.50	\$0.85	10 @ \$9.50	\$0.95	11.8%	6.92%	9,538	\$8,107.30	8,878	\$8,433.93	\$326.63	-660	-6.92%
School Dist. Tickets		\$0.85		\$0.95	11.8%	6.92%	77,748	\$66,085.80	72,367	\$68,748.29	\$2,662.49	-5,381	-6.92%	
Monthly Pass		\$19.00		\$21.00	10.5%	6.51%	60,804	\$69,585.60	56,846	\$71,904.48	\$2,318.88	-3,958	-6.51%	
Youth Freedom Pass		\$25.00		\$28.00	12.0%		4,257	\$3,125.00	4,680	\$7,280.00	\$4,155.00	423	9.94%	
							rides/pass	16.60	3,662	passes sold	3,424			
PARATRANSIT:														
Cash		\$2.25		\$2.50	11.1%		4,055	\$9,124	4,883	\$12,207.50	\$3,083.75	828	20.42%	
Total								379,296	\$328,668	357,311	\$343,630	\$14,962	-21,985	-5.80%

		\$ Per Ride	Pre-Sold Increase	Discount Discount	Discount Change
Tokens	2019	\$1.00		42.9%	
	2020	\$1.10	10.0%	37.1%	5.7%
Tickets	2019	\$0.85		43.3%	
	2020	\$0.95	11.8%	36.7%	6.7%
Senior/Dis. Pass	2019	\$19.00		53.6%	
	2020	\$21.00	10.5%	48.7%	4.9%
Student Pass	2019	\$19.00		38.5%	
	2020	\$21.00	10.5%	32.0%	6.5%
Adult Pass	2019	\$38.00		42.2%	
	2020	\$42.00	10.5%	36.2%	6.1%
Youth Pass	2019	\$25.00		48.1%	
	2020	\$28.00	12.0%	41.8%	6.2%

**Fare Structure and Estimated Ridership
Scenario 3 (11%-18% Increase)**

Fare Category	Fares 2019		Proposed Fare		% Increase	Rider Loss	2019 Riders	2019 Revenue	2020 Riders	2020 Revenue	Revenue Change	Rider Change	Rider Loss %	
ADULTS														
Cash		\$1.75		\$1.75	0.0%	3.00%	19,152	\$33,516.00	18,577	\$32,510.52	(\$1,005.48)	-575	-3.00%	
Tokens	10 @	\$10.00	\$1.00	10 @ \$11.50	\$1.15	15.0%	8.00%	31,476	\$31,476.00	28,958	\$33,301.61	\$1,825.61	-2,518	-8.00%
Monthly Pass		\$38.00		\$44.00	15.8%	8.26%	42,840	\$43,548.00	39,300	\$46,257.39	\$2,709.39	-3,540	-8.26%	
							rides/pass	37.38	1,146	passes sold	1,051			
ELDERLY/DISABLED														
Cash		\$0.85		\$0.85	0.0%	3.00%	8,476	\$7,204.60	8,222	\$6,988.46	(\$216.14)	-254	-3.00%	
Monthly Pass		\$19.00		\$22.00	15.8%	8.26%	113,946	\$46,390.40	104,530	\$49,276.63	\$2,886.23	-9,416	-8.26%	
							rides/pass	46.67	2,442	passes sold				
STUDENTS														
Cash		\$1.50		\$1.50	0.0%	3.00%	7,004	\$10,506.00	6,794	\$10,190.82	(\$315.18)	-210	-3.00%	
Tickets	10 @	\$8.50	\$0.85	10 @ \$10.00	\$1.00	17.6%	8.88%	9,538	\$8,107.30	8,691	\$8,690.80	\$583.50	-847	-8.88%
School Dist. Tickets		\$0.85		\$1.00	17.6%	8.88%	77,748	\$66,085.80	70,842	\$70,842.15	\$4,756.35	-6,906	-8.88%	
Monthly Pass		\$19.00		\$22.00	15.8%	8.26%	60,804	\$69,585.60	55,780	\$73,914.94	\$4,329.34	-5,024	-8.26%	
Youth Freedom Pass		\$25.00		\$28.00	12.0%		4,257	\$3,125.00	4,680	\$7,280.00	\$4,155.00	423	9.94%	
							rides/pass	16.60	3,662	passes sold	3,360			
PARATRANSIT:														
Cash		\$2.25		\$2.50	11.1%		4,055	\$9,124	4,883	\$12,207.50	\$3,083.75	828	20.42%	
Total								379,296	\$328,668	351,257	\$351,461	\$22,792	-28,039	-7.39%

