



A PUBLIC TRANSIT PROGRAM FOR HANDICAPPED PERSONS--MILWAUKEE COUNTY TRANSIT SYSTEM

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MEMORANDUM REPORT NUMBER 21

**A PUBLIC TRANSIT PROGRAM FOR HANDICAPPED
PERSONS--MILWAUKEE COUNTY TRANSIT SYSTEM**

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A PUBLIC TRANSIT PROGRAM FOR HANDICAPPED
PERSONS--MILWAUKEE COUNTY TRANSIT SYSTEM

INTRODUCTION

On May 23, 1986, the U. S. Department of Transportation, Urban Mass Transportation Administration (UMTA), issued amended regulations governing nondiscrimination on the basis of handicap in federally assisted public transportation programs relative to the nondiscrimination requirements of Section 504 of the federal Rehabilitation Act of 1973. A major requirement of this regulation is for past and present recipients of federal transit assistance under the UMTA Sections 3, 5, 9, or 9A funding programs that operate a bus system serving the general public to document, and submit to UMTA for review, their program for providing public transportation service to handicapped persons who, because of the nature of their physical handicap, are unable to use the recipient's regular bus service for the general public. The program submitted should be developed in consultation with handicapped groups and with agencies providing transportation or social services to the handicapped person. A 60-day period for public review and comment on the program, and a public hearing on the program are to be provided, according to the new federal regulations.

A description of the program must be submitted to UMTA by June 23, 1987. Failure to submit the required program to UMTA constitutes grounds for the recipient to be found in noncompliance with the final regulations. A recipient that is determined by UMTA to be in noncompliance may face legal proceedings brought by the U. S. Department of Justice and the suspension of, or refusal to grant continued federal assistance to, the recipient's public transit programs.

Provisions for the required period of public review and comment and attendant public hearing on the proposed program were developed in cooperation with the Milwaukee County Commission on Handicapped and Disabled Persons. The membership of this Commission is listed on the inside front cover of this report.

This report documents the County's proposed public transportation program for handicapped persons; and consists of eight sections. The first section constitutes a brief review of past actions taken by the County to comply with federal laws and regulations bearing on the provision of public transportation service to handicapped persons. The second section reviews the characteristics of the existing user-side subsidy program operated by Milwaukee County to serve the transportation needs of handicapped county residents. The third section reviews the requirements of the new final Section 504 regulations recently issued by the Secretary of the U. S. Department of Transportation. The fourth section discusses the alternative service options considered by the County to meet the transportation needs of handicapped persons in the County. The fifth section sets forth the County's proposed program for providing transportation services to handicapped persons in Milwaukee County. The sixth section includes a discussion of the public comments received from the handicapped community on the proposed public transportation program and the county response to the issues raised by the public comments received. The seventh

section describes the continuing public participation process which Milwaukee County intends to follow for the program. Finally, the last section provides a summary of the information provided in the previous seven sections.

OVERVIEW OF PAST ACTIONS TAKEN TO COMPLY WITH
PREVIOUS FEDERAL LAWS AND REGULATIONS CONCERNING
PUBLIC TRANSPORTATION FOR HANDICAPPED PERSONS

Section 16(a) of the federal Urban Mass Transportation Act of 1964, as amended, sets forth a national policy that elderly and handicapped persons have the same right as other persons to use public transportation facilities and services, and directs that "special efforts" be made in the planning, design, and delivery of public transportation facilities and services to make transportation available which elderly and handicapped persons can effectively use. Section 504 of the federal Rehabilitation Act of 1973 provides that no handicapped person shall, solely by reason of his/her handicap, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity, such as public transit service, that receives federal financial assistance. Together, these two acts form the basis for ensuring that every federally aided transit system in the nation takes into account the special needs of persons having handicaps.

Adopted Regional Transportation Plan for the Transportation Handicapped

In response to the provision set forth in Section 16(a) of the federal Urban Mass Transportation Act, as amended, the Administrator of the federal Urban Mass Transportation Administration issued rules on April 30, 1976, governing the making of special efforts in public transit systems. While not specifying a program design that would meet the special efforts requirement, the Urban Mass Transportation Administration (UMTA) set forth illustrative examples of projects or levels of effort that would be deemed to satisfy the special efforts requirement for each recipient of federal transit assistance. Such examples included: the expenditure on an average annual basis of at least 5 percent of the apportionment of federal transit operating assistance made available to any urbanized area on a program to provide specialized transit services for wheelchair users and semi-ambulatory persons; the purchase of only wheelchair-accessible buses until one-half of the recipient's bus fleet was accessible; and the operation of a transit service of any design that would assure that every wheelchair user or semi-ambulatory person would have public transit service available on request for at least 10 round trips per week, at fares comparable to those charged on the recipient's regular transit buses for trips of similar lengths.

It was under these guidelines that planning efforts to determine the best way in which to provide transportation for those residents of the Southeastern Wisconsin Region who are transportation handicapped were initiated. Such planning efforts began in August 1975, when the Milwaukee County Transit Board requested the Regional Planning Commission to undertake a study of the transportation needs of the elderly and handicapped in Milwaukee County. This request was brought about in part by requests made by handicapped individuals and representatives of handicapped groups to the County Mass Transit Committee at a public hearing held concerning a federal grant application for funds to acquire the assets of the former private transit company serving the County-- Milwaukee & Suburban Transit Corporation--and to purchase 100 new buses; in part, by a Congressional mandate set forth in Section 16(a) of the federal

Mass Transportation Act of 1964 as amended; and in part by a growing realization on the part of Milwaukee County officials that equity required that handicapped persons, and particularly wheelchairbound persons, should share in the benefits of the public transit services being provided in Milwaukee County. Acting on that request, the Regional Planning Commission, in cooperation with Milwaukee County, the four public transit operators then existing in the Region, and three technical and citizen advisory committees prepared and--after public hearings--adopted in 1978 a regional transportation plan for the transportation handicapped.

The plan was designed to reduce and, in some cases, to eliminate, the existing physical and/or economic barriers to independent travel by transportation handicapped individuals. In accordance with the thrust of the federal rules then in effect, the plan recommended that the local bus systems serving the Milwaukee, Kenosha, and Racine urbanized areas be equipped with wheelchair lifts and ramps or other conveniences to the extent that the nonpeak-hour bus fleets would be fully accessible to wheelchair users and semiambulatory persons. For those transportation handicapped persons in the three urbanized areas who would continue to be unable to use public bus systems, the institution of a user-side subsidy program was recommended. Such a program would enable eligible transportation handicapped persons to arrange for their own transportation by taxi or private chair car carrier, with the local transit operator subsidizing a portion of the cost of the trip.

Specifically, with respect to the Milwaukee County Transit System, the regional plan contained the following three major recommendations:

1. Wheelchair lifts and other accessibility devices should be included on the entire fleet of buses operating during the nonpeak periods of transit system operation. At the time of the preparation of the plan, it was projected that the base fleet of the Milwaukee County Transit System would approximate 243 buses, but 280 buses would have to be equipped with wheelchair lifts in order to meet the plan recommendations, given a need to provide for sufficient spare buses to allow for maintenance "down" time.
2. A user-side subsidy program should be established to increase the mobility of transportation handicapped persons in Milwaukee County living more than two blocks from a local bus route, or who, regardless of their place of residence, could not physically use a wheelchair lift-equipped bus. It was envisioned that such a service would provide adequate mobility to all transportation handicapped persons in Milwaukee County.
3. Milwaukee County should undertake efforts to better coordinate the transportation services provided to transportation handicapped persons by other agencies in Milwaukee County.

The recommendations of the 1978 plan for the transportation handicapped were structured, in part, to meet the aforementioned federal regulations which were

¹ See SEWRPC Planning Report No. 31, A Regional Transportation Plan for the Transportation Handicapped in Southeastern Wisconsin: 1978-1982.

then in effect. These federal regulations specified that any separate specialized transit service provided in lieu of wheelchair lifts on a bus would have to be provided with user fares that were "comparable" to fares charged on the mainline transit system for similar distance traveled. This was interpreted at the time by UMTA to mean "equal" fares. In essence, then, a special efforts strategy by Milwaukee County that would consist only of a user-side subsidy program, or only of a specialized transit service provided by Milwaukee County in lieu of lift-equipping the bus fleet, would have to include a base fare equal to the base fare charged on the mainline transit system. This was deemed financially infeasible by the advisory committee guiding the plan preparation, and was one of the major factors that led to the recommendation to equip the mainline bus fleet with wheelchair lifts. By so doing, it would ensure that Milwaukee County would be free to establish and operate the user-side subsidy program with user fares set at financially feasible levels, reflecting the quality door-to-door service being provided. Wheelchair lifts on the mainline bus fleet would alone have been sufficient to meet the federal rules.

A second major factor influencing the plan recommendations was further rules being considered at that time by UMTA. The draft rules then under consideration by UMTA would have required that all buses purchased with federal funds be equipped with wheelchair lifts, regardless of the type and level of user-side subsidy/specialized service provided by a transit system.

In accordance with the plan recommendations, Milwaukee County purchased 100 new buses in 1978 and 150 new buses in 1980, all equipped with wheelchair lifts. Milwaukee County also established a user-side subsidy program in 1978, using state funds made available for the first time that year to assist counties in providing elderly and handicapped transportation services. Finally, the County Executive established a special task force to study what could be done to better coordinate existing services for the elderly and handicapped persons within the County. The work of this task force is described in a later section of this report.

The plan was formally adopted by the Milwaukee County Board of Supervisors on January 11, 1980. In adopting the plan, Milwaukee County recognized that the thrust of the federal regulations in effect at the time the plan was prepared was such as to effectively require the installation of wheelchair lifts on all newly purchased buses. The Board reserved, however, an option to discontinue any program that would not be required under future federal regulations. In addition, the Board, while setting forth its intent to operate a user-side subsidy program as recommended in the plan, reserved to itself the right to determine on an annual basis whether or not to continue such a program in light of the fact that a commitment to install wheelchair lifts on new buses would alone meet the spirit and intent of the federal regulation. The County Board also committed itself to exploring possibilities with respect to coordinating transportation services for clients of social service agencies.

Litigation Related to the Provision of Public Transportation for Handicapped Milwaukee County Residents

It should be noted that, while the regional plan for the transportation handicapped was being prepared, Milwaukee County was under a court injunction which prohibited it from acquiring new buses without wheelchair lifts. The litigation related to this court injunction was started on December 2, 1975, when a

complaint was filed against officials of Milwaukee County and the federal Urban Mass Transportation Administration in the U. S. District Court of Eastern Wisconsin on behalf of "mobility handicapped individuals." This complaint alleged that, in violation of existing federal laws such as Section 16(a) of the Urban Mass Transportation Act of 1964 as amended, federal funds were about to be used to purchase a privately owned transit system and 100 new buses which would not be accessible to the handicapped, and further that no plan existed to make the transit system accessible to the handicapped. This litigation, known as Bartels v. Biernat, Civil Act No. 75-C-704, resulted in a preliminary injunction issued by the federal court on December 24, 1975. This injunction ordered that no new mass transit vehicles which were not accessible to handicapped individuals and, particularly, to wheelchairbound individuals, could be purchased, leased, rented, or in any other way operated by Milwaukee County with federal funds until it could be demonstrated to the satisfaction of the court that mass transit facilities and services comparable to those provided by the Milwaukee County Transit System which could effectively be used by mobility impaired individuals had been planned, designed, and made available to such individuals in a nondiscriminatory manner. This injunction was made permanent by the federal courts on February 14, 1977, and remained in effect until a settlement was reached in early 1982. That settlement is discussed below.

Milwaukee County Executive's Task Force on
Transportation for the Elderly and Handicapped

In response to recommendations concerning the need for a comprehensive, coordinated transportation system for elderly and handicapped residents of Milwaukee County, as presented within the adopted regional transportation plan for the transportation handicapped, and in a final report issued by the Milwaukee County Human Services Task Force, the Milwaukee County Executive in August 1978 created the Milwaukee County Executive's Task Force on Transportation for the Elderly and Handicapped. One of the principal charges to the Task Force was to oversee the development and implementation of the coordinated system of transportation services for the elderly and handicapped. The system was to be designed to complement, but not duplicate, the transportation services in the Milwaukee County Transit System. In addition, the system was to make maximum use of existing transportation service providers--both public and private.

One of the first major activities of this Task Force was the scheduling of a series of public hearings to be held to determine the perceived transportation service problems and needs of elderly and handicapped persons. A total of five public hearings were held in February and March 1979. The first three were sponsored by the Commission on Handicapped and Disabled Persons. The issues raised by the persons attending these hearings indicated that major problems existed in several areas. Such problems identified through comments received at the public hearings included high user costs for the private specialized transportation services; a lack of adequate driver training; varying user eligibility criteria of transportation services and programs for the elderly and handicapped; and poor quality of existing specialized transportation services for elderly and handicapped persons.

The last two public hearings were sponsored by the Milwaukee County Commission on Aging. Persons attending these two public hearings brought up the problem of the lack of fixed route bus service to elderly housing sites located out-

side the transit system service area, and the need for increased transportation services to meal sites, medical destinations, and shopping areas.

The final report of the Task Force focused on ways and means to promote the independence and self sufficiency of elderly and handicapped residents through a strengthened and coordinated transportation system². The report specifically included recommendations relating to the mass transit service provided by the County's regular fixed route bus system; the specialized transportation services provided under the County's user-side subsidy program; and the coordination of existing elderly and handicapped paratransit services provided within the County. The recommendations pertaining to the County's regular fixed route bus service addressed organizational, operational, and informational elements of Milwaukee County's bus system. Key recommendations in this section related to user input, the use of lifts on accessible buses, selection of routes and lines for accessible bus service, and driver training and mobility training. Recommendations pertaining to the County's user-side subsidy program related to rider eligibility, rider's share of total cost, county subsidy rates, provider contracts, quality control, and the program's administration. Key recommendations proposed a new application and functional testing process to be followed in determining the eligibility of potential user-side subsidy riders and called for the transfer of the administration of the program to the Milwaukee County Department of Public Works--Transportation Division. Finally, the Task Force recommended that Milwaukee County authorize a feasibility study to access the merits of a modified brokerage system to coordinate special transit services for the elderly and handicapped. The final report of the Task Force was presented to the Mass Transit Committee of the Milwaukee County Board of Supervisors in 1980.

Section 504 Transit Operator Plan Amendments

On May 31, 1979, the U. S. Department of Transportation published new rules aimed at carrying out the intent of Section 504 of the Rehabilitation Act of 1973. These rules were put in place alongside the previously issued rules and, hence, did not formally supersede the old rules. The new rules required all public transit systems receiving federal aid to make one-half of the fixed route buses in service during the peak hour accessible to handicapped persons within a three-year period. In addition, the new rules required that all buses purchased with federal assistance after the effective date of the regulation be accessible to handicapped persons through wheelchair lifts or ramps.

In response to these rules, the Regional Planning Commission and Milwaukee County jointly conducted a supplemental planning effort designed to amend the adopted regional transportation plan for the transportation handicapped. This supplemental effort, termed³ the "Section 504 planning effort," culminated in an amendment to the plan.³ Given the mandate for wheelchair lifts by the

²See Milwaukee County report entitled, Task Force on Transportation for the Elderly and Handicapped--Final Report, April 1980.

³See SEWRPC Community Assistance Planning Report No. 39, A Public Transit System Accessibility Plan, Volume Two, Milwaukee Urbanized Area/Milwaukee County, May 1980.

federal government, the plan amendment for Milwaukee County set forth a schedule for ensuring that the transit system bus fleet of the Milwaukee County Transit System would meet the accessibility requirements specified in the federal rules. Under the plan amendment, one-half of the buses in fixed route service during the peak hour were to be equipped with wheelchair lifts. Under the previous plan, the entire fleet in service during the nonpeak periods of system operation were to be equipped with wheelchair lifts. The plan amendment called for Milwaukee County to acquire enough wheelchair lift equipped buses to meet this recommendation by July 2, 1982.

The plan amendment was developed under the guidance of the Steering Committee of the Milwaukee County Executive's Task Force on Transportation for the Elderly and Handicapped, which served as the advisory committee for the Milwaukee County Section 504 planning effort. The amendment was formally adopted by the advisory committee on May 22, 1980; by the Milwaukee County Board of Supervisors on June 17, 1980; and by the Regional Planning Commission on June 20, 1980. In the interim, until bus fleet accessibility was achieved, the plan amendment called for Milwaukee County to pursue the provision of an interim accessible transportation service within Milwaukee County by continuing to operate the user-side subsidy program established by the County in 1978.

Interim Final Federal Regulation

On July 20, 1981, the Secretary of the U. S. Department of Transportation, acting in response to a federal court decision that Section 504 of the Rehabilitation Act of 1973 did not authorize the Secretary to require that all buses be made accessible to handicapped persons, issued a proposed new rule amending the rule issued on May 31, 1979. In effect, the amendment which was promulgated on an interim basis reinstated the special efforts rules that were first set forth in 1976. The interim final rule restated examples illustrating a level of effort by a public transit system that would be deemed by the Urban Mass Transportation Administration to satisfy all federal requirements. Such examples consisted of the following:

1. Operation of a program for wheelchair users and semi-ambulatory persons that would involve the expenditure of an average annual dollar amount equivalent to at least 3.5 percent of the federal transit operating and capital grant assistance received by⁴ each recipient of funds under the UMTA Section 5 formula grant program.
2. Making one-half of the bus fleet accessible to wheelchair-bound individuals.
3. Providing a substitute transit service with wheelchair-accessible vehicles, with coverage and service levels similar to those of the regular transit system.

⁴The UMTA Section 5 formula grant program was replaced by the Section 9 formula block grant program beginning with federal fiscal year 1984. The UMTA Section 9 program continues to make available transit operating and capital assistance on a formula basis to urbanized areas.

4. Operation of a system of any design that would assure every wheelchair user or semi-ambulatory person public transit service upon request for at least 10 round trips per week at fares comparable to those charged on standard transit buses for trips of similar lengths.

A transit system could satisfy federal requirements by providing the service described in any one of the identified four examples.

Under the interim final rules, each transit system was to submit certification that it was making appropriate special efforts to provide transportation services that handicapped persons are able to use. The filing of such a certification by a transit system was deemed compliance with all of the federal laws and regulations dealing with transportation for handicapped individuals.

In response to the interim final rules and also to acute funding problems facing Milwaukee County in the provision of public transit services, the Mass Transit Committee of the Milwaukee County Board of Supervisors created a special task force in August 1981. The task force was created to review the programs utilized by Milwaukee County to provide transportation for the handicapped residents of Milwaukee County, and investigate responsible, realistic, and economically affordable alternatives to the County's special efforts strategy. At that time, the strategy consisted of both lift-equipping the buses in the regular transit system to provide mainline accessible bus service, and supporting a relatively unconstrained user-side subsidy program to provide door-to-door transportation to handicapped Milwaukee County residents. The task force was also charged with determining an appropriate basis for release from the aforementioned federal court injunction issued in 1975 in favor of a coalition of handicapped persons which prohibited Milwaukee County from acquiring new buses without wheelchair lifts.

In light of the interim final rule, which restored flexibility to the local operator as to how to best meet transportation needs of handicapped persons, the special task force examined several alternatives to the current special efforts strategy of Milwaukee County, including maintaining both the mainline accessible bus program and the user-side subsidy program; meeting the minimum requirements of the new federal guidelines with only the mainline accessible bus program or the user-side subsidy program; or discontinuing the mainline accessible bus program but continuing the user-side subsidy program at various levels of funding. The task force concluded that an appropriate special efforts strategy which would also be a basis for release from the current federal court injunction prohibiting Milwaukee County from acquiring new buses without wheelchair lifts would be the abandonment of the current dual special efforts strategy in favor of a single strategy of a user-side subsidy program. Under this approach, Milwaukee County would not provide accessible bus service on the regular bus routes operated for the general public. Rather, the lifts on all buses would be locked in place or removed, handrails repositioned as necessary, and the current excessive rise in the steps of some buses reduced. The task force determined that the measure of an appropriate level of funding of such a program could be a percentage of the annual transit operating budget or such other level as may be negotiated between the parties involved and the federal court injunction.

The task force concluded that the current program of providing lift-equipped buses was ineffective in terms of improving the mobility of significant

numbers of wheelchair bus users, when the costs were weighed against the very limited use of accessible buses by the handicapped; and that a reduction of stair height on the buses which could be achieved by locking down the wheelchair lifts would help elderly and handicapped individuals by reducing the excessive rise on the steps of these buses. The task force also concluded that the operating costs of the lifts, when applied to the user-side subsidy program, would allow a reasonable increase in service to offset that lost to regular wheelchair bus users, and that the demand for the user-side subsidy service exhibited in 1981 was a reasonable demonstration of the level of demand which would continue to be required by the handicapped residents of Milwaukee County. The findings and conclusions of the special task force study were compiled and published in late 1981 in a report presented to the Mass Transit Committee of the Milwaukee County Board of Supervisors.⁵

The task force recommendations served as the basis for a settlement reached in January 1982 in the federal lawsuit which had prevented Milwaukee County from acquiring new buses without wheelchair lifts since 1975. The court concluded that, since operation of both the accessible bus program and the user-side subsidy program resulted in a costly duplication of services, and since a majority of handicapped persons in Milwaukee County favored the user-side subsidy program over accessible buses, the user-side subsidy program could adequately meet the public transportation needs of mobility handicapped Milwaukee County residents. Under the terms of this settlement, Milwaukee County agreed to establish a minimum annual funding level for the user-side subsidy program equivalent to at least 2.2 percent of the annual operating budget of the Milwaukee County Transit System. Milwaukee County also agreed to maintain program eligibility requirements for the program which would guarantee that the same clientele being served by the program at that time would remain eligible for the program in future years. In exchange for this action, the coalition of handicapped persons who brought about the federal court injunction agreed to drop the demands that all new buses purchased by the County be equipped with wheelchair lifts. The program thus became the primary means by which the County satisfied both the current federal regulations and the local handicapped community's demand for accessible public transportation services.

EXISTING MILWAUKEE COUNTY ACCESSIBLE SPECIALIZED TRANSPORTATION PROGRAM FOR HANDICAPPED PERSONS

Milwaukee County's current specialized transportation program for handicapped persons consists of the operation of a special user-side subsidy program. The program was established in June 1978 in direct response to a recommendation of the regional transportation plan for transportation handicapped. Milwaukee County has continued to operate the program in each year since 1978 with the program assuming its current level of importance in January 1982. As previously noted, the operation of the user-side subsidy program by Milwaukee County was a key element in a settlement reached in January 1982 to lift a federal court injunction obtained in 1975 by a coalition of handicapped

⁵ See SEWRPC Staff Memorandum entitled, "Milwaukee County Transit System: Review of Programs to Provide Transportation to Mobility Restricted Residents of Milwaukee County--Final Report by Task Force," September 1981.

persons which had prevented Milwaukee County from acquiring new buses without wheelchair lifts since the injunction had been granted.

Program Description and Operation

Under the current program, eligible handicapped users are provided with a subsidy for their transportation with which they can purchase service from private service providers of their choice. With the user-side subsidy program, the user has the freedom to choose the service provided and when and where he/she wishes to travel. During 1986 and years prior, Milwaukee County contracted with private service providers who were interested in participating in the program. By contracting with interested service providers in this manner, Milwaukee County has attempted to ensure that the service available would be able to accommodate anticipated demand. During 1987, Milwaukee County may institute a new process whereby carriers for the program would be selected through a competitive bid process. Four private taxicab companies and 11 private van carriers are currently under contract to participate in the program. The operation of the user-side subsidy program with existing private service providers in this manner gives Milwaukee County an extensive paratransit system without the need for a large outlay of funds for capital equipment. The fleets of the service providers currently participating in the program included over 240 taxicabs and about 130 vans or small buses, all of them privately owned.

Each of the service providers who participates in the program is required to sign a contract agreement with Milwaukee County indicating its willingness to participate in the program. The contract specifies that private service providers must be licensed in accordance with the ordinances of the City of Milwaukee governing the operation of taxicabs and companies providing transportation for elderly and handicapped persons. Such ordinances require that all drivers and vehicles are properly licensed in accordance with State of Wisconsin requirements; and that vehicles operated by each company are inspected by the City on a regular basis to ensure that they are maintained in a condition which provides for the safe transportation of elderly and handicapped persons.

The costs for the program are incurred on a per-trip basis. Under the program, the user pays an initial fare of \$2 directly to the service provider for each one-way trip. The program then will subsidize the remaining costs of the trip up to a maximum county subsidy of \$6 per trip for persons not confined to wheelchairs, and \$9 per trip for persons confined to wheelchairs. Any additional cost--exceeding the initial fare and maximum subsidy limit--is paid by the user directly to the private carrier. The County has recently established a maximum total trip charge of \$12 per trip--including user fares and county subsidies--for trips made by van carriers. A hardship classification also exists to partially reimburse the user for additional costs exceeding the maximum subsidy limits on trips made for medical, employment, and educational trips. Payment of the subsidized portion of the trip costs is provided by the County directly to the service providers, based on trip vouchers submitted by each provider. As a means of checks and balances, these vouchers are required to be signed by both the service provider and the user. During 1987, Milwaukee County intends to develop a computerized trip management system to help manage the voucher system and to provide better control over program expenditures.

The service area for the user-side subsidy program includes all Milwaukee County. This includes an area greater than that served by the regular fixed bus routes operated by the Milwaukee County Transit System. Under the program, eligible users request service from the participating service providers in accordance with the methods being used by each provider. Generally, taxicab service is provided upon demand, with an estimated wait time of 30 minutes and is available seven days a week, 24 hours a day. Wheelchair van carrier service is provided on a 24- to 48-hour notice and is generally available seven days a week between 7:00 a.m. and midnight. By comparison, regular bus service provided to the general public by the Milwaukee County Transit System is available seven days a week between the hours of 5:00 a.m. and 2:00 a.m.

Eligible users of the Milwaukee County user-side subsidy program include all handicapped persons--elderly or nonelderly--who have a disability--permanent or temporary--which requires him/her to use a wheelchair, a walker, or crutches and leg braces to gain mobility; or who is legally blind. These program eligibility requirements must be maintained by Milwaukee County under the terms of the settlement agreed upon by Milwaukee County and the coalition of handicapped persons in January 1982. Alternative methods of determining eligibility have been considered. The County Board of Supervisors provided funds in the 1983 budget for a functional testing program, or program to test the physical ability of a person to use public transit. When procedures for implementing the program were brought to the Mass Transit Committee of the County Board for approval, objections raised by representatives of the handicapped community led the Committee to lay the matter over indefinitely, thus retaining the existing eligibility criteria. All handicapped persons may also use the regular fixed route bus service provided by the Milwaukee County Transit System if they so choose.

To become eligible for the user-side subsidy program, handicapped persons must register for the program and pay a \$7 annual registration fee. To register for the program, the handicapped person must first obtain a certification form from the Milwaukee County Department of Public Works. After completing the part of the form providing general information about the user, and the name and address of the user's doctor or licensed health professional--registered nurse, physical therapist, or occupational therapist--the handicapped person must return the form to the Department of Public Works along with the registration fee. The Department of Public Works then sends the form to the handicapped person's doctor or licensed health professional, who is asked to certify information concerning the nature and term of the handicapped person's disability. If the handicapped person is certified to have a disability which meets the eligibility requirements for the program, he/she is registered for the program and issued an identification card which must be shown to the driver of the private company vehicle each time the user takes a trip under the program. Milwaukee County is currently replacing the existing paper identification cards with plastic embossed cards which contain a picture of the user. In 1986, approximately 8,500 Milwaukee County residents were registered under this program, of which about 6,500 were wheelchair users.

The extensive service which can be provided through this program has generally been able to satisfy the demand placed on it. Consequently, the County has not had to employ any means to prioritize trips by trip purpose.

During 1986, an estimated 462,000 one-way trips were made under the user-side subsidy program, including 334,000 one-way trips made by wheelchair users. A history of the ridership for the user-side subsidy program is shown in Table 1. The ridership data for the Milwaukee County user-side subsidy program presented in this table are based on carrier invoices submitted to the program through February 6, 1987. It should be noted that, in the second half of 1986, Milwaukee County began an investigation of abuse by private service providers participating in the program concerning the reporting of passenger trip and expense data. This investigation is currently underway.

Information on Milwaukee County's user-side subsidy program is available to handicapped persons through several public sources including the general offices of the Milwaukee County Transit System; the Milwaukee County Department of Public Works; the Milwaukee County Commission on Handicapped and Disabled Persons; and the Milwaukee County Commission on Aging. In addition, virtually all handicapped groups and agencies providing transportation and social services to handicapped persons who live in Milwaukee County are aware of the user-side subsidy program and provide information on the program to their clientele. Handicapped persons who need application forms for certification and registration for the program must call or write the Milwaukee Department of Public Works. Registered users of the Milwaukee County user-side subsidy program who wish to arrange for service through the program do so by telephoning the private service companies involved in the program directly.

Program Administration

The Milwaukee County user-side subsidy program is administered by the Milwaukee County Department of Public Works. This department also has the responsibility for administering the fixed route bus service provided to the general public by the Milwaukee County Transit System. The Department of Public Works, under the direction of the Director of Public Works and Transportation, is responsible for the application for, and administration of, grants for state aids which provide partial funding for the user-side subsidy program, and for the review of trip vouchers submitted by the private service providers under the program. Such vouchers are used as the basis for reimbursing the private service providers for the portion of their eligible costs not covered by the fares paid by eligible program users. The Director of Transportation within the Department of Public Works serves as staff to the Mass Transit Committee of the Milwaukee County Board of Supervisors. The Mass Transit Committee is composed of five members of the Milwaukee County Board of Supervisors and is responsible for making recommendations to the Board of Supervisors and the Milwaukee County Executive on all matters pertaining to policy related to mass transit and, as such, can deal directly with policy questions concerning the user-side subsidy program. Responsibilities related to advising the Mass Transit Committee on specialized transportation services and their coordination have been assigned to the Milwaukee County Commission on Handicapped and Disabled Persons by the Milwaukee County Board of Supervisors. This Commission consists of 11 members appointed by the County Executive and confirmed by the County Board. The Commission on Handicapped and Disabled Persons can advise on all matters referred to it by the County Board. Under this arrangement, the Commission interacts directly with the Mass Transit Committee of the County Board. Both the Mass Transit Committee and the Commission on Handicapped and Disabled Persons, along with the full Milwaukee County Board of Supervisors and the County Executive, advise and make policy for the Milwaukee County user-side subsidy program.

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Table 1

NUMBER OF ONE-WAY TRIPS MADE
UNDER THE MILWAUKEE COUNTY USER-SIDE
SUBSIDY PROGRAM: 1978-1986

Year	Number of One-Way Trips by Passenger Type ^a		
	Wheelchair Users	Other Eligible Users	Total
1978	11,200	--	11,200
1979	40,000	27,900	67,900
1980	73,700	67,000	141,400
1981	98,800	77,400	176,200
1982	123,600	80,600	204,200
1983	157,600	80,500	238,100
1984	197,100	97,700	294,800
1985	256,600	134,300	390,900
1986	334,500	127,500	462,000

^aData reported for the program are based on carrier invoices submitted to the program through February 6, 1987.

Source: Milwaukee County Department of Public Works
and SEWRPC.

Public Participation

The activities of the Commission on Handicapped and Disabled Persons, the Mass Transit Committee of the County Board, and the County Board as a whole are part of the public participation process currently followed by Milwaukee County. The meetings of these bodies are open to the general public and have been well attended by the handicapped community in the past, when important matters related to the user-side subsidy program have been on the agenda. As noted earlier in the report, the planning and development of Milwaukee County's transit services for handicapped persons have also, historically, been undertaken under the guidance of numerous special advisory committees which have served to help shape plan recommendations and service policy. The membership of the committees has traditionally included representation of handicapped groups and agencies providing transportation and social services to handicapped persons. Public hearings and informational meetings have also been routinely scheduled in the past by Milwaukee County and the Southeastern Wisconsin Regional Planning Commission to solicit comments from the handicapped community on preliminary plan recommendations, or on matters related to the policy or operation of specialized transportation services for handicapped persons.

Milwaukee County has also made use of special task forces created by the County Board to study issues related to the user-side subsidy program. Most recently, the Chairman of the Mass Transit Committee of the County Board established two special task forces to deal with matters related to the operation of the program. The Chairman of the Mass Transit Committee created the first of these task forces--the Subcommittee to Review the User-Side Subsidy Program--in December 1985. This Subcommittee, which included six members, met eight times between January and April 1986.

The work of this special task force resulted in three major recommendations for the user-side subsidy program. The first recommendation called for the development of a computerized trip management system for the program to help manage trip records and information, thereby helping control program expenditures. The second major recommendation called for making adjustments to the fee structure for the program in effect during early 1986. The recommended adjustments called for increasing the user fee from \$1.50 per one-way trip to \$2 per one-way trip; reducing the maximum county subsidy levels per trip from \$9.50 to \$9 for wheelchair users, and from \$6.50 to \$6 for all other eligible users; and establishing a \$12 per trip maximum total charge--including user fees and county subsidy--for trips made on wheelchair van carriers. The third recommendation called for the development of standardized routes. These routes would be composed of users who are located in the same general area and who make trips on a frequent and regular basis to the same destination at the same time of day. Typical trip destinations for such users would be day care facilities or workshops.

The recommended adjustments were the subject of a special public hearing held by the Subcommittee in March 1986 which was attended by approximately 100 persons. Of the persons in attendance at the public hearing, a total of 52 persons chose to testify. The majority of these individuals indicated their opposition to the adjustments proposed for the fee structure of the user-side subsidy program. In addition, nine written comments were received and were entered into the record of the public hearing. Of the written comments received, six objected to the proposed \$0.50 increase in user fees for the

program; two indicated general support for the proposed increase in user fees; and one indicated support for the proposed increase in fees if, as a result, more service could be provided under the program. The final written comment received was from the Milwaukee County Commission for Handicapped and Disabled Persons, and indicated that the Commission recommended implementing the proposed increase in user fees as one action to be taken to control expenditures for the program.

These recommendations were subsequently adopted by the full membership of the Mass Transit Committee in April 1986. Milwaukee County has since implemented the recommended adjustments to the user fees subsidy levels for trips made under the user-side subsidy program. The County is also in the process of developing the recommended computerized trip management system for the program.

In September 1986, the Chairman of the Mass Transit Committee created a second special task force--the Task Force to Review User-Side Subsidy Program Abuse and Administration. This Task Force was created shortly after abuse by private service providers participating in the program was discovered by county officials. Such abuses included the submitting of fraudulent vouchers by private carriers concerning the number of trips served and expenses incurred by the carrier in participating in the program. The purpose of the special task force was to review and consider alternative ways to administer and manage the user-side subsidy program to reduce or eliminate the potential for abuse by private carriers. The Task Force met twice during the fall of 1986 to review current practices followed in administering the user-side subsidy program, including program billing procedures, the private carrier voucher system, private carrier selection policy, and the content and format of private carrier contracts. The Task Force then considered possible changes to these areas of program administration which could reduce or eliminate the potential for fraud and abuse.

The findings of the Task Force supported the recommendations of the special Task Force created in December 1985 concerning the need for the development of a computerized trip management system for the program to help manage trip records and information; and the need for a new plastic embossed photo identification card for registered users of the program that could be used to transfer user information directly to trip records submitted by the private carrier to the County. The Task Force also found that other changes should be considered for the program, including a new carrier selection policy and a revised private carrier contract that would more specifically address the responsibilities of the private carriers participating in the program. All of these recommendations by the Task Force are in the process of being implemented by Milwaukee County and should be completed during 1987 and 1988.

Program Expenditures

The total annual public expenditure for operation of the Milwaukee County user-side subsidy program by Milwaukee County during 1986 was about \$3,787,000, or about \$8.20 per one-way trip. Of this amount, about \$2,769,000, or 73 percent, represents expenditures strictly for transportation provided to wheelchair users by the program. Funds used to cover this expenditure were obtained from user registration fees and several public sources, including state transit assistance programs for both urban transit and specialized transit services, administered by the Wisconsin Department of Transportation;

state programs providing assistance for handicapped persons, administered by the Wisconsin Department of Health and Social Services, Division of Vocational Rehabilitation and the Division of Health; the federal community development block grant program, administered by the U. S. Department of Housing and Urban Development; and local tax monies from Milwaukee County. Information detailing the amount of program funds obtained from these sources is provided in a later section of this report describing the source of funds for the recommended public transit program for handicapped persons.

Table 2 shows the actual, estimated, and projected expenditure levels for the Milwaukee County user-side subsidy program by Milwaukee County between 1985 and 1987--covering the current and previous two fiscal years--in order to meet the special efforts requirements suggested under the interim final rule issued in July 1981. The table also shows how this expenditure level compares with the required expenditure level set forth in the interim final rule of 3.5 percent of the average annual UMTA formula transit assistance a recipient has received during the current and previous two fiscal years. As indicated in the table, about \$3,664,000 is expected to be spent annually on the user-side subsidy program by Milwaukee County for the three-year period from 1985 through 1987. This expenditure level is equivalent to about 25 percent of the average annual UMTA formula assistance funds estimated to be received by Milwaukee County over the period, significantly exceeding the 3.5 percent funding requirements suggested in the interim final rule. Thus, Milwaukee County was in compliance with the UMTA special efforts requirement in effect for 1986 as specified in the interim final UMTA rules.

FINAL REGULATIONS ON PUBLIC TRANSPORTATION SERVICE FOR HANDICAPPED PERSONS

The Surface Transportation Act of 1982 included specific provisions directed at ensuring that adequate public transportation service was provided to handicapped persons by recipients of federal transit assistance. Under Section 317(c) of the Act, Congress directed the U. S. Department of Transportation to publish a new regulation that included minimum service criteria for the provision of transportation services to handicapped and elderly individuals. In addition, the statute required that the rule provide for public participation in the establishment of programs to provide services for handicapped persons and for monitoring of each recipient's compliance with the provisions of the regulation. Acting in response to the provisions of Section 317(c), the Secretary of the U. S. Department of Transportation published on September 8, 1983, a notice of proposed rule making containing the provisions of a proposed final rule that would replace the interim final rule issued on July 20, 1981. Based upon comments received by the U. S. Department of Transportation, the proposed final rule was subsequently refined and a new final rule was issued by the Department on May 23, 1986.⁶ The intent of the final rule is to ensure adequate public transportation service for handicapped persons without placing undue cost burdens upon the recipients of federal transit aids. The final rule specifically addresses the requirements of present and past recipients of federal transit assistance under the UMTA Section 3, 5, 9, or 9A programs who operate a bus system for the general public within an urbanized area.

⁶ See "Nondiscrimination on the Basis of Handicap in the Department of Transportation Financial Assistance Programs: Final and Proposed Rule," Federal Register, Volume 51, No. 100, May 23, 1986, pp. 18994-19038. A copy of this regulation is reproduced in Appendix A.

Table 2

EXPENDITURE LEVELS FOR USER-SIDE SUBSIDY PROGRAM OPERATED BY MILWAUKEE COUNTY: 1985-1987

Expenditure Category	Transit System Expenditures ^a			
	Year			Average Annual
	1985	1986 ^b	1987 ^c	
UMTA Section 9 Funds ^d	\$16,504,000	\$13,059,000	\$13,875,000	\$14,479,000
Milwaukee County Transit System Fixed Route Bus Service Operating Expenditures.....	\$65,818,000	\$65,615,000	\$68,509,000	\$66,647,000
User-Side Subsidy Program Operating Expenditures ^e	3,291,000	3,787,000	3,914,000	3,664,000
Paratransit Services for the Elderly Operating Expenditures.....	761,000	622,000	638,000	674,000
Total Transit Services	\$69,870,000	\$70,024,000	\$73,061,000	\$70,985,000
User-Side Subsidy Program Expenditures as a Percent of UMTA Section 9 Funds....	19.9	29.0	28.2	25.3
User-Side Subsidy Program Expenditures as a Percent of Total Transit System Expenditures.....	4.7	5.4	5.4	5.2

^aPer federal definition.^bEstimated.^cProjected.^dBased on grant obligations.^eData reported for the program are based on carrier invoices submitted to the program through February 6, 1987.

Source: Milwaukee County Department of Public Works and SEWRPC.

Service Options and Minimum Service Criteria

The final rule removes some of the flexibility allowed recipients under the existing interim final rule in selecting how they will meet their obligation to provide transportation for handicapped persons. Under the final rule, each funding recipient's public transportation program is responsible for making transportation services available to handicapped persons through one of the following service options:

1. By providing some form of demand-responsive specialized transportation service which is accessible to wheelchairbound and semiambulatory persons.
2. By providing fixed route bus service which is accessible to wheelchairbound and semiambulatory persons over the regular routes operated by the recipient on either a regularly scheduled or on-call basis. This would be accomplished through equipping buses used in fixed route transit service with wheelchair lifts, ramps, or other accessibility features. The number of buses required to be equipped with such accessibility features would be the number which is sufficient to allow the recipient to provide a level of accessible bus service which meets the minimum service criteria for accessible bus service specified in the final rule.
3. By providing a mix of both accessible specialized transportation and accessible bus services.

The service ultimately selected by the recipient must meet certain minimum service criteria specified in the final rule. The service provided must be available to all persons who, by the nature of their handicap, are physically unable to use the recipient's regular bus service for the general public. The service must also serve the same geographic area as the recipient's service for the general public at the same times and at comparable fares. There cannot be restrictions or priorities based on trip purpose; and the response time for service once a request has been made must be reasonable. The specific minimum service criteria for each service option are listed in Table 3.

Limits on Expenditures and Eligible Expenses

The recipient is required to meet the minimum service criteria for the service option selected, subject to a cap level of annual expenditures by the recipient. A cap level of annual expenditures equal to 3 percent of the recipient's average operating expenses for all public transportation services it provides, calculated based upon projected current year expenditures and expenditures for the two immediately preceding fiscal years, has been set forth in the final rule. The recipient is not required to spend more than this expenditure limit, even if, as a result, it cannot provide a level of service which fully meets all the service criteria for the service option it has selected. In this case, the recipient can reduce expenditures down to the expenditure limit by modifying one or more of the aforementioned service criteria, with the exception of the criterion governing service eligibility. The final rule requires that the recipient's service must meet the specified eligibility criterion regardless of whether the recipient can meet all service criteria without exceeding the limit on required expenditures. How the recipient chooses to modify the other service criteria for the particular service option it selects must be determined through the public participation process outlined below. If the recipient can provide a level of service which fully meets

Table 3

MINIMUM SERVICE CRITERIA FOR SERVICE OPTIONS SPECIFIED UNDER FINAL RULE

Service Characteristic	Minimum Service Criteria			
	Demand-Responsive Specialized Transportation Service	Accessible Fixed Route Bus Service		Mixture of Accessible Bus and Specialized Transportation Services
		Regularly Scheduled Service	On-Call Service	
Eligibility	All persons who, by the nature of their handicap, are physically unable to use the recipient's regular bus service for the general public.	All persons who, by the nature of their handicap, are physically unable to use the recipient's regular bus service for the general public.	All persons who, by the nature of their handicap, are physically unable to use the recipient's regular bus service for the general public.	All persons who, by the nature of their handicap, are physically unable to use recipient's regular bus service for the general public.
Response Time	Service provided within 24 hours of time request for service is made.	Not applicable--service provided to meet schedules rather than to respond to specific requests for service.	Service provided within 24 hours of time request for service is made.	Minimum criteria for specialized transportation service and accessible bus service apply to specialized service and accessible bus components of the system, respectively, for the portions of the service area and/or days and times in which each operates.
Restrictions or Priorities Placed on Trips	None	None	None	None
Fares	Fares comparable to fares for a trip of similar length made at a similar time of day charged to a user of the regular bus for service for the general public.	Fares no higher than fares charged other users of the regular bus service for the general public. Off-peak fares the elderly and handicapped must be in effect on accessible buses.	Fares no higher than fares charged other users of the regular bus service for the general public. Off-peak fares for the elderly and handicapped must be in effect on accessible buses.	Minimum criteria for specialized transportation service and accessible bus service apply to specialized service and accessible bus components of the system, respectively, for the portions of the service area, and/or days and times in which each operates.
Hours and Days of Operation	Service provided on same days and hours of operation as recipient's bus service for the general public.	Service provided on same days and hours of operation as recipient's bus service for the general public, and at intervals that allow for practicable use by handicapped persons.	Service provided on same days and hours of operation as recipient's bus service for the general public, and at intervals that allow for practicable use by handicapped persons.	Minimum criteria for specialized transportation service and accessible bus service apply to specialized service and accessible bus components of the system, respectively, for the portions of the service area, and/or days and times in which each operates.