		\$ Per Ride	Pre-Sold Increase	Discount Discount	Change
Tokens	2019	\$1.00		42.9%	
	2020	\$1.15	15.0%	34.3%	8.6%
Tickets	2019	\$0.85		43.3%	
	2020	\$1.00	17.6%	33.3%	10.0%
Senior/Dis. Pass	2019	\$19.00		53.6%	
	2020	\$22.00	15.8%	48.7%	4.9%
Student Pass	2019	\$19.00		38.5%	
	2020	\$22.00	15.8%	32.0%	6.5%
Adult Pass	2019	\$38.00		42.2%	
	2020	\$44.00	15.8%	36.2%	6.1%
Youth Pass	2019	\$25.00		48.1%	
	2020	\$28.00	12.0%	41.8%	6.2%

Summary of Proposals	Revenue Change	Ridership Change
Scenario 1 (4%-6% Increase)	\$5,361	-15,932
Scenario 2 (10%-12% Increase)	\$14,962	-21,985
Scenario 3 (11%-18% Increase)	\$22,792	-28,039

**METRO RIDE
NO-SHOW POLICY**

*Approved by
City of Wausau Transit Commission
November 21, 2019*

Purpose

The Americans with Disabilities Act (ADA) provides that public transit systems establish and enforce a No-Show policy, to encourage responsible trip scheduling and paratransit use.

Metro Ride anticipates that paratransit trips will occasionally result in a no-show and the reason is sometimes beyond the rider’s control. However, a pattern or practice of no-shows or late cancellations can be costly and it reduces the efficiency and effectiveness of the Metro Ride paratransit program. This no-show policy is intended to reduce missed paratransit trips and late cancellations in order to provide better service to our riders.

No-Show Definition

A No-Show occurs when the rider fails to be present to board the vehicle at the pick-up point, within five (5) minutes after the vehicle arrives within the ready-time window. A No-Show also occurs when a scheduled trip is cancelled less than one (1) hour prior to a scheduled pick up.

Riders who establish a pattern or practice of missing scheduled trips may be suspended from service. Trips missed for reasons beyond the rider’s control (including but not limited to trips missed due transit system error) will not be used in determining that a pattern or practice exists. No-shows that are beyond the rider’s control will not be the basis for suspending paratransit service.

No-Show Notices and Suspensions

Metro Ride will notify riders by telephone or in writing when a scheduled ride results in a no-show. If a rider exceeds the No-Show Limits per Month, they will be subject to Suspension of Service. New riders will not be assessed a now-show for their first five (5) trips. Limits and suspension schedules are as follows:

No-Show Limits per Month:

<u>Trips Taken</u>	<u>No-Shows Permitted</u>
1 to 20 trips *	Maximum 2 per month
21 to 30 trips	Maximum 3 per month
31 to 40 trips	Maximum 4 per month
41 to 50 trips	Maximum 5 per month
51 to 60 trips	Maximum 5 per month

** No penalty for new riders for first five (5) trips*

No-Show Suspension of Service:

1st violation	letter of warning
2nd violation	3-day suspension of service
3rd violation	5-day suspension of service
All subsequent violations	10-day suspension of service

A record of no-show violations will be kept only for a six-month period of time. This ensures that someone with a no-show problem in January, will not be unduly punished in August unless the problem persists.

Before suspending service, Metro Ride will notify the individual by letter and provide an opportunity for appeal. Riders must submit written appeal requests within 60 days of receiving suspension letters. Paratransit service will continue until an appeal is heard and decided. Riders who miss the appeal request deadline will be suspended from Metro Ride Paratransit on the date listed on the suspension notice. All suspension appeals will follow the Metro Ride paratransit appeal policy.

METRO RIDE
ADA PARATRANSIT APPEAL PROCESS

Approved by
City of Wausau Transit Commission
November 21, 2019

Purpose

The Americans with Disabilities Act (ADA) requires transportation providers to establish a process for persons to appeal decisions if they are denied access to paratransit service. The process is available for those persons whose applications for paratransit eligibility are denied or for persons who have received suspension notices for other reasons. The process ensures that appeals will be heard by a panel independent of the initial decision maker.