-continued-

Table 3 (continued)

Service Characteristic	Minimum Service Criteria			
	Demand-Responsive Specialized Transportation Service	Accessible Fixed Route Bus Service		Mixture of Accessible Bus and Specialized Transportation Services
		Regularly Scheduled Service	On-Call Service	
Service Area	Service provided throughout the same geographic area as served by the recipient's regular bus service for the general public.	Service provided on all recipient's bus routes on which a need for accessible bus service has been established through the planning and public participation process.	Service provided on all recipient's regular bus routes, upon request, as needed to complete each handicapped person's trip. components of the system,	Minimum criteria for specialized transportation service and accessible bus service apply to specialized and accessible bus components of the system, respectively, for the portions of the service area and/or days and times in which each operates.

Source: U. S. Department of Transportation and SEWRPC.

the minimum service criteria for an amount less than the expenditure limit, then the limit can be ignored for the fiscal year in question.

Only certain expenses are eligible to be counted in determining whether the recipient has exceeded the limitation on required expenditures incurred in meeting the service criteria for the service option selected. To be eligible to be counted toward the required expenditure limitation, an expenditure must meet two basic criteria. First, it must be an expenditure by the recipient of its own funds, including any federal or state transit assistance it receives for its public transportation program. Second, it must be an expenditure specifically undertaken to comply with the requirements of the final rule. In both cases, the total expenditures a recipient makes are counted, not just the net expenditures after farebox or other revenues are considered. Expenditures by the recipient to comply with other federal, state, or local regulations, and expenditures by other agencies on transportation services for handicapped persons other than those provided to comply with the final rule cannot be counted for this purpose. Expenditures by the recipient that may be counted in determining whether the recipient has exceeded its limitation on required expenditures include the following:

1. The total capital and operating costs of specialized transportation services;
2. The incremental capital and operating costs of accessible bus systems;
3. The administrative costs directly attributable to coordinating transportation services for handicapped persons provided by the recipient with those provided by other service providers;
4. The incremental costs of training the recipient's personnel to provide transportation services to handicapped persons; and
5. Any incremental costs associated with providing half-fares for elderly and handicapped persons during nonpeak hours of transportation service operation.

Only expenditures made specifically to comply with the requirements of the final rule are eligible to be counted toward the maximum expenditure limit. If a recipient chooses to provide a level of transportation service above and beyond what the final rule requires, only the expenditures actually needed to meet the final rule are eligible to be counted. With respect to transportation services provided by a recipient which may serve more than just the required handicapped persons--such as ambulatory elderly persons--only those expenditures for the service attributable to the transportation of the eligible handicapped persons may be counted in determining whether the recipient has exceeded the cap level of required expenditures. In addition, expenditures for the purchase of vehicles and other major capital expenditures must be annualized over the expected useful life of the item. Only that portion of the capital expenditure attributable to a given fiscal year may be counted in determining the recipient's eligible expenses for that year.

Program Documentation and Public Participation Requirements

Recipients of UMTA Section 3, 5, 9, or 9A funds who operate a bus system within an urbanized area serving the general public must, according to the final

rule, prepare and submit to UMTA documentation on the required program for handicapped persons. This documentation should include a description of the service option selected by the recipient; the characteristics of the service to be provided; the schedule for implementing the proposed service; and the sources of funding for the proposed service. The program must also include "milestones," or statements of the progress the recipient intends to make each year toward implementing the proposed service, in accordance with the proposed schedule.

The final rule requires that the recipient's plan and milestones must provide for full implementation of the proposed services as soon as reasonably feasible. UMTA, in reviewing the proposed program, will approve a "phase-in" period for each recipient on a case-by-case basis, reflecting the "as soon as feasible" policy prescribed in the final rule, as well as the realistic needs of each recipient for time to phase-in service. The final rule provides for a maximum phase-in period of up to six years. During this phase-in period, the recipient must continue to provide at least the level of service that it certified it would provide under the former interim final rule issued on July 20, 1981.

The final rule states that the planning and development of the recipient's program must be done through a locally developed public participation process. The public participation process followed by the recipient must allow for the following:

1. Consultation during the planning process with handicapped persons and groups representing them, social service organizations, concerned state and local officials, and the Metropolitan Planning Organization.
2. A 60-day comment period on the recipient's proposed program during which at least one public hearing on the proposed program must take place; and
3. The distribution of notices and materials pertaining to the program in a form useable by persons with vision and hearing impairments.

The recipient must make efforts to accommodate, but is not required to adopt, any significant comments on the proposed program made by the public or by the Metropolitan Planning Organization as part of the public participation process. Responses to the significant comments made including the recipient's reasons for not accommodating significant comments must be made available to the public by the recipient no later than the time it adopts the program for transmittal to UMTA.

The recipient must also provide for a continuing public participation process to be followed in the development, implementation, and operation of the transportation service for handicapped persons called for in the recipient's adopted program. The process must ensure that consultation with handicapped groups and with agencies providing transportation or social services to handicapped persons continues during the development, implementation, and operation

⁷ The Southeastern Wisconsin Regional Planning Commission has been designated by the Governor as the official areawide Metropolitan Planning Organization for the seven-county Southeastern Wisconsin Region.

of the recipient's transportation service for handicapped persons. Should the recipient determine that significant changes are needed to its adopted program following its approval by UMTA, the recipient must follow the same public participation process used in developing the original program, as well as secure UMTA approval of the altered program.

Program Submittal and UMTA Review

The final rule requires each recipient to submit to UMTA a copy of its adopted program for providing public transportation to handicapped persons and a summary of the public comments received on the program, together with the recipient's responses to the comments received. In addition, the submittal by the recipient should also include documentation of the projected cost of implementing the recipient's program, the cost of any alternatives considered by the recipient, the projected amount of the cap level of required expenditures for the recipient, and the rationale for any reduction of service quality below levels which fully meet the aforementioned minimum service criteria. Upon receiving the recipient's submittal, UMTA will then complete a review of each recipient's program submission and notify the recipients in writing that the program is either approved as submitted; that it requires certain specified changes in order to be approved; or that it is disapproved. If the program is not approved as submitted, the recipient will have between 30 to 90 days to submit a modified program to UMTA for approval. UMTA may condition approval of the re-submitted program on specified changes to its content or additional public participation activities.

Program Compliance and Monitoring

The final rule states that, once the recipient's proposed program has been approved by UMTA, the recipient has the obligation to actually provide the service to handicapped persons that is prescribed in its program. In this respect, the recipient must take all actions necessary to ensure that the service is actually provided. The final rule states that the recipient's obligation to assure the provision of such service includes, but is not limited to, the following:

1. Ensuring that vehicles and equipment are capable of accommodating all handicapped users for whom the service is designed, and that vehicles and equipment are maintained in proper operating condition;
2. Ensuring that a sufficient number of spare vehicles are available to maintain the levels of service called for in the program;
3. Ensuring that personnel used in providing this service are trained and supervised so that they operate vehicles and equipment safely and properly, and treat handicapped users of the service in a courteous and respectful way;
4. Ensuring that adequate assistance and information concerning the use of this service are available to handicapped persons, including those with vision or hearing impairments. This obligation would include making adequate communications capacity available to enable handicapped users to obtain information about the service and to enable such users to make requests for service;

5. Ensuring that service is provided in a timely manner in accordance with the times service has been requested or with scheduled pick-up times; and
6. Ensuring that eligible handicapped persons capable of using the recipient's regular service for the general public are not denied the service on the basis of the nature of their handicap or type of mobility assistance device--such as canes, crutches, walkers, or guide dogs--the handicapped user may require, even though the recipient may also provide a specialized transportation service for handicapped individuals.

UMTA will monitor the compliance of each recipient through a regular review process required for each recipient under the UMTA Section 9 transit assistance program. Under the Section 9 program, UMTA is required every three years to review and evaluate the entire spectrum of each Section 9 recipient's federally assisted mass transit activities.

If a recipient falls behind the schedule for phasing in the transportation service prescribed under its adopted program, the recipient must submit a report to UMTA. This "slippage" report must describe the problem or delay experienced, the reasons for the problem or delay, and the corrected action or actions the recipient has taken or has proposed to take to ensure that the approved implementation schedule for its prescribed service is met. The report is to be submitted to UMTA by no later than the program approval anniversary date of any year in which any such slippage occurs. This same reporting requirement will apply after the recipient's proposed service has been fully implemented for any year in which the recipient's service for any reason falls below the prescribed performance level. Failure to make the required report to UMTA is, in itself, a ground for a recipient's being found in non-compliance with the obligations under the final rule.

ALTERNATIVE PUBLIC TRANSPORTATION PROGRAMS FOR HANDICAPPED PERSONS

The final rule allows recipients of federal transit assistance a choice of three alternative service options for providing transportation service to handicapped persons. These three options are: 1) providing some form of specialized transportation service; 2) providing accessible bus service; or 3) providing some combination of specialized transportation and accessible bus service. The potential of each of these three basic service options to meet the needs of Milwaukee County for public transportation services to handicapped persons in Milwaukee County were evaluated.

Provide Specialized Transportation Service Through User-Side Subsidy Program

The final regulation would allow Milwaukee County to continue to operate its user-side subsidy program, which provides a subsidy directly to handicapped persons with which they can purchase transportation service of their choice from private transportation providers. The program presently generates an annual ridership of about 462,000 one-way trips. Continuation of the program without major service modifications would require a total annual expenditure of about \$4,014,000 by Milwaukee County in 1987.

The final rule also requires that specialized transportation services provided by the recipient to meet the requirements of the final rule must meet certain

minimum service criteria, subject to a cap level of expenditure by the recipient. A comparison of the service characteristics of the specialized transportation service currently provided under the Milwaukee County user-side subsidy program, with the minimum service criteria specified under the final rule, is shown in Table 4.

The information presented in this table indicates that the existing service characteristics of the specialized transportation services provided under the user-side subsidy program would clearly satisfy the specific minimum service criteria in two of the six areas addressed under the final rule--restrictions or priorities placed on trips, and service area. The existing service characteristics in a third area--fares--also would appear to satisfy the minimum service criteria of the final rule. With respect to fares, users of the taxicab and wheelchair van carrier services provided under the program pay an initial fare of \$2 per one-way trip for trips which do not exceed established maximum county subsidy levels for wheelchair and nonwheelchair users. Any additional costs exceeding the maximum county subsidy level is paid by the user directly to the service provider. The cost per trip for users under the user-side subsidy program compares with a base adult cash fare of \$1 per one-way trip charged to users of the regular fixed route transit service provided by the Milwaukee County Transit System. In guidance describing its interpretation of various provision of the final rule, UMTA has indicated that it is likely that it would question fare levels for specialized transportation services that were more than two to three times the fares charged to users of the regular bus system. Fares currently charged to users of the user-side subsidy program fall within the tolerance levels indicated by UMTA as acceptable for this requirement and, therefore, should be considered as comparable to fares charged on the regular service provided by the Milwaukee County Transit System.

The existing service characteristics of the specialized transportation service provided under the user-side subsidy program in two other areas--response time and hours of operation--could be considered by UMTA as not meeting minimum service criteria. With respect to response time, the wheelchair van carrier service offered under the user-side subsidy program is generally provided within 24 to 48 hours of the time the request for service is made. The minimum service criteria proposed under the final rule called for service to be provided within 24 hours of the time the request for service was made. With respect to hours of operation, wheelchair van carrier service is generally provided between 7:00 a.m. and midnight. These service hours are flexible and have been tailored to meet demand. The minimum service criteria prescribed in the final rule called for service to be provided during the same hours as the recipient's regular bus service for the general public. Bus service for the general public as provided by the Milwaukee County Transit System is generally available between 5:00 a.m. and 2:00 a.m.

While the existing service characteristics of the Milwaukee County user-side subsidy program in these areas may not fully meet the minimum service criteria for specialized transportation services prescribed under the final federal rule, such differences are permitted, as noted earlier, if it is anticipated that program expenditures would exceed the cap level expenditure specified under the final federal rule. The final UMTA rules allow a recipient to modify certain of the minimum service criteria including those governing

Table 4

COMPARISON OF CHARACTERISTICS OF THE SPECIALIZED TRANSPORTATION
CURRENTLY PROVIDED UNDER THE MILWAUKEE USER-SIDE SUBSIDY PROGRAM
WITH THE MINIMUM SERVICE CRITERIA SPECIFIED UNDER THE FINAL RULE

Service Characteristic	Minimum Service Criteria for Specialized Transportation Service Prescribed Under Final Rule	Characteristics of Specialized Transportation Service Offered under Milwaukee County User-Side Subsidy Program	Characteristics of Regular Transit Service Provided by the Milwaukee County Transit System
Eligibility....	All persons who, by nature of their handicap, are physically unable to use the recipient's regular bus service for the general public.	Any elderly or nonelderly handicapped Milwaukee County resident who has a disability which requires him/her to use a wheelchair, walker, or crutches and leg braces to gain mobility; or who is legally blind (Civil Act No. 75-C-704).	All persons physically capable of using regular transit buses.
Response Time..	Service provided within 24 hours of time request for service is made.	Taxicab service provided generally within 30 minutes of request for service. Wheelchair van carrier service provided within 24 to 48 hours of request for service.	Service provided on basis of regular fixed schedules.
Restrictions or Priorities Placed on Trips.....	None.	None.	None.
Fares.....	Fares comparable to fares for a trip of similar length made at a similar time of day charged to a user of the recipient's regular bus service for the general public. ^a	Fare of \$2.00 charged to all users for trips with a county subsidy level of up to \$6.00 for nonwheelchair users and \$9.00 for wheelchair users. Additional costs above county subsidy level paid by users.	Base adult fare of \$1.00 charged regardless of length of trip or time of day trip is made.
Hours and Days of Operation..	Service provided on same days and during same hours as the recipient's regular bus service for the general public.	Taxicab service provided 24 hours a day, seven days a week. Wheelchair van carrier service provided between 7:00 a.m. and midnight, seven days a week.	Service provided on most bus routes between 5:00 a.m. and 2:00 a.m. the following day, seven days a week.
Service Area...	Service provided throughout the same geographic area as served by the recipient's regular bus service for the general public.	Service provided throughout Milwaukee County.	Area within Milwaukee County within one-quarter mile of regular bus route.

^a In determining the comparability of fares charged on a recipient's fixed route bus service and specialized transportation service, UMTA will consider, as the basis for making this comparison, the fare which the individual would be charged for making the trip on the recipient's fixed route bus service if he or she were not handicapped.

response time and hours of operation, in order that expenditures for specialized transit service would not represent more than 3 percent of total public transit system expenditures. Over the past two years, the user-side subsidy program expenditures have represented about 5 percent of total transit system expenditures.

Provide Accessible Bus Service

The second service option allowed under the final rule is to provide accessible bus service. Under this service option, a recipient would equip the buses used in the operation of his fixed route transit system with wheelchair lifts, ramps, or other accessibility features in order to make them accessible for wheelchairbound and semiambulatory handicapped persons.

This service option has been considered in the past by Milwaukee County and, in fact, was once part of its adopted special efforts strategy for providing public transit service to transportation handicapped persons. In this respect, the original recommendations for Milwaukee County as set forth under the regional transportation plan for transportation handicapped prepared in 1978, and the plan amendment for Milwaukee County prepared in 1980 in response to a federal regulation mandating wheelchair lifts on transit buses which were then in effect, called for buses operated in fixed route transit service by the Milwaukee County Transit System to be equipped with wheelchair lifts. In accordance with the recommendations of the original plan and the plan amendment, Milwaukee County purchased 250 new transit buses equipped with wheelchair lifts--100 in 1978 and 150 in 1980--and deployed these 250 buses on a regularly scheduled basis on 17 regular bus routes by the middle of 1981. At that time, the 250 accessible buses represented about 40 percent of the total active bus fleet of the transit system, and about 47 percent of the bus fleet in service during the peak periods of transit system operation. On the 17 routes with regularly scheduled lift-equipped bus service, from 50 to 60 percent of the buses were lift-equipped during the peak periods of service, and about 90 percent of the buses were lift-equipped during nonpeak periods. However, the wheelchair lifts received very little use, particularly in relation to their substantial capital and operating costs. During 1981, it was estimated that only about 800 bus rides were made on the accessible bus service by individuals in wheelchairs.

When the federal government published interim final rules in July 1981 which lifted the mandate for accessible bus service specified in previous federal regulations issued in May 1979, Milwaukee County determined that it should discontinue providing mainline accessible bus service in favor of providing a specialized transportation service through the user-side subsidy program. This decision was made based on the results of a special task force created by the Mass Transit Committee of the Milwaukee County Board of Supervisors in August 1981. The findings of this task force are described in a previous section of this report. The decision to discontinue accessible bus service was linked to a parallel decision to use the operating funds made available by eliminating the accessible bus program for the user-side subsidy program. This decision was strongly supported by the handicapped community within Milwaukee County. The wheelchair lifts on the 250 buses equipped with them when purchased were subsequently locked up or removed from the buses.

In light of its previous experience in providing mainline accessible bus service, Milwaukee County does not consider this service option to be a viable

alternative. In rejecting this service option, Milwaukee County recognized the conclusion of the special task force that, on the whole, wheelchair lifts are effective for providing public transit service only to a very small number of transportation handicapped individuals and are not at all effective in improving the mobility of the great majority of transportation handicapped persons. While equipping buses with wheelchair lifts would enable wheelchair users to board transit buses, wheelchair users would still be required to get to a bus stop to board the accessible vehicle. This requirement alone can be viewed as a formidable for four to six months each year due to the particularly harsh winter weather routinely experienced in the Milwaukee area. During this time, wheelchair users would risk dramatically greater exposure to life and safety because of slippery or snow covered surfaces and frigid temperatures. Milwaukee County also recognized that many handicapped persons currently using the user-side subsidy program would be disadvantaged by this alternative.

Provide Combination of Accessible Bus and Specialized Transportation Services

The final service option allowed under the final rule is to provide a mix of both accessible specialized transportation service and accessible bus service. This service option essentially represents the special efforts policy which Milwaukee County followed between 1978 and January 1982. During this time, Milwaukee County supported a dual special efforts strategy for providing special transportation services for handicapped persons. This strategy consisted of providing accessible fixed route bus service on the regular routes of the Milwaukee County Transit System and the provision of specialized transportation services through the operation of the Milwaukee County user-side subsidy program.

This dual efforts strategy was abandoned by Milwaukee County in favor of a single strategy of supporting the user-side subsidy program in January 1982 based on the findings of the special task force created by the Mass Transit Committee of the Milwaukee County Board of Supervisors in August 1981. Consequently, this service option also was not considered to be a viable alternative by Milwaukee County for the same reasons that the service option proposing only accessible bus service is not considered to be a viable option.

RECOMMENDED PUBLIC TRANSPORTATION PROGRAM FOR HANDICAPPED PERSONS

Based upon a review of the alternative service options allowed under the final rule, Milwaukee County determined that it would comply with the current federal regulation by providing a specialized transportation service for handicapped persons, and that the existing user-side subsidy program would be retained to provide the required transportation service.

Program Description

With the exception of some minor modifications in three areas of program administration as described below, Milwaukee County proposes to submit the user-side subsidy program as currently operated in response to its requirements under current federal regulations. A description of the user-side subsidy program as currently operated by Milwaukee County was presented in a previous section of this report.

The first modification proposed for the current user-side subsidy program is the development and implementation of a computerized trip management system for the program. This system would establish a computer link with carriers participating in the program, and would allow for the analysis of trip information before a trip is made. This proposed system would allow Milwaukee County to coordinate trips in various ways and ensure that other funding sources are utilized when appropriate. The trip management system is scheduled to be developed and implemented in the program during 1987.

The second modification to the program involves the process followed in contracting with private carriers to provide service under the program. In 1986 and previous years, Milwaukee County contracted with all private service providers who expressed an interest in participating in the program. Beginning with 1987, Milwaukee County will follow a private carrier selection process that will utilize a competitive bid process. Milwaukee County intends to contract with service providers who operate safe, dependable, clean, courteous, and cost-efficient services.

The final modification proposed for the current program is the replacement of the paper identification cards currently issued to registered users with a plastic identification card which includes a picture of the user. The user information will be embossed on the plastic card to enable the card to be used to transfer user information directly to trip records using an imprinter machine by each driver at the time the trip is made. The new photo identification cards are scheduled to be issued to registered users in mid-1987.

Private Enterprise Participation

Under the current user-side subsidy program, eligible handicapped users purchase service directly from private service providers of their choice, with Milwaukee County contracting with private service providers who are interested in participating in the program. It should be noted that the contracting for transit services from private transit providers in this manner serves to implement an UMTA initiative directed at increasing the involvement of the private sector in the provision of the transit services. The intent of the UMTA policy is to promote a more competitive environment and increased opportunities for the private sector in the provision of transit services and their operation. By continuing to contract for service from private transit companies in this manner, Milwaukee County would continue to implement and be in conformance with this UMTA policy.

Implementation Schedule

Because Milwaukee County proposes to retain, with only minor modifications, the program of specialized transportation service which it currently provides under the user-side subsidy program as its required public transportation program for handicapped persons, the time which will be required for the County to phase in its proposed program will be less than two years. The proposed program will, in effect, be fully implemented immediately. The implementation schedule for the aforementioned program modifications is set forth in Table 5.

Expenditure Limit

The final rule specifies a cap level of annual expenditures by the recipient for its program equal to 3 percent of the recipient's average operating expenses for all public transportation services it provides, calculated based

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Table 5

SCHEDULE FOR IMPLEMENTING PROPOSED PROJECTS FOR
MILWAUKEE COUNTY USER-SIDE SUBSIDY PROGRAM

Year	Description of Projects
1987	<ol style="list-style-type: none">1. Continue to operate user-side subsidy program.2. Develop and implement a computerized trip management system.3. Implement competitive bid process for private carrier selection and contracting.4. Develop and issue new photo identification cards to registered users.
1988	<ol style="list-style-type: none">1. Continue to operate user-side subsidy program.2. Complete implementation of computerized trip management system.
1989	<ol style="list-style-type: none">1. Refine and monitor operation of user-side subsidy program.
1990	<ol style="list-style-type: none">1. Refine and monitor operation of user-side subsidy program.
1991	<ol style="list-style-type: none">1. Refine and monitor operation of user-side subsidy program.
1992	<ol style="list-style-type: none">1. Refine and monitor operation of user-side subsidy program.

Source: Milwaukee County Department of Public Works and SEWRPC.

upon projected current year expenditures and expenditures for the two immediately preceding fiscal years. In guidance describing its interpretation of various provisions of the final rule, UMTA has indicated that recipients should also estimate the expenditure limit for at least the phase-in period and the first full year of operation of the program at its full performance level. The recipient is not required to expend more than this limit even if, as a result, it cannot provide a level of service which fully meets all the service criteria for the service option it has selected. If the recipient can provide a level of service which fully meets the minimum service criteria for an amount less than the expenditure limit, then the limit can be ignored.

The cap level of expenditures by Milwaukee County for the user-side subsidy program, calculated for the period 1985-1987, would be about \$2,130,000, as shown in Table 6. The average expenditure of funds on the user-side subsidy program during this period is expected to be about \$3,664,000, or about 5.2 percent of the total expenditures by Milwaukee County during this period on its fixed route bus service, the user-side subsidy program, and specialized transportation service for the elderly. This amount would be about \$1,534,000, or about 74 percent, above the cap level of expenditure prescribed under the final rule. By 1988--the first full year of service at the program's full performance level--the cap level of expenditure for the user side subsidy program is projected to be about \$2,192,000, based on projected expenditures by Milwaukee County on transit services for the period 1987-1988. The average expenditure of funds on the user-side subsidy program during this period is projected to be about \$3,914,000, or about 79 percent over the prescribed cap expenditure level. Expenditures on the user-side subsidy program are, consequently, projected to remain significantly above the cap level of expenditures prescribed under the final rule throughout the entire phase-in period.

Modification of Minimum Service Criteria

The final UMTA rule states that a recipient is not required to expend more than the cap expenditure level on its program. As previously noted, expenditures by Milwaukee County on its user-side subsidy program are projected to remain above its cap level of expenditures as prescribed by the final rule. Milwaukee County has, therefore, determined that the minimum service criteria specified under the final rule with respect to response time and hours of service will be deviated from to accommodate the existing service characteristics of the user-side subsidy program in these areas. It should be noted that Milwaukee County proposes to modify the minimum service area criteria of the final rule not to reduce the current level of expenditures for its user-side subsidy program as allowed under the final rule but, rather, only to allow for the operation of the user-side subsidy program with its current service characteristics.

Source of Funding

The actual and projected funding of the expenditures for the Milwaukee County user-side subsidy program for the period from 1985 through 1989 is shown in Table 7. The primary source of public funds used to cover the expenditures for the program will be local property taxes levied by Milwaukee County, which will provide between 44 and 80 percent of the funds needed to operate the program during this period. A second major source of funds for the program during this period will be the Wisconsin Department of Transportation, which will provide between 17 and 50 percent of the program funding. Other sources of funds which will continue to be used during this period include funds

Table 6

COMPARISON OF AVERAGE ANNUAL EXPENDITURES FOR THE MILWAUKEE
COUNTY USER-SIDE SUBSIDY PROGRAM WITH CAP LEVEL OF
EXPENDITURE PRESCRIBED UNDER THE FINAL RULE: 1985-1989

Expense Category	Transit System Expenditures ^a				
	Year				
	1985	1986 ^b	1987 ^c	1988 ^c	1989 ^c
Milwaukee County Transit System Fixed Route Bus Service Operating Expenditures.....	\$65,818,000	\$65,615,000	\$68,509,000	\$68,509,000	\$68,509,000
Milwaukee County User-Side Subsidy Program Specialized Transportation Operating Expenditures..	3,291,000	3,787,000	3,914,000	3,914,000	3,914,000
Milwaukee County Specialized Transportation for Elderly Persons Operating Expenditures.....	761,000	622,000	638,000	638,000	638,000
Total	\$69,870,000	\$70,024,000	\$73,061,000	\$73,061,000	\$73,061,000

Expense Category	Transit System Expenditures ^a					
	Average Annual: 1985-1987		Average Annual: 1986-1988		Average Annual: 1987-1989	
	Amount	Percent of Total	Amount	Percent of Total	Amount	Percent of Total
Milwaukee County Transit System Fixed Route Bus Service Operating Expenditures.....	\$66,647,000	93.9	\$67,544,000	93.7	\$68,509,000	93.8
Milwaukee County User-Side Subsidy Program Specialized Transportation Operating Expenditures..	3,664,000	5.2	3,872,000	5.4	3,914,000	5.3
Milwaukee County Specialized Transportation for Elderly Persons Operating Expenditures.....	674,000	0.9	633,000	0.9	638,000	0.9
Total	\$70,985,000	100.0	\$72,049,000	100.0	\$73,061,000	100.0
Cap Level of Expenditures for Handicapped Public Transportation Program Under Final Federal Rule....	\$ 2,130,000	3.0	\$ 2,161,000	3.0	\$ 2,192,000	3.0

^aPer federal definition. Data reported for the program are based on carrier invoices submitted to the program through February 6, 1987.

^bUnaudited.

^cProjected.

Source: Milwaukee County Department of Public Works and SEWRPC.

Table 7

DISTRIBUTION OF EXPENDITURES ON MILWAUKEE COUNTY
USER-SIDE SUBSIDY PROGRAM AMONG FUNDING SOURCES: 1985-1989

Funding Source	Funds Available by Year ^a									
	1985		1986 ^b		1987 ^c		1988 ^c		1989 ^c	
	Amount	Percent of Total	Amount	Percent of Total	Amount	Percent of Total	Amount	Percent of Total	Amount	Percent of Total
Wisconsin Department of Transportation Urban Mass Transit Operating Assistance Program.....	\$ --	--	\$1,399,000	36.9	\$1,271,000	32.5	\$1,271,000	32.5	\$1,271,000	32.5
Wisconsin Department of Transportation Specialized Transportation Assistance Program for Counties.....	572,000	17.4	488,000	12.9	475,000	12.1	475,000	12.1	475,000	12.1
Wisconsin Department of Health and Social Services, Division of Vocational Rehabilitation.....	7,000	0.2	10,000	0.3	8,000	0.2	8,000	0.2	8,000	0.2
Milwaukee County Department of Social Services Title IX Funding.....	20,000	0.6	20,000	0.5	25,000	0.6	25,000	0.6	25,000	0.6
Milwaukee County Tax Levy.....	2,639,000	80.2	1,653,000	43.6	2,086,000	53.3	2,086,000	53.3	2,086,000	53.3
User-Side Subsidy Program										
User Registration Fees.....	53,000	1.6	63,000	1.7	49,000	1.3	49,000	1.3	49,000	1.3
Other ^d	--	--	154,000	4.1	--	--	--	--	--	--
Total	\$3,291,000	100.0	\$3,787,000	100.0	\$3,914,000	100.0	\$3,914,000	100.0	\$3,914,000	100.0

^aPer federal definition. Data reported for the program are based on carrier invoices submitted to the program through February 6, 1987.

^bUnaudited.

^cProjected.

^dCommunity Development Block Grant funds.

Source: Milwaukee County Department of Public Works and SEWRPC.

available through the Wisconsin Department of Health and Social Services, Division of Vocational Rehabilitation; the Milwaukee County Department of Social Services; and user registration fees. Together, these sources of funds will provide the remaining 3 to 6 percent of the funds needed for the program. Milwaukee County intends to continue to use all available funding programs in future years to reduce the amount of expenditures which is funded with local tax dollars.

PUBLIC REACTION TO THE PROGRAM

To obtain public reaction and solicit comments on its proposed handicapped transit program from the local handicapped community, as well as the general public, Milwaukee County undertook a two-part public participation process. Under the first part of this process, the proposed program was presented to the Milwaukee County Commission on Handicapped and Disabled Persons. This Commission has the responsibility of advising the Mass Transit Committee of the Milwaukee County Board of Supervisors on specialized transportation services. The membership of this Commission is listed on the inside front cover of this report. A committee of the Commission met three times--on April 1, April 15, and April 29, 1987--to review Milwaukee County's proposed handicapped transportation plan, and to approve the holding of a formal public hearing on the proposed plan.

As the second part of this process, the proposed program was made available for public review and comment through a formal public comment period, during which period a formal public hearing was held. The official public comment period on the County's proposed transit program for handicapped persons extended from Friday, April 3, 1987, through Tuesday, June 2, 1987. A legal notice announcing the public comment period was prepared and published in several newspapers within Milwaukee County, including each of the two major local newspapers of circulation within Milwaukee County--The Milwaukee Journal, an evening newspaper, and the Milwaukee Sentinel, a morning newspaper--plus two additional newspapers read by the County's minority population--The Spanish Journal and the Milwaukee Times Weekly Newspaper. The public hearing on the program was held on Thursday, May 21, 1987, from 4:00 to 7:00 p.m. in the third floor assembly room of the Milwaukee County Courthouse Annex, which is both a transit and a handicapped person-accessible facility. Approximately four weeks prior to the public hearing, special efforts were made to reach and inform interested persons of the public hearing. A legal notice announcing the public hearing was prepared and published in the same newspapers as was the notice of the public comment period. In addition, a special notice was prepared and distributed to the 8,000 persons currently registered for the user-side subsidy program. Approximately 3,000 copies of this special notice were also provided to the Milwaukee County Commission for Handicapped and Disabled Persons for their distribution, and approximately 2,000 copies were provided to the Milwaukee County Commission on Aging for their distribution.

A copy of the entire report documenting Milwaukee County's proposed handicapped transit program, as well as a copy of the aforereferenced public notices, were available for public review at the offices of the Milwaukee County Department of Public Works located in the Milwaukee County Courthouse Annex, and at the offices of the Milwaukee County Commission on Handicapped and Disabled Persons. Provisions were also made to provide a loan copy of the report on a cassette tape to anyone requesting such a tape.

An estimated 70 persons attended the public hearing. Of those in attendance, 34 persons testified or commented on the program. A summary of the oral and written comments provided by those testifying at the public hearing is provided in Appendix B to this report. In addition, 20 letters with comments on matters pertaining to the County's proposed program were received during the public comment period. These letters are also included in Appendix B of this report.

Issues Raised Through Public Comments Received at
the Public Hearing and During the Public Comment Period

Many of the public comments received were complimentary of the existing user-side subsidy program, and indicated the appreciation of the users of the public transit service which is available through the program. Several other comments were received which described problems encountered by handicapped persons in trying to use the regular bus service provided within the County, or which related to requests made by elderly county residents for better fixed route bus service in the northern and northwest portions of Milwaukee County. The other comments received were directed toward the current operating characteristics and administrative policies of the current user-side subsidy program. Of these comments, the largest number received were related to the subject of the current eligibility criteria for the user-side subsidy program, and proposed expansion of program eligibility to include handicapped persons who find it very difficult or impossible to use the regular fixed route bus service, but are not eligible to use the user-side subsidy program as they are not blind and do not use a wheelchair, walker, leg brace, or crutches. Following is a summary of the substantive written and oral comments received and the response of Milwaukee County to each of these comments.

Comment: The current eligibility requirements for the Milwaukee County user-side subsidy program excludes some handicapped persons who are unable to use the regular fixed route bus service, including the frail elderly and other people who would have extreme difficulty riding on, and waiting for, a regular bus--including people with health-related disabilities such as strokes, heart conditions, and Alzheimer's disease.

Response: The Milwaukee County user-side subsidy program is open to Milwaukee County residents who are legally blind; or who have a condition for a period of at least three months that requires the use of a wheelchair, walker, or crutches and leg brace. Persons having other handicaps such as deafness and impaired balance have been assisted with accommodations made to the County's mainline fixed route transit service such as teletypewriter information services, preferential seating, and stairwell handrails and stanchions. Additionally, the County's Commission on Aging provides transportation to elderly and slightly handicapped persons under an annual contract with Elder Care Lines, Inc. Finally, various other private nonprofit agencies, with the assistance of available UMTA Section 16(b)(2) funds, provide transportation for elderly and handicapped residents of Milwaukee County.

Comment: Milwaukee County should consider some form of functional testing which would evaluate whether or not a handicapped person is able to use regular transit service, and which could be used as a basis for determining, or possibly expanding, eligibility for the user-side subsidy program.

Response: The current federal guidelines do not prescribe the means a recipient should use to determine physical inability to use regular bus service, such as a functional testing program. Milwaukee County has considered in the past implementing a functional testing program to test the physical ability of a person to use public transit as a means of determining whether or not a handicapped persons should be eligible for the user-side subsidy program. The implementation of such a functional testing program was last considered in 1983, when the Milwaukee County Board of Supervisors provided funds for such a testing program in the budget for the user-side subsidy program. However, when procedures for implementing the program were brought to the Mass Transit Committee of the County Board for approval, objections were raised by representatives of the local handicapped community. Such objections led the Mass Transit Committee to lay the matter over indefinitely, thus retaining the existing eligibility criteria. The Mass Transit Committee of the County Board has not reconsidered the implementation of such a functional testing program to this date because of the past objections of the local handicapped community.

Comment: Some individuals currently using the user-side subsidy program may be able to use the County's regular fixed route transit service. In comparing the County's current expenditures for the program with the cap level of expenditures required under the federal regulations, the current expenditures should be reduced by the amount expended to serve handicapped persons who could use the County's regular fixed route transit service, but chose not to do so.

Response: The County's current expenditures for the program include all funds expended to provide transportation to the current classes of handicapped persons which have been defined as eligible for the program--including handicapped persons who are confined to a wheelchair, require the use of a walker, crutches and leg braces, or are legally blind. As noted above, past efforts to implement a functional testing program which could be used to determine eligibility for the user-side subsidy program were dropped after objections to such a program were raised within the local handicapped community. In light of the current federal guidelines, which do not prescribe any particular procedures--such as a functional testing program--that must be used to determine eligibility. Milwaukee County believes that it has complied to the best of its ability with the requirement that eligible users of the program be physically unable to use the County's fixed route bus service. Accordingly, all its expenditures on the program should be eligible to be counted in meeting the cap level of expenditures prescribed under the current federal regulation.

Milwaukee County would also like to note that its expenditures for subsidizing trips made by wheelchairbound handicapped persons under the program would alone be sufficient to meet the prescribed cap level of expenditures. This information is shown in Table 8.

Comment: The fares charged to users of the program are not comparable to those charged to users of the County's fixed route bus service, and can be excessive for long trips.

Response: Currently, each user under the program pays an initial fare of \$2 directly to the service provider for each one-way trip. The program will then

Table 8

COMPARISON OF AVERAGE ANNUAL EXPENDITURES FOR WHEELCHAIRBOUND
AND OTHER ELIGIBLE USERS OF THE MILWAUKEE COUNTY USER-SIDE SUBSIDY PROGRAM
WITH CAP LEVEL OF EXPENDITURE PRESCRIBED UNDER THE FINAL RULE: 1985-1989

Expense Category	User-Side Subsidy Program Specialized Transportation Operating Expenditures by Year ^a				
	1985	1986 ^b	1987 ^c	1988 ^c	1989 ^c
Subsidies to Wheelchairbound Users.....	\$2,286,000	\$2,769,000	\$2,604,000	\$2,604,000	\$2,604,000
Subsidies to Other Eligible Users.....	726,000	751,000	627,000	627,000	627,000
Administrative and Other Costs.....	279,000	267,000	683,000	683,000	683,000
Total	\$3,291,000	\$3,787,000	\$3,914,000	\$3,914,000	\$3,914,000

Expense Category	Transit System Expenditures ^a					
	Average Annual: 1985-1987		Average Annual: 1986-1988		Average Annual: 1987-1989	
	Amount	Percent of Total	Amount	Percent of Total	Amount	Percent of Total
Milwaukee County Transit System Fixed Route Bus Service Operating Expenditures.....	\$66,647,000	93.9	\$67,544,000	93.7	\$68,509,000	93.8
Milwaukee County User-Side Subsidy Program Specialized Transportation Operating Expenditures						
Subsidies to Wheelchairbound Users.....	2,553,000	3.6	2,659,000	3.7	2,604,000	3.5
Subsidies to Other Eligible Users.....	701,000	1.0	668,000	0.9	627,000	0.9
Administrative and Other Costs.....	410,000	0.6	545,000	0.8	683,000	0.9
Subtotal	\$ 3,664,000	5.2	\$ 3,872,000	5.4	\$ 3,914,000	5.3
Milwaukee County Specialized Transportation for Elderly Persons Operating Expenditures.....	674,000	0.9	633,000	0.9	638,000	0.9
Total	\$70,985,000	100.0	\$72,049,000	100.0	\$73,061,000	100.0
Cap Level of Expenditures for Handicapped Public Transportation Program Under Final Federal Rule....	\$ 2,130,000	3.0	\$ 2,161,000	3.0	\$ 2,192,000	3.0

^aPer federal definition. Data reported for the program are based on carrier invoices submitted to the program through February 6, 1987.

^bUnaudited.

^cProjected.

Source: Milwaukee County Department of Public Works and SEWRPC.

subsidize the remaining costs of each trip as long as the total costs of each trip do not exceed \$11 for wheelchair users or \$8 for nonwheelchair users. Any additional costs for each trip which exceed these maximum limits is paid by the user directly to the private carrier. For trips made by wheelchair users, the County has recently established a maximum total trip charge of \$12 per trip--including user fares and county subsidies--which can be charged for wheelchair van service under the program. As a result of this policy, fares paid by wheelchair users are effectively limited to no more than \$3 per one-way trip regardless of the length of the trip.

The County recognizes that, because a similar maximum total trip charge has not been established for trips made by nonwheelchair users, the user fares paid by such handicapped persons for long trips may be higher than those for similar trips made by wheelchair users.

With respect to comparability of fares, the higher fares charged under the Milwaukee County user-side subsidy program reflect the higher quality of service provided by the program and the significantly higher costs of providing the service. In terms of quality of service, users of the user-side subsidy program are provided with personalized, door-to-door service which can be used to travel between a specific origin and destination of their trip. Users of the regular bus system can travel only between the specific bus stops served by each bus route, which may or may not coincide with a specific origin or destination of their trip.

With respect to costs of providing transit services, the total costs--before revenues and passenger fares are taken into consideration--of providing transit service on the County's regular fixed route transit system during the first four months of 1987 was about \$1.14 per one-way trip. This compares with a total cost of about \$9.74 per one-way trip for the specialized transit service provided under the user-side subsidy program during a similar period. The fares charged to users of the user-side subsidy program reflect the fact that the specialized transportation service which is available through the program is significantly more expensive to provide than the County's regular fixed route service. In light of the significant differences in the cost per trip for each person, Milwaukee County believes it would not be reasonable to charge the same fares to users of the user-side subsidy program as charged to handicapped persons using the County's regular fixed route transit service--\$0.50 per one-way trip--or the regular adult cash fare charged to nonhandicapped users of the fixed route transit system--\$1 per one-way trip.

In guidance describing its interpretation of various provisions of the final rule, UMTA has indicated that it is likely that it would question fare levels for specialized transportation services that were more than two to three times the fares charged to users of the regular bus system. The average fare paid by all users under the user-side subsidy program during the first quarter of 1987 was approximately \$2.24 per one-way trip. This compares with a base adult cash fare of \$1 per one-way trip currently charged to users of the County's regular fixed route transit service. Consequently, the fares currently charged the users of the user-side subsidy program fall within the tolerance levels indicated by UMTA as acceptable for this requirement and, therefore, have been considered by Milwaukee County as comparable to the fares charged on the County's regular fixed route transit system.

Comment: The waiting time for taxicab service can sometimes be excessive.

Response: Generally, taxicab service is provided upon demand, with an estimated wait time of approximately 30 minutes. Milwaukee County recognizes that, during certain peak travel times of the day, some taxicab companies may have difficulty responding within 30 minutes of the time of the initial service request. However, Milwaukee County has attempted to ensure that the service available would be able to accommodate anticipated demand by contracting with several qualified taxicab companies interested in participating in the program. The participation of more than one taxicab company as a service provider under the program also provides eligible users under the program with the option of choosing a different service provider should they be dissatisfied with the service provided by one or more of the carriers available to the program.

Comment: Because some handicapped individuals must hire an attendant to assist them outside the transit vehicle in order to complete their trip, the total cost incurred by the user--including attendant fees and fares paid for transportation service under the program--restricts the use of the program for travel by such handicapped individuals.

Response: Under the user-side subsidy program, Milwaukee County subsidizes only the costs associated with providing transportation to eligible handicapped persons by participating private carriers. Milwaukee County does not subsidize any additional costs which may be required for attendant services needed by the eligible handicapped user. While the private carriers participating in the program are expected to provide the assistance which is required for handicapped persons to safely enter and exit each vehicle, the private carriers are not required to provide assistance to handicapped persons between the door of his/her origin or destination and the vehicle. This aspect of the program is consistent with the current federal guidelines. Consequently, Milwaukee County does not propose to have private carriers provide additional assistance as part of the transportation service which is currently subsidized under the program.

Comment: Milwaukee County should continue to develop mechanisms to control the costs of the user-side subsidy program.

Response: Milwaukee County is currently implementing two actions which should help control the costs of the user-side subsidy program. The first action taken by Milwaukee County is the development and implementation of a computerized trip management system during 1987. Once this system is fully implemented, it should provide Milwaukee County with the capability to verify the eligibility of users prior to their making a trip under the program; to limit the number of trips per month for each eligible user; and to implement a sliding subsidy fee scale which will provide for a decreased level of county subsidy per trip as the number of trips made by each eligible user increases. A second action which is intended to help reduce program expenditures will be the development and implementation during 1987 of a number of standardized routes which would serve users who are located in the same general area and who make trips on a frequent and regular basis to the same destination at the same time of day.

Comment: The implementation of standardized routes would remove the freedom of handicapped persons assigned to such routes to choose a private carrier which provides quality service. The service options and costs for such handicapped persons may also be different.

Response: Milwaukee County plans to implement standardized routes for some current users of the user-side subsidy program on a demonstration basis during 1987. Eight potential routes affecting 31 persons are included in the pilot project. Prior to the implementation of this project, Milwaukee County advertised a "Request for Bid" (RFB) for standardized routes in a number of local newspapers, and also mailed copies of the RFB to local firms who either have provided service or have expressed interest in the user-side subsidy program in the past. Responses in the form of "Statements of Qualification and Financial Responsibility" and bids on the standardized routes were received from a total of 10 local firms. The Statements of Qualification and Financial Responsibility for each firm were evaluated by a three-member evaluation panel in a uniform and consistent manner. This resulted in a numeric rating for each firm, or measure of their capability to provide the service, which was then categorized into one of five capability classes--Classes A through E.

In recommending carriers to provide contracted services for the user-side subsidy program, user accommodation was considered paramount. Consequently, standardized route award recommendations were confined to Class A carriers due to concerns expressed by users over service dependability and reliability, and due to the sensitivity of eliminating user choice by assigning specific carriers to these routes. By limiting carrier selection to those ranked in Class A, Milwaukee County believes that the program will be able to continue to provide the best quality service available to users assigned to the standardized routes.

In terms of the service options and costs for users assigned to standardized routes, Milwaukee County does not believe that the characteristics of the service provided under the program will be significantly different for these users. In being assigned to a standardized route, the user will essentially be subscribing to receive transportation service on a regular basis from the same service provider for only those trips which he/she makes on a frequent or regular basis between a particular origin and destination. An example of trips which would be considered for standardized routes or subscription service would be trips made daily by an elderly handicapped person between his/her home and a geriatric day care center. The private carrier providing the transportation service will have the option of creating a regular route to serve all such handicapped persons who have been assigned to the carrier by the county, or of incorporating the trips of such users into the regularly scheduled service which it already provides to other patrons. The handicapped user would be charged the same base fare for making the trip on a standardized route as is charged to all other eligible users under the program. The handicapped user would not be required to make all his/her trip using the same private carrier which provides the subscription service, and will be able to choose from among the other service providers participating in the program for trips other than those assigned to the standardized route.

The County recognizes that a handicapped user's freedom of choice in selecting a carrier has historically been part of the user-side subsidy program, and

that this freedom would be restricted by assigning a handicapped user to a standardized route. However, the freedom of handicapped users to select his/her carrier is not required under the service criteria specified under the current federal guidelines. It should be noted that Milwaukee County has attempted to accommodate the carrier preference of users assigned to standardized routes by assigning them to their current carrier if it is one of the carriers which has been awarded a standardized route contract.

The County also recognizes that a handicapped user assigned to a standardized route may not be allowed as much flexibility in completing his/her trips as would be available to other users under the program. In particular, whether or not a user will be able to deviate from the standardized route to add one or more trips will be left to the discretion of the private carrier. If deviation from the route is not allowed, there could be an increased cost to the user, since he/she would be required to make, and be charged for, an additional trip. Because of this potential for increased user costs, the Mass Transit Committee of the Milwaukee County Board of Supervisors, as well as the Milwaukee County Commission on Handicapped and Disabled Persons, will review the standardized route pilot project at regular intervals for such problems and to assess client rider satisfaction.

Comment: An advisory body should be developed to review plans and policies for the user-side subsidy program.

Response: The Milwaukee County Commission on Handicapped and Disabled Persons serves as such an advisory body for the user-side subsidy program. The Commission was assigned responsibilities which include advising the Mass Transit Committee of the Milwaukee County Board of Supervisors on specialized transportation services and their coordination within Milwaukee County by the Milwaukee County Board in November 1985. These responsibilities include studying and making specific recommendations on all aspects of the user-side subsidy program, including operating policies, carrier policies, and carrier contracting.

Comment: Milwaukee County should press to obtain additional funds for the program from a \$28 million surplus which has been projected for the budget of the Wisconsin Department of Transportation.

Response: Milwaukee County currently receives a portion of the public funds used to support the operation of the user-side subsidy program from the Wisconsin Department of Transportation's specialized transportation assistance program for counties, and would be in favor of any increase in such funds made available to the County through this program.

Comment: The preliminary draft report documenting Milwaukee County's handicapped transit program was prepared without consulting private carriers.

Response: The preliminary draft report prepared by Milwaukee County documenting its proposed handicapped transit program was prepared to serve as a vehicle for soliciting comments and questions from the public, including the local handicapped community, as well as from private carriers. The preparation and release of this report was not intended to exclude any individuals, groups, organizations, or service providers from the public participation process followed in the development of the program for Milwaukee County.

Rather, its purpose was to facilitate input into the process by providing both background information on the issue as well as a preliminary proposed course of action by the County. All comments received on the proposed program will be incorporated into the final document submitted to UMTA.

Comment: Milwaukee County should not have allowed private nonprofit providers to bid against private for-profit providers on the contract for standardized routes, and should have awarded the contract for all standardized routes to the private carrier submitting the lowest bid.

Response: Current federal guidelines do not differentiate between private for-profit and private nonprofit providers of public transportation services. Milwaukee County, accordingly, intends to continue to consider bids from either type of carrier in contracting for public transit services.

In addition, because the standardized routes are being implemented on a demonstration basis, the County did not want the success or failure of the pilot project to be dependent upon the performance of a single carrier. Consequently, contracts for the standardized routes were awarded to the two qualified private carriers--one private for-profit and one private nonprofit--which had submitted the lowest bids.

Comment: Some handicapped persons are experiencing problems in using the County's regular fixed route transit service. Problems experienced have been related to premature start-up of the vehicle before the passenger has been seated, the lack of enforcement of special handicapped seating at the front of the bus, and the irregular use of kneeling features on all buses equipped with this feature.

Response: The problems experienced by handicapped persons noted above are all addressed under the work rules which are to be followed by each bus operator. Specifically, the existing work rules do not allow premature start-up of the vehicle before all passengers are seated; require that drivers enforce the preferential reserved seating at the front of the bus for handicapped persons; and specify when the bus operator should use the kneeling feature if the vehicle is so equipped. Milwaukee County will forward all comments related to these problems to the management firm which employs the bus operators--Milwaukee Transport Services, Inc.--and ask that the firm make greater effort at enforcing the work rules related to these problems.

Issues Raised Through the Comments of the Milwaukee County Commission on Handicapped and Disabled Persons

The Milwaukee County Commission on Handicapped and Disabled Persons met on Wednesday, June 3, 1987--after the 60-day public comment period on Milwaukee County's proposed program had ended--to formally comment on the proposed program and the public comment received as documented in the preceding sections of this report. A copy of the formal statement of the Commission is provided in Appendix C to this report. In its statement, the Commission indicated its appreciation to Milwaukee County for its efforts in continuing to make the user-side subsidy program a meaningful component in the lives of the County's residents who are handicapped. The Commission also repeated the concerns which were raised by the local handicapped community during the public comment period and at the public hearing regarding the current eligibility criteria for the program which result in some persons who are handicapped and/or

elderly being ineligible for the program; and the need for establishing some form of functional testing as the basis for program eligibility, particularly for those handicapped persons who currently are ineligible for the program. In addition, the Commission, in recognition of the concern that the current user fees for the program are too high and not comparable to user fees charged for the County's regular fixed route bus service, recommended that Milwaukee County establish a maximum user fee of \$2 per one-way trip for all eligible users. The County's response to these comments of the Commission is the same as that which was provided in the previous section to similar comments made by the local handicapped community. In addition to these comments, the Commission had several other suggestions for Milwaukee County to consider in responding to the public comments received, and in addressing other specific concerns of Commission members. Following is a summary of these additional Commission comments and suggestions, and the response of Milwaukee County to each:

Comment: Milwaukee County should require private carriers participating in the program to transport all program users regardless of their geographic location within Milwaukee County.

Response: The current contract agreements with Milwaukee County signed by each private carrier participating in the program specify that the service area for trips made under the program includes the entire area of Milwaukee County. The contracts also specify that, if a participating carrier is unable to provide service because of inadequate capacity, the carrier must refer the rider to another carrier participating in the program. These contract provisions essentially require that service be provided for all trips made within Milwaukee County.

Comment: Bus drivers on all Milwaukee County Transit System buses should be given continuing education in procedures to be followed to assist handicapped and/or elderly users of the County's fixed route bus service.

Response: This suggestion will be forwarded to the management firm which employs the bus operators along with all comments related to the previously noted problems experienced by handicapped and/or elderly persons in using the County's regular fixed route transit service.

Comment: The current mobility training program administered by the Milwaukee County Department of Public Works should be continued and be directed toward making disabled persons who can use the County's regular fixed route transit service fully independent users of that service.

Response: The Commission's comment is consistent with the current goals and objectives of the current mobility training program.

Comment: If subsidized housing for the elderly and/or handicapped is built within Milwaukee County, the County should require that it be built on or near regular bus routes currently operated by the transit system.

Response: The Commission's comment is consistent with a resolution adopted by the Milwaukee County Board of Supervisors--No. 80-1273--in February 1981. In adopting this resolution, the Milwaukee County Board approved using the review

and approval authority of Milwaukee County concerning housing projects for elderly and/or handicapped persons to ensure that no such projects are approved in the areas where there is no existing or planned public transit service, or where plans for private transportation service to be provided by the applicant are lacking.

Conclusion

Based on the foregoing, Milwaukee County determined that it should make no changes to its proposed handicapped transportation program as it was presented for public comment. A draft of the report documenting the County's proposed program and its responses to the significant public comments received was approved by the Mass Transit Committee of the Milwaukee County Board of Supervisors on June 5, 1987.

CONTINUING PUBLIC PARTICIPATION PROCESS

Milwaukee County intends to maintain the current public participation process followed in the development of its proposed transit program for handicapped persons, which provides for an active role for the handicapped community in the planning and development of public transit service for handicapped persons. In the event that significant changes to the County's public transit program for handicapped persons are proposed in the future, Milwaukee County will continue to work with the Commission on Handicapped and Disabled Persons in the planning and development of any service changes. Any proposed changes to the program will be presented to the handicapped community in accordance with the public participation process outlined in the final federal regulations--including soliciting comments from the handicapped community through a formal public comment period and through a public hearing. A report would then be prepared by the County documenting the proposed revisions to the public transit program for handicapped persons, the schedule for implementing any proposed changes, the public comments received from the handicapped community concerning the proposed program revisions, and the County's responses to any significant comments received. This report would then be submitted to UMTA for its review and ultimate approval in accordance with the procedures prescribed under the final federal regulations.

SUMMARY

On May 23, 1986, the U. S. Department of Transportation, Urban Mass Transportation Administration (UMTA), issued amended regulations governing nondiscrimination on the basis of handicap in federally assisted public transportation programs relative to the nondiscrimination requirements of Section 504 of the Federal Rehabilitation Act of 1973. A major requirement of this regulation is that recipients of federal transit assistance under the UMTA Sections 3, 5, 9, or 9A funding programs that operate a bus system serving the general public document and submit to UMTA for review their program for providing public transportation service to handicapped persons who, because of the nature of their physical handicaps, are unable to use the recipient's regular bus service for the general public. This report has presented Milwaukee County's proposed public transportation program for handicapped persons.

Existing Specialized Transportation Service for Handicapped Persons

All the planning and implementation actions taken to date toward the provision of public transportation services which can be effectively used by handicapped

persons have been significantly affected by federal regulations governing such services. In this respect, Milwaukee County's current specialized public transportation program for handicapped persons--the Milwaukee County user-side subsidy program--was developed and implemented to comply with federal regulations previously in effect. The specialized transportation service provided under the program is designed to provide mobility to handicapped persons unable to use the regular bus service offered by the Milwaukee County Transit System. Under the current program, eligible handicapped persons are provided with a subsidy for their transportation, which they can purchase from private taxicab companies and wheelchair van carriers which have contracted to participate in the program. Payment of the subsidized portion of each trip is provided directly to the service provider by the County. Milwaukee County has operated the program in this manner since 1978.

Final Regulations on Public Transportation Service for Handicapped Persons

The final federal regulation, issued on May 23, 1986, specifically addresses the requirements of the present and past recipients of federal transit assistance under the UMTA Sections 3, 5, 9, and 9A programs who operate a bus system for the general public within an urbanized area. The final regulation removes some of the flexibility allowed recipients under previous federal regulations in selecting how they will meet their obligations to provide public transportation services for handicapped persons. Under the final regulation, each funding recipient's public transportation program is responsible for making transportation services available to handicapped persons through one of three service options including: providing some form of demand-responsive and specialized transportation service which is accessible to wheelchair-bound and semiambulatory persons; providing fixed route bus service which is accessible to wheelchairbound and semiambulatory persons over the regular routes operated by the recipient; or providing a mix of both accessible specialized transportation and accessible bus services. Whichever service option is ultimately selected by the recipient, service availability, fares, trip restrictions or priorities, waiting time, and user eligibility, subject to a cap level of annual expenditures by the recipient. Only expenditures by the recipient of funds from its own public transportation program specifically undertaken to comply with the requirements of the final federal regulation are eligible to be counted in determining whether the recipient has exceeded the cap level of annual expenditures incurred in meeting the service criteria for the service option selected.

Recipients of UMTA funds addressed in the final regulation must prepare and submit to UMTA a program which provides documentation of the required public transportation services for transportation handicapped persons. The final regulation requires that the recipient's program must provide for full implementation of the proposed transportation services as soon as reasonably feasible, but no later than six years after the proposed program has been approved by UMTA. In addition, the planning and development of the recipient's proposed program must be done through a locally developed public participation process which allows for consultation with handicapped groups and with agencies providing transportation and social services to handicapped persons; the conduct of at least one public hearing on the proposed program during a 60-day comment period; and the distribution of notices and materials pertaining to the program in a form usable by persons with vision and hearing impairments. A copy of the recipient's proposed program for providing public transportation for handicapped persons and a summary of the public comments

received on the program, together with the recipient's responses to comments received, must be submitted to UMTA for its review by no later than June 23, 1987.

Once the recipient's proposed program has been approved by UMTA, the recipient will have the obligation to actually provide the service to handicapped persons that is described in its program. The recipient must also take all actions necessary to ensure that the proposed service is actually provided. UMTA will monitor the compliance of each recipient through the regular triennial review process required for each recipient under the UMTA Section 9 transit assistance program. If a recipient falls behind the schedule for phasing in the transportation service described under its adopted program, the recipient must submit a report to UMTA describing the problem or delay experienced; the reasons for the problem or delay; and the corrected action or actions the recipient has taken or has proposed to take to ensure that the approved implementation schedule for its described service is met. Failure to make the required report to UMTA is, in itself, grounds for a recipient's being found in noncompliance with the obligations under the final rule.

Alternative Public Transportation Programs for Handicapped Persons

In response to the final federal regulation, Milwaukee County has reevaluated the potential of each of the three basic service options allowed under the final regulation to meet the transportation needs of handicapped persons in Milwaukee County. Based upon this reevaluation, Milwaukee County determined that the two service options which required the County to provide some form of accessible bus service--either as a stand-alone service or a combination of some level of specialized transportation--would not be viable alternative options.

This determination was based, in part, on the fact that mainline accessible bus service was once part of the adopted special efforts strategy of Milwaukee County, but was rejected by Milwaukee County and the local handicapped community based upon the findings and conclusions of a special task force created in 1981 to study the issue. This task force had concluded that an appropriate special efforts strategy--which would also be a basis for the relief of a federal court injunction which had prevented Milwaukee County from acquiring new buses without wheelchair lifts--would be the abandonment of its then dual strategy--which consisted of providing mainline accessible bus service and operating the user-side subsidy program--in favor of a single strategy of a nondiscriminatory user-side subsidy program.

More importantly, this determination also reflects the opinion of Milwaukee County and the local handicapped community that wheelchair lifts on regular transit buses would not solve the mobility problems of the majority of the handicapped population. In this respect, both the County and the local handicapped community believe that, while equipping buses with wheelchair lifts would enable wheelchair users to board local transit buses, wheelchair users would still be required to go to a bus stop to board the accessible vehicle. This requirement alone was viewed by the County and local handicapped community as a formidable task for each wheelchair user for four to six months of the year because of the particularly harsh winter weather routinely experienced in the Milwaukee area. During this time, wheelchair users would risk dramatically greater exposure to life and safety because of slippery or snow covered surfaces and frigid temperatures. Milwaukee County, therefore,

believes that many handicapped persons currently using its user-side subsidy program would be disadvantaged by the alternatives proposing accessible bus service.

Milwaukee County, therefore, selected the remaining service option allowed under the final regulation, which allows recipients to provide some form of specialized transportation service to handicapped persons. This service option would allow the County to continue its present strategy of subsidizing the costs of trips made by eligible handicapped persons on the services available from private taxicab companies and wheelchair van carriers through its user-side subsidy. In addition, because the County currently contracts with private transit companies, this service option would be in conformance with an UMTA policy directed at increasing the involvement of the private sector in the provision of urban transit services.

Recommended Public Transportation Program for Handicapped Persons

Milwaukee County's recommended program for handicapped persons consists of the existing user-side subsidy program operated by the County. Under this program, Milwaukee County subsidizes the trips made by handicapped persons on the door-to-door specialized transportation services provided within Milwaukee County by private taxicab companies and wheelchair van carriers.

Milwaukee County does not propose to change the basic operating service characteristics for the existing user-side subsidy program in order for it to serve as the program required under current federal regulations. In this respect, the service currently provided under the user-side subsidy program is made available to all elderly and nonelderly handicapped Milwaukee County residents whose disability requires them to use a wheelchair, walker, or crutches and leg braces to gain mobility; or who are legally blind. The transportation service provided by the private service providers participating in the program is available on a demand-responsive basis, with taxicab service generally provided within 30 minutes of the time service is requested, and wheelchair van carrier service provided within 24 to 48 hours of the time service is requested. Trips made under the user-side subsidy program are not prioritized in any manner since the current level of service is capable of meeting actual demand. Handicapped persons using the service provided by the private carriers are currently charged a fare of \$2 per one-way trip for trips with a total trip cost equal to or less than \$11 per trip for wheelchair users, and \$8 per trip for nonwheelchair users. Any additional trip costs over these maximum trip cost levels are paid by the user. A maximum total trip charge of \$12 per one-way trip--including user fees and county subsidy--has been established for wheelchair users. The average user cost for all users of the program during the first quarter of 1987 was approximately \$2.24 per one-way trip. This compares with a base adult cash fare of \$1 per one-way trip charged to users of the County's regular fixed route bus system. Taxicab service provided under the program is available 24 hours a day seven days a week. Wheelchair van carrier service is available between 7:00 a.m. and midnight seven days a week. In comparison, regular fixed route bus service provided by the Milwaukee County Transit System is available between 5:00 a.m. and 2:00 a.m. the following day seven days a week. The area served by the user-side subsidy program includes all Milwaukee County and is more extensive than the area served by regular bus service provided by the Milwaukee County Transit System.

Milwaukee County is currently making minor changes to the user-side subsidy program in certain areas of program administration. Projects undertaken by the County which affect program administration include the development and implementation of a computerized trip management system; the replacement of the current paper user identification cards with new plastic embossed photo identification cards; and the selection of private carriers for participation in the program through a competitive bid selection process. These projects are currently being implemented and should be fully implemented by the County by 1988-1989.

Milwaukee County also plans to implement standardized routes for some current users of the user-side subsidy program on a demonstration basis during 1987. Such routes would be composed of users who are located in the same general area and who make trips on a frequent, regular basis to the same destination at the same time of day. Users assigned to such standardized routes by the County will essentially be subscribing to receiving transportation service on a regular basis from the same service provider for only those trips which he/she makes on a frequent or regular basis between a particular origin and destination. An example of trips which would be considered for standardized routes or subscription service would be trips made daily by an elderly handicapped person between his/her home and a geriatric daycare center. Private carrier providers who are awarded a contract for standardized route service will have the option of creating a regular route to serve all such handicapped persons who have been assigned to the carrier by the County, or of incorporating the trips of such users into the regularly scheduled service which is already provided to other patrons.

The handicapped user will be charged the same base fare for making the trip on the standardized route as is charged to all other eligible users under the program. The user would not be required to make all his/her trips using the same private carrier which provides the subscription service, and will be able to choose from among the other service providers participating in the program for trips other than those assigned to the standardized routes. Eight potential routes affecting 31 persons are included in the pilot project. The Mass Transit Committee of the Milwaukee County Board of Supervisors, as well as the Milwaukee County Commission on Handicapped and Disabled Persons, will review the progress of the standardized route project at regular intervals to assess client/rider satisfaction and to review any problems which may arise in providing the transportation service.

The current cap level of expenditures by Milwaukee County for the user-side subsidy program as calculated for the period 1985 through 1987 would be about \$2,130,000. The actual expenditure of funds on the user-side subsidy program during this period is expected to be about \$3,664,000, or about 5.2 percent of the total expenditure of funds by Milwaukee County for fixed route bus service, the user-side subsidy program for handicapped persons, and specialized transportation services for elderly persons. This amount would be about \$1,534,000, or 72 percent above the cap level of expenditures prescribed under the final federal regulation. By 1989, the cap level of expenditures by Milwaukee County for the user-side subsidy program, as calculated for the period 1987 through 1989, would be about \$2,192,000. The actual expenditure of funds on the program during this period is projected to be about \$3,914,000, about 79 percent above the cap level of expenditures prescribed in the final federal

regulation. Milwaukee County thus plans to continue to expend an amount of funds on the user-side subsidy program which significantly exceeds the cap level of expenditures prescribed under the final federal regulation.

Because Milwaukee County plans to continue to expend more than the maximum level of expenditures required under the current federal regulation, Milwaukee County proposes to modify the minimum service criteria governing the response time and hours of operation for specialized transportation services, as specified under the federal regulation, to accommodate the existing service characteristics of the user-side subsidy program in these two areas. In this respect, the final rule states that a recipient is not required to expend more than the cap expenditure level on its program, even if, as a result, it cannot provide a level of service which fully meets the minimum service criteria prescribed under the rule. In such a case, the recipient is allowed to modify certain of the minimum service criteria to reduce program expenditures down to the expenditure limit. It should be noted that Milwaukee County proposes to modify the minimum service criteria of the final rule not to reduce the current level of expenditures for its user-side subsidy program as allowed under the final rule but, rather, only to allow for the operation of the user-side subsidy program with the same service characteristics as at present.

The primary sources of funds used to cover the expenditures for the user-side subsidy program currently are state transit assistance programs for specialized and general public transit services and local tax dollars. Milwaukee County intends to continue to use all available funding sources in future years to reduce the amount of expenditures for the program which are funded through local tax dollars.

Continuing Public Participation Process

Milwaukee County intends to maintain its current public participation process which provides for an active role by the Milwaukee handicapped community in the planning and development of public transit services by handicapped persons. As noted previously in this report, both advisory committees and special task forces--which have included representatives from the handicapped community--have been created in the past to help shape the recommendations of plans for providing transit services to handicapped persons, and to provide guidance on matters related to policy and operation of handicapped transit services. Comments from the handicapped community have also been solicited in the past at public hearings and informational meetings held by the County and the Southeastern Wisconsin Regional Planning Commission on the plans prepared and special transit services provided for handicapped persons.

Comments on Milwaukee County's proposed program for handicapped persons, as documented in this report, were solicited from the handicapped community through a required 60-day public comment period and public hearing; and by meeting with the Milwaukee County Commission on Handicapped and Disabled Persons. This process would again be followed in the future should Milwaukee County desire to make any significant changes to its handicapped transit program.

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APPENDICES

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**Friday
May 23, 1986**

Part II

**Department of
Transportation**

Office of the Secretary

**49 CFR Parts 27 and 609
Nondiscrimination on the Basis of
Handicap in Financial Assistance
Programs; Final and Proposed Rules**

DEPARTMENT OF TRANSPORTATION**Office of the Secretary****49 CFR Part 27**

[Docket No. 56b; Amdt. No. 27-3]

Nondiscrimination on the Basis of Handicap in the Department of Transportation Financial Assistance Programs**AGENCY:** Office of the Secretary, DOT.**ACTION:** Final rule.

SUMMARY: This final rule requires recipients of financial assistance from the Department of Transportation for urban mass transportation to establish programs to provide transit services to handicapped persons. The service must meet certain service criteria. The rule also establishes a limit on the amount of money a recipient must spend to meet these criteria. The rule carries out section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794) and section 317(c) of the Surface Transportation Assistance Act of 1982 (49 U.S.C. 1612(d)), as they apply to the Department's financial assistance program for urban mass transportation. In an accompanying notice of proposed rulemaking, the Department is proposing provisions concerning commuter rail systems and certain other matters.

EFFECTIVE DATE: This final rule is effective June 23, 1986.

FOR FURTHER INFORMATION CONTACT:

Robert C. Ashby, Deputy Assistant General Counsel for Regulations and Enforcement, U.S. Department of Transportation, Room 10424, 400 7th Street, SW., Washington, DC 20590; (202) 426-4723 (voice) or (202) 755-7687 (TDD). The Department is currently in the process of installing a new telephone system. As a result, the voice information number is expected to change, during July 1986, to (202) 366-9305. The TDD number is not expected to change. This rule has been taped for use by visually-impaired persons. Requests for taped copies of the rule should be made to Mr. Ashby.

SUPPLEMENTARY INFORMATION:**Highlights of the Rule**

This final rule creates a new Subpart E of 49 CFR Part 27, Department's rule on nondiscrimination on the basis of handicap in financial assistance programs. The rule carries out section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794) and section 317(c) of the Surface Transportation Assistance Act of 1982 (49 U.S.C. 1612(d)), as they apply to the Department's financial assistance

program for urban mass transportation. The new Subpart E replaces the present § 27.77, which originated in a July 1981 interim final rule.

With a few exceptions, the new rule requires each recipient of financial assistance from the Urban Mass Transportation Administration (UMTA) to prepare a program for providing transportation services to handicapped persons. The recipient must go through a public participation process, including consultation with handicapped persons. Within a year from the effective date of this rule, the recipient must transmit the program to UMTA for approval.

Recipients may fulfill their obligations under the rule by choosing either a special service (e.g., dial-a-van, taxi voucher), an accessible bus system (either a scheduled or on-call accessible bus system), or a mixed system (i.e., a system having both special service and accessible bus elements). Whatever type of service the recipient elects to provide, the service must meet the following six service criteria:

- (1) All persons who, by reason of handicap, are physically unable to use the recipient's bus service for the general public must be eligible to use the service for handicapped persons;
- (2) Service must be provided to a handicapped person within 24 hours of a request of it;
- (3) Restrictions or priorities based on trip purpose are prohibited;
- (4) Fares must be comparable to fares charged the general public for the same or a similar trip;
- (5) The service for handicapped persons must operate throughout the same days and hours as the service for the general public; and
- (6) The service for handicapped persons must be available throughout the same service area as the service for the general public.

The rule spells out how the six criteria apply to each kind of transportation system.

The rule establishes a limit on the amount of money a recipient is required to spend to meet these service requirements. This limit on required expenditures is calculated by taking 3.0 percent of the recipient's average operating costs over the current and two previous fiscal years.

If the recipient cannot meet the six criteria for the type of service it chooses without exceeding this limit on required expenditures, the recipient may modify its service to keep its expenditures within the limit, after consultation through its public participation process.

The rest of the rule's provisions are primarily administrative in nature. They concern such subjects as the expenses eligible to be counted in determining whether a recipient has exceeded its limit on required expenditures, UMTA monitoring of recipients' actions, special provisions for small recipients and multi-recipient regions, and technical exemption procedures.

The Department has performed a Regulatory Impact Analysis (RIA) in connection with this rule. This analysis, based on case studies of several existing systems and a computer model study of a large sample of systems, projects the annual and long-term costs and cost-effectiveness of various approaches to providing transportation service to disabled persons. A copy of the RIA has been placed in the docket for this rulemaking.

In an accompanying notice of proposed rulemaking (NPRM), the Department is proposing requirements for commuter rail systems, on which comments are being requested for 90 days. The NPRM also proposes to incorporate vehicle and fixed facility standards, as well as the reduced fare requirement for elderly and handicapped passengers, from 49 CFR Part 609, which would be withdrawn.

Background of the Rulemaking

Section 504 of the Rehabilitation Act of 1973 prohibits discrimination on the basis of handicap in federally-assisted programs. The Department's existing regulation, 49 CFR Part 27, implements this statute in the Department's mass transit programs. This 1979 regulation imposed accessibility requirements for DOT-assisted highways, airports, intercity rail service, and mass transit.

In *American Public Transit Association v. Lewis*, 556 F.2d 1271 (D.C. Cir., 1981), the U.S. Court of Appeals for the District of Columbia Circuit held that, under section 504, a transit authority might be required to take "modest, affirmative steps to accommodate handicapped persons." The Court said, however, that the 1979 regulation, as applied to mass transit, exceeded the Department's section 504 authority because it required overly costly efforts to modify existing systems.

The Department reviewed the rule and determined that its policy is that recipients of Federal assistance for mass transit must provide transportation that handicapped persons can use but that local communities have the major responsibility for deciding how this transportation should be provided.

Consistent with this policy and the Court decision, the Department issued

an interim final rule in July 1981. It deleted the mass transit requirements of the original regulation and substituted a new § 27.77. This section required recipients to certify that special efforts are being made in their service area to provide transportation that handicapped persons can use.

In 1983 Congress passed section 317(c) of the Surface Transportation Assistance Act of 1982 (49 U.S.C. 1612(d)). It provides as follows:

In carrying out subsection (a) of this section [section 16(a) of the Urban Mass Transportation Act of 1964, as amended] section 165(b) of the Federal-Aid Highway Act of 1973, and section 504 of the Rehabilitation Act of 1973 (consistent with any applicable government-wide standards for the implementation of such section 504), the Secretary shall, not later than 90 days after the date of enactment of this subsection, publish in the Federal Register for public comment, proposed regulations and, not later than 180 days after the date of such enactment, promulgate final regulations, establishing (1) minimum criteria for the provision of transportation services to handicapped and elderly individuals by recipients of Federal financial assistance under this Act or any provisions of law referred to in section 165(b) of the Federal-Aid Highway Act of 1973, and (2) procedures for the Secretary to monitor recipients' compliance with such criteria. Such regulations shall include provisions ensuring that organizations and groups representing such individuals are given adequate notice of and opportunity to comment on the proposed activities of recipients for the purpose of achieving compliance with such regulations.

In order to implement this statute, as well as to replace the interim final rule with a permanent regulation, the Department published a notice of proposed rulemaking (NPRM) on September 8, 1983 (48 FR 40634). The NPRM proposed that recipients' service for handicapped persons had to meet a series of service criteria, but recipients were not required to spend more than a certain amount in a given year to provide this service.

The Department received more than 650 comments on the NPRM. The commenters included handicapped persons and groups representing them, local transit authorities and state transportation agencies, other transportation providers, private and public human service agencies, members of Congress, and members of the general public.

Legal Background and Issues

Basic Statutes

The legal authority for DOT's regulatory efforts in the area of mass transit service for handicapped persons comes from three statutes in addition to

section 317(c). Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794) provides that

No otherwise qualified handicapped individual in the United States . . . shall, solely by reason of his handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. . . .

Section 165(a) of the Urban Mass Transportation Act of 1964, as amended (49 U.S.C. 1612(a)) provides that

It is hereby declared to be the national policy that elderly and handicapped persons have the same right as other persons to utilize mass transportation facilities and services; that special efforts shall be made in the planning and design of mass transportation facilities and services so that the availability to elderly and handicapped persons of mass transportation which they can effectively utilize will be assured; and that all Federal programs offering assistance in the field of mass transportation (including the programs under this Act) should contain provisions implementing this policy.

Section 165(b) of the Federal-aid Highway Act of 1973, as amended, applies a similar requirement to mass transit projects funded under the Federal-aid Highway Act's interstate transfer provisions.

Court Interpretations of Section 504 and Section 16(a)

Since the mid-1970s, numerous court decisions have interpreted section 504 and section 16(a). The case law generally supports the proposition that these statutes do not require specific facilities or vehicles to be made accessible (e.g., there is no statutory right to bus accessibility). See, e.g., *United Handicapped Federation v. Andre*, 558 F.2d 413 (8th Cir. 1977); *Leary v. Crapsey*, 556 F.2d 863 (2nd Cir. 1977); *Vanko v. Finley*, 440 F. Supp. 656 (N.D. Ohio 1977); *Dopico v. Goldschmidt*, 518 F. Supp. 1161 (S.D.N.Y. 1981), *rev'd on other grounds* 687 F.2d 644; *Lloyd v. Chicago Regional Transportation Authority*, 518 F. Supp. 575 (N.D. Ill. 1982).

This same line of cases holds that the rights of handicapped users of federally-assisted mass transit services, and the obligations of transit authorities, are defined by DOT's regulations. These cases emphasize the Secretary's discretion in carrying out the statutes. In addition to the cases cited above, see also *Atlantis Community v. Adams*, 453 F. Supp. 831 (D. Colo., 1978) and *Michigan Paralyzed Veterans v. Coleman*, 451 F. Supp. 7 (E.D. Mich. S.D., 1977). This proposition was most recently reaffirmed in *Rhode Island Handicapped Action Committee v.*

Rhode Island Public Transit Authority (RIPTA), 718 F.2d 490 (1st Cir., 1983), where the court explicitly held that a transit authority that complied with the present 49 CFR 27.77 had met its statutory obligations.

The courts have held that an agency's discretion in fashioning rules in this area has some limits, however. This line of cases began with *Southeastern Community College v. Davis*, 442 U.S. 397 (1979).

Davis involved a federally-funded nurse training program. The hearing-impaired plaintiff was denied entry into the training program on the ground that her hearing disability made it unsafe for her to practice as a nurse and to participate safely in normal clinical training programs.

The Supreme Court held that it was not a violation of section 504 for the College to deny plaintiff's entry into the training program, saying that section 504 does not mandate "affirmative action" to accommodate the needs of handicapped individuals. 442 U.S. at 441. The court noted that:

Technological advances can be expected to enhance opportunities to rehabilitate the handicapped or otherwise to qualify them for some useful employment. Such advances may also enable attainment of these goals without imposing undue financial and administrative burdens on a state. Thus situations may arise where a refusal to modify an existing program might become unreasonable and discriminatory.

442 U.S. at 412-413.

Davis was applied to the Department of Transportation's 1979 section 504 regulation by *APTA, supra*. The Court of Appeals held that section 504 did not provide authority to the Department for the regulation it had issued. Citing the portions of the *Davis* case quoted above, the court said:

Applying these standards to public transit, we note that at some point a transit system's refusal to take modest, affirmative steps to accommodate handicapped persons might well violate section 504. But DOT's rules do not mandate only modest expenditures. The regulations require extensive modifications of existing systems and impose extremely heavy financial burdens on local transit authorities.

695 F.2d at 1278.

The court remanded the rule to the Department to consider whether section 16(a) and 165(b) would independently support the 1979 requirements. The preamble to the July 1981 interim final rule noted that "while the court allowed the Department to consider whether section 16 and section 165, among other statutes, might support the requirements of Subpart E, we believe that these statutes do not mandate, although they

may permit, the kinds of affirmative action that Subpart E contained." (46 FR 37491, July 20, 1981).

The *Dopico* case further elaborated the scope of obligations that can be imposed under section 504. The Second Circuit Court said that, while section 504 does not authorize massive relief, the statute can authorize some portion of the relief plaintiffs asked for, within appropriate statutory limits. The court stated that the *APTA* case only

Sketches the outer limits, in the mass transportation context, of the limitation laid down by the Supreme Court in *Davis*. The key issue is whether *Davis* not only proscribed forcing massive restructuring of transportation programs, but in fact prohibits any . . . prospective relief in this setting.

687 F.2d at 651.

The court commented that since, according to *APTA*, section 504 may require "modest affirmative steps" to accommodate handicapped persons in public transportation, it is logical to assume that Congress intended that some steps could be required to be taken to effectuate the intent of the statute.

In the *Davis* fact situation, the court pointed out, the college would have had to restructure its training program to render unnecessary a nursing student's ability to hear. This was a fundamental change in the nature of the program. In *Dopico*, however,

Plaintiffs do not seek fundamental changes in the nature of a program by means of alterations in its standards. They do not, to adapt the [*Davis*] example. . . demand that the physical qualifications for the job of bus driver or motorman be altered so the handicapped are not excluded. The existing barriers to the "participation" of the wheelchair-bound are incidental to the design of facilities and allocation of services rather than being integral to the nature of the public transportation itself, just as a flight of stairs is incidental to a law school's construction but has no bearing on the ability of a otherwise qualified handicapped student to study law . . . The issue here is purely economic and administrative—how much accommodation is called for by regulations implementing the Rehabilitation Act . . . While it is bounded, after *Davis*, by a general proscription against "massive" expenditures, the question is one of the degree of effort necessary rather than whether any effort at all is required.

687 F.2d at 653. See also *Lloyd*, 548 F. Supp. at 584-85.

A recent Supreme Court decision, *Alexander v. Choate*, 105 S. Ct. 712 (1985), elaborated further on the "undue burdens" standard originating in the *Davis* and *APTA* cases.

Relying on *Davis*, the Court said that section 504 guarantees qualified handicapped persons "meaningful

access to the benefits that the grantee offers" (*Id.* at 721) and that "reasonable adjustments in the nature of the benefit being offered must at times be made to assure meaningful access." (*Id.*, n.21) (emphasis added). However, section 504 does not require "changes," 'adjustments,' or 'modifications' to existing programs that would be 'substantial' . . . or that would constitute 'fundamental alteration(s) in the nature of a program.' " (*Id.*, n.20, citations omitted).

Because *Alexander* was decided after the comment period on the proposed regulation closed, the Department would have allowed additional comments if it believed that a change in the rule was necessary. *Alexander*, however, supports the position, based on *Davis*, *APTA*, and other cases, that in some situations, certain accommodations for a handicapped person may so alter an agency's program or activity, or entail such extensive costs and administrative burdens, that the refusal to undertake the accommodations is not discriminatory. Thus, the failure to include an "undue burdens" provision like § 27.97 could lead to judicial invalidation of the regulation or reversal of a particular enforcement action taken pursuant to the regulation.

Therefore, the *Alexander* case does not significantly alter the legal bases for the rule. The limit on required expenditures of § 27.97 ensures that the rule will not unduly burden recipients, and further changes to or comments upon the rule are not necessary in response to *Alexander*.

Section 317(c) and its Legislative History

An amendment to the Surface Transportation Assistance Act of 1982 concerning transportation services for elderly and handicapped persons was introduced by Senator Alan Cranston, for himself and Senator Donald Riegle, as floor amendment No. 5011 on December 14, 1982 (128 Cong. Rec. S 14740). The text of amendment No. 5011, which differs in a number of ways from the enacted version of section 317(c), is as follows:

In carrying out subsection (a) of this section, section 165(b) of the Federal-aid Highway Act of 1973, and section 504 of the Rehabilitation Act of 1973, the Secretary, not later than 90 days after the date of the enactment of this paragraph, shall publish in the Federal Register for public comment, proposed regulations and, not later than 180 days after the date of such enactment, shall promulgate final regulations, establishing (A) minimum criteria for each recipient of Federal financial assistance under this Act or the Federal-aid Highway Act of 1973 to provide handicapped and elderly individuals

with transportation services that such individuals can use and that are the same as or comparable to those which such recipient provides to the general public, and (B) procedures for the Secretary to monitor and ensure compliance with such criteria. Such regulations shall include provisions for ensuring that organizations and groups representing such individuals are fully consulted by such recipients in the process of determining and carrying out actions to provide such transportation services to such individuals.

Senators Cranston and Riegle, in discussing their proposed amendment, made several points. First, they made it clear that their amendment did not mandate a return to the full accessibility standards of the Department's 1979 section 504 regulation. For example, Senator Riegle said

I am not proposing an enormously costly burden for transit systems or requiring an immediate return to the controversial, tough standards that were in place before July 1981. (128 Cong. Rec. S15714).

Second, the sponsors of the amendment said that provision of service by recipients under the Department's July 1981 Interim Final Rule was inadequate. They cited a General Accounting Office (GAO) survey of 84 transit systems. This survey showed, they said, that only 30 of the systems surveyed intended to have 50 percent or more of their buses lift-equipped. Of the 66 that offered paratransit service, 22 had waiting lists, 61 required 24 hours or more advance notice, 38 set service priorities by trip purpose and only 6 did not deny requests for service. Compared to the bus service in these 66 systems, 45 systems had shorter service hours, 35 operated on fewer days, and the geographical area covered by paratransit service was less extensive in 15 cases. In addition, 25 percent of the paratransit vehicles these systems used were not wheelchair accessible. (128 Cong. Rec. S14741, statement of Sen. Cranston). Both Senator Riegle and Senator Cranston later referred to the survey as showing "wide-spread deficiencies" in paratransit service. (128 Cong. Rec. S14719, S15716).

The sponsors of the amendment proposed the minimum service criteria requirement as a response to these perceived deficiencies. In describing this requirement, Senator Cranston said

It would require the Secretary to establish national criteria for providing handicapped and elderly persons with comparable usable transportation services. In this regard, I would note that the Secretary would have broad discretion to formulate those criteria, and I am not sure that I or many others deeply concerned about these issues would

necessarily be satisfied with the criteria that the Secretary would develop. But I believe it is even less productive to have regulations implementing section 504 and UMTA section 16 that set no minimum standards, no bottom line. (128 Cong. Rec. S14742, S15716).

Senator Riegle described the kinds of issues that the "comparability" standard raises:

Services for handicapped and elderly persons should cover the same general geographic area as do services for the general public. The fares charged handicapped and elderly persons should not on the average exceed the fares charged the general public for trips between the same destinations. Services for handicapped and elderly persons should not be denied or delayed based on the purpose of their trips.

The response time for services for handicapped and elderly persons should not impose an undue burden upon them. I would hope the Secretary would allow no more than 24 hours advance notice—preferably less—to be required. He could provide for progressively diminishing advance-notice maximums. (128 Cong. Rec. S15715).

The sponsors denied proposing an "enormously costly burden for transit systems." (128 Cong. Rec. S14741). As a means of dealing with the costs of providing such service, the Senators referred to the discretionary 3.5 percent "set-aside" provision of their amendment. In this context, Senator Cranston said

Recognizing that the proposed gas tax would provide a new source of funding for transit for capital improvements, this amendment would authorize—but not require—the Secretary of Transportation to set aside a modest portion of that new funding for capital improvements specifically for the purpose of enabling the needs of elderly and handicapped persons to be met . . . These funds could well be spent to help correct the situation (128 Cong. Rec. S 14742; see also 128 Cong. Rec. S 15714–15715, statement of Sen. Riegle).

Senator Riegle also commented on the issue of costs, saying that

With respect to the requirement that regulations be promulgated, as I am sure Senators can appreciate, since the criteria that this amendment would require would be developed by the Secretary of Transportation, it is not possible to forecast specifically what cost they might entail for transit systems. Obviously, for those systems that have continued to make progress toward providing adequate service for handicapped persons, the costs would be minimal. For those who have neglected the needs of these individuals the costs can be expected to be more substantial. In any event, through the use of the discretionary set-aside, the Secretary would be able to minimize the cost impact. (128 Cong. Rec. S15715).

A Conference Committee wrote the final version of the statute. The Committee dropped the "same or

comparable" language and substituted minimum criteria "for the provision of transportation services to elderly and handicapped individuals." In addition, the Conference Committee version requires that elderly and handicapped individuals be "given notice of and opportunity to comment on the proposed activities of recipients for the purpose of achieving compliance with such regulations," instead of being "fully consulted" about "determining and carrying out" recipients' actions.

In discussing the Conference version of section 317, Senator Cranston made several points. He mentioned again that the Secretary has the authority "to set aside up to 3.5 percent [of UMTA appropriations] for the provision of section 16(b) assistance for handicapped and elderly individuals' transportation."

Senator Cranston also asserted that the provision in the compromise version was

Faithful to the purposes of the Senate-passed amendment—to make clear the fundamental Federal responsibility to make provision for the transportation needs of handicapped and elderly individuals. It requires the Secretary of Transportation to establish national uniform criteria for the provision of transportation services to handicapped and elderly persons: thus the compromise rejects as unsatisfactory the Department of Transportation's July 1981 Interim Final Rule, which fails to establish any such criteria. (128 Cong. Rec. S16029).

Senator Cranston's statement does not mention the deletion of the "same or comparable" language.

Senator Cranston also said that the Conference version requires that

The Secretary's regulations establish procedures for monitoring transit system activities in order to ensure compliance with the newly established criteria and include provisions for ensuring that handicapped and elderly persons are provided, through groups representing them, with a meaningful role in the planning of services meeting their needs by requiring that they be afforded adequate notice of and the opportunity to comment on proposed activities of recipients to achieve compliance with the new criteria. (*Id.*)

Neither Senator Cranston's proposed amendment nor anything similar to it was ever independently considered by the House of Representatives. Consequently, there is no legislative history from the House.

Legal Issues Affecting the Final Rule

(a) "Comparability". Many commenters asserted that key portions of the NPRM were legally wrong. The American Public Transit Association (APTA) provided the most thorough statement of transit industry arguments. Representative statements of the position of advocacy groups for disabled

persons are found in the comments of the Disability Rights Education and Defense Fund and the Paralyzed Veterans of America.

APTA's first major argument is that the service criteria of the NPRM, taken singly or together, create, in effect, a requirement for providing the same or comparable service. Referring to the deletion in conference of the "same or comparable" language of the original Senate version of section 317(c), APTA argues that the statute cannot be viewed as a justification for criteria having this effect. APTA also asserts that the criteria represent an overly expansive response to section 317(c), saying that

There is no evidence or justification for the inclusion of regulatory language covering any or all of the six specific criteria included in the proposal. Achieving compliance with the service criteria, as presently proposed, even under a cost cap, is likely to result in fundamental alterations to recipients' existing programs . . . in direct contradiction of the Supreme Court decision in *Southeastern Community College vs. Davis*. . . .