An individual may file an appeal when Metro Ride denies paratransit service for:

- Denial of eligibility
- Suspension resulting from excessive pattern of no-shows and/or late cancellations
- Suspension for violent or disruptive behavior

Appeals Process

Metro Ride will inform an applicant or current customer of a decision to deny eligibility status or to suspend service by letter. The letter shall specify

Requests to appeal a denial of eligibility must be received within 60 days of the date on the eligibility denial letter. Requests to appeal a suspension must be received within 60 days of the date of the notice of the suspension letter.

Requests for an appeal must be sent in writing to:

Metro Ride
420 Plumer Street or metroride@ci.wausau.wi.us
Wausau, WI 54403

Once the request for an appeal is received, it will be reviewed by the City of Wausau Transit Commission, which meets once a month. The Transit Commission will issue a final written decision within 30 days of the appeal hearing. The decisions of the Transit Commission shall be final.

Metro Ride is not required to provide service to persons pursuing an eligibility appeal. However, if the Transit Commission has not made a decision within 30 days after the hearing, temporary service will be provided. This temporary service will continue until a decision on the appeal is reached.

Persons requesting an appeal will be notified in writing of the time, date and location of the appeal hearing. They are encouraged to attend the appeal hearing, although attendance is not mandatory. They will have an opportunity to be heard and to present information and arguments.

Accommodations such as interpreter services will be provided if requested in the appeal letter. If persons requesting appeals cannot attend, they may request a telephone interview or have another person(s) represent them at the hearing. If the individual or a designated representative is not present at the appeal hearing, the Transit Commission decision will be based on the documentation submitted. All copies of the appellants' application and all supporting materials used in the appeals process remain confidential.

Upon appeal for a No-Show or suspension of service, paratransit service will be provided pending the appeal; suspension of service will not begin until the appeals process is complete. If a decision is not made within 30 days of the completion of the appeal hearing, the person appealing the suspension shall be granted service until a final decision has been reached.

Applicants who have been denied eligibility may reapply for service at any time if there is a change in their functional mobility.

CITY OF WAUSAU
ADMINISTRATION AND MANAGEMENT PROCEDURES
FOR FEDERAL TRANSIT ADMINISTRATION (FTA) GRANTS

Revised ~~October 2016~~ November 21, 2019

The City of Wausau is a designated recipient of Federal transit funding. The following grant administration and management procedures shall be exercised by the City of Wausau and the Wausau Area Transit System (d.b.a. Metro Ride) to comply with FTA requirements.

1. Legal Authority

The Mayor of the City of Wausau or his/her designee is authorized by Common Council resolution to: execute and file grant applications; execute and file annual certifications and assurances and other documents; and execute grant and cooperative agreements with to the FTA.

2. Operating Assistance Applications

- a. Prior to submitting a grant application for a fiscal year, the Mayor or his/her designee along with the City Attorney or his/her designee shall submit an annual list of Certifications and Assurances to the FTA online grants management system (TrAMS).
- b. The State of Wisconsin Department of Transportation (WisDOT) determines the annual allocation of Federal Operating assistance for Wisconsin transit systems, pursuant to sections 85.20 and 85.205 of the state statutes. The annual operating assistance application shall incorporate funding levels specified by WisDOT.
- c. The Transit Director shall prepare annual Program of Projects (POP) that shall include all FTA funding projects. A notice of opportunity for public hearing regarding the annual POP shall be published in the designated newspaper and distributed to transportation stakeholders, including private sector transportation providers.
- d. The Transit Director shall prepare the annual operating assistance application, incorporating transit services and budgets that have been included in the annual Transportation Improvement Plan (TIP) and approved by the Transit Commission and the City of Wausau Common Council. The application shall be submitted via the FTA online grants management system (TrAMS).
- e. Following FTA review, the Mayor or his designee shall execute the annual operating assistance application via the FTA online grants management system (TrAMS).

2. Capital Grant Applications

- a. The Transit Director shall identify capital needs and request funding through the City of Wausau Capital Improvement Program (CIP), as directed by the Transit Commission.
- b. Capital items approved in the CIP shall be included in the annual TIP and in the annual WisDOT operating assistance application.
- c. The City of Wausau shall submit capital assistance applications to the FTA when appropriate.

3. Grant Reporting Procedures

The Transit Director shall prepare and submit operating and financial reports to the FTA as follows:

- a. Federal Financial Report (FFR) - within 30 days after the end of each quarter.
- b. Milestone/Progress Report (MPR) - within 30 days after the end of each quarter

- c. Ridership Activity Report - within 30 days after the end of each quarter.
- d. Safety and Security Report - within 30 days after the end of each quarter.
- e. Disadvantaged Business Enterprise (DBE) - prior to June 1 and December 1 each year.
- f. DBE goals shall be submitted on or before August 1, every third year.
- g. Management Information System (MIS) report of drug and alcohol testing results – annually prior to March 15.
- h. National Transit Database (NTD) – annually, prior to April 30.
- i. Title VI Plan - submitted every three years, no later than 60 days prior to the expiration of the previous plan.

The Finance Director shall submit operating and financial reports to the FTA as follows:

- a. Single audit of Metro Ride operations - annually, prior to June 1.

4. Requests for Advance, Reimbursement and Grant Close-Out

- a. FTA grant payment requests shall not be made in advance of actual expenditures.
- b. All FTA grant payment requests shall be for the purpose of reimbursing actual project expenditures.
- c. The Transit Director shall prepare and submit to the City Treasurer all requests for reimbursement.
- d. The City Treasurer shall request electronic transfer of FTA funds via the ECHO payment system.
- e. The Transit Director shall request grant closeout when the project has been completed or when the Federal share of the project has been exhausted.

5. Procurement

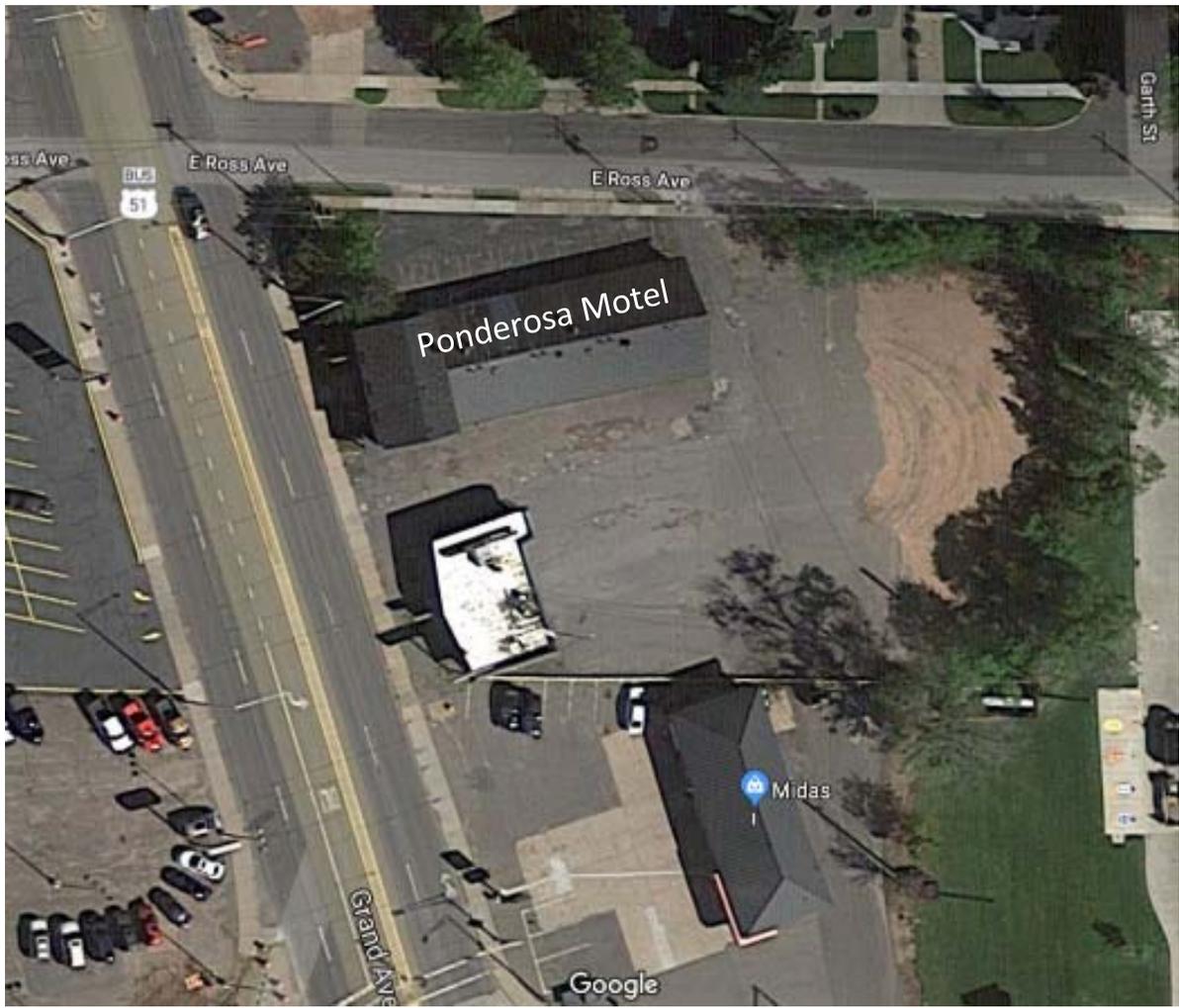
Procurement activity shall be initiated by the Transit Director or designee and conducted according to the Metro Ride Procurement Policy and in compliance with FTA and WisDOT requirements. All Metro Ride procurement specifications and contracts shall include all required third-party contract clauses, certifications, reports and forms. For FTA-funded procurement conducted without specifications or formal contract, vendors may be referred to FTA-required clauses provided on the City of Wausau/Metro Ride website.