The deletion by the Conference Committee of the "same or comparable" language of the original version of the amendment may reasonably be interpreted as meaning that the minimum criteria required by this statute do not have to result in service for handicapped persons that is the same as or comparable to that provided to the general public. However, it is not reasonable to read the statute as saying that the Department is prohibited from establishing criteria that, to some degree, approach having that effect. Senator Cranston's post-conference statement specifically said that the statute was faithful to the purposes of his amendment, and that it required the Secretary to establish "national uniform criteria" for the provision of transportation services to handicapped persons. (128 Cong. Rec. S 16028).

(b) *Service Criteria*. APTA's claim that "there is no evidence or justification for the inclusion of regulatory language covering any or all the six specific criteria included in the proposal" is at odds with the legislative history of section 317(c). The criteria address, for example, several of the deficiencies in service in current service cited by Senators Cranston and Riegle on the basis of the GAO Study. The two Senators explicitly sought to correct these deficiencies through the service criteria provision of their amendment. The criteria also are very similar to those incorporated in 1980 legislative proposals on this subject, which formed

an important part of the background for the amendment.

(c) *"Fundamental Alteration" of Transit Programs.* We do not agree that achieving compliance with the NPRM's service criteria, given the limit on required expenditures, would result in a "fundamental alteration to recipients' existing programs." The Circuit Court in *Dopico* made a persuasive distinction between fundamental changes, in the sense discussed by *Davis*, and other changes to accommodate handicapped persons in mass transit systems. The plaintiffs in *Dopico*, the court said, were not seeking fundamental changes in the nature of a program analogous to those in *Davis*. Rather, in the court's view, they were simply seeking to eliminate incidental physical barriers to the participation of handicapped persons in a program that would continue to operate in its usual way. See 687 F.2d at 653.

A nursing program without a clinical component is clearly a very different kind of program. There is no such dramatic qualitative difference between an inaccessible bus system and a bus system that handicapped people can use because its buses have lifts. A paratransit system that provides curb-to-curb service to wheelchair users is not fundamentally changed by a requirement that it provide that same service on weekends as well as Monday through Friday. Under these circumstances, the nature of the program does not undergo a fundamental change.

(d) *Undue Financial Burden.* APTA also said that expenditures to comply with the NPRM, even though constrained by the regulatory cost limit, would represent such a significant increase in funding devoted to transportation for elderly and handicapped persons as to constitute an "undue financial and administrative burden" on recipients, contrary to the D.C. Circuit Court's ruling in the APTA case.

The court in APTA was quite specific about the things it considered to impose unacceptably heavy burdens. The court said that the 1979 regulations

Require extensive modifications of existing systems and impose extremely heavy financial burdens on local transit authorities. Every new bus or subway car must be accessible to wheelchair users regardless of cost; elevators and other modifications must be added to existing subways. . . . These are the kinds of burdensome modifications that the *Davis* court held to be beyond the scope of section 504.

695 F.2d at 1280.

This final rule differs markedly from the 1979 regulations. Recipients have a choice of how to meet their obligations

and can choose a less costly, rather than more costly, approach to compliance. Even if a recipient chooses to comply through bus accessibility, every new bus need not be accessible to wheelchair users. Only those buses needed to meet service criteria must be accessible. Accessibility requirements are not "regardless of cost;" a limit is explicitly provided to constrain the cost exposure of recipients. Accessibility modifications to subway facilities and vehicles are not required at all.

As noted in the section of the preamble concerning the cost limit, many recipients are likely to be able to comply for less than their "limit" amounts. This is particularly true for recipients in larger cities and those who choose a less costly and more cost-effective means of providing service, such as user-side subsidies through private sector service providers. The phase-in period of up to six years will prevent recipients from having to incur unreasonably high start-up costs, or from having abruptly to increase their expenditures. The overall projected costs of this rule are far lower than those of the 1979 rule. We project the following 30-year discounted present value:

1979 rule (DOT estimate)—\$3.99 billion
1979 rule (Congressional Budget Office estimate)—\$9.04 billion
1986 rule cost limit (3.0% of nationwide operating costs)—\$2.37 billion
1986 rule, Paratransit alternative costs—\$.98 billion
1986 rule, 50% accessible bus system costs—\$.69 billion

All costs are expressed in 1983 dollars.

We would also point out that the rule, and its requirements for service criteria, rest, in addition to section 504, on section 317(c), a statute passed since the APTA case, and section 16(a), to which the APTA holding does not specifically apply. While the Department may reasonably consider and limit the cost impacts of a regulation promulgated under all these authorities, the APTA "undue burdens" strictures apply directly only to section 504.

(e) *Consistency of a Limit on Required Expenditures with Section 317(c).* Many handicapped commenters argued that it was inconsistent with section 317(c) for the Department to provide a cost cap to limit the expenditures that transit authorities are required to make in meeting the regulation's service criteria. The Disability Rights Education and Defense Fund, for example, said that

The two concepts, minimum service criteria and spending limitation, are mutually exclusive. If service criteria can be traded-off for cost considerations, there is no minimum

level of service. Therefore, the DOT proposed rule does not adequately implement section 317(c).

In other words, the Fund contends, section 317(c) requires the Secretary to establish "minimum" criteria for the provision of transportation service to handicapped persons. If a recipient is able to avoid meeting some of the prescribed criteria because it has reached a certain level of expenditure, then the criteria are not truly "minimums."

Because the APTA case's "undue burdens" language was not specifically applied to section 16 and section 165(b), the Fund believes, the Department's view that regulations should be designed to avoid the imposition of undue financial and administrative burdens is mistaken. Though none of the commenters making this argument explicitly say so, their argument clearly implies that the Department has an obligation under section 16 to impose minimum service criteria without any regard to the cost of compliance.

Much of the weight of these commenters' position that the Department cannot establish a limit on required expenditures rests on what is, in context, an overly literal reading of the word "minimum." We do not believe that this reading will bear the weight. The Department's approach is consistent with the directions of Congress.

Case law, and section 317(c) itself, suggest that recipients' obligations under all the relevant statutes should be viewed together. There is no evidence that Congress considered, let alone intended to mandate, that section 317(c) would require the Department to do what it is prohibited from doing under section 504—impose open-ended, undue administrative and financial burdens in order to improve service for handicapped persons. Indeed, section 317(c) says that this rule must be "consistent with any applicable government-wide standard for the implementation of [section 504]. . . ." These standards, of course, are read in light of the *Davis* and APTA cases.

Both sponsors of section 317(c) said "I am not proposing an enormously costly burden for transit systems. . . ." (128 Cong. Rec. S 14741, S 15719). Senator Riegle differentiated between recipients that have already made progress toward making adequate service for handicapped persons, saying that their costs would be minimal, and recipients who have neglected the needs of handicapped individuals, whose costs could be expected to be more substantial (128 Cong. Rec. S 15715).

This statement recognizes that costs will be imposed on transit authorities, in varying degrees, but does not suggest that these costs cannot be limited. Indeed, Senator Riegle said that "since the criteria that this amendment requires would be developed by the Secretary of Transportation, it is not possible to forecast specifically what cost they may entail for transit systems." (*Id.*) This statement suggests that the sponsors of the amendment contemplated that the Secretary could exercise discretion and control with respect to the imposition of costs.

As noted above, both Senators referred to the authorized 3.5 percent set-aside under the section 317(a) of UMTA discretionary funds for use in transportation for elderly and handicapped persons. The maximum amount available to the Secretary under this set-aside would have been approximately 43 million dollars for fiscal year 1984 and 38 million dollars for fiscal years 1985 and 1986. If these amounts would be able to "help" or "minimize" the cost impact of the criteria established by the Secretary, then the sponsors of the amendment did not contemplate that the Secretary's criteria would have massive, open-ended cost impacts on recipients.

Senator Cranston, after noting that the Secretary would have discretion to formulate criteria, said that even if he might not be satisfied with the criteria the Secretary established, it was "even less productive to have regulations implementing section 504 and UMTA section 16 that set no minimum standards, no bottom line." (128 Cong. Rec. S14712). In discussing the conference version of the amendment, he added that it rejected as "unsatisfactory the Department of Transportation's July 1981 Interim Final Rule which fails to establish any such criteria." (128 Cong. Rec. S16028). From these and similar statements in the legislative history, it is clear that the central thrust of the amendment was to ensure the replacement of the interim final rule with a regulation that had a "bottom line." A rule incorporating a set of specific service criteria, and a limit on the money that recipients are required to spend to achieve them, constitutes a "bottom line" approach that differs substantially from the approach of the 1981 interim final regulation and is consistent with section 317(c).

Section-by-Section Analysis

This portion of the preamble discusses each section of the final rule, focusing on the significant comments on each issue, the Department's response to these comments, and the Department's

reasons for making the decisions incorporated in the final rule. Additional guidance concerning the Department's interpretations of the regulatory provisions themselves is found in the appendix that follows the text of the regulations.

Amendments to Section 27.5 Definitions.

In addition to creating a new Subpart E of 49 CFR Part 27, the Department has decided to add two new terms to the definitions in § 27.5 of the regulation. These two terms, "special service system" and "mixed system," are used frequently in Subpart E, making the publication of definitions useful for the sake of clarity.

"Special service system" is defined as a transportation system specifically designed to serve the needs of persons who, by reason of handicap, are unable to use mass transit systems designed for the use of the general public. This definition encompasses a wide variety of ways of providing service. The second sentence of the definition is intended to identify the typical characteristics of a special service system.

The Department recognizes that some recipients will probably choose not to use the same mode of providing service to handicapped persons at all times and in all places. For instance, a recipient might provide transit authority operated dial-a-van service during peak hours, but rely on a user-side subsidy system through private providers for off-peak service. A number of combinations of accessible bus and special service are possible. A "mixed system" is any one of these combinations.

Section 27.81 Program requirement.

The NPRM required that all recipients create a program for the provision of transportation services to handicapped persons. This requirement attracted little comment. In the Department's view, this requirement is necessary in order to serve as a focus for the planning process and to produce documentation that the public, the Metropolitan Planning Organization (MPO), and UMTA can review to ensure that the recipient's service for handicapped persons will be adequate and consistent with regulatory requirements.

In response to suggestions from transit authorities and other commenters that the regulation should allow a phase-in period for substantive compliance with this rule, the Department has decided to permit recipients to take up to six years to reach the full performance level, if this time is necessary. The recipient will be expected to plan to provide service at

the full performance level as soon as reasonably feasible, within this six year period. This phase-in period is set forth in section 27.95 of this Subpart. Consistent with this provision, paragraph (a) requires the recipient's program to call for providing service at the full performance level within the phase-in period. In addition, in response to comments from handicapped advocacy groups and planning agencies, paragraph (a) requires recipients' programs to include "milestones" showing how, year-by-year, the recipient will progress toward the full performance level.

The NPRM proposed that section 18 recipients (section 18 of the UMT Act establishes a program of financial assistance to small urban and rural areas) would not have to create a program like that of urban mass transit authorities, since the needs for service and the resources and means for providing service and administering Federal regulatory requirements in rural areas are likely to differ from the situation of cities.

Almost all the transit agencies commenting on this issue supported the NPRM approach, and there were few objections from handicapped persons. The Department will continue to treat section 18 recipients separately. Several commenters suggested that we extend the separate treatment afforded section 18 recipients to small rural and urban systems which may also receive funds under other UMTA programs. We have decided to adopt this comment, and the reference to recipients covered by § 27.91(a) excepts from the program requirement all recipients which do not serve an urban area of over 50,000 population.

Some commenters were concerned about recipients which do not themselves provide transportation services, but merely pass on UMTA funds to other transit providers. For example, an MPO or a city government may receive section 9 money, which it passes on to a transit authority. Only the transit authority actually provides service. Paragraph (a) requires only the public agency that actually provides the service to prepare and submit a program. This provision is intended to ensure that local agencies do not have to duplicate one another's efforts.

In addition, a few rail-only operators, whose service facilities are either already accessible pursuant to Architectural Barriers Act requirements or whose rail systems are not covered by the rule, said that the rule should not impose program requirements on them. We agree. Therefore, the program

requirement will apply only to recipients which provide transportation services to the public by bus.

A few comments discussed special problems of section 16(b)(2) recipients. These recipients (normally private, non-profit social service agencies) typically provide services only to handicapped persons. One recipient, whose UMTA funds come from sources other than section 16(b)(2), also said that its system served only elderly and handicapped persons, the rest of the public being served by a privately-operated bus system.

The Department agrees that section 16(b)(2) recipients, and other recipients who provide service only to elderly and/or handicapped persons, are a special case, and they will not have to submit programs under this section.

Section 27.83 Public participation and coordination.

Section 27.77(g)(1)-(4) of the NPRM set forth public participation requirements. Recipients were to consult with handicapped persons and other interested individuals and groups, have a 60-day public comment period and at least one public hearing, submit their program to the local MPO for comment, and respond to the significant comments made by the public or the MPO.

A large number of handicapped persons and groups representing handicapped persons commented on this portion of the NPRM. Relatively few transit authorities addressed the section. Some social service agencies, private transportation providers, and other persons also commented on public participation.

Almost all of the handicapped commenters said that the public participation mechanism of the proposed rule was inadequate. A primary reason for this inadequacy, they said, is that it required public participation only at the time that the recipient was putting its program together. Public participation should be required, according to these commenters, at all stages of the planning and implementation of the recipients' service.

The Conference Committee version of section 317(c), unlike the original amendment, required only an opportunity for notice and comment on the recipient's program. This is precisely what the NPRM proposed. However, the Department believes that a reasonable degree of continuing public participation is valuable to the effective implementation of recipients' programs. Continuing participation permits users of the services, and other interested persons, to have access to the recipient

with respect to questions and problems that arise concerning the provision of service. In addition to allowing the voices of consumers to be heard, such participation can also provide useful information to the recipient that will help it to respond quickly and appropriately to service-related problems.

Therefore, the Department has added a provision that requires the recipient to establish a mechanism for continuing public participation. This provision is drawn from § 27.107(b) of the Department's 1979 section 504 regulation. Recipients appeared to have little problem with establishing such mechanisms under the 1979 rule; several recipients commented to the docket that they had such mechanisms in operation. The Department believes that this requirement will create little additional burden for recipients.

Many handicapped commenters wanted further requirements in this area, suggesting that DOT mandate the creation of handicapped advisory committees. Some of these comments also requested that DOT establish rules for the membership and operation of these committees and require recipients to obtain the committees' approval for their programs.

The Department is not adopting these suggestions. Advisory committees can be a useful tool. Many such committees already exist, and the Department encourages their formation and effective use. However, the Department does not believe it should be mandatory for all recipients to establish such committees. In some localities, other mechanisms could be equally effective in ensuring continuing public participation.

Some comments mentioned problems with some existing advisory committees. For example, it is alleged that recipients have "packed" advisory committees with individuals who favored the recipients' positions, excluding critics. It is also alleged that recipients have failed to provide the committees with adequate information, or have ignored the committees' recommendations.

The Department believes that it would not be feasible to impose a Federal requirement concerning the membership of advisory committees. A reasonable specific membership requirement would be very difficult to devise on a national basis, and a more general requirement would be difficult to interpret and implement. Any such requirement would be very intrusive. While a broadly representative committee is desirable, its membership should be determined locally.

Advisory committees, and other mechanisms for continuing public

participation, are intended to provide advice and recommendations. A prudent transit authority will thoroughly consider and make appropriate use of the advice and recommendations it receives. However, UMTA does not require transit authorities to be bound by consumer and interest group input concerning any aspect of public mass transportation. Giving any local group a veto over transit decisions would not be consistent with the way the UMTA program is designed.

The NPRM proposed requiring that the recipient pursue a public participation process, like the one required for the initial program submission, for significant changes in the recipient's program. Almost all handicapped commenters addressing public participation favored this requirement; a few transit operators opposed the requirement as adding an unnecessary administrative burden. The Department believes this requirement is necessary, lest a significant alteration in the nature or direction of a recipient's service undermine the utility of public participation. For example, a recipient might follow the public participation process and submit a program for a paratransit system, which UMTA approves. The next year, after a change in leadership, the transit authority might decide that it made more sense to comply with the rule by creating an accessible bus system. In such a situation, the public should not lose its opportunity to participate because the transit authority was making its second, rather than its first, decision on the subject.

The NPRM proposed that recipients respond to comments made during the public participation process. The formulation of this response—that recipients would accommodate significant comments or explain why they did not—is very similar to that used by Federal agencies in rulemaking or in intergovernmental relations matters. Most handicapped commenters who addressed this issue favored the requirement; a few transit industry commenters opposed it, saying that it was an inappropriate intrusion in the local planning process as well as an administrative burden.

This provision of the rule asks no more of recipients than the Department is required to do in a rulemaking. The provision, which has been modified from the NPRM version to stress that recipients are not required to adopt commenters' suggestions, requires responses only to significant comments (i.e., those of some substantive

importance, not comments that are trivial or irrelevant).

Section 27.85 Submission and review of program.

This section is derived from, and modifies, §§ 27.77(a) (1) and (3) and (g)(5)-(7) of the NPRM. Section 27.77(a)(1) provided that all section 3, 5, 9, and 9A recipients would certify that they had in effect a program meeting the requirements of the regulation. Section 27.77(a)(3) provided that this certification would be regarded by the Department as constituting compliance with recipients' obligations under section 504 and section 18.

Section 27.77(g)(5)-(7) provided that, along with its certification, a recipient would have to submit to UMTA a copy of its program, cost estimates, and public comments on the program and the recipient's response to the comments. This material had to be submitted within nine months of the effective date of the final rule. UMTA could reject the program or require the recipient to modify it, but the certification and its accompanying material would be deemed to be accepted if UMTA has not done so within 90 days of its submission.

A substantial number of handicapped commenters said that DOT should require recipients of all DOT funds, not only mass transit funds, to certify their compliance with section 504. This comment appears to be based on a misunderstanding of this rulemaking, which is concerned solely with mass transit services. Other DOT financial assistance programs (e.g., intercity rail service, airport and highway construction) are already covered under 49 CFR Part 27. Most of the relatively few transit authorities that commented on certification acceptance favored the NPRM approach. A few transit authorities also said that submitting the certification and its accompanying material was an administrative burden.

A substantial number of comments from disabled persons and groups representing them opposed certification acceptance, saying that certification acceptance would permit transit authorities to get away with providing inadequate service. In addition, some commenters expressed the concern that because UMTA would have a heavy workload in reviewing recipients' submissions, inadequate programs might go into effect by default if UMTA staff had not had time to review them within 90 days. A number of commenters wanted UMTA, MPOs, or handicapped persons' organizations to review and approve recipient's programs instead of,

or in addition to, the proposed certification acceptance by UMTA.

The Department has decided to require recipients to submit their programs for prior approval by UMTA. There are several reasons for this decision. First, the transportation systems that recipients will establish for providing service to handicapped persons will probably be in place for a substantial period of time. The Department believes that it is important that these programs be reviewed carefully to ensure that the service they call for will be fully adequate and consistent with the regulation.

Second, the problem of inadequate programs going into effect by default could be a real one. We recognize that a prior approval approach may have the corresponding problem of delays in program approval and implementation. However, UMTA is committed to employing sufficient resources to minimize any such problems. The regulation establishes a 120-day deadline for UMTA action on programs that are submitted.

Third, the major reason for establishing a certification acceptance approach in any regulation is to reduce administrative burdens for recipients. In a "pure" certification acceptance system, the recipient sends only its certification, and is not required to prepare or submit any additional information. The approach proposed by the NPRM was far from a "pure" certification acceptance approach, and some transit industry comments suggested that the Department should establish something more similar to a pure certification acceptance system.

The Department decided that it was not feasible to take a pure certification acceptance approach. Such an approach would virtually eliminate the accountability of recipients concerning the substance of their programs and the procedures for adopting them. While we might attempt to compensate by increasing accountability measures at the local level (e.g., by requiring the MPO or a handicapped advisory committee to approve the program), it is likely that this would be at least as burdensome as submitting material to UMTA. Given the emphasis on DOT oversight and monitoring in section 317(c), it could also be difficult to reconcile this approach with the intent of Congress.

The Department, therefore, does not believe that it is practicable to reduce the program submission requirement to less than it was in the NPRM. The final rule, though it replaces a certification acceptance approach with a prior

approval approach, demands nothing more of recipients than the NPRM with respect to the material required to be prepared and transmitted to UMTA. The content of the recipient's submission to UMTA, specified in paragraph (b), closely follows the proposals of § 27.77(g)(5) of the NPRM. In response to some transit industry comments, UMTA will accept reasonable summaries of public comments in lieu of copies of the actual comments.

A substantial number of transit authorities, state transportation agencies, and other transportation providers commented on the issue of what the deadline should be for recipients to submit their programs after this rule goes into effect. About two-fifths of the commenters believed the NPRM's proposal of nine months was adequate. The remainder favored extending the deadline to a year or more. There was also support in these comments for a provision allowing recipients to apply to UMTA for an extension of up to six months, for good cause, or to automatically receive such an extension if they wanted it.

In response to these comments, the Department has decided to increase the time permitted for recipients to submit their programs to 12 months from the effective date of the regulation. This increase is made in recognition of the legitimate problems transit authorities could have in planning and obtaining local approval of a program before submitting it to UMTA.

However, the Department does not believe it is necessary or advisable to extend the deadline further or permit individual recipients to extend the deadline. Doing so could unreasonably prolong the planning period. Reasonably tight deadlines are one way of ensuring that work does not "slip" unnecessarily. This problem would be especially acute if recipients could automatically extend the deadline by six months. This would effectively make the deadline 18 rather than 12 months, and would still not guarantee timely submission of programs.

Permitting applications to UMTA for "good cause" extensions of the deadline could have two additional negative effects: transit authorities might divert time and effort away from the job of completing their programs to produce justifications of why the programs could not be completed in a timely manner, and UMTA might be faced with potentially difficult, time-consuming decisions to make on extension requests at the same time as other transit authorities were submitting their programs for approval.

Section 27.87 Provision of service.

This section is derived from two paragraphs of the NPRM: § 27.77(f), "provision of service", and § 27.77(i), "disparate treatment". Because the subjects of these provisions are closely related, the Department decided to combine them.

A substantial number of handicapped persons objected to the provision of service paragraph of the NPRM, which stated that recipients must ensure that services are provided to handicapped persons as set forth in the recipient's program. These commenters objected because providing the service set forth in the program might not be the same thing as providing service meeting the service criteria of the regulation.

The Department believes that this concern has been adequately addressed in the final regulation. UMTA will review and approve the recipient's program. UMTA will not approve any recipient's program that does not meet all of the requirements of the regulation, including the service criteria (subject to the limit on required expenditures). Consequently, a recipient providing service as set forth in its program, as approved by UMTA, will be meeting the requirements of the regulation.

The NPRM also required recipients to ensure that equipment is maintained, personnel are properly trained and supervised, and program administration is carried out in a manner that does not permit actual service to fall below the level set forth in the recipient's program. Some comments asked for greater specificity in these requirements, particularly with respect to the maintenance of lift-equipped buses. For the sake of clarity, the final rule spells out these requirements in greater detail. They concern maintenance of vehicles and equipment, provision of sufficient spare vehicles, training of personnel, and provision of sufficient assistance and information concerning the use of service to handicapped users.

Several comments, primarily from handicapped individuals and groups representing them, requested a specific provision concerning interim service. Some of these comments requested the reissuance of the interim accessible service provision of the 1979 DOT regulation. The Department does not believe it is necessary to reintroduce the 1979 provision; moreover, such a specific interim transportation requirement would be too difficult to apply accurately to the choices recipients would make under this rule.

Finally, several commenters requested that the rule include a "maintenance of effort" provision. Section 27.77(g)(8) of

the NPRM proposed that the recipient's certification under the July 1981 interim final rule remain in effect until its new program goes into effect. The Department believes that this requirement is sufficient for "maintenance of effort" purposes under this section. Therefore, the final rule provides that, in the time between the effective date of this rule and the recipient's achievement of the full performance level, the recipient's certification under the July 1981 interim final rule—and the service provided pursuant to that certification—must remain in effect.

Most of the relatively small number of comments on the "disparate treatment" section of the NPRM, from handicapped persons and other commenters, favored the retention of this requirement. The Department will retain the requirement, with only minor editorial changes from the language proposed in the NPRM.

Section 27.89 Monitoring.

The NPRM's monitoring provision would have required each recipient to send an annual report to UMTA containing information about transportation services provided, any problems meeting the service criteria in light of the cost cap, the recipient's progress toward meeting its service requirements, any changes in the program, and a description of any actual or expected alterations in service to handicapped persons. Both handicapped persons and their groups and transit authorities objected to this proposal.

The principal objection to the annual report provision from handicapped persons was that the reporting requirement was too passive. What these parties meant by "monitoring," they said, was an active effort by UMTA to conduct compliance reviews of recipients. Anything less would be inadequate from a programmatic point of view and would fail to carry out the intent of Congress.

Most of the transit authority commenters argued that an annual report was administratively burdensome. They suggested that the monitoring or reporting function be carried out in conjunction with section 9 audits or evaluations, the transportation improvement program process, or other existing reporting or monitoring requirements.

The monitoring provision of the final rule responds, in part, to both lines of comment. An annual report will not be required. This will reduce the paperwork burden on recipients. Monitoring will take place, as transit authorities requested, in connection with the section 9 triennial review and

evaluation process. As handicapped commenters requested, this review and evaluation will be performed by UMTA personnel, and will constitute, in effect, a compliance review of the recipient's activities with respect to transportation services. In connection with the reviews, UMTA may, of course, request that certain materials be provided by recipients. This will be an "active" monitoring process by UMTA, but will not occur so frequently as to constitute an additional, significant burden upon transit authorities.

In establishing this triennial review process, the Department was concerned that it might not become aware of problems happening in the intervening years unless a complaint were filed with the Department. Consequently, the final rule establishes a "slippage report." If the recipient falls behind its UMTA-approved implementation schedule, or below its approved level of service, the recipient must forward a report to UMTA no later than the anniversary date of the approval of its program. The report would describe the delay or problem, explain the reasons for it, and set forth the recipient's corrective action. On the basis of this report UMTA could, if necessary, undertake a special compliance review or other corrective action.

The Department is concerned that, as UMTA reviews and evaluates the compliance of recipients with their obligations under this regulation, users and other interested members of the public have the opportunity for input. Consequently, as part of its review and evaluation, UMTA will consult informally with persons involved in the continuing public participation mechanism established under § 27.83 of this regulation.

Section 27.91 Requirements for small recipients.

Section 27.77(a)(2) of the NPRM proposed that, instead of following the requirements of the proposed rule applicable to other recipients, recipients of funds only under section 18 of the UMT Act would certify that special efforts were being made in their service area to provide transportation service for handicapped persons.

Section 18 is an UMTA program for rural and small urban areas. The NPRM proposed that the service that section 18 recipients make available to handicapped persons would have to be reasonable in comparison to that provided to the general public and would have to meet a significant fraction of the actual transportation needs of handicapped persons. These

two criteria are substantively identical to those that section 18 recipients were required to meet under the July 1981 interim final rule and the Federal Highway Administration/UMTA rules that previously governed the section 18 program.

Relatively few commenters addressed requirements for section 18 recipients. Many of the state and local transportation agencies that commented supported the NPRM provision. Some of these commenters suggested that the coverage of the provision be expanded to cover section 18 recipients who also receive funds under section 3 or 9 or other recipients serving small cities. For example, commenters suggested that the "small recipients" provision should apply to all recipients with 50 or fewer buses, or who served areas of up to 50,000 or 200,000 population.

Other commenters recommended that the final rule include more stringent provisions for small recipients than the NPRM did. Some of the suggestions for additional requirements included annual recertifications of compliance, additional public participation and planning requirements, application of the six proposed service criteria and cost cap to small recipients, a specific requirement to furnish accessible vehicles, and greater reporting by recipients and monitoring by UMTA to ensure compliance.

The Department believes that the NPRM's basic approach is sound. Section 18 recipients operate diverse services in areas of low population concentration, usually with little administrative staff and budget. It makes sense to establish separate, more flexible, less administration-intensive requirements for these smaller recipients.

Therefore, the Department will retain the certification acceptance approach for small recipients who, unlike their counterparts in larger cities, will not be required to submit or to obtain prior UMTA approval of a program for providing transportation service to handicapped persons. As suggested by some commenters, the Department will make this provision applicable to any recipients who serve only non-urbanized areas, even if they receive UMTA funds from sources other than section 18. The Department did not extend the reach of this section farther, however, since we were not persuaded by the comments that cities of up to 200,000 did not share important characteristics with larger cities with respect to providing transportation service to handicapped persons.

We did not adopt additional or more stringent requirements because doing so

would go counter to the objective of fashioning a more flexible, less burdensome set of requirements for small recipients. In addition, some of the suggestions (e.g., annual recertifications) would add paperwork without improving service for handicapped persons.

The Department has, however, responded to concerns about public participation and monitoring by adding new provisions to this section. Following the statutory language of section 317(c), this section will now require small recipients to ensure adequate notice of and opportunity to comment on the recipients' present and proposed activities for complying with this regulation. This requirement also applies to significant changes in the recipient's service. In order to permit UMTA monitoring of the more than 900 small recipients, these recipients will be required to submit brief status reports (a year after this Subpart goes in effect) and updates (every three years thereafter) concerning their service. For section 18 recipients, these reports will be submitted to the designated section 18 state agency, where UMTA personnel will periodically review them. Other UMTA recipients in areas of less than 50,000 population will submit these reports to the UMTA Regional Administrator. Finally, the section specifies that the provision of service (§ 27.87) requirements apply to small recipients as well as to their larger-city counterparts.

Several comments, particularly from handicapped commenters, requested precise definitions for terms such as "reasonable in comparison" or "significant fraction," saying that these terms were too vague. The Department has decided that it would not be appropriate to define these terms more precisely. In order for this section to apply to small recipients with appropriate flexibility, the Department believes that the generality of these terms is advantageous. They constitute minimum service criteria that UMTA can apply, on a case-by-case basis, to the great variety of local situations and types of service that exist in the section 18 program.

Moreover, these terms have governed the section 18 program for several years, and recipients are familiar with them. In the absence of compelling evidence that these terms have caused serious problems that can be remedied by the introduction of regulatory definitions, the Department believes that it is better to leave them as they are.

Section 27.93 Multi-recipient areas.

Several recipients and MPOs from major urban areas having several transit providers requested that the rule include some provision permitting multi-recipient regions to be treated as a single entity for purposes of compliance with the Department's final regulation. The rationale for this request was that, in a major urbanized area with several recipients providing service, it would be very difficult for individual recipients to plan rationally for efficient service to the area's handicapped persons. A combined approach, these commenters reasoned, would permit better planning, a more efficient use of resources, and service that was well-coordinated and easier to use.

The Department agrees that a unified regional approach to transportation for handicapped persons would have important benefits. The Department also believes that it is important that a regional approach has the full support and cooperation of the area's recipients, provides a mechanism that will ensure adequate service and funding for the service, and does not permit recipients to evade their responsibility for complying with the requirements of this regulation. The Department has therefore decided to permit the recipients in a given urbanized area to form a compact for purposes of compliance with this rule. If a compact is not formed, then each of the recipients in the urbanized area is individually responsible for meeting the requirements of the rule.

Section 27.95 Full performance level.

Section 317(c) of the STAA requires the Department to establish minimum criteria for the provision of transportation service to handicapped and elderly persons. This section prescribes the minimum criteria that each recipient has to meet in order to comply with this Part. For convenience, we use the term "full performance level" to describe the situation of a recipient that is meeting all the criteria that apply to it, subject to the limit on required expenditures.

Timing

Section 27.77(g)(8) of the NPRM provided that the recipient's program should "go into effect" on the first day of the recipient's next fiscal year following the date the recipient was required to submit its certification and program material to the UMTA Administrator.

Approximately equal numbers of commenters took the position that the NPRM's effective date provision was reasonable and the contrary position

that the effective date of recipients' programs should be extended or that a phase-in period should be provided. Another group of commenters sought clarification of the NPRM provision. Finally, a smaller group of handicapped and other commenters said that the total time from the effective date of the regulation to the point where service meeting the criteria was operating was too long.

A number of transit industry commenters also alleged that the transition between compliance with the present § 27.77 and compliance with the NPRM's provisions could be a very large and abrupt one. That is, a transit authority spending at a level equivalent to 3.5 percent of its FY 1983 section 5 funds the year before the final rule goes into effect might have to spend five times that amount the next year in order to meet the service criteria, even with the NPRM's cost limit in effect. This rapid increase itself, these commenters argued, would constitute an undue financial burden.

The Department does not necessarily accept the commenters' estimates of cost increases that would be caused by compliance with this regulation. However, we do recognize that, where an increase in recipient spending would be necessary to comply with this rule, requiring a rapid, abrupt increase in spending levels could create some hardship even though the overall amount of expenditure would not be unreasonable. This consideration, in addition to the comments on the NPRM's effective date provision, has led us to put a phase-in period into this final rule. The phase-in period will permit a gradual, orderly, well-planned transition to the full-performance level.

Commenters had varying suggestions for how long a phase-in period should be, ranging from several months to several years. The Department has chosen a maximum six-year period. The six-year figure derives from UMTA's experience with bus procurements. Typically, the expected useful life of a transit bus is twelve years. In six years, it is reasonable to expect, as a general matter, that most transit authorities would be able to replace up to half of their non-accessible buses with accessible buses as part of their normal bus replacement cycles, without having to retrofit older buses. This should be sufficient to permit most recipients to acquire sufficient new vehicles to meet the full performance level.

The phase-in period is intended to be for a maximum of six years. Recipients are required to plan for service at the full performance level at the earliest reasonably feasible time. Depending on

the amount of work and time needed to bring the recipient from where it is to the full performance level, UMTA will approve a phase-in period of up to the six-year maximum. The phase-in period approved by UMTA might well be less than the maximum for a recipient who had little left to accomplish to get to the full performance level, however.

The Department believes that it is reasonable to permit the same phase-in period for special service or mixed systems as for accessible bus systems. In addition to maintaining parity among the options available to recipients, the phase-in period is likely to reduce overall, long-term costs of compliance with this regulation.

For example, if all recipients were forced to phase in service at the full performance level within one year instead of within six years of the approval by UMTA of their plan, the 30-year discounted present value of the accessible bus option would rise about \$190 million and the comparable cost for paratransit would rise about \$270 million.

Service Options

The remainder of § 27.95 establishes the service criteria applicable to various kinds of systems. This section describes how these criteria apply to special service, accessible bus, and mixed systems. Recipients may elect to comply with the regulation by meeting the full performance level for any one of these three approaches. This local discretion to choose the mode of compliance is consistent with the Department's policy, stated in the NPRM, of permitting local areas to choose how they will provide transportation services to handicapped persons.

Generally speaking, transit industry commenters strongly favored this policy, as did some handicapped and other commenters. Providers and users of existing paratransit services also favored local discretion. The majority of handicapped commenters, however, said that local option would not result in adequate, nondiscriminatory service. They argued that accessible bus service should be mandatory. Failure to so require, it was argued, would result in a segregated, "separate but equal," system that would also fail to provide adequate service. A number of handicapped commenters, recognizing that accessible bus systems could not serve the needs of all handicapped persons, suggested that both accessible bus and supplementary special service be required. Finally, a number of handicapped and other commenters said that the final rule should require that light, rapid, and

commuter rail systems (particularly new systems) be required to be accessible.

The Department's 1979 regulation on this subject took the approach advocated by many of these commenters. In the Department's experience, this approach was not successful. The high cost of making old rail systems accessible was one of the most important factors leading the Court of Appeals in the *APTA* case to declare that the 1979 rule imposed undue burdens. Also, urban light and rapid rail systems typically cover the same basic geographic service area as the local bus system. Consequently, as long as an accessible bus or special service system provides transportation to disabled persons in the area, disabled persons are not denied transportation. (See discussion of commuter rail in the NPRM accompanying this final rule.) We are aware that bus or other motor vehicle transportation may not be as fast or convenient as rail transportation. However, section 317(c) does not require that service available to disabled persons be the same as service for the general public, and we believe that the rule, as drafted, satisfies our statutory responsibilities.

Where accessible rail systems exist, recipients may use the service these systems provide to help meet their service criteria, whether their service to disabled persons is by accessible bus or special service. See § 27.95(f) and the appendix discussion of it for further information on this point.

The *APTA v. Lewis* decision aside, the Department has been impressed by the variety of different local conditions, preferences, and programs in the area of transportation services for handicapped persons, and by the difficulty of forcing all these differing situations into a single, made-in-Washington, mold. The reaction to the 1979 rule, including the 1980 Congressional initiatives to provide greater flexibility to localities, as well as the comments to the docket for this rulemaking, strongly support the proposition that local discretion is essential. Moreover, the statutory and case law does not support the proposition that the Department must mandate mainline accessibility. Of course, facilities of recipients subject to the Architectural Barriers Act of 1968, as amended (e.g., new rail facilities), must be constructed in accordance with accessibility requirements under that law.

Special Service Criteria

There are six service criteria for special service systems. A majority of comments on this subject approved the

service criteria in the NPRM, though many of the comments from handicapped persons objected to the relationship between the criteria and the limitation on required expenditures.

As noted in the discussion of legal issues concerning the rulemaking, the Department does not agree with transit industry comments that the criteria are not legally proper. One of the themes running through transit industry comments on the service criteria was that local transit authorities should have the discretion to decide for themselves the operational issues affected by the service criteria. While the Department favors local discretion, Congress has directed that the Department establish uniform nationwide criteria. Such criteria necessarily constrain local discretion to some extent.

Transit industry commenters also said that applying the service criteria to special service systems "biased" the regulation in favor of accessible bus service. That is, a recipient could comply more cheaply by making its bus system accessible and hence would have an incentive to do so, even if a special service system would provide better service.

The NPRM proposed that 50 percent of a recipient's bus fleet would have to be accessible, and the Department's economic studies of accessible bus systems were based on that proposal. As discussed in greater detail below, the final rule does not establish a specific minimum percentage of accessible buses that a recipient must have. Nevertheless, we believe that the Department's information is useful in estimating regulatory compliance costs. Under the final rule, it is very likely that the average percentage of buses needed to comply with the service criteria would be 50 percent or less. Consequently, the Department's cost estimates for 50 percent accessible bus service are likely to represent a reasonable upper limit of average accessible bus compliance costs under the final rule.

The Department's studies indicate that creating a 50 percent accessible bus system would be less costly, in cities under about 250,000 population, than a special service system meeting the service criteria. In larger cities, the reverse is true, if the special system is a user-side subsidy (e.g., taxi voucher) system. Transit authority-operated paratransit, with its own vehicles and drivers, is the most expensive option in all cases. The Department has modified some of the NPRM criteria in order to reduce the cost differences among the various service options.

We conclude that there is no across-the-board "bias" toward accessible bus

service inherent in the Department's regulation. At the same time, we believe that there is nothing improper or unwise about offering recipients and the public a choice among different options of providing service, even though the costs of these modes may differ. We believe it is appropriate for recipients to take all cost and service factors into account in planning the service that they will provide.

A number of commenters, primarily handicapped persons and their groups, advocated additional service criteria. Those most frequently mentioned concerned dwell time (i.e., how long a vehicle remains at a given stop), ride length time, quality of phone service for paratransit (e.g., sufficient phone capacity to handle incoming calls for service in a timely fashion; use of TDDs to facilitate communication with hearing-impaired individuals), service across jurisdictional lines, training for transit personnel, maintenance of facilities and vehicles, transfer frequency, adequate marketing of and publicity for service to handicapped persons, provision for out-of-town visitors and persons with temporary disabilities, and a general requirement for "same or comparable" service.

The Department has incorporated some of these suggestions in § 27.87, "Provision of Service," since it concerns steps that recipients would take to ensure that the service they plan is delivered adequately. Section 27.87 requires, for example, that vehicles and facilities be adequately maintained, that personnel be appropriately trained, that assistance and information be available to persons with vision and hearing impairments and that there be sufficient communications capacity to enable users to get information about and obtain service. The question of service to out-of-town visitors and persons with temporary disabilities is discussed in connection with the service criterion on eligibility.

We decided not to incorporate several of the other suggestions. As noted in the discussion of legal issues, section 317(c) does not require "same or comparable" service. Dwell time, ride length time, marketing and transfer frequency are all legitimate concerns of transit users. However, it would be very difficult to devise meaningful service criteria on these aspects of service that did not involve more detailed "micromanagement" of transit operations or recordkeeping than the Department believes is practical or desirable. In addition, the Department does not believe these factors are as central to the provision of quality

service for handicapped persons as the criteria included in the rule.

The Department strongly urges recipients who provide service in a given region to work together to coordinate their service so that jurisdictional lines do not create barriers to the movement of disabled persons, even where recipients do not form a compact under § 27.93. The Department believes, however, that a regulatory service criterion on the subject of interjurisdictional coordination would be neither enforceable nor particularly meaningful.

A number of the service criteria involve relationships between special service and the recipient's mass transit service for the general public. Several commenters asked whether the recipient's rail service was the point of reference. As these comments pointed out, the service characteristics of rail service often differ from bus service. In addition, this rule does not impose any specific service requirements concerning rapid or light rail systems. Special service, which, like bus transportation, uses road vehicles and public highways, is more readily compared to bus service than to rail service. For these reasons, we do not believe it would be appropriate to base service criteria for special service systems on comparisons to rail systems, and the service criteria explicitly refer to bus service. Of course, this refinement of the language of the criteria will not affect the vast majority of UMTA recipients, who have no rail service.

Eligibility

Section 27.77(b)(2) of the NPRM proposed that all elderly and handicapped persons in the recipient's service area who are unable, by reason of their handicap or age, to use the recipient's service for the general public would be eligible to use the recipient's special service system.

A substantial number of comments from handicapped persons, transit authorities and other transportation providers, social service agencies, and other commenters supported the NPRM's criterion. A majority of the transit authority commenters, however, said either that eligibility should be restricted (e.g., to persons with mobility handicaps) or that transit authorities should have the discretion to establish their own criteria for eligibility.

Among the types of eligibility standards mentioned by commenters were so-called functional standards. For example, a transit authority might regard as eligible persons who could not walk ¼ mile, wait outdoors in moderate

temperatures for more than 10 minutes, or negotiate bus steps.

Some transit authority commenters said that the eligibility requirement would force recipients to serve a larger number of people with special service than with an accessible bus system. The result, the commenters said, would be higher costs for special service systems.

Other comments by a smaller number of commenters suggested that elderly persons should be permitted eligibility only if their mobility were limited, that eligibility should be expanded beyond the NPRM criterion, and that there was no objection to the establishment by recipients of appropriate procedures for certifying eligibility.

Eligibility is a key determinant of the capacity and cost of special service systems. For example, the Department's information indicates that approximately 1.4 million persons can be regarded as "severely disabled" (essentially, persons with physical disabilities making them unable to use regular mass transit service). Another six million persons are regarded as "transportation handicapped" (i.e., persons whose disabilities in any way makes their use of transit more difficult, but not impossible). The Department's studies indicate that making these additional persons eligible could increase operating costs of special service systems, on average, about 60 percent, or between \$80,000 and \$325,000, depending on the size of the city involved. If the Department required all elderly and handicapped persons to be eligible, another 21.9 million persons would have to be accommodated, raising costs even higher.

This being the case, the Department does not believe it would be feasible to broaden the NPRM's eligibility requirement to include transportation for all elderly and handicapped persons. In addition, the Department believes that there is merit to the comment that requiring a recipient to transport all persons who may not be as readily capable of using the bus system as able bodied members of the general public could effectively be so cost prohibitive to remove any real prospect that the recipient would choose a special service system over an accessible bus system.

In this regard, there are a substantial number of persons whose inability to use the bus system for the general public, due to cognitive disabilities, age or illness, would not be helped by making that system physically accessible. For example, the Regulatory Impact Analysis indicates that up to four million mentally or developmentally disabled persons (not included among the 1.4 million persons

in the "severely disabled" population referred to in the Analysis) may fall into this category. Inclusion of people in this category could increase special service costs by 10 to 33 percent and could clearly affect the recipient's choice among modes of service.

The Department recognizes that persons with cognitive disabilities also have a need for transportation. Many such persons, however, would be able to use the regular system with appropriate training. The Department encourages recipients to provide such training. It is expected that drivers would also have to be trained to understand, be patient with, and appropriately respond to questions from mentally retarded persons.

Consistent with other parts of this regulation, this provision does not require recipients to provide special service to able-bodied persons with mental disabilities. Recipients may, however, choose to provide transportation to them even though their condition does not render them physically unable to use the bus service for the general public. In this situation, it would be inappropriate for the recipient to count costs for this special service towards the limit on required expenditures.

The final rule, therefore, requires the recipients choosing special service systems to treat as eligible only those persons who, by reason of handicap, are physically unable to use the bus system for the general public. These are the individuals who would be likely to benefit from an accessible bus system.

Section 16 speaks of transportation service for elderly and handicapped persons. This criterion, however, is not intended to make elderly persons eligible for special service solely on the basis of age. As noted above, doing so would substantially increase costs. Moreover, the Department does not believe that it is necessary, under the statute, to require that special service be provided for elderly persons who are, in fact, physically capable of using the regular service for the general public.

Waiting Lists

Section 27.77(c)(6) of the NPRM proposed that there could not be a waiting list for the provision of service to eligible users. Relatively few comments addressed this criterion; most of those that did favored retaining it. Most of the transit authorities commenting opposed the criterion or said they preferred local option concerning waiting lists. Based on the comments, it appears that waiting lists are not a subject of major concern to the transit industry or to consumers; it also

appears that relatively few recipients actually use waiting lists. (The GAO study cited in Congress found only 22.)

As a result, the Department has decided not to include a criterion concerning waiting lists in the final rule. It does not appear that waiting lists are a major, central concern on a level with the other subjects of service criteria in the final rule. Like dwell time, ride length time, and other such relevant but relatively less important service characteristics, the subject of waiting lists does not, in our view, warrant a separate service criterion. A specific service criterion on this subject is unnecessary, in any event, given the eligibility criterion and the provision of service requirement.

Response Time

Section 27.77(c)(5) of the NPRM proposed that users of the special service shall not be required to wait for the service more than a reasonable time. The NPRM asked for comment on whether there should be a regulatory maximum waiting period.

Most of the comments on this criterion came from transit authorities and handicapped commenters. Most of the latter favored including a regulatory maximum waiting period; most of the former opposed doing so, saying that this was an issue that should be decided at the local level without a Federal criterion.

Commenters had varying ideas on the appropriate length for a regulatory maximum waiting period. Twenty-four hours was the time mentioned most frequently by commenters. A majority of these comments said that the maximum waiting period should be no more than 24 hours; others said that the maximum waiting period should be no less than 24 hours. Some handicapped commenters recommended shorter maximums, in the one to four hour range. Another suggestion was that the waiting time should not be longer than that encountered by the public generally for regular mass transit.

The Department studied the effect of different response time requirements on recipients' costs. The studies showed that requiring a response time shorter than 24 hours would add considerably to the costs of providing special service. For transit-authority operated paratransit, a shorter response time would increase costs about 70 percent on the average, adding \$104,000 to \$324,000 to operating costs, depending on city size.

The Department believes that a specific maximum will be easier to understand and enforce than the

"reasonable time" proposed in the NPRM. In a special service system, 24 hours seems a reasonable time for providers to schedule and "package" trips in an efficient manner. We believe that a response time longer than 24 hours could unduly inconvenience users. We also note that prolonged response times were one of the "deficiencies" in current systems mentioned in the legislative history of 317(c). These considerations all favor establishing a 24-hour response requirement.

Restrictions or Priorities Based on Trip Purpose

Section 27.77(c)(4) of the NPRM proposed that use of special service could not be restricted by priorities or conditions based on trip purpose. The preamble to the NPRM noted that this provision was intended to prevent recipients from refusing to provide service for some trip purposes, or providing service for certain purposes only after demand for trips with other purposes is satisfied.

Most handicapped commenters favored this service criterion. Most transit industry commenters opposed it, or recommended that the decision about restrictions and priorities be a matter of local discretion. Other commenters were roughly evenly divided on the issue.

The Department has decided to retain this criterion. The general public can use the recipient's mass transit system at any time that it operates, for any purpose. We believe that it is inappropriate for recipients to administratively limit transportation service for disabled persons to certain purposes. For a transit authority to decide that some trip purposes are more deserving of service than others can involve a kind of paternalism that disabled individuals understandably may resent.

The Department understands the concern of some commenters that, taken literally, this criterion might be thought to foreclose subscription service for work or other essential trips, which our studies show to be a very cost-effective form of special service. The Department does not intend, through this subparagraph, to prohibit recipients from providing this kind of service.

The Department's studies did not directly estimate the costs of providing service without trip purpose restrictions. However, they did include data on so-called "many-to-few" systems, in which transportation service is provided from multiple origin points to a limited number of destinations (e.g., universities, hospitals, employment centers). There are clear differences between a "many-to-few" system

(which provides service for any purpose to a limited number of points) and a system with trip purpose restrictions (which provides service for the approved purposes to any point). As noted in the discussion of the trip purpose restrictions criterion in the appendix, a "many-to-few" system would not be consistent with this criterion.

However, cost data about many-to-few systems may serve as a rough surrogate for cost data about systems with trip purpose restrictions. The Department's data indicates that a "many-to-few" paratransit system operated by a recipient would cost about \$75-195 thousand less per year than a destination-unrestricted system, depending on city size. The Department does not view this level of potential savings as sufficient to justify eliminating this service criterion.

Fares

Section 27.77(c)(3) of the NPRM proposed that the cost of a trip on the special service would have to be comparable to a trip of similar length, at a similar time of day, to a user of the recipient's service to the general public. The preamble explained that this did not mean the fares had to be identical; rather, the variance between the regular and special service should be relatively small and be justifiable in terms of the actual differences in cost between the two types of service.

A majority of the comments expressing approval or disapproval of the NPRM provision (including most from handicapped commenters) favored it. Some of the handicapped commenters wanted the criterion strengthened, so that it would require special service fares to be no higher than fares for similar trips on the regular mass transit system. The others, including most transit industry comments, opposed the proposed criterion or said that local discretion should be permitted concerning fares. Another sizeable group of comments asked for clarification of what a "comparable" fare was, suggesting that retaining the NPRM language would lead to uncertainty about the meaning of the criterion.

The Department considered retaining the NPRM criterion. This long-established standard is familiar to transit providers and provides a general guideline to recipients and the public and can forestall outlandish fare differentials without involving any potentially arbitrary arithmetical formula. This approach does require some exercise of judgment on a case-by-case basis, however.

The Department also considered a variety of ideas suggested by commenters, such as fares based on a percentage or regular transit fare box recovery, multiples or percentages of regular transit fares, or a specific dollar ceiling. All of these suggestions are likely to be too difficult to apply reasonably under the wide variety of local situations to which the rule must apply. They could also result in handicapped persons having to pay disproportionately high fares in some cases.

The Department also considered comments which said that the charge to the handicapped person from Point A to Point B should be the same, regardless of the mode of service. This approach has the advantages of simplicity and apparent equality. However, the approach could increase net costs of operating a special service system 40 percent or more and, by encouraging marginal trips, increase gross costs as well. This effect could help to "tilt" recipients in the direction of an accessible bus system, contrary to the Department's desire to give recipients an even-handed choice among modes of transportation service.

The Department has decided to retain the "comparable fares" criterion of the NPRM. This approach recognizes the need to keep special service fares within reasonable bounds, compared to regular transit fares. It also recognizes, however, that special service is different from bus service in a number of respects, including convenience of service and cost. Recipients should not have to charge exactly the same prices for different services. While it is necessary to work out the implications of the comparable fares requirement on a case-by-case basis, we believe that the disadvantages of other, less flexible, approaches are more serious.

Hours and Days of Service

Section 27.77(c)(2) of the NPRM proposed that the recipient's special service would have to be available on the same days and during the same hours as the recipient's service for the general public. A majority of transit industry commenters opposed the criterion, or thought that localities should have discretion concerning this service characteristic. A majority of handicapped commenters favored retaining the criterion, and other commenters divided roughly equally.

Commenters opposing this criterion said that it would not be cost-effective to maintain the availability of special service during certain non-peak hours, such as late at night or on weekends.

The Department believes that the cost-effectiveness of service during times of relatively low demand can be improved significantly by the use of user-side subsidy systems to cover those periods. For example, a transit authority that runs a relatively costly paratransit system during peak hours might shut down that system after the evening rush hour and substitute a taxi voucher system.

The Department's national computer model study did not include data from which estimates could be made of the incremental cost impact of this criterion. Neither did commenters present any information useful for analysis on this point. Data from four of the case studies suggests that this criterion could increase costs of a special service system from two to 15 percent in those cities. However, given that the rule includes a limitation on required expenditures by recipients, the inclusion of this criterion will not, in any event, result in undue financial burdens being imposed on transit providers.

Disabled persons, like other members of the public, have use for public transportation on evenings and weekends. The times when service is available is one of the key determinants of the utility of mass transit to its users. Consequently, the Department has decided to retain this criterion.

Service Area

Section 27.77(c)(1) of the NPRM proposed that special service would have to be available throughout the same service area as the recipient's service for the general public. The preamble asked for comment on how the final rule should treat extended commuter service that went well outside the normal service area.

The largest group of commenters on this issued favored a requirement for providing special service within the same area that the system for the general public serves. These commenters included some transit authorities as well as handicapped individuals and groups representing them, social service agencies, paratransit providers, and other members of the public. A few commenters said that the decision about the area served should be left to local discretion.

Almost all handicapped commenters on the issue of "extended" service said that service going beyond the normal service area should be accessible or that special service should be available. Almost all transit authorities said this matter should be left to local decision, or that requirements for service beyond the normal service area should be less

stringent. There was also some comment on the question of how the "service area" should be defined. Some commenters favored defining the service area as the urbanized area, or alternatively, the "normal urban area" in which the recipient provides service to the general public. Others asked for clarification of the requirements for special service within the normal service area—did the criterion mean that special service must serve any points within the urbanized area, or did the special service have to serve only points along bus routes? Some transit authorities said the definition should be left to local discretion. A few of these pointed out that certain existing special service systems already serve a larger area than the regular bus system, asserting that a "same service area" criterion could reduce the geographic area now served.

The Department's information shows that permitting recipients to restrict the geographic area they serve to an area smaller than is served by the regular transit system can reduce expenditures. A geographic area-restricted paratransit system operated by a recipient, on average, would cost between \$70 and \$200 thousand less per year, depending on city size, than a similar system serving the same geographic area as the regular transit system. The corresponding difference for the less costly user-side subsidy approach would range from \$20 to \$45 thousand annually.

Principally because of this cost differential, the Department seriously considered eliminating or modifying the service area criterion. However, in view of the decision to include a limit on recipients' required expenditures, the Department decided that the cost differential was not sufficient to outweigh the importance of the criterion in ensuring adequate service for handicapped persons. The absence of geographic restrictions on service is among the most important factors making special service genuinely useful for disabled riders. For example, in many localities, the bus system serves a central city and its surrounding suburbs. If the special service system serves only the central city, or provides service only within certain jurisdictional or "zone" boundaries, the ability of a handicapped person to move around the area by mass transit is severely limited.

Consequently, we are retaining this criterion in the final rule. In terms of defining the service area, we have decided to adopt the suggestion to use the normal area served by the recipient's bus system (exclusive of extended commuter runs). This area is

the best analog to the area in which service is available to the general public.

We recognize that it is somewhat more difficult for recipients to "draw the map" of their service area than to use the urbanized area as the basis for the service area. The boundaries of the urbanized area, as determined by the Bureau of the Census, are clearly defined. However, the Department's studies indicate that the service areas in which many recipients actually run their bus systems are smaller than urbanized areas, and using the urbanized area definition could force them to expand their service for handicapped persons well beyond the area in which the general public is served. This is not necessary as a matter of equity, and it would increase costs.

Service is required to be "throughout" the service area. Limiting service to bus stops or to areas within a certain distance of bus routes would not, therefore, meet this criterion. With respect to "extended" service, the Department believes, as handicapped commenters argued, that disabled persons should be able to take advantage of "extended" service. At the same time, the Department agrees that requirements for special service outside the normal service area should be less stringent. Therefore, the Department will require recipients to provide service for handicapped persons to only those points (e.g., terminals, bus stops) reached directly by the bus service extending outside the normal service area.

Service Criteria for Accessible Bus Systems

Section 27.77(b)(2) of the NPRM proposed that one of the ways a recipient could comply with the rule was to make 50 percent of its fixed route bus service accessible. Fifty percent of the fixed route service would be deemed accessible when half the buses the recipient used during both peak and off-peak times were accessible. The preamble explained that this meant that 50 percent of the buses "on the street" at any time had to be accessible, adding that this meant that a sufficient number of accessible buses would have to exist in the reserve fleet to ensure that 50 percent of the buses actually operating were accessible.

The preamble also asked two questions with respect to accessible bus service. First, should recipients be required to permit semiambulatory persons to use lifts? Second, how would the service criteria apply to bus service?

As a response to handicapped commenters' requests for 100 percent accessible service, and to recipients' concern that the relatively low cost of accessible bus service "biased" the rule in its favor, the Department considered requiring 100 percent accessible service, which would provide the level of service requested by the handicapped commenters while substantially reducing or eliminating the cost differential between bus and paratransit modes.

Depending on city size, the Department projects that 100 percent accessible bus service would cost between \$40 and \$420 thousand more per year than 50 percent accessible service, for the average transit authority. While this would reduce the cost differential with paratransit, the Department is not persuaded that it would be cost-effective to require 100 percent accessible service. It is reasonable to believe that, while a 100 percent accessible system would be more convenient for handicapped persons to use, a majority of the persons who would use accessible bus service at all would use a system in which substantially fewer than 100 percent of the buses were accessible. The overall higher costs of 100 percent accessible bus service are themselves a reason for choosing not to require service at this level.

The Department was aware that recipients will have to have some accessible buses in their reserve fleets. The NPRM mentioned this fact, and the Department's cost estimates for accessible bus service have taken it into consideration. The Department is not persuaded, however, that 50 percent accessible bus service is too costly. The Department's data indicates that such service can, in most cases, be provided well within the rule's cost limit.

There were also several comments that accessible bus service would not be fully adequate to meet the needs of disabled persons. These comments pointed out that not all handicapped persons could use accessible bus service, for reasons such as distance from bus stops, inability to use a lift, physical barriers between the bus stop and the user's origin or destination, bad weather, etc.

The Department is aware that not all handicapped persons can use accessible fixed route buses, and we agree that the ideal transportation system for handicapped persons would include both 100 percent accessible fixed route service and a substantial amount of special service. However, given the limitations of Federal and local resources, and the constraints of the

Davis and *APTA* cases, the Department believes that it is not in a position to mandate an "ideal" system.

Rather, we believe that by giving localities a choice among various approaches that are reasonably effective, even if short of ideal, we will comply with the intent of Congress and improve considerably the services available to disabled persons. An accessible bus system meeting the final rule's service criteria is one of these reasonably effective approaches.

A number of transit authorities said that if 50 percent of the recipient's fleet was accessible, it should be regarded as in compliance, whether or not 50 percent of the buses actually operating on the street were accessible. However, accessible buses sitting in the garage or on the parking lot do not provide transportation services to handicapped persons. Use, as well as ownership, of accessible buses is necessary for the accessible bus option to work. This is as true under the final rule as under the 50 percent requirement proposed in the NPRM. In this connection, it should be remembered that, in conformity with section 317(c), the Department is required to establish criteria for the provision of service, not simply for the possession of equipment.

Some handicapped commenters said that, during off-peak hours, all buses should be accessible, or that the recipient's accessible buses should be used before inaccessible buses (this latter requirement was part of the Department's 1979 rule). It is true that off-peak schedules involve less frequent service. Consequently, off-peak accessible service could be very infrequent. Therefore, the Department encourages recipients to deploy their buses so that as many as possible of the buses in use during non-peak hours are accessible, to make service for handicapped persons more convenient.

However, the Department does not believe that it is appropriate to establish a regulatory requirement to this effect. Such a requirement is less compatible with the service criteria-centered approach of the final rule than the 50 percent accessibility proposal of the NPRM. Also, the deployment of additional accessible buses during off-peak hours is a matter best left to the discretion of local operators.

The final rule does not require that 50 percent or any other fixed percentage of the recipient's buses be accessible. Rather, the final rule requires that the recipient operate, on the street, a sufficient number of accessible buses to meet the other service criteria for bus systems. The Department has decided to take this approach because, consistent

with section 317(c), the emphasis of this rule is on meeting service criteria. There is no magic percentage of buses that will ensure that the service criteria are met.

The Department is aware that recipients now operate accessible bus service in two principal ways. The majority do so by making part of their scheduled bus service accessible. However, it is also possible for a recipient to provide "on-call" accessible bus service. That is, a user calls the recipient and says that he would like an accessible bus to be on a particular route at a particular time. The recipient makes sure that the accessible bus is provided.

In the preamble to the NPRM, the Department mentioned such an arrangement as an example of a mixed system. We believe, however, that it is more reasonable to treat such an approach as a type of accessible bus system, since it is based on the use of regular accessible transit buses on regular bus routes.

It is the Department's intention to establish, as Congress intended, a set of uniform national service criteria for transportation service to handicapped persons. This is important for reasons of equity to users and providers alike. Inherent characteristics of various modes of transportation require some modifications in the way the criteria are stated, however.

Three of the six service criteria are met automatically by a scheduled accessible bus system. Scheduled accessible bus systems have no administrative eligibility requirements. They do not restrict or prioritize the availability of service based on trip purpose. Buses meet schedules, rather than arriving in response to a specific request for service. This satisfies the purpose of the response time criterion.

Of the remaining criteria, the first requires service throughout the same days and hours as the recipient's bus service for the general public. This criterion, like its parallel for special service, is designed to ensure that a recipient does not make accessible service available during only a part of the time it makes service available to the general public (e.g., peak hours).

The "reasonable intervals" language, like the requirement that the service be provided "throughout" the same days and hours as service for the general public, responds to comments that the effectiveness of some existing accessible systems has been limited by the irregularity and infrequency of accessible bus service. At the same time, this language avoids the objection of transit industry commenters to very

specific service distribution and scheduling requirements. This language is included in this criterion because intervals between vehicles is a special characteristic of a scheduled bus system not present in demand-responsive modes of service.

Accessible bus service is limited to certain routes, and does not directly serve origins and destinations throughout a circumferential area. The service area for scheduled accessible bus service, therefore, states that service must be provided on all the recipient's bus routes on which a need for accessible bus service has been established through the rule's planning process.

The reference to the planning and public participation process, also unique to this mode of providing service, responds to those commenters who stressed the need for local flexibility in the design of accessible service and the need to avoid a rigid requirement for service on routes on which there is no demand for it.

In an accessible bus system, all passengers use the same vehicle and travel the same routes. Therefore, the differences between bus and special service that led us to require "comparable" rather than the same fares for the latter do not apply in this context. Recipients must therefore charge all passengers, including handicapped persons, the same fare for the same trip (leaving aside, of course, the off-peak half fares required for elderly and handicapped persons by 49 CFR 609.23).

Some of the criteria for on-call accessible bus service are identical to those for special service. The eligibility, response time, and restrictions or priorities based on trip purpose criteria fall into this category. The fares criterion is identical to the fares criterion for scheduled accessible bus service. The "same days and hours" criterion is the same as the first sentence of the corresponding provision for scheduled accessible bus service. The second sentence is dropped because it is not meaningful to talk of "reasonable intervals" in the context of demand-responsive accessible bus service.

The service area criterion is somewhat different than its scheduled accessible bus service counterpart. In the scheduled accessible bus service context, the schedule of accessible buses which run regularly on various routes at various times is a matter for the planning process. In an on-call accessible bus system, however, the need for and scheduling of accessible service is determined by calls requesting

such service in each specific instance. Consequently, the statement of the service area criterion for on-call accessible bus service simply requires accessible service to be provided on all the recipient's routes, upon request.

This criterion also addresses a unique feature of on-call accessible bus service by stating that "all the buses needed to complete the handicapped person's trip" must be provided. Obviously, on-call accessible bus service will not be useful to a handicapped person if the first bus he or she needs to get to his or her destination is accessible, but the bus he or she needs to transfer to in order to complete the trip is inaccessible.

Some handicapped and other commenters suggested various additional criteria concerning the use of accessible buses. For example, every other bus could be required to be accessible. There could be requirements governing transfer frequency or trip length.

The "every other bus" criterion would be a surrogate for the "same days and hours" and "same service area" criteria. However, it could be unduly rigid in application, denying recipients and other participants in the planning process the opportunity to concentrate accessible service where it is most needed. In addition, it could be confusing to state the service criteria in a markedly different way for this mode. For these reasons, we decided not to adopt such a criterion. We also decided against including transfer frequency and trip length criteria, believing that these matters are best determined as a part of the local planning process.

One of the most vexing issues concerning accessible bus service is whether there should be a service criterion requiring recipients to permit semiambulatory persons and other standees to use bus lifts. At the present time, transit authority practices, as described in the comments, appear to vary widely.

Virtually all transit industry comments on this issue said that the operator should have the discretion to decide whether semiambulatory persons should be able to use lifts or that the Department should prohibit the use of lifts by such persons. Virtually all the handicapped commenters urged the Department to require recipients to allow semiambulatory persons to use lifts. A few other comments suggested that UMTA sponsor research into lifts that standees can use safely, that the Department require additional safety devices for lifts, or that semiambulatory persons be permitted to use lift if they sign a waiver of liability.

Both major positions on this issue have merit. It is true, as handicapped commenters pointed out, that unless semiambulatory persons are permitted to use lifts of a recipient who complies through an accessible bus system, these individuals will have no access to public transportation. This is contrary to the intent of the statute and regulation, the commenters assert.

It is also true, as transit industry commenters point out, that at least some kinds of lifts are not designed to accommodate standees. Not all lifts, for example, have handrails a standee can grasp. Some may operate in a fashion that makes retaining one's balance while standing difficult, particularly for some elderly or handicapped persons. Other lifts may enter the bus at a level, relative to the door opening, that could cause a standee of a certain height to hit his or her head on the entranceway. Transit authorities are properly concerned about the safety and legal liability implications of these problems.

The Department does not have, at this time, sufficient information to evaluate the safety implications of requiring recipients to allow semiambulatory persons and other standees to use lifts. Nor are we now in a position to establish design or performance standards, or safety feature requirements, for lifts. Particularly in view of the Department's policy emphasis on transportation safety, we do not believe that it would be advisable for us to require a practice that could create safety hazards for the individuals that the rule is intended to help.

For this reason, the final rule does not include such a requirement. However, the Department will consider further the safety implications of standee use of lifts and determine what, if any, additional steps are appropriate to address this problem.

Service Criteria for Mixed Systems

Section 27.77(b)(3) of the NPRM proposed that recipients could comply with the rule by establishing a mix of accessible bus and special service. The preamble discussion of this proposed section stated that the accessible bus and special service components of the mixed system, taken together, would have to meet all the service criteria. The preamble also suggested that, in a mixed system, the recipient would not have to provide both accessible bus and paratransit service between the same two points, and it asked whether the final rule should contain any requirements concerning transfer frequency.

There was relatively little comment on this provision. Most of these comments did not object to the notion of a mixed system envisioned by the NPRM and appeared to like the flexibility that such systems provide.

A few commenters objected to the preamble's suggestion that accessible bus and special service components of a mixed system would not have to duplicate one another's routes and efforts. The idea of non-duplication, however, is essential to a mixed system. If a recipient could have a mixed system only if it provided both sorts of service everywhere at all times, then there would be little reason for the recipient to establish a mixed system.

The final rule (see amendment to section 27.5) defines a "mixed system" simply as one that provides accessible bus service at certain times in certain areas and special service at other times and/or in other areas. The full performance level for a mixed system is reached when, subject to the overall limit on required expenditures, each component of that system meets the service criteria applicable to accessible bus systems or special service systems, as the case may be.

Comments from handicapped persons emphasized the importance of convenient travel using all components of a mixed system, and most of these comments favored some limitation on the number of transfers that could be required. Most transit industry commenters favored local discretion on this matter.

The Department does not believe that a discrete national limit on transfers is feasible. The variables are too numerous, and the comparison between the mass transit system for the general public and a mixed system for handicapped persons too difficult, to make such a criterion workable in the great variety of local circumstances to which this rule has to apply. On the other hand, we believe that recipients have a responsibility to coordinate the parts of mixed systems to minimize inconvenience to users, including inconvenience related to transfers. Therefore the Department will require the recipient to ensure such coordination.

Section 27.97 Limit on required expenditures.

Section 27.77(d) of the NPRM proposed that no recipient would be required, in order to meet the NPRM's service criteria, to spend more than a certain annual sum. The NPRM set forth two different ways of calculating that sum for comment, both averaged over the current and two previous fiscal

years: 7.1 percent of the recipient's annual UMTA assistance, and 3.0 percent of the recipient's operating budget.

Many commenters addressed the cost limitation issue. The largest group of comments, including virtually all those from handicapped commenters as well as members of most other categories (especially social service agencies), opposed the concept of a limitation on recipient costs like that proposed by the NPRM. As a policy matter, these comments asserted, the limit would vitiate the effect of the service criteria and result in inadequate transportation service for handicapped persons. As a legal matter, these comments said, the proposal would be inconsistent with section 317(c). If there were a limitation on required costs for recipients, many of these same commenters said, it should be set at a higher level. Some of the comments recommended setting the limit as high as 30 percent of the recipient's Federal assistance or 15 percent of its overall operating budget.

On the other hand, virtually all the transit authority comments on the subject, as well as several comments in other categories, approved the concept of the limit on required expenditures. However, these commenters said that the limit was too high to avoid the imposition of undue financial burdens.

Many of the transit industry comments suggested that the Department should ensure that recipients be required to spend no more than they would have to spend under the present § 27.77. To accomplish this objective, several comments suggested that the cost limit be established at about two percent of section 9 funds.

Transit authorities' comments about the base for the cost limit were divided. A majority favored a Federal assistance-based approach. Several MPOs and commenters in other categories also favored a Federal assistance-based limit.

One argument that proponents of a Federal assistance-based cap made was that of proportionality. That is, the amount they spend on complying with a Federal regulatory requirement should remain proportional to the amount of Federal assistance they receive.

All handicapped commenters commenting on the subject, plus about a quarter of the transit authority comments and several comments from commenters in other categories, favored an operating budget approach to the limitation on recipient expenditures. Two main arguments were advanced for this preference. First, the recipient's operating budget was viewed as a relatively more stable base for

calculating the limit, since it is drawn from a variety of sources and appears less subject to fluctuation than Federal assistance. Second, these commenters view the transit service for handicapped persons as simply one aspect of a transit authority's overall service to the public. From this viewpoint, fairness requires a reasonable portion of the transit authority's overall resources to be devoted to that portion of the service to the public that handicapped persons can use.

A smaller number of commenters, from various categories, favored either letting recipients choose which base for the limit would apply in their case, or calculating both and using the higher figure. Because this approach would involve more paperwork, and create greater uncertainty, than choosing a single cost limit, the Department did not adopt this suggestion.

The Department has decided to adopt a limit on required expenditures. We have done so for a number of reasons. First, under section 504, as interpreted by the courts, the Department cannot impose undue financial burdens on recipients. The limit is designed to prevent such undue burdens.

Second, predictability is important in planning and budgeting for any public expenditure. The provision will ensure that recipients know, and can plan on the basis of, a predictable limit to their cost exposure for compliance with this rule.

Third, the provision will avoid, to a substantial degree, inequities among recipients. From the information available to the Department, it appears that the cost of providing various sorts of service to handicapped persons may vary substantially from recipient to recipient. In the absence of a limit on required expenditures, the compliance cost to one recipient (even among recipients the populations of whose service areas are similar) could be much higher than for another. The limit will help to avoid major discrepancies in the proportion of resources that recipients must devote to transportation for handicapped persons.

In addition, the Department is convinced that the limit will not result in the failure of this regulation to achieve its principal purpose—the improvement of transportation services for handicapped persons, consistent with the Department's service criteria. The Department's studies show that many recipients, including those serving the largest urban populations in the country, should be able to meet all service criteria for less than the cost limit regardless of which approach to service

they choose. By choosing cost-effective alternatives (such as user-side subsidy or coordination/brokerage programs), many other recipients can do so as well. Other recipients will make tradeoffs which still result in substantially improved service; in these situations, the public participation process is available to help determine the most productive allocation of resources.

One alternative to a limit on required expenditures that the Department considered was to provide for individual, case-by-case, "undue hardship" waivers of the requirements of the rule. Some commenters said this approach was preferable to the proposed cost limit because it did not establish an across-the-board "exemption" from the service criteria. This approach has several problems. First, the Department would have to devise neutral, broadly applicable standards for what constitutes an undue hardship or burden. Such standards might well have to include a cost limit-like threshold expenditure level. Also, the lack of clear legal definition of what constitutes an undue hardship could make standard-setting very difficult.

Second, the Department would have to deal with what, based on experience in previous rulemakings, could be a large number of waiver requests. Processing these requests could be a very time-consuming and burdensome job for the Department, leading to substantial uncertainty about and delay in providing the services for handicapped persons. In effect, the Department would be substituting a series of rulemakings of particular applicability for a rule of general applicability. Moreover, this approach would shift the emphasis in decisionmaking about service from local areas to Washington, which is contrary to the Administration's policy.

Third, it would probably be necessary to eliminate or scale back some of the service criteria in order to prevent the overall compliance costs of the rule from becoming too large. This would be undesirable, particularly in that it could result in less improvement of service in those many localities that can meet all the criteria without exceeding the limit on required expenditures.

With respect to the alternatives for the limit on required expenditures and their effects on projected recipient costs, the Department presents the following tables, based on information it gathered in studies made in connection with the Department's Regulatory Impact Analysis (RIA). These figures, and the way they were derived, are discussed in greater detail in the RIA.

TABLE 1.—ANNUAL COSTS OF SERVICE MEETING ALL SERVICE CRITERIA

City size	3.0 limit	7.1 limit	Para- transit	User side subsidy	50 per- cent bus
(1) Less than 250,000	61	75	247	92	35
(2) 250,000 to 500,000	193	184	393	126	160
(3) 500,000 to 1,000,000	506	506	515	155	300
(4) Over 1 million	2,408	3,456	1,016	196	960

¹ Does not include data from New York, Chicago, Los Angeles, Philadelphia, San Francisco, and Boston.

The data in Table 1 are expressed in thousands of 1983 dollars, and represent annual operating and capital costs and cost limit figures for a system serving an average-sized city in each city size category. The accessible bus costs assume a six-year phase-in period and a 20 percent spare ratio. The user-side subsidy costs assume that supplementary lift-equipped vehicle service would be provided for persons unable to use regular taxis. The paratransit (i.e., transit authority-operated paratransit) and user side subsidy figures are projections of the cost of systems in which the service criteria are as close as possible, given the data available, to those required by the final rule. The 7.1 percent cost limit is based on all UMTA assistance in FY 1983. The 3.0 percent cost limit is based on recipient operating costs as shown in the 1981-82 reports under Section 15 of the UMT Act, becoming too large. This would be

Table 2.—Nationwide, 30-Year Present Value of Compliance Costs

Paratransit98
50 percent Accessible Bus69
7.1 percent cost limit	2.72
3.0 cost limit	2.37

This table covers all cities, including the six largest, and assumes that all cities chose one option or the other. The numbers are expressed in billions of 1983 dollars and are based on 1983 UMTA assistance and operating budget levels. The cost limits and service figures are computed as in Table 1.

TABLE 3.—DATA FROM SEVEN CASE STUDIES

City	Present costs	Adjusted costs	7.1 percent limit	3.0 percent limit	2.0 percent of \$ 9 limit
Cleveland	3,900	3,119	2,900	3,189	600
Pittsburgh	2,793	2,698	7,980	3,906	668
Seattle	1,218	1,200	2,500	3,200	688
Kansas City (Missouri)	1,079	555	667	783	188
Akron (Ohio)	1,145	242	312	247	88
Hampton (Virginia)	93	103	206	162	58
Brockton (Mass.)	585	245	129	150	36

The figures in Table 3 are expressed in thousands of FY 1983 dollars (except the

present costs figures for Cleveland and Seattle (Calendar Year 1983 dollars) and Akron (Calendar Year 1983 dollars). The present costs to which the table refers are the costs of the recipient's existing service for elderly and handicapped persons, whether or not the service meets the criteria of this rule. The adjusted costs are the Department's projection of what it would cost each city to operate a system meeting the service criteria while serving the eligible population defined by the rule. The costs cited are total costs. In the case studies, the systems were credited with all capital costs from 1979-present, and, although annualized, overstate actual compliance costs under the final rule. The 3.0 percent cost limit is based on 1983 total operating expenditures. The 7.1 percent cost limit is based on 1984 section 9 grant apportionments and section 3 capital funds. The 2.0 percent of section 9 limit, suggested by transit industry comments, is shown for purposes of comparison (calculated in FY 1984 funds).

Looking first at the overall, long-term picture (Table 2), the Department's figures show that, over 30 years, the present value of recipients' aggregate maximum cost exposure under the final rule would be about a third of a billion dollars less under the NPRM's 3.0 percent of operating costs limit than under the 7.1 percent of all UMTA assistance alternative. What is more interesting in Table 2 is that the 30-year present value of aggregate compliance costs for either transit authority-operated paratransit or 50 percent bus accessibility is far less than either of the proposed cost limits. (These figures are projections of what the nationwide compliance cost would be if all recipients chose one mode or the other.)

Table 1 projects the annual costs of compliance and cost limits in average-sized cities in each of four city size categories. The 3.0 percent cost limit results in a lower potential cost exposure in city size categories 1 and 4, an equal potential exposure in city size category 3, and a slightly higher potential cost exposure in category 2.

In city size categories 2, 3, and 4, both a user-side subsidy and a 50 percent accessible bus system, meeting all service criteria of the final rule, could be provided for less than either proposed cost limit amount. In each case, the user-side subsidy approach would be less costly. Transit authority-operated paratransit meeting the service criteria, in every case the most expensive alternative, could be provided for less than the cost limit amounts only in cities of more than 1,000,000 population (category 4), though cities in category 3 could come close.

Small cities would have the most difficult time meeting all the criteria for less than their cost limit amounts.

According to Table 1, the cities in category 1 (under 250,000 population) would be able to meet the criteria without exceeding the cost limit only by using an accessible bus system. Even a user side subsidy system's costs would exceed the limit on required expenditures to some extent, and a transit authority-operated paratransit system would exceed the cost limit level substantially.

One of the interesting results of the case studies displayed in Table 3 is that the present expenditures of four of the cities (Cleveland, Kansas City, Akron, and Brockton) are higher than one or both of the proposed limits on required expenditures. These expenditures are not mandated by Federal regulation. It is difficult to argue that expenditures at the cost limit levels proposed by the NPRM would constitute "undue financial burdens" for cities which have already voluntarily exceeded these levels.

Six of the seven cities (all except Brockton) could comply with the all of the final rule's service criteria by spending less than the 3.0 percent cost limit figure applicable to them. Five of the seven cities could comply with all the final rule's service criteria by spending less than the 7.1 percent cost limit figure applicable to them. The exceptions are Cleveland and Brockton. These results suggest that the proposed approaches to limiting recipients' required expenditures are reasonably related to the provision of transportation services meeting the final rule's service criteria. The figures show that cities' costs of compliance do vary substantially, which supports the argument that a cost limit is useful to prevent cities with higher costs (e.g., Cleveland) from suffering substantially higher compliance burdens than other cities.

On the other hand, the 2.0 percent of section 9 funding basis for the limit on required expenditures, recommended by transit industry comments, would fall far short of either the seven systems' current expenditures or the expenditures necessary to meet all service criteria under the final regulation. The 2.0 percent limit amounts for the seven systems average 30.9 percent of the systems' current expenditures. The same 2.0 percent limit amounts average 42 percent of the adjusted compliance costs for the seven systems. It is clear that, if the Department were to adopt the 2.0 percent of section 9 basis for the cost limit, the seven systems could comply with the regulation while providing much less service than they do now or

would provide under the 3.0 or 7.1 percent cost limits.

The Department has concluded that the 2.0 percent of section 9 approach to establishing a limit on required expenditures would not be adequate. Congress clearly intended, through section 317(c), that the Department should publish a rule that would result in improved transportation services for disabled persons. The 2.0 percent of section 9 approach is explicitly intended to avoid any required increase in the aggregate resources devoted to such services. It is unlikely that expenditures at this level could improve service as Congress intended. As Table 3 shows, expenditures at this level could drastically reduce services below present levels in many cases.

The Department has decided that of the two proposed approaches to the limit on required expenditures, the 3.0 percent of operating costs approach is preferable. First, the Department is persuaded that the greater likelihood of stability, from year to year, in a figure based on overall operating costs is a significant programmatic advantage. This stability should facilitate recipients' planning for service to disabled persons. It should help to avoid fluctuations in that service that would disrupt the transportation opportunities of its users. Second, the overall potential cost exposure to the transit industry is significantly less under this approach than under the 7.1 percent of UMTA assistance alternative, based on 1983 program levels. Not only is this true for the 30-year cost limit level, but it is also true in two of the three city size categories on an annual basis in which the two differ.

In addition, the Department agrees with those commenters who said that service to handicapped persons should be viewed—and funded—simply as one portion of the recipient's overall service to the public. The Department believes that it is equitable to relate the limit on required expenditures to the funds the recipient expends on services for the entire public.

Finally, this way of calculating the cost cap is based on a standardized, readily available source (UMTA section 15 data). This will facilitate administration and monitoring of the cost limit.

We understand the argument, made by proponents of linking the cost limit to UMTA assistance, that the Department should maintain proportionality between Federal funds and expenditures for Federally-mandated service. However, we do not believe that this argument outweighs the

considerations favoring the 3.0 percent of operating costs basis for the limit on required expenditures.

Some commenters recommended deleting, from the base from which the cost limit is calculated, expenditures specifically for service to handicapped persons, such as the costs of a special service system or the incremental costs of operating an accessible bus system. The basic rationale of this suggestion appears to be that to use these costs as part of the base for calculating the cost limit would be a sort of double counting. We have not adopted this suggestion. The cost limit relates to the overall operating expenses of the recipient for all purposes, including transportation provided to all users. It would be inconsistent with this rationale, and with the idea that service to handicapped persons is simply one facet of service to the public, to base the cost limit on three percent of 97 percent of the recipient's operating expenses. Doing so would also make administering the rule more complicated.

The NPRM proposed that the recipient could average its operating costs for the two previous fiscal years and its projected operating cost for the current fiscal year in order to form the base from which the cost limit is calculated. The rationale of this provision was to permit greater predictability and stability in the cost limit figures (e.g., to smooth out "bumps" in cost limit levels that might be caused by short-term changes in operating costs). Relatively few comments addressed this proposal, and most of them were favorable. The final rule retains this feature.

The preamble of the NPRM also asked for comment on so-called "carryover credit." This idea would involve permitting a recipient which voluntarily spends more than its cost limit in one year to take credit for the overage in subsequent years. For example, a recipient that made heavy capital expenditures in one year, spending \$100,000 over its cost limit figure, would be able to comply with the rule the following year even though it spent up to \$100,000 less than its cost limit figure.

The majority of the comments on carryover credit, most of which came from transit authorities, favored the concept. Other commenters favored various ways of amortizing capital investments over a period of time. The Department agrees with commenters who expressed concern that crediting the total amount of capital purchases in the year in which the purchases took place would create an uneven pattern in reported expenditures. This could result

in a recipient exceeding its cost limit some years and not others because of capital expenditures, causing fluctuations in the level of service.

As a result, we have decided to require recipients to annualize capital expenditures, over the expected useful life of the item. This requirement is expected to result in less fluctuation and greater predictability of eligible expense levels, as they relate to the limit on required expenditures. This approach will also, we believe, accommodate the concerns of those commenters who favored a "carryover credit" approach.

Section 27.99 Eligible expenses.

Since the rule includes a limitation on the costs recipients are required to incur to comply with the regulation, it is necessary to establish what kinds of expenditures by the recipient may be counted in determining whether the recipient has reached the limit.

Section 27.77(e) of the NPRM said that incremental operating costs of accessible rolling stock, operating costs of special service, capital costs for special service components and accessible rolling stock, payment of expenses of indirect methods of providing service, and incremental costs of training and coordinating service were eligible. Other costs, even if related to service for handicapped persons, were not. For example, if recipients served both eligible handicapped persons and other persons with the same service, then only the portion of the cost of the service attributable to the former could be counted. The preamble to the NPRM added that only expenditures by the recipient itself, and not expenditures by other parties, could be counted.

The latter point was a major focus of comment. Virtually all transit industry commenters said that expenditures by agencies other than the recipient itself should be counted as eligible expenses. These comments said, first, that such expenditures were intended to provide transportation service to handicapped persons. Second, the comment alleged that the cost limitation provision acted, in effect, as a minimum expenditure criterion, and, like the minimum expenditure guideline in the July 1981 interim final rule and its 1976 predecessor, should permit expenditures by other agencies to be counted. Third, the comments said that NPRM's proposal would discourage effective coordination between the recipients' services and those provided by other agencies. The larger number of handicapped commenters addressing this subject were equally united in

asserting that only expenses incurred by the recipient itself should be counted.

The Department has concluded that only expenditures by recipients of their own funds should count in determining whether a recipient has reached its limit on required compliance expenditures. This conclusion follows directly from the nature of the limit on required expenditures itself.

The limit's reason for being is to prevent the requirements of this rule from imposing an undue financial burden on recipients. A recipient can suffer an undue financial burden only if it has to expend too many of its own dollars on compliance with the regulation. If a United Fund agency or a state or local public social service agency spends its dollars on transportation services for disabled individuals, the recipient's revenues are not any further depleted or burdened. If a transit authority buys ten accessible buses, the cost it has to incur is not increased by the fact that the local Center for Independent Living has bought a van. In logic and in reality, no one suffers a burden because someone else spends money.

We disagree with the objections of transit industry commenters to this approach. It is true, of course, that the expenditures of other public or private agencies for transportation services for disabled persons have a purpose similar to the purpose of this rule. But this rule imposes requirements and compliance costs only on UMTA recipients. Services provided by other agencies, and funded from other sources, create no additional costs for the UMTA recipients.

To the extent that the comments characterize the limit on required expenditures as a "minimum expenditure" provision, we believe they are mistaken. A minimum expenditure provision would require recipients to spend (or to ensure that they and some combination of other agencies spend) a certain amount of money, regardless of what service is provided.

For example, the Department's analysis projects that an average city of between 500,000 and 1,000,000 population could meet special service criteria through a user-side subsidy system for about \$200,000 per year. The limit on required expenditures for such a city would be \$506,000. If the cost limit were instead a minimum expenditure requirement, the city would be required to spend another \$306,000 per year, notwithstanding the fact that it had already met all service criteria. Obviously, such an approach would penalize recipients who selected an

economical mode of compliance with the rule.

The rule establishes minimum criteria for service; recipients can meet these criteria in a variety of ways. Given the variety of means open to recipients to comply with the rule, which can result in compliance costs below the cost limit levels in many instances, we do not believe it fair to say, even figuratively, that § 27.97 creates a minimum expenditure requirement.

We are also unpersuaded that this approach to eligible project expenses will harm coordination efforts. The recipient's program must ensure that service meeting the service criteria is provided to disabled persons. It does not matter who provides this service. That is, while expenditures made by other agencies are not eligible to be counted in connection with the recipient's limit on required expenditures, service provided by other agencies can help to meet the service requirements imposed by this rule. If there is a significant amount of service provided by various public and private agencies in an urbanized area, the recipient may coordinate that service, supplement it as needed to meet the service criteria, and possibly spend a relatively low amount of transit authority funds (see § 27.95(e)). This situation creates a strong incentive, not a disincentive, for coordination of transportation services for disabled persons, since it will help to reduce the cost of compliance for recipients.

The final rule provides that only those expenditures incurred specifically to comply with the requirements of this Subpart are eligible in connection with the limitation on required recipient expenditures. This regulation does not compel any transit authority to expend funds except to comply with its own requirements. The fact that another Federal, state, or local legal requirement or policy choice may result in expenditures beyond those required by this regulation does not convert these additional costs into burdens imposed by this regulation.

Some commenters said that costs related to improving accessibility of rail systems (e.g., facilities and vehicles for light rail and subway systems) should be eligible. This rule, however, imposes no requirements related to rail systems. No recipient has to make any changes in its rapid or light rail system in order to comply with this regulation. Therefore, any costs the recipient incurs to improve its rail system cannot be construed as burdens imposed by this rule, although the costs of improvements to permit the transfer of disabled persons between

accessible rail systems and bus or special service systems can be eligible. (As noted above, service provided on accessible rail systems can help to meet service requirements, however.) The same principle applies to costs incurred by recipients to comply with the Architectural Barriers Act or state or local accessibility laws. These costs are not burdens of compliance with this regulation.

This principle is stated in paragraph (a) and elaborated in paragraphs (b) and (c) of this section. For example, only "incremental" capital costs of accessible buses are eligible (e.g., the extra cost of a lift-equipped bus over the bus without a lift, not the entire cost of the bus). Only the costs of a special service system attributable to transporting persons required to be treated as eligible under this regulation, and not the costs of carrying additional persons (e.g., non-handicapped elderly persons) can be counted.

Several comments from handicapped commenters said that administrative expenses should not be eligible. We do not agree. Ensuring that programs are properly administered is a very important part of ensuring that transportation services are provided effectively. Those administrative expenditures directly related to service to handicapped persons should be counted just as other expenditures for operating a transportation service.