6. Federally Funded Assets

- a. Metro Ride shall conduct a biennial inventory of all FTA funded assets.
- b. Metro Ride shall maintain a current list of all FTA funded assets, and document those removed from service.
- c. Metro Ride shall obtain FTA approval before disposing of assets prior to the end of their useful life and shall handle the proceeds according to FTA guidelines.
- d. Federally funded assets shall not be used for non-transit purposes unless the FTA has previously approved a cost allocation plan.
- e. Federally funded assets shall be properly maintained during their useful life.

7. Contractor Oversight

- a. Contractor services shall be competitively procured pursuant to the Metro Ride Procurement Policy and in compliance with FTA requirements.
- b. Contracts for transit operations shall include provisions requiring firms to comply with all FTA policy and reporting requirements.
- c. The City of Wausau/Metro Ride shall conduct and document contractor oversight as is necessary to ensure compliance with FTA requirements.



Metro Ride Bus Shelters

Current Location	Route	Qty.		Dimensions					
				Old Shelter		Concrete Pad		New Shelter	
				wide	deep	wide	deep	wide	deep
North Central Health Care 1100 Lakeview Dr., Wausau	A	1	inches feet	105 x 48 8.75 x 4.00	119 x 72 9.92 x 6.00	7.5 x 5			
Sturgeon Bluff Apartments 1320 Grand Ave., Wausau	A	1	inches feet	103 x 53.5 8.58 x 4.46	108 x 60 9.00 x 5.00	7.5 x 5			
Northcentral Technical College 1000 W. Campus Dr., Wausau	B	1	inches feet	89 x 52.5 7.42 x 4.38	192 x 86 16.00 x 7.17	7.5 x 5			
Kannenberg Plaza 1240 Merrill Avenue, Wausau	D	1	inches feet	105 x 48 8.75 x 4.00	129 x 89 10.75 x 7.42	7.5 x 5			
Marshfield Clinic - Wausau 2727 Plaza Dr., Wausau	I	1	inches feet	108 x 47.5 9.00 x 3.96	119 x 72 9.92 x 6.00	7.5 x 5			
Aspirus Wausau Hospital 333 Pine Ridge Blvd., Wausau	I	1	inches feet	108 x 47.5 9.00 x 3.96	no pad currently	7.5 x 5			
Horace Mann Middle School 3101 N. 13th St., Wausau	H	1	inches feet	103 x 53.5 8.58 x 4.46	128 x 72 10.67 x 6.00	7.5 x 5			
Total Shelters		7							

Cost Estimate

	---- Shelter Style ----		
	Dome	Barrel	Poly Hip
Shelter	\$3,890	\$4,585	\$4,680
Light Kit	\$495	\$495	\$495
Bottom Panels	\$500	\$500	\$500
Freight	\$1,250	\$1,250	\$1,250
Total Cost	\$6,135	\$6,830	\$6,925
5 Shelters	\$30,675	\$34,150	\$34,625
85.21 funds	\$25,562	\$28,458	\$28,854
Local Share	\$5,112	\$5,692	\$5,771
6 Shelters	\$36,810	\$40,980	\$41,550
85.21 funds	\$30,675	\$34,150	\$34,625
Local Share	\$6,135	\$6,830	\$6,925
7 Shelters	\$42,945	\$47,810	\$48,475
85.21 funds	\$35,788	\$39,842	\$40,396
Local Share	\$7,158	\$7,968	\$8,079



Dome Roof



Barrel Roof



Poly Hip Roof