Some handicapped and transit authority commenters mentioned "half-fare" subsidies to elderly and handicapped persons as a cost item, the former opposing considering it as an eligible expense and the latter favoring doing so. The half-fare requirement of 49 CFR Part 609 remains in effect, and we are proposing in the NPRM to incorporate it into this Part. It is clearly a program specifically designed to assist elderly and handicapped persons, which the Department requires recipients to implement. It is therefore reasonable to regard the incremental costs of compliance as eligible, and the Department has decided to do so.

Section 27.101 Technical exemptions.

The Department has drafted this rule with the intent of providing substantial flexibility to recipients. Nevertheless, we realize that there may be a few unusual situations in which application of the general requirements of the rule could prove unduly burdensome or unreasonable. The Department, therefore, has decided to include an exemption provision in the rule. The Department's experience under the 1979 regulation on this subject, as well as under other rules, suggests that it is

valuable to have a stated procedure for technical exemptions and standards for decision to guide recipients' applications and the Department's responses to them.

Section 27.103 Alternate Procedures for Recipients in States Administering Section 5, 9, and 9A Programs.

The Department has added a new procedural section for recipients in states which have elected to administer certain UMTA funding programs. The recipients have the same obligations as all other recipients, but they will send their program materials and other submissions to the state rather than to UMTA.

Technical Amendments to Part 27

Part 27, as published in 1979, refers throughout to the American National Standards Institute (ANSI) standards for physical accessibility of structures and other facilities. This reference is now obsolete. For purposes of all of Part 27, the new Uniform Federal Accessibility Standards (UFAS) are now the relevant accessibility standards. The General Services Administration has incorporated the UFAS into its mandatory accessibility standards for Federal and Federally-assisted facilities. These standards are already binding on DOT grantees, and we wish to update Part 27 to refer to them. This should help to avoid confusion.

Therefore, all references to the ANSI standards in Part 27 have been changed to refer to the UFAS. The language of the change to § 27.67, incorporating the principal UFAS reference, is drawn from a Department of Justice model amendment on the subject. The language of the various sections affected by this technical change is not changed substantively. However, we have inserted the word "apparent" in §§ 27.71(a) and 27.73(a) ("... where there is *apparent* ambiguity or contradiction...") to emphasize that the intent of the rule is to read the UFAS and specific provisions of the DOT rule together, and that the one is not intended to allow noncompliance with the other.

When the Department published its section 504 rule in 1979, the section concerning the Federal Aviation Administration's airport programs contained a reference to "jetways." Subsequently, we learned that, like "Xerox" and "Kleenex," "Jetway" is a trade name not properly used in a generic sense. We promised to correct the oversight quite a while ago and, even though this rulemaking has to do with mass transit rather than airports, this seems like a good time to do it.

Comment Period

The Department originally established a 60-day comment period for the September 8, 1983, NPRM, which was scheduled to end on November 8. However, the Department received a number of requests, mostly from handicapped persons and their groups, requesting that the comment period be extended. These commenters suggested that the extension was needed in order to permit commenters—particularly disabled commenters—adequate time to frame their responses to the Department's proposal. The Department did extend its comment period for another 30 days, with the comment period closing on December 8, 1983.

Public Hearings

A number of commenters, primarily disabled persons and groups representing them, requested that the Department hold public hearings about the proposed regulation. In informal rulemaking under 5 U.S.C. 553, public hearings are not required by law. The Department decided that such hearings were not warranted in this rulemaking. The extended comment period gave all interested parties a fair opportunity to present their views, and the 650 persons and organizations who commented appear to represent a broad spectrum of points of view on the issues. Between the comments, and the studies that the Department conducted on transportation services for handicapped persons to provide more information on issues raised by the comments, the Department believes it has obtained the information it needs on which to base a reasonable final rule.

Impact on Small Entities

This rule could have a significant economic impact on a substantial number of small entities. The Department is required to consider and analyze such impacts by the Regulatory Flexibility Act. The small entities potentially affected include small UMTA recipients (including section 18 subrecipients), social service organizations, private transportation providers, and manufacturers of lifts and other specialized equipment used in transportation services for handicapped persons.

Transit systems in rural areas and cities under 50,000 population are not significantly affected by this regulation. These recipients of section 18 funds are subject to a special provision for small recipients, which imposes requirements less stringent and more flexible than those applying to larger cities. The small recipients will have no more substantive

requirements to meet than under present regulations. They will have small additional reporting burdens, though these too are less burdensome than the reporting requirements with which larger systems must comply.

Proportionately speaking, the rule will create the heaviest burdens on cities between 50-200 thousand population. That is, systems in these cities will have the most difficult time meeting the rule's service criteria for relatively low costs. The rule's limit on required expenditures is designed to prevent such systems from incurring undue financial burdens, by limiting required expenditures to 3.0 percent of the recipient's operating costs, as reflected in its section 15 report to UMTA. This "cost limit" device allows recipients to scale down services to those they can provide with a reasonable expenditure of resources.

The rule is likely to have a favorable impact on a number of small businesses, such as lift manufacturers, shops that customize small vehicles for use by handicapped persons, and private providers of transit services to handicapped persons (e.g., taxi cab companies, firms that operate specialized vans). The rule, by requiring more and better transportation for disabled persons, will increase the market for the products and services these businesses provide.

Notice of Proposed Rulemaking on Commuter Rail

The Department made no specific proposals concerning commuter rail systems in the September 1983 NPRM. That NPRM did request comment on what, if anything, the Department should require in the commuter rail area. The Department received few comments on this issue, most of which were from handicapped persons who wanted commuter and other rail systems to be accessible or from transit providers who said there should be no requirements concerning commuter rail.

These comments presented little, if any, data on the need for accessible commuter rail service, the population to be served, or the costs and other advantages and disadvantages of different approaches to commuter rail service. The Department does not have such data of its own, at the present time. In the absence of this information, it would be premature to promulgate a final rule.

Consequently, the Department decided to publish a new NPRM concerning commuter rail. This notice requests comment on specific alternatives for providing commuter rail service to disabled persons. In addition, it requests information concerning the

need for and costs of such service. Before making a decision on whether to proceed to a final rule on this subject, the Department also intends to undertake or review studies on commuter rail accessibility, in order to ascertain whether there is a sufficient basis for such action.

This NPRM will also propose incorporation of some portions of 49 CFR Part 609 in 49 CFR Part 27 and to remove the rest of Part 609.

Environmental Considerations: Finding of No Significant Impact

The Department of Transportation finds, under the standards of the National Environmental Policy Act, that the implementation of this rule will not have a significant impact on the human environment. The regulation requires improvements in services for handicapped persons; these improvements will increase the mobility of handicapped persons, but should not have any significant impacts on the environments of communities generally. The economic impacts of the rule are discussed in detail in the Regulatory Impact Analysis.

In connection with its 1979 rule on this subject, the Department produced an Environmental Impact Statement (EIS). With respect to bus systems, the EIS considered the impacts of a 100 percent accessible bus system. (Since this rule does not require 100 percent bus accessibility, its impacts would be smaller than those of the 1979 rule). The 1979 EIS found that, to the extent that lift-assisted bus boardings cause traffic delays, additional carbon monoxide (CO) emissions would occur from the vehicles following the bus. In all cases analyzed, total annual additional CO emissions amounted to a very small fraction of areawide CO emissions. The increase in bus weight due to the lift would result in slightly increased nitrogen oxide (NO) emissions; the increase is estimated at 0.24 percent to 0.40 percent of total roadway NO emissions. The macroscale impact of this increase would be imperceptible. Construction to provide access to fixed facilities would cause short-term increases in suspended particulates only within 100 feet of the construction. These increases were well below EPA standards for suspended particulates.

The Department also considered potential impacts for paratransit systems. The most important air quality impact from paratransit services would be the additional emissions from this new fleet of vehicles added to general urban traffic. Depending upon the vehicles used for the paratransit service and the number of trips served, total CO

emissions, if all recipients used paratransit, could vary from about 3,000 to 75,000 tons per year in urban areas across the country. The areawide CO emissions from paratransit would be insignificant compared to the total areawide CO emissions from all vehicles and other sources.

The likely noise impacts from accessible transit systems, such as those from operation of the lift and slightly increased dwell times, were found to be insignificant. Construction activities to make fixed facilities accessible might result in some very short-term impacts with peak noise levels exceeding recommended EPA levels, but not in the hearing loss range. Exposure to noise would be short since the activities creating those noise levels (such as operation of a jack hammer) are short-term and the unprotected passerby would not be in the immediate vicinity for long periods. Mitigation measures such as barrier enclosure or scheduling the work to reduce the number of passersby exposed would reduce the impacts.

For these reasons, we have concluded that there would be no significant impact on the human environment, and we have therefore not prepared an EIS for this rule.

Regulatory Process Matters

This rule is a significant rule under the Department of Transportation Regulatory Policies and Procedures and a major rule under Executive Order 12291. As a result, the Department has prepared a Regulatory Impact Analysis in connection with this rule. The analysis is available for public review in the rulemaking docket.

The Office of Management and Budget has approved, in connection with the NPRM for this rule, the information collection requirements it contains. These information collection requirements are virtually the same in the final rule as they were in the NPRM. The OMB Paperwork Reduction Act number for these information collection requirements is 2132-0530. The current OMB clearance for these requirements expires April 30, 1989.

The Department of Justice has reviewed and approved this rule under Executive Order 12250 and OMB has reviewed and approved the rule under Executive Order 12291.

List of Subjects in 49 CFR Part 27

Handicapped, Mass transportation.

Issued this 19th day of May, 1986, at Washington, DC.

Elizabeth Hanford Dole,

Secretary of Transportation.

For the reasons set forth in the preamble, the Department of Transportation takes the following actions:

PART 27—[AMENDED]

1. The authority citation for Part 27 is revised to read:

Authority: Sec. 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794); sec. 16(a) of the Urban Mass Transportation Act of 1964, as amended (49 U.S.C. 1612(a)); sec. 165(b) of the Federal-Aid Highway Act of 1973, as amended, 23 U.S.C. 142nt. Subpart E is also issued under section 317 (c) of the Surface Transportation Assistance Act of 1982 (49 U.S.C. 1612(d)).

1a. Paragraph (a) of the definition of "Accessible" in § 27.5, in Subpart A of Part 27, in Title 49 of the Code of Federal Regulations, is revised to read as follows:

§ 27.5 Definitions.

"Accessible" means (a) with respect to new facilities, (1) conforming to the accessibility standards referenced in § 27.67(d) of this Part, with respect to buildings and facilities to which these standards are applicable; and (2) with respect to vehicles other moving conveyances, (or fixed facilities to which the standards referenced in § 27.67(d) of this Part do not apply,) able to be entered and used by a handicapped person;

2. Paragraph (d) of § 27.67, in Part 27 of Title 49 of the Code of Federal Regulations, is retitled "Accessibility Standards" and revised to read as follows:

§ 27.67 [Amended]

(d) *Accessibility standards.* Effective as of the effective date of this Subpart, design, construction, or alteration of buildings or other fixed facilities in conformance with sections 3–8 of the Uniform Federal Accessibility Standards (UFAS) (Appendix A to 41 CFR 101–19.6) shall be deemed to comply with the requirements of this section with respect to those buildings or other fixed facilities. Departures from particular technical and scoping requirements of UFAS by the use of other methods are permitted where substantially equivalent or greater access to and usability of the building or other fixed facilities is provided.

(1) For purposes of this section, section 4.1.6(1)(g) of UFAS shall be

interpreted to exempt from the requirements of UFAS only mechanical rooms and other spaces that, because of their intended use, will not require accessibility to the public or beneficiaries or result in the employment or residence therein of physically handicapped persons.

(2) This section does not require recipients to make building alterations that have little likelihood of being accomplished without removing or altering a load-bearing structural member.

3. Paragraph (a)(1) of § 27.71, in Part 27 of Title 49 of the Code of Federal Regulations, is amended by removing the last two words of the first sentence and the second sentence. The following language is substituted:

§ 27.71 [Amended]

(a) * * *
(1) * * * accessibility standards referenced in § 27.67(d) of this Part. Where there is apparent ambiguity or contradiction between the definitions and the standards referenced in § 27.67(d) and the definitions and standards used in paragraph (a)(2) of this section, the terms in the standards referenced in § 27.67(d) should be interpreted in a manner that will make them consistent with the standards in paragraph (a)(2) of this section.

4. Paragraph (a)(1)(i) of section 27.73 in Part 27 of Title 49 of the Code of Federal Regulations is amended by removing the last two words of the first sentence and the second sentence. The following language is substituted:

§ 27.73 [Amended]

(a) * * *
(1) * * *
(i) * * * accessibility standards referenced in § 27.67(d) of this Part. Where there is apparent ambiguity or contradiction between the definitions and the standards referenced in § 27.67(d) and the definitions and standards used in paragraph (a)(1)(ii) of this section, the terms in the standards referenced in § 27.67(d) should be interpreted in a manner that will make them consistent with the standards in paragraph (a)(1)(ii) of this section.

§§ 27.71, 27.73, and 27.75 [Amended]

5. In each of paragraphs 27.71(a)(2) introductory text, 27.71(a)(2)(ix), 27.71(a)(2)(xii), 27.73(a)(1)(ii) introductory text, 27.73(a)(1)(ii)(L), and 27.75(a)(1), all of which are in Part 27 of Title 49, Code of Federal Regulations, the words "ANSI standards" are removed, and the following words are substituted: "accessibility standards referenced in § 27.67(d) of this Part."

6. Paragraph 27.71(a)(2)(v), in Subpart D of 49 CFR Part 27, is amended by removing the word "jetways" therefrom and substituting the words "level entry boarding platforms".

§ 27.77 and Appendix B to Subpart D [Removed]

7. Section 27.77, in Subpart D of Part 27 and Appendix B to that Subpart, in Title 49 of the Code of Federal Regulations, are removed.

8. In Part 27, in Title 49 of the Code of Federal Regulations, the words "Mass Transit" are removed from the title of Subpart D.

9. The table of contents for Part 27 of Title 49 of the Code of Federal Regulations is amended by adding the following:

Subpart E—Mass Transportation Services for Handicapped Persons

Sec.	
27.81	Program requirement.
27.83	Public participation and coordination.
27.85	Submission and review of program.
27.87	Provision of service.
27.89	Monitoring.
27.91	Requirements for small recipients.
27.93	Multi-recipient areas.
27.95	Full performance level.
27.97	Limit on required expenditures.
27.99	Eligible expenses.
27.101	Technical exemptions.
27.103	Alternate procedures for recipients in States. Administering the section 5, 9, and 9A programs.
27.105–119	[Reserved]
Appendix to Subpart E.	

10. Part 27 of Title 49 of the Code of Federal Regulations is amended by adding the following definitions to § 27.5 thereof, placing them in alphabetical order among the existing definitions of that section:

§ 27.5 [Amended]

"Mixed System" means a transportation system that provides accessible bus service to handicapped persons in certain areas or during certain hours and provides special service to handicapped persons in the other areas or during the other hours in which the transportation system operates.

"Special service system" means a transportation system specifically designed to serve the needs of persons who, by reason of handicap, are physically unable to use bus systems designed for use by the general public. Special service is characterized by the use of vehicles smaller than a standard transit bus which are usable by handicapped persons, demand-

responsive service, point of origin to point of destination service, and flexible routing and scheduling.

11. Part 27 of Title 49, Code of Federal Regulations, is amended by adding a new Subpart E, which reads as follows:

Subpart E—Mass Transportation Services for Handicapped Persons

§ 27.81 Program requirement.

Except as provided in § 27.91(a) of this Subpart, each recipient of UMTA financial assistance under sections 3, 5, 9, or 9A of the UMT Act, which provides transportation services to the general public by bus, shall establish a program meeting the requirements of this Subpart. The program shall ensure provision of service to handicapped persons at the full performance level required by § 27.95 of this Subpart within the time called for by that section. The program shall include milestones describing the progress the recipient shall make each year until it achieves the full performance level.

§ 27.83 Public participation and coordination.

(a) Each recipient required to submit a program under this Subpart shall develop its program through a public participation process that includes, as a minimum, the following steps:

(1) The recipient shall consult, as early as possible in the planning process, with handicapped persons and groups representing them, transportation and social service organizations, concerned state and local officials, and the Metropolitan Planning Organization (MPO). This consultation shall concern the needs for service to handicapped persons in the area served by the recipient, any weaknesses or problems in present service or plans for service, and the types and characteristics of service to be provided under the recipient's program. In connection with this consultation, all cost estimates, plans, working papers, and other information pertaining to the recipient's program planning and service for handicapped persons shall be made available to all interested persons.

(2) The recipient shall provide a public comment period of at least 60 days upon the recipient's proposed program.

(3) The recipient shall hold at least one public hearing, to take place during the public comment period. Notice of the hearing shall be provided no fewer than 30 days before its scheduled date. The hearing shall be held in a facility accessible to handicapped persons, and the recipient shall take appropriate steps to facilitate the participation of

handicapped persons in the hearing, including persons with impaired vision or hearing.

(4) The recipient shall ensure that all notices and materials pertaining to the program, comment period, and public hearings are made available in a form that persons with vision and hearing impairments can use.

(b) The recipient shall coordinate the development of its program with the MPO and submit its proposed program to the MPO for comment at the same time as the proposed program is made available for public comment.

(c) The recipient shall make efforts to accommodate, but is not required to adopt, significant comments on its proposed program made by the MPO and by the public, as part of the public participation and coordination process. The recipient shall make available to the public, no later than the time it adopts a program for transmittal to UMTA, a response to significant comments. This response shall include the recipient's reasons for not accommodating significant comments from the MPO and the public.

(d) All recipients subject to the program requirement of § 27.81 shall provide a mechanism for continuing public participation in the development and operation of its system of transportation for handicapped persons. The mechanism shall ensure consultation, with respect to planning, implementation, and operation, with handicapped persons, available advocacy groups of handicapped persons, public and private social service agencies, public and private operators of transportation services for handicapped persons, and other interested persons.

(e) Before making significant changes to its program, the recipient shall follow the public participation process outlined in paragraphs (a)–(c) of this section and secure UMTA approval of the altered program as provided in § 27.85 of this Subpart for initial program submissions.

§ 27.85 Submission and review of program.

(a) Each recipient required to establish a program under § 27.81 of this Subpart shall submit the following materials to the appropriate UMTA Regional Administrator within 12 months of the effective date of this Subpart:

- (1) A copy of the program;
- (2) The comments of the public (including handicapped persons and the MPO) on the program, together with the recipient's responses to these comments, or summaries thereof;

(3) Documentation of the projected costs of implementing the recipient's program, the costs of alternatives considered by the recipient, the projected amounts of the limitation on required expenditures for the recipient, and the rationale for any reduction of service quality below a level meeting fully the service criteria of § 27.95 (b), (c), or (d), as applicable.

(b) UMTA shall complete review of each recipient's program submission within 120 days of receiving it. UMTA may extend this review period; if UMTA does so, UMTA shall send the recipient a letter, before the end of the 120-day period, explaining the reasons for the extension and providing an estimated date for the completion of review.

(c) After UMTA has completed its review on each recipient's program submission, it shall notify the recipient, in writing, that the program is either approved as submitted, requires certain specified changes in order to be approved, or is disapproved. If the program is not approved as submitted, the notification shall set a time, not less than 30 nor more than 90 days from the date of the notification, within which the recipient shall submit a modified program to UMTA for approval. UMTA may condition approval of the resubmitted program on specified changes to its content or additional public participation activities.

§ 27.87 Provision of service.

(a) Each recipient shall, at all times, provide the service called for by its program, as approved by UMTA, or under its certification pursuant to § 27.91, as applicable, to all eligible handicapped persons.

(b) The recipient's obligation to ensure the provision of such service includes, but is not limited to, the following:

(1) Ensuring that vehicles and equipment are capable of accommodating all the users for which the service is designed, and are maintained in proper operating condition;

(2) Ensuring that sufficient spare vehicles are available to maintain the levels of service called for in the program, or as provided under the § 27.91 certification;

(3) Ensuring that personnel are trained and supervised so that they operate vehicles and equipment safely and properly and treat handicapped users of the service in a courteous and respectful way; and

(4) Ensuring that adequate assistance and information concerning the use of the service is available to handicapped persons, including those with vision or

hearing impairments. This obligation includes making adequate communications capacity available to enable users to obtain information about and to schedule service. In the case of a scheduled accessible bus system, this obligation also includes providing information on bus schedules and other sources of information about the service concerning which runs are made with accessible buses.

(5) Ensuring that service is provided in a timely manner, in accordance with scheduled pickup times.

(c) Notwithstanding the provision of any special service to handicapped persons, a recipient shall not, on the basis of handicap, deny to any handicapped person the opportunity to use the recipient's system of mass transportation for the general public, if the handicapped person is capable of using that system. Nor shall a recipient otherwise discriminate against a handicapped person in connection with the provision of its transportation service for the general public.

(d) In the time between the effective date of this Subpart and the recipient's achievement of the full performance level established by § 27.95, service at least at the level provided pursuant to the recipient's certification under former § 27.77 of this Part (46 FR 37488; July 20, 1981), as amended, shall remain in effect.

§ 27.89 Monitoring.

(a) In connection with the triennial section 9 review and evaluation of the recipient's activities conducted by UMTA under 49 U.S.C. 1607a(g)(2), UMTA shall review and evaluate compliance of the recipient with this Subpart and its approved program for providing transportation services to handicapped persons.

(b) With respect to any recipient required to submit a program under § 27.81 of this Subpart, but which is not subject to a section 9 triennial review audit, UMTA shall conduct a triennial review and evaluation of the recipient's compliance with this Subpart and its approved program for providing transportation services to handicapped persons.

(c) If the recipient has fallen behind its approved schedule for implementing service to handicapped persons or has fallen below its full performance level for that service, the recipient shall submit a report to the appropriate UMTA Regional Administrator on the annual anniversary date of the approval of its program. The report shall describe the problem or delay experienced, explain the reasons for it, and set forth the corrective action the recipient has

taken or is taking to ensure that its approved implementation schedule or its full performance level is met.

§ 27.91 Requirements for small recipients.

(a) This section applies to all recipients which provide service to the general public only in areas of 50,000 population or less. Recipients in this category shall follow the requirements of this section instead of the other requirements of this Subpart, except that § 27.87 shall apply to recipients in this category.

(b) Within 12 months of the effective date of this Subpart, each recipient shall certify that special efforts are being made in its service area to provide transportation that handicapped persons, unable to use the recipient's service for the general public, can use. This transportation service shall be reasonable in comparison to the service provided to the general public and shall meet a significant fraction of the actual transportation needs of such persons within a reasonable time. Recipients who have a current certification to this effect are not required to recertify.

(c) Within nine months of the effective date of this Subpart, each recipient shall ensure that handicapped persons and groups representing them have adequate notice of and opportunity to comment on the present and proposed activities of the recipient for achieving compliance with the requirements of paragraph (b) of this section. This notice and opportunity for comment shall take place before the submission of the certification required by paragraph (b) of this section and the report required by paragraph (d) of this section. Each recipient shall also ensure that there is adequate notice and the opportunity for public comment on any subsequent significant changes to its service for handicapped persons.

(d) Within 12 months of the effective date of this Subpart, each recipient shall submit a status report including:

(1) A description of the service currently being provided to handicapped persons, as compared to the service for the general public;

(2) Copies or a summary of the comments of handicapped persons received in response to the opportunity for comment;

(3) A statement of any plans to modify the service significantly; and

(4) A statement of the resources devoted to the service for handicapped persons.

(e) Each recipient shall submit update reports concerning its service for handicapped persons. The recipient shall provide such a report every three years, on a schedule determined by

UMTA. Each report will include the following information:

(1) A description of the service currently provided to handicapped persons, as compared to the service for the general public;

(2) Any significant modifications made in the service since the previous report, or planned for the next three-year period;

(3) Copies of a summary of the comments on any significant changes made in the service since the previous report; and

(4) A description of the resources that have been devoted to service for handicapped persons each year since the previous report and that are planned to be devoted to this purpose in each of the next three years.

(f) All certifications and reports under this section shall be submitted to the designated state section 18 agency or, for recipients who do not receive section 18 funds, to the appropriate UMTA Regional Administrator.

§ 27.93 Multi-recipient areas.

(a) This section applies to any multi-recipient area; i.e., an urbanized area including two or more recipients required to establish a program under § 27.81 of this Subpart.

(b) The recipients in a multi-recipient area may enter into a compact for purposes of compliance with this Subpart. The compact shall meet the following standards:

(1) The compact shall establish a cooperative mechanism among the recipients to ensure the provision of combined and/or coordinated service to handicapped persons that meet all requirements of this Subpart.

(2) The compact shall ensure the provision and sharing of funding adequate to provide such service.

(3) The compact shall include a reasonable dispute resolution mechanism concerning funding and service matters.

(4) The compact shall be a formal written document, signed by all participating recipients.

(c) In order for UMTA to recognize the compact as the means through which recipients in the multi-recipient area will comply with this Subpart, the members of a compact shall submit a copy of the signed compact to the appropriate UMTA Regional Administrator within six months of the effective date of this Subpart. Following such timely submission, UMTA shall acknowledge receipt of the compact within 30 days and then regard the members of the compact as if they constitute a single

recipient for purposes of all requirements of this Subpart.

(d) The deadline for the submission of a program under § 27.85 by a multi-recipient area compact shall be 12 months from the date on which the copy of the compact is acknowledged by UMTA under paragraph (c) of this section.

§ 27.95 Full performance level.

(a) *Scope and timing.* Each recipient shall provide transportation service to handicapped persons at the full performance level. The full performance level is defined as meeting the criteria set forth in either paragraph (b), paragraph (c), or paragraph (d) of this section, subject to the limit on required expenditures provided for in § 27.97 of this Subpart. The recipient shall meet this requirement as soon as reasonably feasible, as determined by UMTA, but in any case within six years of the initial determination by UMTA concerning the approval of its program.

(b) *Criteria for special service systems.* The following minimum service criteria apply to special service systems:

(1) *Eligibility.* All persons who, by reason of handicap, are physically unable to use the recipient's bus service for the general public shall be eligible to use the recipient's special service.

(2) *Response time.* The recipient shall ensure that service is provided to a handicapped person who requests it within 24 hours of the request.

(3) *Restrictions or priorities based on trip purpose.* The recipient shall not impose priorities or restrictions based on trip purpose on users of the special service.

(4) *Fares.* The fare for a trip charged to a user of the special service system shall be comparable to the fare for a trip of similar length, at a similar time of day, charged to a user of the recipient's bus service for the general public.

(5) *Hours and days of service.* The special service shall be available throughout the same hours of days as the recipient's bus service for the general public.

(6) *Service area.* The special service shall be available throughout the circumferential service area in which the recipient provides bus service (exclusive of extended express or commuter bus service) to the general public. The recipient shall also ensure that service to points outside this service area served by the recipient's extended express or commuter bus service shall be available to handicapped persons.

(c) *Criteria for accessible bus systems.* The following minimum service criteria apply to accessible bus systems:

(1) *Number of buses.* The recipient shall operate on the street a number of accessible buses sufficient to meet the other service criteria of paragraph (c)(2) and/or (3) of this section, as applicable.

(2) *Criteria for scheduled accessible bus systems.*

(i) *Hours and days of service.* Scheduled accessible bus service shall be available throughout the same hours and days as the recipient's bus service for the general public. The service shall be provided at reasonable intervals that make practicable the ready use of the accessible bus service by handicapped persons.

(ii) *Service area.* Accessible bus service shall be provided on all the recipient's bus routes on which a need for accessible bus service has been established through the planning and public participation process set forth in § 27.83.

(iii) *Fares.* The fare for a trip charged a handicapped person using an accessible bus shall be no higher than the fare charged other users of the recipient's bus service for the same trip. Reduced, off-peak fares for elderly and handicapped persons shall be in effect on accessible buses.

(3) *Criteria for on-call accessible bus service.*

(i) *Eligibility.* All persons who, by reason of handicap, are physically unable to use the recipient's bus service for the general public shall be eligible to use the recipient's on-call accessible bus service.

(ii) *Response time.* The recipient shall ensure that service is provided to a handicapped person who requests it within 24 hours of the request.

(iii) *Restrictions or priorities based on trip purpose.* The recipient shall not impose priorities or restrictions based on trip purpose on users of the on-call accessible bus service.

(iv) *Fares.* The fare charged a handicapped person using an accessible bus shall be no higher than the fare charged other users of the recipient's bus service for the same trip. Reduced, off-peak fares for elderly and handicapped persons shall be in effect on accessible buses.

(v) *Hours and days of service.* On-call accessible bus service shall be available throughout the same days and hours as the recipient's bus service for the general public.

(vi) *Service area.* On-call accessible bus service, including all buses needed to complete each handicapped person's trip, shall be provided, upon request, on all the recipient's bus routes.

(d) *Criteria for mixed systems.* The service criteria of paragraphs (b) and (c) of this section apply to the special

service and accessible bus components of the system, respectively, for the portions of the service area, and/or days and times, in which each operates. The recipient shall ensure that the accessible bus and special service components of the mixed system are coordinated (including transfers between the components) so that inconvenience to handicapped users of the mixed system is minimized.

(e) *Services by other agencies and modes of transportation.* In meeting the service criteria, the recipient may use services provided, and funded, by agencies other than the recipient, and services delivered through other modes of transportation, if the services provided by the other agencies or through other modes of service are part of a system of transportation coordinated by the recipient.

§ 27.97 Limit on required expenditures.

(a) *Calculation.* To determine its limit on required expenditures for a given fiscal year, the recipient shall calculate 3.0 percent of its total annual average operating costs (as reported to UMTA in compliance with requirements under section 15 of the Urban Mass Transportation Act, as amended) it reasonably expects to incur in the current fiscal year and did incur during the previous two fiscal years.

(b) *Effect.* A recipient is not required, in any fiscal year, to spend more than the amount of its limit on required expenditures for that fiscal year in order to comply with this Subpart, even if, as a result, the recipient cannot provide service to handicapped persons that fully meets the service criteria specified by § 27.95 (b), (c) or (d), as applicable. Each recipient shall, in all cases, comply with § 27.95 (b)(1) or (c)(3)(i), as applicable.

(c) *Consultation.* In determining how to reduce service levels in order to avoid exceeding the limit on required expenditures, the recipient shall consult with handicapped persons and the public through the public participation mechanism established under § 27.83(d) of this Subpart.

§ 27.99 Eligible expenses.

(a) Only expenditures by the recipient of its own funds, specifically to comply with the requirements of this Subpart, are eligible to be counted in determining whether the recipient has exceeded its limitation on required expenditures.

(b) The expenditures by the recipient that may be counted in determining whether the recipient has exceeded its limitation on required expenditures are limited to those listed in this paragraph.

No other expenditures may be counted for this purpose.

(1) Capital and operating costs for special services systems;

(2) Incremental capital and operating costs for accessible bus systems;

(3) Administrative costs directly attributable to coordinating services for handicapped persons.

(4) Incremental costs of training the recipient's personnel to provide services to handicapped persons.

(5) Incremental costs of compliance with 49 CFR 609.23.

(6) Incremental costs of construction or modification of facilities to enable handicapped persons to transfer readily between accessible bus or special service systems and accessible rail systems, provided that such construction or modification is part of the recipient's program approved under § 27.85 of this Subpart.

(c) With respect to service provided to both handicapped persons eligible to receive service under this Subpart and to other persons, only expenditures attributable to the transportation of the eligible handicapped persons may be counted in determining whether the recipient has exceeded its limitation on required expenditures.

(d) Expenditures for the purchase of vehicles and other major capital expenditures shall be annualized over the expected useful life of the item. Only the portion of the expenditure attributable to a given fiscal year may be counted in determining the recipient's eligible expenses for that year.

§ 27.101 Technical exemptions.

(a) A recipient may request a technical exemption from any provision of this Subpart. Such a request shall be made in writing, to the Administrator of the Urban Mass Transportation Administration, through the appropriate UMTA Regional Administrator. The request may be made in conjunction with the submission of the recipient's program under § 27.85 of this Subpart.

(b) The Administrator may grant the request if—

(1) The recipient has demonstrated that special local circumstances, not contemplated or taken into account in the rulemaking establishing this Subpart, make it unduly burdensome or unreasonable for the recipient to comply with a generally applicable requirement; and

(2) The recipient has agreed to take action which the Administrator determines will result in substantial compliance with this Subpart despite the grant of a technical exemption from a particular provision of this Subpart.

(c) The Administrator may grant, partially grant, or deny any request for a technical exemption. The Administrator may also place any reasonable conditions upon the grant of a technical exemption. The Administrator's actions are subject to the concurrence of the Assistant Secretary for Policy and International Affairs.

§ 27.103 Alternate procedures for recipients in States administering the section 5, 9, and 9A programs.

(a) If a state has elected to administer UMTA's section 5, 9, and 9A programs for UMTA, the recipient shall submit the materials required by §§ 27.85, 27.89(c), 27.91(f), and 27.93(c) of this Subpart to the designated state agency rather than to UMTA. The designated state agency shall act for UMTA to review and approve, as required, the materials submitted by the recipients. The time limits and procedures imposed on UMTA in these provisions shall apply to the designated state agencies.

(b) After the designated state agency has approved the recipient's program under § 27.85, it shall certify to UMTA that the recipient is in compliance with this Subpart. This certification is due to UMTA within 30 days of the approval of the program and it shall state whether the recipient has entered into a compact under § 27.93.

§§ 27.105-119 [Reserved]

Appendix to Subpart E

The material in this appendix describes the Department's interpretation of the provisions of this regulation. (For additional information concerning these provisions, please refer to the preamble published with this regulation in the *Federal Register*.) This material may be supplemented or modified, in the future, by additional guidance from the Department, including UMTA, as questions arise during the implementation of the regulation.

Section 27.81 Program requirement.

This section directs UMTA recipients who receive funds under sections 3, 5, 9, or 9A; serve the general public; and operate a bus system in an urbanized area to establish a program, consistent with this regulation's requirements, for providing transportation services to handicapped persons. Each of the qualifications of this requirement is intended and important.

Recipients receiving funds only under another section (e.g., section 8 planning funds; section 18 small urban and rural transportation program funds) do not need to create a program.

Recipients who do not provide federally-assisted transportation services at all (e.g., an MPO that receives section 9 funds but merely passes them through to a transit provider) are not required to establish a program.

"Providing transportation services," in this context, is not limited to actually operating a fleet of the recipient's own vehicles with the

recipient's own personnel. For example, private provider may operate federally-assisted service (e.g., as part of a private-sector participation initiative). The recipient would be providing transportation service for purposes of this section, and be responsible for ensuring that service to handicapped persons that fully meets regulatory requirements is provided, directly or through the private provider.

Only recipients providing transportation services to the general public (as distinct from providing services only to elderly or handicapped persons) are required to establish a program. Even though section 16(b)(2) funds are taken from section 3 appropriations, agencies receiving funds solely under this program are not covered by this section's requirements.

Recipients under other UMTA funding programs, if they serve only elderly and/or handicapped persons, are exempted from this requirement for the same reason. Also, recipients who do not provide transit services "by bus" (i.e., rail-only operators) are not covered by this requirement.

Section 27.91(a) creates a separate, simpler system through which section 18 recipients and other recipients in non-urbanized areas (even though they receive some section 3.5.9, or 9A funds) will comply with the requirements of this Subpart. That section, and not § 27.81, applies to recipients providing service only in areas of less than 50,000 population.

The recipient's program must provide for meeting the full performance level for services to handicapped persons within the phase-in period provided for by § 27.95. The program must include "milestones": statements of the progress a recipient will make each year toward the full performance level.

For example, a recipient planning to comply by making its buses accessible would set forth how many accessible buses it would have by the end of year one, year two, etc., and to what degree it would meet each of the various service criteria at each stage. Similar items would be presented for other needed tasks, such as driver training, structural improvements to facilities, or information services. In its review of recipients' programs, UMTA will consider whether the milestones are realistic and provide for an appropriately phased build-up to the full performance level.

These milestones are very important, and recipients should think them out very carefully. The milestones in a recipient's program, once they are approved by UMTA, become the benchmarks against which the recipient's compliance is evaluated during the phase-in period. That is, the milestones to which a recipient commits itself during the phase-in period, like the full performance level subsequently, are the levels of performance that the recipient must meet to be considered in compliance.

The recipient has to include other information in its submission, along with the program itself. Much of the required information is listed in § 27.85. Other material that should be submitted, if applicable, concerns the continuing public participation mechanism, the criteria and procedure for

determining eligibility, and accessible bus system routing and scheduling.

Section 27.83 Public participation and coordination.

The requirements for this section apply only to those recipients which must submit a program, since the section mostly pertains to the public participation and coordination process involved with preparing and adopting a program. The requirements of this section are minimum requirements. Recipients may go beyond them (e.g., a comment period longer than 60 days).

Subparagraph (a)(1) requires recipients to consult, as early as possible in the planning process, with interested people and groups. The idea of early consultation is important. Handicapped persons and groups, transportation and social services agencies, state and local officials, and the Metropolitan Planning Organization (MPO) should be regarded as partners in the planning process from the outset, not simply as commenters upon a proposed program that is already fully developed by the recipient.

The recipient's consultation should deal with the entire spectrum of concerns involved in planning service for handicapped individuals. Subsection (a) (1) mentions specifically service needs, weaknesses or problems in present service or existing plans for service, and the types and characteristics of service to be provided under the recipient's program.

Some recipients may already have a public participation mechanism in place, such as an advisory committee. The recipient may use such an existing mechanism. However, the recipient should ensure that all relevant parties have the opportunity to be included in the consultation process, even if they have not regularly participated in the advisory committee. For example, a recipient may have an advisory committee with membership drawn from several, but not all, organizations concerned with disability issues in the area, but in which the MPO is not normally represented. The recipient could base its consultation required by this subparagraph on the advisory committee, being sure that members of the additional organizations of disabled persons, social service agencies, and the MPO also were consulted and had the opportunity to participate.

The last sentence of subparagraph (a)(1) provides that cost estimates, plans, working papers and other information pertaining to the recipient's program and service for handicapped persons must be made available to all interested individuals and groups. In order to participate constructively in the planning process, those parties with whom the recipient is working need to have access to the information available to and the thinking of members of the recipient's staff. Information relevant to service cannot be viewed as "classified" or withheld from interested persons. This requirement also applies to the continuing public participation process (e.g., relevant information must be provided to an advisory committee).

In the remainder of this section, there are several references to the recipient's "proposed program." A proposed program is

a document that the recipient has developed through its planning process. It should reflect the view of the recipient concerning such key subjects as the type and characteristics of service, schedule for implementing the service, and the funding of the service. The proposed program should not be merely a general request for views or represent an immutable decision by the recipient on what it will provide. The proposal should be sufficiently thorough and detailed to permit commenters and speakers at the public hearing to make informed criticisms and suggestions for improving the recipient's plans.

Subparagraph (a)(2) requires the recipient to provide a public comment period of at least 60 days on the proposed program. During the 60-day comment period, subparagraph (a)(3) provides that the recipient shall hold at least one public hearing. Notice of the hearing must be provided at least 30 days before the date on which the hearing is scheduled. The recipient could, for example, in notifying the public of the comment period, set a date, at least 30 days later, for the hearing, thereby avoiding the necessity for a second notice.

All hearings must be held in an accessible facility, and, if it is reasonably anticipated that persons with vision or hearing impairments will participate in the hearing, the recipient must take appropriate steps to facilitate their participation. For example, the recipient would have to ensure that an interpreter for deaf persons, or an individual to help communicate information contained on charts, graphs, or other visual aids to blind persons, was present at the hearing. The recipient should also select a time and place for the hearing that maximizes convenience to handicapped persons.

The regulation does not require that the public hearing involved be dedicated solely to the recipient's proposed program. Adequate time should be provided to ensure that all interested parties who wish to participate in the hearing have the opportunity to do so. The recipient must ensure that participation concerning the recipient's proposed program is not deterred by such techniques as the placement of its discussion at the end of a lengthy and time-consuming agenda. The program need not be the only, but should be the primary, matter discussed at any hearing held to meet the requirements of this section.

Subparagraph (a)(4) provides that the recipient shall ensure that all notices and materials pertaining to the program, comment period, and public hearings are made available in a form that persons with vision and hearing impairments can use. This implies notice being given in print (i.e., notices, placards in buses, newspaper advertisements, etc.) and by oral means (e.g., radio spots). For written materials other than notices of the comment period and the hearing, such as program documents and supporting information, the recipient should ensure that there are means of assisting visually handicapped individuals in learning the contents of these materials. It should be emphasized that this does not mean the recipient's personnel necessarily have to be used for this purpose. The recipient could

also work with local voluntary or social service organizations to ensure that this service is provided.

Paragraph (b) requires the recipient to coordinate the development of its program with the MPO as well as to submit the proposed program to the MPO for comment at the same time as it is submitted to the public. The MPO, and concerned state and local governments, are intended to work with the recipient throughout the planning and implementation of the program.

Paragraph (c) of this section is the so-called "accommodate or explain" requirement. It should be emphasized that this paragraph does not require a recipient to make a point-by-point response to every comment. Nor does it require a recipient to agree with or adopt any or all comments it has received. The recipient is required to respond to "significant" comments it receives. That is, the recipient should respond to comments raising important substantive issues about the proposed program. Nonsubstantive or trivial comments need not receive responses.

Recipients' responses to comments may be relatively brief, so long as they give cogent reasons for the recipient's decision not to adopt a particular comment, to make a change requested by a comment, or to respond to a concern expressed by a commenter in a way different from that a commenter suggested.

The recipient may respond to comments in a variety of ways, such as letters to commenters, a preamble to the final program submitted to UMTA and made available to the public, or a separate document made available to all interested commenters and other members of the public. This document or documents should make clear to the public and to UMTA which commenters (and/or categories of commenters, in the case of individuals) made certain comments and the reasons for the recipient's responses.

Paragraph (d) concerns continuing public participation. This paragraph is not, as such, a requirement for an advisory committee. The recipient, as part of its program, may decide upon a mechanism to assure continuing public participation other than an advisory committee. The adequacy of any such mechanism would, of course, be reviewed by UMTA as part of its review of the recipient's program submission.

In setting up its advisory committee or other mechanism, the recipient should ensure its mechanism is widely representative of groups, interests and points of view on its service. Sharing of all relevant information is extremely important. An advisory committee or other public participation mechanism is of little use—and is inconsistent with the intent of this regulation—if its members are kept in the dark and their recommendations are ignored.

However, the views of the advisory committee or other continuing public participation mechanism are not required to be more than advice or recommendations. The rule does not require that the recipient adopt the suggestions of the participants in the process, or that an advisory committee be given veto or "sign-off" authority. Recipients may provide for stronger or more extensive

rules for the participants in the continuing public participation process than the rule requires, however.

Paragraph (e) requires the recipient to follow the same public participation process for significant changes to its program as in the adoption of its initial program submitted to UMTA. The intent of this requirement is to ensure that interested persons and groups have the same opportunity to participate when the recipient makes significant changes in its program as when the initial program is put together. A re-run of the public participation process in this situation would not postpone the time at which the recipient is responsible for meeting the full performance level of § 27.95, however.

The Department intends this requirement to apply only to major alterations in the scope or direction of the recipient's program and service. It would apply, for example, if the recipient, having adopted, in its original program, a transit authority-operated paratransit system, decided to change to an accessible bus system. Even if the recipient was not changing the mode of delivering transit services to handicapped persons, the requirement could apply in the case of a major cutback or realignment of its existing service.

Recipients would not have to renew the public participation process in the case of fine tuning or routine adjustments to service. (The recipient would have to consult through the continuing public participation mechanism on such changes, however.) If the recipient is in doubt about whether or not it should renew the public participation process of paragraph (a)-(c), the recipient should consult the UMTA Regional Office for guidance.

Section 27.85 Submission and review of program.

Paragraph (a) of this section directs all UMTA recipients who must create a program under § 27.81 to submit certain materials to the appropriate UMTA Regional Administrator for review and approval within 12 months of the effective date of this rule. Timely performance of this duty is a condition of compliance with the regulation.

Subparagraphs (a) (1) and (2) require the recipient to submit to UMTA copies of the comments on the recipient's program and the recipient's responses to these comments. The recipient could submit photocopies of the comment letters it received and the responses it sent back to commenters to whom the recipient replied by letter. The recipient could submit summaries of comments and responses. The recipient could send a copy of the transcript of the public hearing. The recipient could send summaries of the comments and its responses to them, including summaries of presentations at the public hearing. It is not intended that informal replies made by the recipient's officers and employees at a hearing would be sufficient to constitute replies to comments for purposes of the "accommodate or explain" requirement, however. Whatever way the information is provided, it should allow UMTA to learn the substance of the comments and the identity of the persons or groups making the comments.

The planning process should involve a thorough analysis of the alternatives for providing transportation services to handicapped persons. The supporting documentation for the program submission should clearly reflect this analysis of alternatives (see subparagraph (a)(3)). Given what appear to be potential significant cost and cost-effectiveness advantages for private-sector related alternatives like user-side subsidies and coordination of services, and consistent with UMTA policy statements on private sector participation and user-side subsidies, UMTA will pay particular attention to recipients' consideration of these alternatives.

In looking at the costs of alternatives, including the alternative recommended in the recipient's program, the recipient should document expected eligible costs, including recurring as well as one-time capital and operating costs. This consideration of costs should cover the phase-in period to the full performance level, as well as the projected cost of providing service at the full performance level.

Subparagraph (a)(3) also requires recipients to calculate their limit on required expenditures. These limits should be estimated for at least the phase-in period and the first year of service at the full performance level. Recipients requesting approval of programs providing service that does not fully meet the service criteria should also include information about the cost, and cost-effectiveness, of trade-offs that recipients propose to make in order to permit their costs to remain below the cost limits, as well as of alternative trade-offs that the recipients considered.

The Department emphasizes that the choice of the mode of service for handicapped persons is the recipient's. However, UMTA may question the planning process or its conclusions and, as part of its response to recipients' submissions, call for additional analytic work or a reconsideration of the recipient's recommendations.

Paragraph (b) sets a 120-day deadline for UMTA to complete review of recipients' programs. If UMTA fails to meet this deadline, it has the obligation to inform the recipient of an extension of the review period before the 120 days have passed. The written notice must state the reason for the extension. It will also include a reasonable estimate of the date on which UMTA will conclude review.

UMTA will carefully scrutinize the recipient's program to ensure that it provides for meeting the full performance level as soon as reasonably feasible, but within the 3-year maximum phase-in period in any event. (UMTA will have the final decision on the appropriate length of the phase-in period.) UMTA will also check the program to ensure that its milestones lead realistically toward the full performance level. UMTA will not approve a program that does not meet these tests.

When UMTA does complete review, paragraph (c) provides that it will send one of three responses to the recipient. First, UMTA can tell the recipient that its program is approved as submitted. In this case, the program may go into effect at once, and the

program's schedule for the implementation of service begins to run on the date of UMTA's approval notice. Second, UMTA can specify certain changes that need to be made in the program before it can be approved. Such a response can require both substantive changes (e.g., a change in the time, place, or manner of providing service) and procedural changes (e.g., additional public participation or recipient response to comments if UMTA concludes that procedures had not been fully adequate). UMTA can also require the recipient to revise its analysis or conduct additional analytic work.

The phase-in period would begin at the time of the original UMTA decision not to approve the program as submitted. It would not be appropriate to permit the time necessary for the recipient to fix program deficiencies to delay the implementation of full service to disabled persons. Finally, if it appears to UMTA that the program is so seriously deficient that the recipient needs to completely rework it, or it has been submitted in bad faith, UMTA may disapprove the program. UMTA has the discretion to begin enforcement action under Subpart F at this point.

If the program is not approved as submitted, UMTA's notice will give the recipient a certain amount of time—between 30 and 90 days—to make necessary changes and resubmit it. Like failure to submit a program on time in the first place, failure to resubmit a modified program in the time required by UMTA subjects the recipient to being found in noncompliance with this rule. The time and notice provisions of paragraphs (c) and (d) apply to resubmissions just as they apply to initial submissions.

However, UMTA is not obligated to "bounce" deficient programs back to recipients indefinitely. UMTA may disapprove an original or a resubmitted program, conclude that the recipient is in noncompliance, and begin enforcement proceedings.

Section 27.87 Provision of service.

Recipients have the obligation to actually provide the service to disabled persons that their programs promise. Paragraph (a) of this section makes the general statement that each recipient shall, at all times, provide the service described in its program. The "at all times" language is intended to ensure the continuity of service. For example, a recipient could not, consistent with the requirements of this section, provide service meeting all the requirements of this regulation and its program for the first 2½ weeks of a given month and then provide no service for the remainder of the month. Nor could the recipient provide the service for only 6 months out of the year. The service, moreover, must be provided to all eligible persons. It would not be consistent with this requirement for the recipient to provide service to some eligible persons but not to others.

Paragraph (b) sets out in greater detail some of the specific obligations that compliance with the general service provision requirement of paragraph (a) entails. The first of these is ensuring that

vehicles and equipment are capable of being used by the users to which the service is directed, and are maintained in proper operating condition.

The recipient must ensure that all vehicles the recipient operates or relies upon to meet its obligations under this Subpart are consistently maintained so that the vehicles can get to where they need to go in order to provide service. The recipient must also ensure that lifts and other specialized equipment needed to make vehicles usable by handicapped persons work consistently so that handicapped persons can actually use the vehicles.

This paragraph also requires that the vehicles and equipment used by the recipient be capable of accommodating all users for which the service is designed. For example, a recipient which chose to comply with the rule by making its bus fleet accessible would have to ensure that the lifts, securement devices, etc. on its buses could accommodate all types of wheelchairs in common use. A lift which accommodates manual wheelchairs, but fails to accommodate common models of electric wheelchairs (including, for example, the increasingly popular three-wheel designs) does not make the buses accessible. Providing only such limited-use lifts is inconsistent with this section. (Of course, if a special services component of a mixed system transported persons whose wheelchairs could not use the lifts to all destinations in the service area, and otherwise met the service criteria, the limitation on the use of the lifts would be permissible.)

UMTA will not mandate a particular spare ratio: the recipient's obligation, however, is to ensure that it has sufficient numbers of vehicles in operating condition in reserve, so that if "front line" vehicles must be taken off the road for maintenance or repair, there will be no interruption or decrease in service to handicapped individuals.

The attitudes and skills of providers' personnel are one of the most significant factors in determining whether service for handicapped persons will be good or inadequate. The recipient must ensure that all personnel who may deal with handicapped individuals (whether as drivers or as administrative personnel) know, as necessary, how to operate lifts and other equipment properly, know how to recognize and deal with the different kinds of disabling conditions that the users may have, and deal with handicapped individuals respectfully and courteously. It is the responsibility of the recipient to make sure that this training does take place, and that handicapped users of the service are not treated poorly as the result of inadequate training.

In order to use a transportation system, any individual needs adequate information concerning that service. This is particularly true of handicapped individuals. This provision requires recipients operating scheduled accessible bus systems to provide information on schedules and in other sources of information concerning which bus runs are accessible. It is clear that, unless a potential user knows which bus on which route will be accessible, the user will be unable to take advantage of the service. A

recipient need do nothing elaborate to comply with this requirement. For example, an asterisk or other symbol next to accessible bus runs on printed schedules would be adequate in most cases. If the recipient has a telephone information service for the public concerning routes and schedules, that service should provide the same information, and do so in a way useful to hearing-impaired persons (e.g., via a telecommunications device for deaf persons).

In addition to making sure that information and communications links are established, the recipient must also make sure that the communications links have sufficient capacity to accommodate the demand for their use. A paratransit system requiring phone-in reservations that has only one telephone, which is chronically busy, probably cannot provide the kind of service that the recipient's program calls for.

Paragraph (c) of this section is intended to make explicit that the regulation does not permit recipients to engage in disparate treatment, to the disadvantage of handicapped persons, with respect to transportation on the recipient's regular mass transit system. Even though the recipient may also provide special services for handicapped individuals, if a handicapped person is capable of using the recipient's regular service for the general public, then the transit operator cannot deny the service to the handicapped person on the ground of handicap. This means, for example, that a recipient must permit a person using means of assistance such as dog guides or crutches to use its vehicles and services for the general public, if the person can do so. This requirement and the nondiscrimination requirement of Subpart A would also bar actions by recipients that impose unreasonably different or separate treatment for handicapped persons (e.g., an unjustified requirement that a handicapped person, who is able to travel independently, travel with an attendant).

Because this regulation permits a phase-in period between the approval by UMTA of the recipient's program and the achievement by the recipient of the full performance level, paragraph (d) is intended to ensure that there will not be a gap in the provision of any service to handicapped persons by the recipient. In reviewing and approving programs, UMTA will, of course, seek to ensure that the recipient's service to meet the requirements of this Subpart is phased in at a reasonable pace so as to provide for a steady increase in the amount and quality of service provided up to the full performance level. If the recipient is phasing out its former type of service, and phasing in a new type of service, the exact point at which the new service has been phased in, such that the old service can be phased out, will be left to the recipient's judgment, subject to UMTA oversight.

Section 27.89 Monitoring.

Under section 9 of the UMT Act (49 U.S.C. 1607a (g)(2)), UMTA is required, every three years, to review and evaluate the entire spectrum of each recipient's federally-assisted mass transit activities. These triennial reviews will be held on a schedule to be determined by the UMTA

Administrator; in all likelihood, they will be held in a staggered basis, so that approximately a third of all recipients are reviewed each year.

Paragraph (a) of this section declares that the review and evaluation of recipients' activities under this regulation will be conducted at the same time as the section 9 review and evaluation. The review and evaluation of transportation services for handicapped persons will be performed by, or at the direction of, UMTA personnel. UMTA may issue further guidance to recipients concerning the recipient's responsibilities in this process. This guidance may include, either on a general or a recipient-specific basis, requests for information necessary to assist the UMTA personnel in the review.

Some recipients will receive their first review and evaluation of performance under this regulation in the second year that their program has been in effect. Others will not receive their review and evaluation until sometime during the third or fourth year after their program has been reviewed and approved. Each recipient will, however, receive subsequent reviews and evaluations every three years after their first review occurs.

Paragraph (b) of this section concerns what is likely to be a very small group of recipients: recipients who are required to submit a program under § 27.81 of this regulation but who, for some reason, do not receive section 9 funds or otherwise are not required to go through a section 9 review and evaluation every three years. Some small recipients, for example, could fall into this category. For recipients in this category, UMTA will conduct a triennial review and evaluation of performance under this regulation just as if such a review were in conjunction with the section 9 review process.

Paragraph (c) of this section concerns what might be called a "slippage report." In its program, each recipient is required to establish a schedule for phasing in its service for handicapped persons until it reaches the full performance level. If recipients fall behind this schedule, paragraph (c) requires them to submit a report to UMTA no later than the program approval anniversary date of any year in which such slippage occurs. The report must detail the kind and degree of slippage that occurred, explain the reason for the problem, and set forth the corrective action that the recipient has taken or is taking to correct the problem and bring its entire program back on schedule. This same reporting requirement applies in any year, after achievement of the full performance level, in which the recipient's service, for any reason, falls below the full performance level.

This reporting requirement is a condition of compliance with the regulation. Failure to make the required report to UMTA is, in itself, a ground for a recipient being found in noncompliance with its obligations under the rule and being subject to sanctions under Subpart F.

Section 27.91 Requirements for small recipients.

This section sets forth a separate set of requirements that apply to section 18 recipients and other recipients (regardless of what UMTA funds they receive) which provide service to the general public only in non-urbanized areas (i.e., areas of 50,000 population or less). As with the requirements for recipients in urbanized areas, these requirements apply only to recipients that provide service to the general public. This section does not apply to section 16(b)(2) recipients or other recipients providing service only to elderly and/or handicapped persons. Recipients covered by this section are not required to follow the requirements of the rest of this Subpart, except for § 27.87, "Provision of Service."

For purposes of this section, the term "recipient" should be understood to refer to the local government agencies and other organizations actually providing transportation service in nonurbanized areas. We are aware that, in the section 18 program, a state agency is the initial recipient of UMTA funds, which the state then passes through to subrecipient service providers. However, the requirements of this section are not intended to apply to the state agencies involved.

Paragraph (b) requires all recipients covered by this section to certify, within a year of the effective date of this Subpart, that they are in compliance with this rule. If a certification of the kind required by this subsection has already been provided by the recipient under the July 1981 interim final rule, and is still in effect, a new certification need not be provided. This should be the case for present section 18 recipients. Otherwise, the certification must be provided within 12 months of the effective date of the Subpart.

The effect of this requirement is that recipients have service in place within the 12-month period following the effective date of this Subpart. Given the relatively small scale of operations by recipients in this category, the 12-month period should be sufficient. This constitutes the "reasonable time" mentioned in the regulation. A similar amount of time would be permitted future new recipients.

The substance of the transportation service that recipients are required to provide in order to be able to make this certification is similar to that required for section 18 recipients under the July 1981 interim final rule. Special efforts must be made to provide transportation that those handicapped persons unable to use the recipient's service for the general public can use. It should be noted that these efforts do not have to be made by the recipient itself; the certification goes to the presence of the "special efforts" service in the service area, not to whom is providing it.

The service provided by recipients must be "reasonable in comparison to the service provided to the general public." This statement embodies a minimum service criterion for the recipient's service to handicapped persons. It requires that the characteristics of service made available to handicapped persons be reasonably comparable to the characteristics of service for the general public. UMTA's monitoring of

recipients' service will focus, on a case-by-case basis, on recipients' compliance with this criterion.

The second minimum service criterion requires that the service must meet a "significant fraction of the actual transportation needs" of handicapped persons. While the criterion stops short of requiring that all transportation needs of handicapped persons or all demand for service must be met, it does require that substantially more than a token effort be made to meet that demand. Rural and small urban systems are seldom designed to meet all transportation needs of the people of the service area. In monitoring recipients' service, however, UMTA will review whether the service proportionately meets the needs of handicapped as well as non-handicapped members of the community.

Paragraph (c) follows the statutory language of section 317(c) by directing recipients to ensure that handicapped persons and groups representing them have adequate notice of and the opportunity to comment on the present and proposed activities of recipients for achieving compliance with the requirements of this regulation. This notice and comment process may take place at any time within the first nine months after the effective date of this Subpart, but must precede the submission of any of the required certifications or reports.

This requirement applies to all recipients covered by this section, including present section 18 recipients who already have made the appropriate certificate of compliance. In the case of a present section 18 recipient or other provider of existing service, the purpose of the notice and comment period would be to identify problems in and suggest improvements to the existing service.

The same public participation requirement also applies whenever the recipient proposes significant changes in its service. The participation must occur before the change is finally decided upon and implemented.

Paragraph (d) requires each section 18 recipient to provide a one-time status report on its service. This requirement applies to all recipients covered by this section, including present section 18 recipients who have already made the certification of compliance. The report is intended to be a short summary of information concerning the four listed items.

In order to permit UMTA to continue monitoring the recipient's activities, each recipient is required, under paragraph (e), to provide a similar update report at three-year intervals. UMTA will establish a schedule for the transmission of these reports: some recipients will provide their first such report after the second year this Subpart has been in effect; others will not have to do so until after the third or fourth year. Reports under this section normally go to the designated state transportation agency (paragraph (f)). UMTA will review their reports in conjunction with its normal oversight of the section 18 program.

Section 27.93 Multi-recipient areas.

Paragraph (a) provides that this section applies to recipients in any multi-recipient area. A multi-recipient area is an urbanized

area that includes two or more recipients required to prepare a program under § 27.81. The purpose of the section is to provide recipients in such an area the opportunity to combine their resources to provide service for handicapped persons on a regional basis.

This section is not mandatory. Recipients are not required to join a compact and provide service in conjunction with other recipients in their area, and recipients are free to comply with regulatory requirements on an individual basis.

In most cases, all recipients in the urbanized area required to prepare a program would have to be members of the compact in order for the compact to be workable. There could be cases in which a compact with less-than-unanimous membership could be viable, however; recipients should work with their UMTA regional office to ensure that any compact which is formed would be capable of providing service meeting the requirements of this rule. Recipients outside the urbanized area, or recipients who do not have to prepare a program, may also be members of a compact.

The compact must establish a cooperative mechanism among all its signatories to ensure the provision of combined and/or coordinated service meeting all regulatory requirements. Such a mechanism could take many forms, and this section does not attempt to prescribe the institutional form the arrangement would take.

In any multi-recipient or multi-jurisdictional agreement, a key question concerns where the money is coming from. The compact must answer this question. It must provide for how the costs of service for handicapped persons in the area would be apportioned among the members of the compact, ensure the provision of adequate funding, and include reasonable decision and dispute-resolution mechanisms concerning funding and service matters. The compact must be a formal, binding, written document, signed by each participating recipient. An informal understanding among recipients in an area is not sufficient for purposes of this section.

The recipients in an urbanized area have six months following the effective date of this Subpart to form a compact and submit their agreement to UMTA. If the recipients fail to reach agreement and do not submit a compact within the six-month period, then each recipient must comply with regulatory requirements (including the 12-month deadline for program submittal) on its own. This means that recipients should not, while negotiating about forming a compact, neglect the early stages of planning service of their own.

If a compact meeting the standards of this section is submitted to UMTA in a timely fashion, then the members of the compact are treated by UMTA as if they were a single recipient for all purposes under this Subpart, including planning, public participation, service provision, calculation of the limit on required expenditures, monitoring, and compliance and enforcement. It is important for recipients to understand that one of the consequences of joining a compact is that the members of the compact may be treated by

UMTA as collectively responsible for the failure of the compact to provide the service required by the regulation and called for by the compact's approved program.

After UMTA acknowledges the compact within 30 days of its receipt, the members of the compact would submit to UMTA a single combined program for approval under § 27.85. The program submitted on behalf of the compact's members would have to reach UMTA 12 months after the date the signed compact was acknowledged by UMTA, rather than 12 months after the effective date of this regulation. This provision is intended to permit adequate time for planning on an areawide basis.

If, subsequent to the six-month period, recipients that did not originally form a compact decided to do so, UMTA has the discretion to acknowledge it. However, in such a case, the compact members would have to submit, for UMTA's review and approval, a new, joint program for providing service to handicapped persons. This program would need to provide adequate information on how the transition from individual compliance to joint compliance with the rule would work. The individual programs that had been previously approved, and the service provided according to them, would remain in effect until the new combined program was approved.

By the same token, if an existing compact dissolves, the members would then have to submit individual programs to UMTA for approval. The same would hold true for a member that pulled out of a compact. If a recipient were to drop out of a compact, it would be required to continue to provide its services per the compact agreement until its own, new, independent program were approved and in operation.

Section 27.95 Full performance level.

(a) *Timing.* Under section 27.85, recipients have a year from the effective date of the new Subpart E to submit their program to UMTA. UMTA has 120 days to review it. Assuming UMTA acts on the program within that time (approval, disapproval, or remand to the recipient to fix deficiencies), the phase-in period would begin to run no later than 18 months from the effective date of the rule.

During this period, recipients are obligated to phase in their service. This is not intended to be a period of delay and inaction; the recipient is obligated to implement service according to the milestones set forth in its program on time (see discussion of § 27.81).

The phase-in period may run for a maximum of six years. Many recipients (e.g., those who are starting a new system or switching to a different mode of providing service) might need all or nearly all of the six-year period. On the other hand, some recipients have systems that may come close to meeting the full performance level at the present time. It would be contrary to the intent of the rule, for example, to permit a recipient that had 90 percent of the buses it needed to meet the service criteria for an accessible bus system to take six years to acquire the other ten percent.

The rule provides that the recipient's plan and milestones must provide for attaining the full performance level as soon as reasonably

feasible. UMTA, in reviewing plans, will approve phase-in periods for each transit authority on a case-by-case basis, reflecting this policy as well as the realistic needs of each recipient for time to phase-in its service, up to the six-year maximum.

This paragraph notes that a recipient can comply by meeting the requirements of either paragraph (b), or (c), or (d). This language is intended to emphasize that the recipient may decide to operate either a special service system, an accessible bus system (of either type), or a mixed system. A recipient, for example, is not required to have both an accessible bus system and a special service system. The decision on which service option to implement is intended to be made by the local recipient.

The remainder of this section lists the service criteria applicable to special service, accessible bus, and mixed systems. The Department has established six service criteria that apply to all the modes of service to handicapped persons. These concern eligibility, hours and days of service, service area, fares, restrictions and priorities based on trip purpose, and response time. Paragraphs (b), (c), and (d) explain how these six basic criteria apply, specifically, to each mode of service. Though the criteria are essentially the same, the detail of their application to the various modes of service vary somewhat in order to make sense in view of the differing characteristics of the different types of transportation.

(b) *Service criteria for special service systems.* The following criteria apply no matter what type of special service the recipient provides (e.g., transit authority-operated paratransit, user-side subsidy).

(1) *Eligibility.* The eligibility criterion provides that the recipient must treat as eligible any individual who, at the time he or she would receive service is, by reason of a disability, physically unable to use the recipient's bus service for the general public. A recipient may, of course, voluntarily provide service to other persons as well, such as non-disabled elderly persons or mentally handicapped individuals. However, the cost of providing this service to additional users is not an eligible expense under § 27.99.

This provision is not intended to permit recipients to turn away from their special service systems users who would be unable to use an accessible bus system for reasons unrelated to the system's accessibility. For example, physical or terrain barriers, bad weather, or distance may prevent some handicapped persons from getting to a bus stop. These persons are still required to be treated as eligible for special service, because they could board and use fully accessible buses if they were able to get to a bus stop.

The Department recognizes that persons with cognitive disabilities also have a need for transportation. Many such persons, would be able to use the regular system with appropriate training, and the Department encourages the development and implementation of such training programs to increase the transportation opportunities for mentally handicapped persons. It is also necessary that training be provided for the drivers so that they will better understand, be

patient with, and appropriately respond to questions from mentally retarded persons.

The rule does not specify the means a recipient may use to determine physical inability to use the regular bus system, although reasonable "functional criteria" may be used. The means the recipient would use to determine physical inability to use the regular bus system would be incorporated in the program submitted for UMTA approval.

The Department does not intend to require recipients to use age, by itself, as a basis for determining that an individual is physically unable to use the regular bus system. No one need be presumed to be physically unable to use the regular bus system just because he or she has reached a certain birthday. Many elderly persons may suffer mobility impairments or other handicaps that physically prevent them from using the regular bus system, but it is these disabilities, not age itself, that determines eligibility.

The key is whether or not a particular elderly person can physically use the service for the general public. Some 80 year old individuals may be able to physically use the service for the general public, and some 65 year old individuals may be unable to do so. If, because of age, an individual is physically unable to use the regular service—even if that individual does not have a specific medical condition—that individual is eligible for the special service.

A similar analysis applies to young children. If, because the recipient has a reasonable, nondiscriminatory policy against permitting very young children to ride buses unaccompanied, or because such children cannot read destination signs, such individuals cannot use the bus system, these facts do not make them eligible to use the special service. This is because their youth, rather than a handicap, caused their inability to use the regular bus system (which is not, in any event, a physical inability).

It would not be consistent with this rule, however, for a recipient to deny a non-disabled child the opportunity to accompany a disabled parent or other adult on the special service system. This could be very important, for example, in allowing the parent to take the child to a medical appointment. The converse is also true. A non-disabled parent or other adult would have to be given the opportunity to travel with a disabled child.

The rule does not prescribe any particular procedures that recipients must use to determine eligibility. Existing systems use such means as letters from a doctor, certifications by social service organizations, and eligibility determinations (e.g., concerning meeting functional criteria) by the transit provider itself. Whatever procedure is used, the recipient needs to ensure that the procedure is prompt, avoids unnecessary procedural obstacles, does not impose more than nominal costs on potential users, and is consistent with the dignity of handicapped persons applying for eligibility. The eligibility procedure should be spelled out in the recipient's program.

Section 27.97 provides that recipients must meet this eligibility criterion in all cases, regardless of whether the recipient can meet

all service criteria without exceeding the limit on required expenditures. In other words, the eligibility requirement of this rule is not subject to "tradeoff" in order to reduce recipient expenditures below the cost limit.

The Department intends that all users eligible under the Department's standard be permitted to use a recipient's special service, regardless of the user's place of residence. A visiting wheelchair user from City A is just as eligible, under the terms of this section and § 27.87, as a wheelchair user from City B to use the latter city's special service system. Recipients may need to waive or abbreviate the certification procedures they use for their regular local riders. The same point applies to persons with temporary, as opposed to permanent, disabilities.

(2) *Response time.* By response time, we mean the total period from the time the disabled person calls the special service provider to request service to the time the service is actually provided to the handicapped person (i.e., pickup). Recipients are obligated to provide, as well as schedule, service, within the required period. (see also § 27.87(b)(5), concerning timely provision of service).

We do not intend, however, to view recipients as being in noncompliance solely because of an occasional late pickup. Repeated, chronic failure to provide service within 24 hours of a request, however, is inconsistent with this criterion and with the recipient's obligations under this criterion.

The Department intends that this criterion be administered with reasonable administrative flexibility, for the benefit of both users and providers. For example, it may not be reasonable for a recipient to insist that a user call the recipient at 7:30 a.m. on Monday in order to get service at 7:30 a.m. Tuesday, even though this insistence would be literally consistent with the 24-hour response time criterion. A call at any point on Monday morning should usually be sufficient to permit the recipient to do the advance planning necessary for its morning trips on Tuesday.

Likewise, a recipient with no weekend bus service might not provide special service on weekends. Literally interpreted, the 24-hour criterion would force the recipient to open its call-in reservation office on Sunday to take reservations for Monday trips. The Department intends, in such a situation, that the recipient be able to keep its office closed on the weekend, taking reservations for Monday on the previous Friday.

The Department, then, interprets the 24-hour criterion to mean "a reasonable time on the previous business day" in many cases. In addition, this criterion is not intended to prohibit advance sign-up requirements for special-purpose trips (e.g., for a group field trip). Nor is it intended to prohibit a recipient from allowing a user to make a reservation for more than a day in advance (e.g., from calling on Tuesday to reserve a trip for Thursday).

(3) *Restrictions or priorities based on trip purpose.* This criterion is intended to prohibit recipients from determining that they will not provide service for certain sorts of trips, which they have determined to be of relatively low importance, or from providing

trips for such purposes only after requests for the trips they deem to be of higher importance have been fulfilled. This criterion, however, is not intended to preclude recipients from establishing subscription services. Trips on the subscription service may be limited to certain purposes (e.g., recurring work or medical trips). However, a recipient which operates a subscription service may not deny or delay transportation to other individuals, for other purposes, on the ground that all capacity is exhausted by subscription service and still meet this criterion.

If a recipient cannot provide service that fully meets the criteria without exceeding its limit on required expenditures, it may make tradeoffs concerning trip purpose restrictions or priorities. For example, if after serving subscription work trips and medical trips, the recipient does not have enough other capacity to serve persons wishing trips for other purposes during peak hours, the recipient could "time-shift" the trips for other purposes to non-peak hours. The "time-shifted" trips would still be served during the requested day, at a non-peak time convenient for the user.

(4) *Fares.* The fare charged for a trip to a user of the special service is required to be comparable to a trip of similar length, at a similar time of day, on the recipient's bus system. We recognize that, in most cases, a trip taken on special service will not be identical, in route or in length, to similar trip taken on the regular bus system. We recognize also that the cost and convenience characteristics of special service systems differ from those of bus systems.

The key to determining an appropriate fare for the special service trip would be to calculate the cost of a similar trip on the regular bus system that the individual would take to get from his origin to his destination, if he or she were not handicapped, including the cost of transfers, if any (or zone change charges, express bus fares, etc.). Should there not be any reasonably equivalent trip that a user of the bus system could take, then the bus fare used for purposes of comparison would be derived by comparing the special service trip taken by the handicapped person to a bus trip of similar length elsewhere in the recipient's bus system.

Determining "comparability" between the bus fare for a similar trip and the special service fare is not an exact science. Decisions must be made on a case-by-case basis, taking into account such factors as the relative costs of providing the service, the time and convenience factors affecting users, and the Department's policy against pricing service out of the reach of users. It is likely, for example, that a \$1.50 fare for special service would not be out of line, compared to a basic 80 cent fare for a similar bus trip, in most cases. At the other end of the scale, charging a special services user \$20 for the same trip would be far removed from "comparability," because it would be grossly disproportionate to the bus fare and would deter disabled persons from using the service.

In doubtful cases falling in the middle of the scale, recipients should consult with UMTA. Fare levels for special service are, of course, one of the items that recipients should

cover in their program submissions. While determinations are case-by-case, it is likely that UMTA would question fare levels that rose above two or three times the bus fare for a similar trip at a similar time of day.

This criterion deals with the fare charged the individual disabled user of the special service. If the bus fare between Point A and Point B is 80 cents, then the recipient can charge a special service user no more than a comparable fare for a similar bus trip. However, this requirement is not intended to preclude the common arrangements between recipients and social service agencies in which the social service agency subsidizes a considerable portion of the cost of a trip. The amount of such a subsidy is a matter between the recipient and the agency.

(5) *Hours and days of service.* If a recipient operates its bus service from 6:00 a.m. to midnight, seven days a week, then special service (e.g., paratransit or user-side subsidy) must be available throughout at least the hours 6:00 a.m. to midnight, seven days a week. By saying "throughout" this period, the Department intends that service be available at any time during these hours. Providing service only during peak hours, or only from 6-7 a.m. and 10-11 p.m. would not be consistent with this requirement.

This criterion is subject to "tradeoff" in a situation in which a recipient cannot meet all applicable service criteria without exceeding its limit on required expenditures. For example, a tradeoff (affecting the service area as well as the hours of service standard) might involve providing service to an area smaller than the urbanized area late at night and on Sundays, even though the regular bus system was operating at those times.

(6) *Service area.* A recipient must provide special service "throughout" the "circumferential" service area in which it provides regular bus service. This means that the recipient must provide this service not just along transportation corridors served by buses, but to all points of origin and destination within this area. (This is not intended to literally require door-to-door service, however. As long as the service is from the building or other location of origin to the building or other destination location, the criterion would be satisfied. Actually assisting a handicapped person from the door to the curb, for example, is not required.) A "many-to-few" system, with limited origins or destinations within the urbanized area, would not be consistent with the requirement to provide service "throughout" the area.

The recipient could determine the extent of the "circumferential" service area in a number of ways. As the term implies, the recipient could simply draw on a map a circle encompassing the area in which all its regular bus routes operate. Alternatively, a recipient could take the outer termination points of its routes and "connect the dots," resulting in boundaries for the service area that more precisely follow the contours of the actual bus service area. Where the normal service is within the urbanized area, the Department would also have no objection, in many cases, to a recipient using the urbanized area as a service area for this purpose. Particularly for a recipient that already provided bus service

to most parts of the urbanized area, this approach could be administratively simpler.

In determining the extent of its service area, the recipient need not encompass extended commuter or express bus routes. For example, many recipients may have a city/suburban service area that is served regularly during peak and non-peak hours. In addition, the recipient may have peak-hour express commuter service to more distant exurban points. These commuter bus "spokes" do not extend the circumferential "hub" area that the recipient must serve with origin-to-destination special service.

For service (e.g., commuter bus) extending outside the basic service area, the recipient is required to provide service to handicapped persons only to and from the same points (e.g., bus stops) served by its buses for the general public. This service could be by special service following the bus route or accessible commuter bus, and would have to run only at the times when the commuter buses operated. Service to other origins and destinations outside the basic service area is not required.

The circumferential service area need not necessarily be the same at all times of the day or week. For example, some recipients might not offer any late-night or weekend bus service on many routes outside the central city. The service area for special service could shrink proportionately at these times.

The service area criterion is subject to "tradeoff" in the event that the recipient could not meet all applicable service criteria without exceeding its limit on required expenditures. As part of a tradeoff, a many-to-few system, a fixed route-deviation system, or another variation on special service that did not serve all origins or destinations could be employed.

(c) *Service criteria for accessible bus systems.* The final rule does not contain any specific requirement for the number of accessible buses a recipient must own and operate. Rather, subparagraph (1) of this paragraph says that the recipient must operate, on the street, enough buses to ensure that it meets the service criteria of subparagraphs (2) and/or (3).

To operate this number of buses on the street, recipients will need to consider the number of accessible buses they need in their reserve fleets. It is clear that in order to maintain the appropriate number of accessible buses on the street, a recipient will need to have some accessible buses in reserve in order to cover maintenance down time and other contingencies. A recipient would not comply with this subparagraph (or with § 27.87) if it owned sufficient accessible buses to meet the service criteria when all were operating, but, for lack of reserve accessible buses, was unable to keep enough buses actually on the street to meet the criteria at all times.

Subparagraph (2) sets forth the other service criteria for scheduled accessible bus systems. A scheduled accessible bus system is simply one in which accessible buses are scheduled to be used for (and are used for) certain runs on certain routes. This use must be regular and consistent.

Subparagraph (2)(i) requires the scheduled accessible bus service to be available

throughout the same days and hours as the recipient's bus service for the general public. For example, if a recipient's regular bus service runs from 6 a.m. to 12 midnight, then the scheduled accessible bus service must be available throughout this 18-hour period. Running accessible buses only during peak hours, or having only the first and last bus runs on a route accessible, would not be consistent with this criterion.

The scheduled accessible bus service running throughout this 18-hour period would have to be provided at reasonable intervals that make readily practicable the use of the service by handicapped persons. The regulation does not establish a specific requirement for what these intervals must be. The recipient's judgment about appropriate intervals, which should be informed by the rule's public participation and planning process and which is subject to UMTA review as part of the recipient's program submission, may vary according to such factors as demand for accessible service on a particular route and the time of day.

Every interval on every route in the system need not be the same. But intervals so wide or irregular as to provide merely token or perfunctory service, or which are significantly inconsistent with demand for accessible service, would not comply with this criterion.

Subparagraph (2)(ii) requires accessible bus service to be provided on all routes throughout the recipient's service area on which a need for service has been established through the rule's planning and public participation process. By saying "throughout the service area," this provision is not limited to service within the basic circumferential service area. Any route on which the recipient provides regular bus service (including extended commuter routes and express bus service) is potentially required to have accessible service.

Whether the potential requirement for accessible service on a given route becomes actual depends on whether the planning and public participation process shows that a need exists for accessible service on that route. The Department intends that a need for accessible service on a route be regarded as having been established when it is shown that one or more handicapped persons are likely to make reasonably regular use of bus service along some part of the route.

For example, bus routes serving centers for independent living, important transportation terminals, major medical facilities, universities, major employment centers, and other origins and destinations that are likely to generate trips by handicapped persons would probably need to have accessible service. However, a need for accessible service could also arise on a suburban route because one or more handicapped persons wished to use that route for trips to work, shopping, or other purposes on a reasonably regular basis.

The Department believes that it would be desirable for recipients choosing a scheduled accessible bus system to make some provision for providing services to disabled persons whose origin or destination is not on an accessible route. The form of such service is up to the recipient, however.

As with service intervals, the routes served by accessible bus service may change over time, as new service needs arise and former service needs disappear. Changes in the route structure of accessible service are also appropriate subjects for consultation through the continuing public participation process.

Subparagraph (2)(iii) provides that the fare for a handicapped person using the accessible bus system cannot be higher than the bus fare paid by other passengers. Everyone who gets on the bus to go from Point A to Point B pays the same fare, except that the elderly and handicapped half-fare program of 49 CFR § 609.23 continues to apply in the accessible bus context.

Subparagraph (3) contains service criteria for on-call bus service. An on-call accessible bus system is one in which accessible buses are not regularly scheduled on any particular routes or runs. Instead, handicapped persons wanting to use accessible buses call the transit provider and arrange for an accessible bus to come by a particular bus stop on a given route at a certain time.

Some of the criteria for on-call accessible bus service are virtually identical to the special service criteria. The eligibility (subparagraph (3)(i)), response time (subparagraph (3)(ii)), and the restrictions and priorities based on trip purpose criterion (subparagraph (3)(iii)) are in this category. The fares criterion (subparagraph (3)(iv)) is identical to the fares criterion for scheduled accessible bus service.

Subparagraph (3)(v) concerns days and hours of service. Like its counterpart in the scheduled accessible bus service context, it requires service to be provided throughout the same days and hours as the recipient's bus service for the general public. This means that a handicapped person can request that any bus run the recipient makes, during any time the run is made for the general public, be made with an accessible bus. The recipient is obligated to fulfill the request. There is no provision concerning the intervals at which service is to be provided. Service is provided in response to all requests made for it.

The service area criterion (subparagraph (3)(vii)) requires accessible service to be provided on all the recipient's routes, on request. This means that when the recipient receives a request from a handicapped person for accessible service, the recipient must fulfill this request regardless of the route on which the service is requested (including extended commuter routes and express bus runs).

There is, however, no reference to establishing the need for bus service on particular routes through the planning process. This is because, in an on-call accessible bus system, need for service is established by each individual request for it, rather than on a generic basis for scheduled service on a route.

This subparagraph also specifies that "all buses needed to complete the handicapped person's trip" have to be provided. For example, suppose a handicapped person has to take a bus on route A to a given stop, and then transfer to a route B bus, in order to reach his or her destination. The recipient

must ensure that the B bus, as well as the A bus, is provided at the appropriate time.

A recipient may comply with the rule by setting up an accessible bus system incorporating elements of both scheduled and on-call accessible service. For example, the recipient could operate scheduled accessible bus service during peak hours while using on-call service during off-peak hours. A recipient could operate scheduled service on certain heavily-used corridors while using on-call service elsewhere. The scheduled and on-call components of the service would each have to meet the service criteria for the respective types of service, and there could not be "gaps" in the overall service that left some routes, times, etc. unserved for handicapped persons.

For purposes of this rule, an accessible bus is one of that a handicapped person, including a wheelchair user, can enter and use. Currently, an accessible bus usually means a bus equipped with a lift. The Department does not intend to mandate the use of a particular piece of technology, however. If a device or bus design other than a lift-equipped standard transit bus can produce the same or better results for handicapped persons than present technology, then the Department will be willing to consider regarding it as meeting the accessible bus requirement.

(d) Service criteria for mixed systems. A mixed system is simply one in which some parts of the service area, or some days or times of day, are served by an accessible bus system, and others are served by a special service system. The key thing to remember about a mixed system is that each component must meet all criteria pertaining to that component. The overall system cannot have "gaps" that leave some areas, times, etc., unserved by service for handicapped persons.

In a mixed system, the special service and accessible bus components are not required to duplicate each other's efforts. Consequently, the special service system would not have to provide parallel service along accessible bus corridors. For example, the special service system would not have to honor a request from a handicapped person to be picked up at his home, situated reasonably close to a bus stop on an accessible corridor, and be transported to a destination served by a bus route using that stop.

The recipient might also reduce the scope of the special service it had to provide by linking the ends of or other strategic points on accessible routes with an accessible shuttle service, so that someone wanting to travel from a point along Route A to a destination at the end of Route B could complete his trip using only accessible buses and the shuttle. Except where it would duplicate accessible bus service, however, the recipient's special service would have to meet all service criteria applicable to any special service system (e.g., the special service system would have to pick up the same handicapped person from his or her home if he or she were going to a location not on the nearby accessible route or one accessibly connected with it).

The recipient is responsible for coordinating the components of its mixed

system so as to minimize inconvenience to handicapped users. This coordination should include consideration of transfers between components. The coordination of mixed system components is one of the features UMTA will evaluate as it reviews the program submissions of recipients planning mixed systems.

(e) Services of other providers and through other modes. Paragraph (e) states the principle, for all service modes, that a recipient may count the services of other providers toward meeting the full performance level. This is true even though the expenditures of these other providers are not eligible expenses under § 27.99.

For example, suppose that a social service agency operates a subscription service that transports wheelchair users who need kidney dialysis to medical facilities where the treatment takes place. As part of a coordinated transportation system for handicapped persons in the urbanized area, the recipient is able to refer persons in this category to the social service agency, which provides the dialysis trips instead of the recipient itself. The recipient can count this service as part of the service meeting its full performance level.

This paragraph also provides that service provided through other modes of transportation may be counted toward meeting the service criteria. For instance, suppose a transit authority operates an accessible rail system. The recipient chooses to meet the full performance level through making its bus system accessible. Like many bus/rail operators, however, the recipient uses its buses to feed passengers into and out of the rail system. The recipient could feed disabled passengers into the accessible rail system in the same manner as it did other passengers, and would not have to run bus service that duplicated the rail lines. The recipient could treat both its bus service from Point A to a rail station and the accessible rail service from the station to Point B as contributing to meeting the service criteria.

The key is coordination by the recipient of these services into a coherent whole. The mere facts that a social service organization may be providing some transportation somewhere in the urbanized area, or that there may be an accessible rail system in the same area, unless these services are in a system coordinated by the recipient, are irrelevant to the recipient's ability to meet the full performance level.

Section 27.97 Limit on required expenditures.

Paragraph (a) sets forth the method recipients will use to calculate the limit on their required expenditures. First, the recipient calculates its average operating expenditures. It adds the operating costs reported to UMTA for the previous two fiscal years under section 15 to its projected operating costs for the current fiscal year and divides by three.

The estimate of operating costs for the current fiscal year must be a reasonable one, consistent with the budget estimates the transit authority makes for other purposes. (Obviously, the projection must concern the costs that will be reported under section 15.) An unrealistically low estimate, one at odds

with the transit authority's recent operating cost experience, or one that differs significantly from estimates prepared for other local budgetary purposes, is not acceptable for this purpose.

Paragraph (b) concerns the effect of the cost limit. If a recipient can meet all the service criteria, for an amount less than the cost limit, then the cost limit is ignored during the fiscal year in question. However, the recipient is not required to spend more than the cost limit amount, even if, as a result, it cannot meet all the service criteria for the mode of service it has chosen.

For example, suppose a transit authority determined that meeting all the service criteria for its paratransit system would cost \$800,000. If its cost limit is \$650,000, it can voluntarily spend the entire \$800,000 to meet all service criteria. However, this regulation does not require it to do so.

After consulting through the public participation mechanism established under § 27.83 of the final rule, the recipient could make decisions about the respects in which it paratransit service would fall short of one or more of the service criteria. For example, the recipient in the above example might determine that it could save \$150,000 by not running the paratransit service on Sunday, raising fares above the level charged for similar bus trips, and not providing service to one segment of the service area which has relatively low demand for trips by handicapped persons. (In making tradeoffs, the recipient would have to act reasonably. For example, a recipient would not act reasonably in a tradeoff situation by raising fares to \$30.00 a trip or restricting service to a 2 square block area.) These changes, though they result in service that does not fully meet the criteria, are allowed under the rule since the recipient need not spend more than \$650,000 to comply with the rule.

Section 27.99 Eligible expenses.

To be eligible to count in determining whether the recipient has exceeded the § 27.97 limitation on required expenditures, an expenditure must meet two basis criteria. First, it must be an expenditure by the recipient of its own funds (including the UMTA assistance it receives). The total expenditures the recipient makes, not just the net expenditures after farebox revenues are considered, are counted. Second, it must be an expenditure specifically to comply with the requirements of 49 CFR Part 27, Subpart E.

This means that expenditures by other agencies (e.g., state and local government agencies, private social service organizations) on transportation services for handicapped persons cannot be counted for this purpose. As described in the discussion of § 27.95(e), the transportation services for disabled individuals that these other agencies provide can be "counted" by the recipient as part of the transportation services meeting the service criteria, however.

The same principle applies to the costs of operating an accessible rail system. No recipient need operate an accessible rail system to comply with this rule. However, a rail recipient may use an accessible rail

system to help meet its service requirements. But the expenses of building and operating the accessible rail system are not attributable to meeting these regulatory requirements, and they are not, therefore, eligible expenses.

Subparagraph (b)(6) provides, however, that the incremental cost of construction of modification of facilities to enable handicapped persons to transfer between accessible modes of transportation is an eligible expense, if the improvement is approved as part of the recipient's program. For example, suppose that a recipient is voluntarily making a rail line or station accessible. The cost of making the rail line or station accessible is not an eligible expense, since this cost is not incurred to meet the requirements of this rule. However, the incremental cost of a new or relocated bus stop to serve the station or line, together with curb cuts, signs for the use of handicapped persons, or other accessibility-related improvements that help disabled persons transfer between the accessible rail and accessible bus systems would be eligible. It is important to emphasize that only the incremental costs of such improvements, attributable to features specifically related to service for disabled persons, are eligible. In reviewing recipients' programs, UMTA will scrutinize closely plans for "interface" improvements of this sort to ensure that only eligible costs are claimed for purposes of the limit on required expenditures.

Only expenditures specifically to comply with the requirements of this regulation are eligible. If a recipient chooses to provide service above and beyond what this regulation requires, only the expenditures actually needed to meet the Federal regulatory requirements are eligible.

For example, the rule does not require non-handicapped elderly persons to receive service from a special service system. If a recipient provides service to non-handicapped elderly persons, in addition to eligible handicapped persons, only the costs of the special service system attributable to carrying the latter may be counted.

Only those items necessary to meet the full performance level for the mode of service selected by the recipient will be eligible expenses. "Gold-plating" (the practice of attributing to service for handicapped persons the cost of items that generally improve the recipient's entire service to the public or loading down the service to handicapped persons with features or facilities not essential to meeting the service criteria) will not be permitted to drive up the reported eligible expenses service for handicapped persons to the detriment of providing service meeting the criteria.

This provision applies even if the things the recipient does above and beyond the regulation's requirements are required by another legal authority, such as the Architectural Barriers Act of 1968 or state or local law. For example, a recipient might, as the result of the Architectural Barriers Act, install an elevator in an existing subway station where it has otherwise modified the means of vertical access. Such an expenditure would not be the result of the requirements of this rule; the cost of installing the elevator would not be a financial burden

imposed by the Department of Transportation in order to comply with section 504 and section 317(c). Consequently, the cost of the elevator could not be counted in determining whether the recipient had exceeded the \$ 27.97 limitation on required expenditures by recipients.

Section 27.99(b) mentions that the capital and operating costs for special service systems, and the incremental capital and operating costs of accessible bus systems, are eligible expenditures. The language of the section does not explicitly mention mixed systems. A mixed system is, by definition, a system made up of accessible bus and special service components. In determining whether the costs of a mixed system exceed the limitation on required recipient expenditures, the recipient would add the capital and operating costs for the special service component of its system and the incremental capital and operating costs of the accessible bus component of its system.

By "incremental" capital and operating costs of an accessible bus system, we mean those costs of meeting the service criteria for accessible bus systems that are in addition to the costs of operating an inaccessible bus system. For example, suppose a lift-equipped bus costs \$120,000. Without a lift, and other equipment necessary to make the vehicle safe and accessible for handicapped persons (e.g., wheelchair tie-downs), the bus costs \$108,000. The incremental cost of buying the accessible bus is \$12,000. Only that amount, not the entire cost of the bus, is an eligible expense. The same principle applies to operating costs. If maintaining the lift on an accessible bus can be demonstrated to take 20 work hours in a certain period of time, the wages of the mechanics for those 20 hours can be counted, but not the wages of the mechanics for the total number of work hours required on the entire bus during that period.

Section 27.99(b)(3) specifies that administrative costs of coordinating services are eligible. In addition, reasonable administrative costs of a special service system or an accessible bus system may be considered as a part of the eligible operating costs of such systems. UMTA will consider, on a case-by-case basis, whether specific administrative costs are eligible, following the general rule that if a cost is generally an allowable cost for reimbursement with UMTA funds, that part of it directly attributable to providing service for handicapped persons can be counted for purposes of this section.

Section 27.99(b)(4) specifies that the incremental cost of training personnel to provide service to handicapped persons is an eligible item. Again, by "incremental cost" we mean the portion of the cost of training directly attributable to service for handicapped persons. For example, if four hours of a bus driver training course are devoted to operating the lift and otherwise accommodating handicapped persons on an accessible bus system, the cost of those four hours of training, but not the cost of the entire course, is eligible.

Section 27.99(d) requires recipients to annualize the cost of capital expenditures, such as the purchase of vehicles, over the expected useful life of the item. This

provision would also apply to other major capital items (e.g., a new fixed facility specifically devoted to the garaging and maintenance of special service vehicles), but not to minor or routine purchases of supplies, parts, and other equipment. In doubtful cases, recipients should contact their UMTA regional office for guidance.

The Department is aware that there may be a number of methods, of varying degrees of accounting sophistication, for annualizing a capital expenditure. In the interest of simplicity, however, the Department intends that recipients simply divide the number of years in the expected useful life of the item into its cost, and then count the result toward the cost limit in each of the years involved.

For example, suppose that the incremental cost of a lift-equipped bus is \$12,000, and that the expected useful life of a bus is 12 years. The annualized cost of the bus would be \$1,000. Therefore, the recipient would count \$1,000 in its calculation of eligible expenses for year 1, year 2, and so forth, through year 12.

Where there is not a generally accepted industry standard (e.g., 12 years for buses) for a given capital item, recipients should consult with their UMTA regional office for guidance on how many years should be regarded as the item's expected useful life.

Section 27.101 Technical exemptions.

This provision permits any recipient to request a technical exemption from any provision of this Subpart. Such a request can be made at any time, as an independent request. It is also possible for a recipient to submit a technical exemption request as part of, or in connection with, the recipient's program submission. Section 27.101(b) clearly sets forth the standards for granting exemptions under this rule. These standards are consistent with the standards DOT has applied to requests for exemptions in the past. First, there must be special local circumstances. That is, the reasons specified for the requested exemption must be, if not literally unique, quite specific to the local area requesting the exemption. The Department will not grant an exemption based on circumstances common to a broad class of recipients. An exemption from a regulatory requirement based on circumstances common to many recipients would constitute, in effect, a rulemaking of general applicability, which may be made only through normal rulemaking procedures.

Second, the circumstances used to support the exemption request must involve matters not contemplated, or taken into account, as part of the rulemaking process for this rule. The Department is aware that it probably has not thought of all possible issues or situations that can arise. This exemption procedure is intended to apply to matters not dealt with in this rulemaking. If, on the other hand, the Department has received and considered comments on how a certain issue or situation has been handled, and then made a decision, the exemption process is not a mechanism for reconsidering a regulatory decision the Department has made.

Third, the applicant for an exemption must demonstrate that the circumstances cited

make compliance with the rule unduly burdensome or unreasonable. The undue burdens or unreasonableness, consistent with the two standards discussed above, must be specific to the particular grantee, and not something affecting grantees, or a broad class of them, in common.

Fourth, the recipient must show that, if it is granted the exemption, it will take some alternate action that will substantially comply with the regulation. The grant of an exemption is not a license for noncompliance; it is agreement by the Department and the recipient that the recipient will take action adequate to provide transportation services to handicapped persons, even though it is, in some respects, excused from following the letter of the regulation. It should be emphasized, however, that the exemption provision is not intended to permit recipients to fashion "do-it-yourself" modifications of the requirements of the regulation.

The Department may grant a request for a technical exemption, in whole or in part, or deny it. The Department may also place any reasonable conditions on the grant of the exemption. The UMTA Administrator will sign grants or denials of exemption requests, and such requests should be addressed to the Administrator. In keeping with existing DOT practice, the Assistant Secretary for Policy and International Affairs must concur in grants or denials of exemption requests under this rule.

Section 27.103 Alternate procedures for recipients in States administering the section 5, 9, and 9A programs

Section 27.103 provides a slightly different procedure for submitting documents under this Subpart if a state has elected to administer UMTA's sections 5, 9, and 9A programs for UMTA. This procedure applies to urbanized areas of under 200,000 population. If a state has made this election, the designated state agency is the actual recipient of the UMTA funds and the state agency, in turn, passes them through to the urbanized area. This is similar to the section 18 program.

If the election is made, the local recipient must send the program required under § 27.85, the slippage report under § 27.89(c), the certification and report under § 27.91(f), and any compact under § 27.93(c) to the designated state agency and not to UMTA. (The state would have to inform UMTA when

a slippage report was received). The designated state agency acts for UMTA to review and, as necessary, approve these documents. In doing so, any deadlines which the regulation imposes on UMTA apply to the designated state agency. For example, the designated state agency would, under § 27.85(b), have to complete its review of the local recipient's program within 120 days of its submission. Similarly, the time extensions under § 27.85(c) would also apply to the designated state agency.

Section 27.103(b) requires the designated state agency to certify to UMTA that the recipients in its state are in compliance with this Subpart. This certification can cover more than one recipient, but it is due to UMTA no later than 30 days after the designated state agency approves the recipient's program.

It is important to note that the state's election to administer these programs is voluntary. Any recipient located in a state not so electing must send its material to UMTA. Also, the provisions in this section do not apply to small recipients covered by § 27.91.

Enforcement Procedures

Subpart F (§§ 27.121-27.129) of 49 CFR Part 27 concerns enforcement of the obligations of recipients under Subpart E, the mass transit program requirements, as well as all the other Subparts of this regulation. Briefly, Subpart F provides that when, as a result of a complaint investigation or compliance review, the Department learns that a recipient appears to be in noncompliance, the Department first attempts to resolve the problem informally.

This informal resolution step is the most important part of the enforcement process, from the Department's view. At this stage, the Department works with the recipient to solve the planning, management, or operational problems that led to the enforcement action. The aim of the process is not to impose sanctions on the recipient, but to correct the situation so that the recipient provides service to handicapped persons as the regulation requires. Only if informal resolution fails does the Department resort to formal enforcement proceedings.

If there is reasonable cause for the Department to believe that the recipient is in noncompliance, and that the noncompliance cannot be resolved informally, the Department notifies the recipient that it

proposes to suspend, terminate, or refuse to provide Federal financial assistance to the recipient. The recipient has the opportunity to present its case at a hearing before an administrative law judge. The judge makes a recommended decision to the Secretary, who may accept, reject, or modify the recommended decision. The Secretary's decision is administratively final (it may be reviewed by a Federal court under the Administrative Procedure Act) and the sanctions the Secretary orders remain in effect until the recipient comes into compliance with the regulation.

Any person who wishes to submit a complaint alleging that a recipient is in noncompliance with this regulation should send the complaint to the following address: Director, Departmental Office of Civil Rights, U.S. Department of Transportation, 400 7th Street, SW., Washington, DC 20590.

Noncompliance should be understood simply as the failure by a recipient to do what the regulations require of it, or action by a recipient contrary to regulatory prohibitions. The following are examples (not intended to be an exhaustive or exclusive list) of conduct under Subpart E that could be regarded as noncompliance, for recipients to which the various requirements apply:

- Failure to have a program consistent with the requirements of § 27.81;
- Failure to follow any of the public participation requirements of § 27.83;
- Failure to submit the program documents to UMTA within the time frames of § 27.85;
- Failure to make timely changes in a program UMTA did not approve as submitted under § 27.85, such that UMTA can approve the program as consistent with this regulation;
- Failure to provide service, as required under § 27.87;
- Failure to submit a "slippage report" in the circumstances in which § 27.89(c) requires one;
- Failure by a small recipient to certify, provide for public participation, or provide reports as required under § 27.91.

The OMB Paperwork Reduction Act number for the information collection requirements in Subpart E is 2132-0530.

[FR Doc. 86-11571 Filed 5-20-86; 8:45 am]

BILLING CODE 4910-62-M

DEPARTMENT OF TRANSPORTATION**Office of the Secretary****49 CFR Parts 27 and 609****[Docket No. 56d; Notice 86-5]****Nondiscrimination on the Basis of Handicap in Department of Transportation Financial Assistance Programs****AGENCY:** Office of the Secretary, DOT.**ACTION:** Notice of proposed rulemaking.

SUMMARY: This notice of proposed rulemaking (NPRM) requests comment on proposed requirements for service to handicapped persons on commuter rail systems. The proposed rule would implement section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794) and section 317(c) of the Surface Transportation Assistance Act of 1982 (49 U.S.C. 1612(d)) in commuter rail programs receiving financial assistance from the Department. The notice also proposes to remove 49 CFR Part 609 and incorporate certain of its provisions into 49 CFR Part 27.

DATE: Comments should be received by August 21, 1986.

ADDRESS: Comments should be addressed to Docket Clerk, Docket 56d, Department of Transportation, Room 4107, 400 7th Street, SW., Washington, DC, 20590. Comments will be available for review by the public at this address from 9:00 a.m. through 5:30 p.m., Monday through Friday. Commenters wishing acknowledgement of their comments should include a stamped, self-addressed postcard with their comment. The Docket Clerk will time and date stamp the card and return it to the commenter.

FOR FURTHER INFORMATION CONTACT: Robert C. Ashby, Deputy Assistant General Counsel for Regulation and Enforcement, U.S. Department of Transportation, Room 10424, 400 7th Street, SW., Washington, DC 20590; (202) 426-4723 (voice) or (202) 755-7687 (TDD). The Department of Transportation is currently installing a new telephone system. As a result, the voice number is expected to change, during July 1986, to (202) 366-9305. The TDD number is not expected to change. This NPRM has been taped for use by visually-impaired persons. Requests for taped copies of the rule should be made to Mr. Ashby.

SUPPLEMENTARY INFORMATION: The purpose of this NPRM is to request comments on several actions the Department is considering taking that are related to the final rule published

today on mass transit services for handicapped persons. The September 3, 1983, NPRM that led to the final rule did not request comments on these specific proposals, and we received few comments relating to them. In addition, with respect to requirements for commuter rail systems, the Department does not have, at the present time, the information and analysis we need to decide whether to promulgate a final rule.

Commuter Rail

The preamble to the NPRM asked what, if any, provisions the regulation should include concerning commuter rail operations. The preamble also asked what form such a provision should take (e.g., a requirement for key station accessibility, special service, or a choice between the two).

Virtually all the handicapped commenters on this issue objected to the absence of specific commuter rail provisions from the NPRM, saying that commuter rail systems should be required to be fully accessible or that some alternative service be mandated. Some of these comments suggested that commuter rail services be required to meet the same criteria as other urban mass transit services. Others said that the interface between commuter rail and urban mass transit systems should also be required to be accessible, lest transfers from one to the other be precluded. A few social service organizations and other commenters took similar positions.

The relatively few transit industry comments suggested either that there be no commuter rail provisions in the final rule or that, if there were such requirements, the type of service be determined locally. Some transit industry comments also favored being able to count commuter rail accessibility costs toward the cost cap.

A few comments, from commenters in various categories, favored the "key stations/accessible rail vehicles" approach to commuter rail service. Others favored alternative service as a substitute for, or addition to, accessible mainline service.

In the final rule published today, the Department decided against requiring recipients to make urban mass transit rail systems, such as subways, other rapid rail systems, and light rail systems, accessible. Urban subway, rapid rail, and light rail systems provide service within an urbanized area which, in most cases, is also served by a recipient's bus system. An accessible bus system, or a special service system meeting service criteria keyed to the bus system, can provide service to

handicapped persons throughout the area in which rail service is available to the general public.

Commuter rail may be a different case. While portions of commuter rail lines obviously lie within urbanized areas served by urban mass transportation systems, the major function of commuter rail lines is to bring commuters to an urban center from exurban areas often far outside the area served by urban mass transit bus or rail systems. A handicapped commuter living outside the urban mass transit service area would have no UMTA-assisted commuter rail service available to him or her at all, unless the commuter rail service itself were accessible or some substitute were provided for it. Consequently, the Department has decided to consider adding commuter rail requirements.

It should be emphasized that the Department has not made a decision concerning what, if any, commuter rail requirements we should promulgate. Therefore, we are proposing for comment various alternative provisions on important commuter rail issues. These options include mainline accessibility with all stations or with key stations made accessible, substitute service, and a provision that would allow recipients to choose between mainline accessibility and substitute service. The Department also seeks comment on other alternatives. If it appears that there is not sufficient justification for imposing commuter rail requirements, the Department could also decide not to promulgate a final rule on this subject.

The commuter rail provisions proposed in this NPRM include the following:

Section 27.5 Definitions. The definition of commuter rail, originally published as part of the Department's 1979 section 504 rule, and deleted by the July 1981 interim final rule (since it did not refer to commuter rail systems), would be restored. Because the vehicle standards proposed for incorporation from 49 CFR Part 609 (see discussion below) refer to "rapid rail" and "light rail," those definitions would likewise be restored.

Section 27.81 Program Requirement. A new paragraph (b) added to the end of this section would make the requirement to have a program under Subpart E of 49 CFR Part 27 applicable to recipients of financial assistance from the Department for commuter rail systems.

Section 27.85 Submission and Review of Program. A sentence added to paragraph (a) of this section would provide that commuter rail operators

would make their program submissions by 12 months from the effective date of this amendment to Subpart E.

Section 27.95 Full Performance Level. The NPRM proposes a new paragraph (e) to this section, setting forth requirements for commuter rail service. The NPRM proposes five alternatives for comment.

The first alternative is to make key stations, and at least one car per train, accessible to handicapped persons. The "key station" idea was developed as part of the Department's 1979 section 504 rule, and its purpose is to result in the most important stations being made accessible without causing the recipient to incur the expense of making all stations accessible. The key station criteria are also drawn from the 1979 rule. The Department estimated, for purposes of the 1979 rule, that these criteria would result in about 40 percent of stations becoming accessible. The Department seeks comment on whether, if this alternative is adopted, these criteria should be modified.

Because making a commuter rail line accessible is likely to be a relatively capital-intensive effort, this option would give recipients 30 years, rather than six, to meet the service criteria. This lengthened compliance period, which also was drawn from the 1979 rule, is intended to make compliance through this approach financially less burdensome. However, the recipient would, as some comments suggested, have to provide interim service (e.g., by demand-responsive motor vehicle) during the 30-year phase-in period. The Department seeks comment on whether this phase-in period is appropriate for commuter rail.

The second alternative is similar to the first, except that all stations, rather than only key stations, would have to be accessible. This would result in greater convenience for disabled users, possibly increasing ridership. However, costs for recipients would also be higher than under the first option.

The third proposed approach to meeting commuter rail requirements is substitute service. Substitute service would involve providing service by accessible motor vehicle from the commuter rail station nearest or most convenient to the person's point of origin to the station nearest or most convenient to his or her destination. There would be the same maximum six-year phase-in period as for other modes of mass transit. As some commenters to the September 1983 NPRM suggested, this station-to-station service would have to meet the same six service criteria that apply to other modes of service under Subpart E of the

regulation. The language of the criteria would be modified slightly to fit the commuter rail context (e.g., to refer to commuter rail lines and stations).

The fourth option would allow recipients to choose between substitute service and accessible mainline service. This approach would let each recipient choose, for each of its commuter rail lines, to comply either by meeting the requirements for accessible mainline service (as in option 1 or 2) or the requirements for substitute service (as in option 3). The only constraint on the recipient's discretion would be that all of any given commuter rail line would have to comply in the same way. Under all of the options, a commuter rail line that already met the requirements of § 27.73 (requirements for intercity rail systems) would be deemed to comply with the commuter rail requirements.

The Department also seeks comment on other options or variations of the options described above. For example, should the Department require feeder service to transport handicapped persons to accessible commuter rail stations? To improve cost-effectiveness of service, should recipients be able to terminate their accessible rail or substitute service at the first connecting point with other urban mass transit services that handicapped persons can use? On the other hand, would requiring handicapped persons to transfer in this situation be too inconvenient? Other suggestions are welcome.

The fifth option under consideration is a no-action alternative, under which no commuter rail provision would be added to the rule.

It is the Department's understanding that, like other mass transit programs, Federally-assisted commuter rail systems use their UMTA assistance to support overall operations. The Federally-assisted program or activity, therefore, is the entire commuter rail system. Section 504 of the Rehabilitation Act of 1973 is a basis for imposing requirements only on the specific program or activity for which Federal assistance is provided. If a particular commuter rail line, for example, does not receive Federal financial assistance, it is not covered under section 504. This is true even if the operator receives Federal assistance for other activities.

Section 27.97 Limit on Required Expenditures. A number of commenters on the September 1983 NPRM suggested that the limit on required expenditures apply to commuter rail systems, or that costs of commuter rail services for handicapped persons count toward recipients' overall cost limit. For the same reasons that we applied a cost limit to other modes of service for

disabled persons, we are proposing that a cost limit should apply to commuter rail. For purposes of this NPRM, we are proposing two options for how the cost limit would apply to commuter rail.

We are concerned that counting costs of both commuter rail accessibility or substitute service and urban accessible bus or special service toward the same limit on required expenditures could create problems, such as a lack of balance between commuter rail and urban transit expenditures, that could impede progress toward the full performance level in one of the systems. Consequently, the Department's first option is that recipients which have both commuter rail and other urban mass transit systems would calculate the limit on required expenditures separately for each.

The Department's second option would modify this approach somewhat. It is possible that, for some recipients who operate both commuter rail and other urban mass transit systems, it would be more cost-effective to divert resources from commuter rail accessibility to other transit services for handicapped persons. A provision permitting recipients to lower their commuter rail cost limit by an amount equivalent to expenditures above their urban mass transit cost limit could give recipients greater flexibility in such situations. The Department also seeks comment on whether, if such a system were put into place, there should be a limit to "transfers" of this kind.

Section 27.99 Eligible Expenses. This section would be amended to provide that the capital and operating expenses of substitute service systems for commuter rail, and the incremental capital and operating expenses of accessible commuter rail systems, are eligible expenses. They would be eligible with respect to the separate commuter rail cost limit. This section would also regard costs of compliance with the facility and vehicle standards of §§ 27.105 and 27.107 as eligible.

Questions for Regulatory Analysis. In preparing a regulatory impact analysis or evaluation concerning commuter rail service for disabled persons, the Department will seek information to answer the following questions, among others:

1. How many handicapped persons live in corridors now served by commuter rail systems?
2. How many of these persons are unable, by reason of handicap, to use the existing commuter rail service?
3. How many of these persons now use other means of transportation for

destinations served by commuter rail service (e.g., private cars, van pools)?

4. How many of these persons would be likely to use an accessible commuter rail service in which (a) key stations, or (b) all stations, were accessible?

5. How many of these persons would be likely to use a motor vehicle-based substitute service system?

6. Given the likely user population, how many annual trips by handicapped persons who cannot now use the commuter rail system would be generated by (a) an accessible commuter rail system with key stations accessible, (b) an accessible commuter rail system with all stations accessible, or (c) a motor vehicle-based substitute service system?

7. What are likely to be the incremental capital and operating costs (per year and over 30 years) of the three alternatives described in question 6?

8. What is the likelihood that the benefits (i.e., usage) of the various alternatives under discussion will justify the costs?

The Department requests assistance from commenters in providing information to help answer these and other relevant questions. The Department is aware of two significant studies on commuter rail accessibility that are now underway. The Department hopes to make use of these studies and, to the extent still relevant, data from studies the Department has conducted in the past (e.g., the so-called "321 Studies" conducted some years ago). If the information from these studies is not sufficient to enable the Department to make a final decision on this subject, we anticipate performing a study (analogous to those used in the Regulatory Impact Analysis for the final rule published today) that would provide the information needed as a basis for a final decision.

Withdrawal of 49 CFR Part 609

49 CFR Part 609 contains a variety of standards for vehicles and fixed facilities, as well as procedural sections concerning special efforts to be made in providing transportation services to handicapped persons. There has been some confusion about the legal status of this Part. The preamble to the Department's 1979 section 504 rule mentioned that Part 609 had been "superseded," but Part 609 was never withdrawn from the Code of Federal Regulations. The Department's July 1981 interim final rule withdrew the mass transit portion of the 1979 rule, noting that Part 609 had never been withdrawn but not otherwise clarifying its status.

The Department believes that many of the provisions of Part 609 are obsolete

and/or cover matters now covered by the new Subpart E. For these reasons, these provisions should be withdrawn. On the other hand, as discussed below, the provisions of Part 609 concerning vehicle and facility standards and the reduced fare program are still important. They should be retained and any uncertainty about their legal status ended (it is the Department's position that they remain in effect). For these reasons, the Department is proposing to withdraw Part 609 and to add to the new 49 CFR Part 27, Subpart E, revised and updated versions of Part 609's vehicle and facility standards and reduced fare program provision.

Facility and Vehicle Standards; Reduced Fare Program

The Department proposes to add a new § 27.105 to the regulation, which would incorporate fixed facility standards now found in § 609.13. This inclusion responds to requests by commenters on the September 1983 NPRM for fixed facility standards in the rule. These standards have been in place for some time, are familiar to recipients, and are not onerous or costly to comply with. This section would contain a provision concerning the station-rail car interface, which a commenter cited as a continuing problem in some new rail systems.

The proposed § 27.107 would contain standards related to accessibility features for bus, rapid rail, light rail, and other vehicles. The four paragraphs of this section would incorporate the substance of §§ 609.15-609.21.

There would be only one substantive change in these provisions. The NPRM would delete § 609.15(a) through (c), which deals with the so-called "Transbus" specifications, which the Department determined, in 1979, could not practically be implemented, and a requirement for an accessibility option on all transit buses, which is obsolete in light of the publication of the new Subpart E. It should be pointed out that the standards of § 27.107 would apply to all new vehicles in the categories covered by the section, not just those that are purchased specifically to meet the full performance level of § 27.95.

The Department seeks comment on any additional accessibility features which should be included in these provisions, or any modifications or deletions which the Department should make to these provisions.

The current 49 CFR 609.23 requires recipients to provide half fares for elderly and handicapped persons during off-peak travel times. This provision would be incorporated in the new 49 CFR 27.109. The only change between

the present and proposed version of the provision involved the substitution of a reference to the current section 9 program for a reference to the section 5 program, which it replaced.

Definition of "Accessible"

The Department is proposing to delete, from § 27.5, the definition of "accessible." The rationale for this proposal is that the specific requirements for various modes of transportation and facilities, together with the references to the Uniform Federal Accessibility Standards (UFAS) now incorporated in Part 27, make this definition unnecessary. The Department seeks comment on whether there is any remaining need for this definition.

Regulatory Process Matters

This NPRM is a significant regulation under the Department's Regulatory Policies and Procedures, since its commuter rail provisions may be costly and controversial. The rule may be a major rule under Executive Order 12291; because the Department does not have sufficient data concerning the costs of compliance with its proposed commuter rail requirements, we are unsure of whether it would result in costs of over \$100 million per year. The Department does not have sufficient information on which to base a regulatory evaluation or impact analysis, and we have not prepared such a document at this time. If we decide to promulgate a final rule on commuter rail systems, we intend to prepare a regulatory evaluation or impact analysis, as appropriate.

The other proposals in this NPRM—concerning the withdrawal of Part 609 and incorporation of some of its provisions in Part 27—are not expected to have any significant economic impacts. They basically involve moving existing provisions to a different part of the Code of Federal Regulations. We do not anticipate preparing a regulatory impact analysis or evaluation on these subjects.

The Department certifies under the criteria of the Regulatory Flexibility Act that this proposal, if promulgated as a final rule, would not have a significant effect on a substantial number of small entities. Only the commuter rail portion of this NPRM would have a significant economic effect. There are no commuter rail operators, to our knowledge, that could be considered small entities.

This NPRM has been reviewed and approved by the Department of Justice under Executive Order 12250 and by the Office of Management and Budget under Executive Order 12291.

List of Subjects in 49 CFR Part 27

Handicapped. Mass transportation.

Issued this 19th day of May, 1986, at Washington, DC.

Elizabeth Hanford Dole,

Secretary of Transportation.

For the reasons described in the preamble, the Department proposes the following:

PART 609—[REMOVED]

1. To amend Title 49, Code of Federal Regulations, by removing Part 609 thereof.

PART 27—[AMENDED]

1a. The authority citation for Part 27 continues to read:

Authority: Sec. 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794); sec. 16(a) of the Urban Mass Transportation Act of 1964, as amended (49 U.S.C. 1612(a)); sec. 165(b) of the Federal-Aid Highway Act of 1973, as amended, 23 U.S.C. 142nt. Subpart E is also issued under sec. 317(c) of the Surface Transportation Assistance Act of 1982 (49 U.S.C. 1612(d)).

§ 27.5 [Amended]

2. To amend § 27.5 ("Definitions"), in Title 49, Code of Federal Regulations, by adding the following paragraphs, to be inserted among the existing paragraphs in alphabetical order:

"Commuter rail" means that portion of mainline railroad transportation operations which encompasses urban passenger train services for local short-distance travel between a central city and adjacent suburbs and which is characterized by multi-trip tickets, specific station-to-station fares, railroad employment practices, and usually only one or two stations in the central business district.

"Light rail" means a streetcar type transit vehicle railway operated on city streets, semi-private rights-of-way, or exclusive private rights-of-way.

"Rapid rail" means a subway-type transit vehicle railway operated on exclusive rights-of-way with high-level platform stations.

3. To amend § 27.5 ("Definitions") in Title 49, Code of Federal Regulations, by deleting the definition of "accessible."

4. To amend § 27.81 ("Program Requirement"), in Title 49, Code of Federal Regulations, by designating the existing paragraph of this section as paragraph (a) thereof, and by adding the following paragraph (b):

§ 27.81 [Amended]

(b) Recipients of financial assistance from the Department of Transportation

for commuter rail systems shall establish a program meeting the requirements of paragraph (a) of this section. However, a recipient is not required to establish such a program concerning any commuter rail line which, on the date the program would otherwise be due, is in full compliance with the requirements of 49 CFR 27.73.

5. To amend § 27.85 ("Submission and Review of Program"), in Title 49, Code of Federal Regulations, by adding the following paragraph (d):

§ 27.85 [Amended]

(d) (1) With respect to commuter rail systems, commuter rail operators shall submit their programs and supporting materials within 12 months of the effective date of this paragraph.

(2) A commuter rail operator which, because a commuter rail line is in full compliance with 49 CFR 27.73 within 12 months of the effective date of this paragraph, is not required to establish a program with respect to that line shall submit, in lieu of a program, a certification of its compliance with § 27.73.

(3) If a commuter rail operator receives its federal financial assistance from the Federal Railroad Administration (FRA) rather than from UMTA, the recipient shall submit all required materials to FRA.

6. To amend § 27.95 ("Full Performance Level"), in Title 49, Code of Federal Regulations, by adding a new paragraph (f), to read as follows:

§ 27.95 [Amended]**Option 1**

(f) *Criteria for Commuter Rail Systems.* The criteria applicable to each commuter rail line on a commuter rail system receiving financial assistance from the Department of Transportation are the following:

(1) All stations shall be accessible to handicapped persons who can use steps, and key stations shall be accessible to wheelchair users. For purposes of commuter rail service, key stations are those that are:

(i) Transfer points on a rail line or between rail lines;

(ii) Major interchange points with other transportation modes;

(iii) End stations, unless an end station is close to another accessible station;

(iv) Stations serving major activity centers, including government and employment centers, institutions of higher education, and hospitals or other major health care facilities;

(v) Stations that are special trip generators for large numbers of handicapped persons; and

(vi) Stations that are distant from other accessible stations.

(2) Existing key stations shall be deemed to be accessible for purposes of this paragraph if they—

(i) Include, or are altered to include, the features listed in sections 4.1.6(3) (a)—(d) and section 4.1.6(4) of the standards referenced in § 27.67(d) of this Part; and

(ii) Include the features described in § 27.73(a)(1)(ii) of this Part.

(3) Existing non-key stations shall be deemed to be accessible if they meet the requirements applicable to key stations, except that otherwise accessible routes that do not comply with section 4.3.8 of the standards referenced in § 27.67(d) of this Part shall comply with sections 4.9.2—4.9.6 of those standards.

(4) All vehicles shall be accessible to handicapped persons who can use steps, and at least one vehicle per train must be accessible to wheelchair users. All vehicles on commuter rail trains shall have clearly marked priority seating for handicapped persons, and vehicles accessible to wheelchair users shall display the international accessibility symbol.

(5) The fares charged handicapped persons using the accessible commuter rail service shall be no higher than those charged other users for a trip between the same stations at the same time. Reduced, off-peak fares for elderly and handicapped persons shall be in effect on the accessible commuter rail service.

(6) The recipient shall ensure that each accessible commuter rail line meets the requirements of this section by a date 30 years from the date UMTA approves its program. In the meantime, the recipient shall provide interim service by accessible motor vehicle which meets a significant fraction of the actual transportation needs of handicapped persons who cannot use the commuter rail line until it is made accessible.

Option 2

(f) *Criteria for Commuter Rail Systems.* The criteria applicable to each commuter rail line on a commuter rail system receiving financial assistance from the Department of Transportation are the following:

(1) All stations shall be accessible to handicapped persons who can use steps and to wheelchair users.

(2) Stations shall be deemed to be accessible for purposes of this paragraph if they

(i) Include, or are altered to include, the features listed in sections 4.1.6(3)(a)—(d) and section 4.1.6(4) of the standards referenced in § 27.67(d) of this Part; and

(ii) Include the features described in § 27.73(a)(1)(ii) of this Part.

(3) All vehicles shall be accessible to handicapped persons who can use steps, and at least one vehicle per train must be accessible to wheelchair users. All vehicles on commuter rail trains shall have clearly marked priority seating for handicapped persons, and vehicles accessible to wheelchair users shall display the international accessibility symbol.

(4) The fares charged handicapped persons using the accessible commuter rail service shall be no higher than those charged other users for a trip between the same stations at the same time. Reduced, off-peak fares for elderly and handicapped persons shall be in effect on the accessible commuter rail service.

(5) The recipient shall ensure that each accessible commuter rail line meets the requirements of this section by a date 30 years from the date UMTA approves its program. In the meantime, the recipient shall provide interim service by accessible motor vehicle which meets a significant fraction of the actual transportation needs of handicapped persons who cannot use the commuter rail line until it is made accessible.

Option 3

(f) *Criteria for Commuter Rail Systems.* Each commuter rail line on a commuter rail system receiving financial assistance from the Department of Transportation shall provide, on the request of an eligible handicapped person, substitute service by accessible motor vehicle from the commuter rail station nearest or most convenient to the handicapped person's point of origin to the commuter rail station nearest or most convenient to the person's destination. The substitute service shall meet the following service criteria:

(1) *Eligibility.* All persons who, by reason of handicap, are physically unable to use the recipient's commuter rail system shall be eligible to use the recipient's substitute service.

(2) *Response Time.* The recipient shall ensure that service is provided to a handicapped person who requests it within 24 hours of the request.

(3) *Restrictions or Priorities Based on Trip Purpose.* The recipient shall not impose priorities or restrictions based on trip purpose on users of the substitute service.

(4) *Service Area.* Substitute service shall be provided, upon request, among

all stations served by the recipient's commuter rail service.

(5) *Fares.* The fare for a trip charged a handicapped person using the substitute service shall be comparable to that charged other users of the recipient's commuter rail service for a trip between the same stations at the same time.

(6) *Hours and Days of Service.* Substitute service shall be available throughout the same days and hours as the recipient's commuter rail service for the general public.

Option 4

(f) *Criteria for Commuter Rail Systems.* Each commuter rail line on a commuter rail system receiving financial assistance from the Department of Transportation shall consist of meeting the criteria of either subparagraph (1) [i.e., requirements for mainline accessibility] or subparagraph (2) [i.e., requirements for substitute service] of this paragraph. Each line shall meet the requirements of the applicable subparagraph for its entire length. A commuter rail line which is in full compliance with the requirements of § 27.73 shall be deemed to comply with this paragraph.

Option 5

No further regulatory action.

7. To amend § 27.97 ("Limit on Required Expenditures") in Title 49, Code of Federal Regulations, by adding a new paragraph (d), to read as follows:

§ 27.97 [Amended]

* * *

Option 1

(d) *Commuter Rail.* The limit on required expenditures for commuter rail service shall be computed separately by any recipient that provides both commuter rail service and urban mass transportation service by bus or other means.

Option 2

(d) *Commuter Rail.* The limit on required expenditures for commuter rail service shall be computed separately by any recipient that provides both commuter rail service and urban mass transportation service by bus or other means. *Provided,* that such a recipient may reduce the amount of its commuter rail limit on required expenditures for a given fiscal year by the amount in excess of its limit on required expenditures for other mass transit services for handicapped persons it expended for such services in the previous fiscal year.

§ 27.99 [Amended]

8. To amend § 27.99 ("Eligible Expenses") in Title 49, Code of Federal Regulations, by removing, in paragraph (b)(5) thereof, the words "49 CFR 609.23," and substituting the words "49 CFR 27.109."

9. To amend § 27.99 ("Eligible Expenses"), in Title 49, Code of Federal Regulations, by adding new subparagraphs (b)(7) and (b)(8) thereof, to read as follows:

(b) * * *

(7) Capital and operating costs of substitute service systems for commuter rail; incremental capital and operating costs of accessible commuter rail systems.

(8) Incremental costs of compliance with §§ 27.105 and 27.107 of this Subpart.

10. To amend Subpart E, in Title 49, Code of Federal Regulations, Part 27, by adding new §§ 27.105, 27.107, and 27.109, to read as follows:

§ 27.105 Standards for fixed facilities.

(a) Except as otherwise provided in paragraph (c) of this section, every fixed facility—including every station, terminal, building or other facility—designed, constructed, or altered after the effective date of this section with UMTA assistance, the intended use for which either will require that such fixed facility be accessible to the public or may result in the employment therein of physically handicapped persons, shall be designed, constructed, or altered in accordance with the accessibility standards referenced in § 27.67(d) of this Part.

(b) In addition to the standards of paragraph (a) of this section, the following standards apply to rail facilities covered by that paragraph:

(1) *Travel distance for wheelchair users.* In designing new underground or elevated transit stations, careful attention should be given to the location and number of elevators or other vertical circulation devices in order to minimize the extra distance which wheelchair users and other persons who cannot negotiate steps may have to travel compared to nonhandicapped persons.

(2) *International accessibility symbol.* The international accessibility symbol shall be displayed at wheelchair accessible entrance(s) to buildings that meet the standards.

(3) *Fare vending and collection systems.* Transit fare vending and collection systems shall be designed so as not to prevent effective utilization of the transportation system by elderly and

handicapped persons. Each station shall include a fare control area with at least one entrance with a clear opening at least 32 inches wide when open.

(4) *Boarding platforms.* All boarding platform edges bordering a drop-off or other dangerous condition shall be marked with a warning device consisting of a strip of floor material differing in color and texture from the remaining floor surface. The design of boarding platforms for level-entry vehicles shall be coordinated with the vehicle design in order to minimize the gap between platform and vehicle doorway and to permit safe passage by wheelchair users and other elderly and handicapped persons.

(c) The standards established in paragraphs (a) and (b) of this section do not apply to:

(1) The design, construction, or alteration of any portion of a fixed facility which need not, because of its intended use, be made accessible to, or usable by, the public or by physically handicapped persons;

(2) The alteration of an existing fixed facility to the extent that the alteration does not involve the installation of, or work on, existing stairs, doors, elevators, toilets, entrances, drinking fountains, floors, telephone locations, curbs, parking areas, or any other facilities susceptible of installation or improvements to accommodate the physically handicapped (the standards do not apply to unaltered elements or spaces of an existing fixed facility except as called for by section 4.1.6(3), of the standards referenced in § 27.67(d)(2);

(3) The alteration of an existing fixed facility, or of such portions thereof, to which application of the standards is not structurally possible; and

(4) The construction or alteration of a fixed facility for which a recipient has, prior to the effective date of this section, issued a formal invitation for bids to perform such construction or alteration.

(d) The final project application for any project that includes the design, construction, or alteration of a fixed facility subject to paragraph (a) of this section shall contain one of the following: (1) An assurance that the standards of paragraph (a) of this section will be adhered to in the design, construction, or alteration of such facility; (2) a request for a finding that the project is within one of the exceptions set out in paragraph (c) of this section (the specific exception being identified), with appropriate supporting material; or (3) a request pursuant to § 27.101 for the technical exemption from the standards of paragraphs (a) and (b) of this section, with appropriate

supporting material (including, where applicable, a request for a waiver of the requirements of the Architectural Barriers Act of 1968, as amended).

§ 27.107 Standards for vehicles.

(a) *Buses.* The following standards apply to all new transit buses exceeding 22 feet in length for which procurement solicitations are issued after the date this section becomes effective:

(1) *Priority seating signs.* In order to maximize the safety of elderly and handicapped persons, each vehicle shall contain clearly legible signs which indicate that seats in the front of the vehicle are priority seats for elderly and handicapped persons, and which encourage other passengers to make such seats available to elderly and handicapped persons who wish to use them.

(2) *Interior handrails and stanchions.*

(i) Handrails and stanchions shall be provided in the entranceway to the vehicle in a configuration which allows elderly and handicapped persons to grasp such assists from outside the vehicle while starting to board, and to continue using such assists throughout the boarding and fare collection processes. The configuration of the passenger assist system shall include a rail across the front of the interior of the vehicle which shall serve both as an assist and as a barrier to reduce the possibility of passengers sustaining injuries on the fare collection device or windshield in the event of sudden deceleration. The rail shall be located to allow passengers to lean against it for security while paying fares.

(ii) Overhead handrails shall be provided which shall be continuous except for a gap at the rear doorway.

(iii) Handrails and stanchions shall be provided which shall be sufficient to permit safe onboard circulation, seating and standing assistance, and upboarding by elderly and handicapped persons.

(3) *Floor and step surfaces.* (i) All floors and steps shall have slip-resistant surfaces.

(ii) All step edges shall have a band of bright contrasting color(s) running the full width of the step.

(4) *Lighting.* (i) Any stepwell immediately adjacent to the driver shall have, when the door is open, at least 2 foot-candles of illumination measured on the step tread.

(ii) Other stepwells shall have, at all times, at least 2 foot-candles of illumination measured on the step tread.

(iii) The vehicle doorways shall have outside light(s) which provide at least 1 foot-candle of illumination on the street surface for a distance of 3 feet from all

points on the bottom step tread edge. Such light(s) shall be located below window level and shielded to protect the eyes of entering and exiting passengers.

(5) *Fare collection.* The farebox shall be located as far forward as practicable and shall not obstruct traffic in the vestibule.

(6) *Destination and route signs.* Each vehicle shall have illuminated signs on the front and boarding side of the vehicle.

(b) *Rapid Rail Vehicles.* The following standards apply to all rapid rail vehicles for which procurement solicitations are issued after the effective date of this section:

(1) *Doorways.* (i) Passenger doorways on vehicle sides shall have clear openings at least 32 inches wide when open.

(ii) The international accessibility symbol shall be displayed on the exterior of each vehicle operating on a wheelchair accessible rapid rail system.

(iii) Audible warning signals shall be provided to alert elderly and handicapped persons of closing doors.

(iv) Where the vehicle will operate in a wheelchair accessible station, the design of vehicles shall be coordinated with the boarding platform design in order to minimize the gap between vehicle doorway and the platform and to permit safe passage by wheelchair users and other elderly and handicapped persons.

(2) *Priority seating signs.* In order to maximize the safety of elderly and handicapped persons, each vehicle shall contain clearly legible signs which indicate that certain seats are priority seats for elderly and handicapped persons and which encourage other passengers to make such seats available to elderly and handicapped persons who wish to use them.

(3) *Interior handrails and stanchions.*

(i) Handrails and stanchions shall be sufficient to permit safe boarding, onboard circulation, seating and standing assistance, and unboarding by elderly and handicapped persons.

(ii) Handrails, stanchions, and seats shall be located so as to allow a wheelchair user to enter the vehicle and position the wheelchair in a location which does not obstruct the movement of other passengers.

(iii) *Floor surfaces.* All floors shall have slip-resistant surfaces.

(c) *Light Rail Vehicles.* The following standards apply to all light rail vehicles for which procurement solicitations are issued after the effective date of this section:

(1) *Doorways.* (i) Passenger doorways on vehicle sides shall have clear openings at least 32 inches wide when open.

(ii) The international accessibility symbol shall be displayed on the exterior of each vehicle operating on a wheelchair accessible light rail system.

(iii) Audible warning signals shall be provided to alert elderly and handicapped persons of closing doors.

(iv) The design of level-entry vehicles shall be coordinated with the boarding platform design in order to minimize the gap between the vehicle doorway and the platform and to permit safe passage by wheelchair users and other elderly and handicapped persons.

(2) *Priority seating signs.* In order to maximize the safety of elderly and handicapped persons, each vehicle shall contain clearly legible signs which indicate that certain seats are priority seats for elderly and handicapped persons and which encourage other passengers to make such seats available to elderly and handicapped persons who wish to use them.

(3) *Interior handrails and stanchions.*

(i) On vehicles which require use of steps in the boarding process, handrails and stanchions shall be provided in the entranceway to the vehicle in a configuration which allows elderly and handicapped persons to grasp such

assists from outside the vehicle while starting to board, and to continue using such assists throughout the boarding process.

(ii) On level-entry vehicles, handrails, stanchions, and seats shall be located so as to allow a wheelchair user to enter the vehicle and position the wheelchair in a location which does not obstruct the movement of other passengers.

(iii) On all vehicles, handrails and stanchions shall be sufficient to permit safe boarding, onboard circulation, seating and standing assistance, and unboarding by elderly and handicapped persons.

(4) *Floor and step surfaces.* (i) All floors and steps shall have slip-resistant surfaces.

(ii) Any step edges shall have a band of bright contrasting color(s) running the full width of the step.

(5) *Lighting in step-entry.* (i) Any stepwell immediately adjacent to the driver shall have, when the door is open, at least 2 foot-candles of illumination measured on the step tread.

(ii) Other stepwells shall have, at all times, at least 2 foot-candles of illumination measured on the step tread.

(iii) The vehicle doorways shall have outside lights which provide at least 1 foot-candle of illumination on the street surface for a distance of 3 feet from all points on the bottom step tread edge.

Such lights shall be located below window level and shielded to protect the eyes of entering and exiting passengers.

(d) *Other Vehicles.* Requirements for vehicles not covered by this section will be determined by UMTA on a case-by-case basis as part of the project approval process.

§ 27.109 Reduced fares.

Applicants for or recipients of financial assistance under section 9 of the Urban Mass Transportation Act of 1964, as amended, shall, as a condition of receiving such assistance, give satisfactory assurances, in such manner and form as may be required by the Urban Mass Transportation Administrator, that the rates charged elderly and handicapped persons during nonpeak hours for transportation utilizing or involving the facilities and equipment of the project financed with assistance under section 9 will not exceed one-half of the rates generally applicable to other persons at peak hours, whether the operation of such facilities and equipment is by the applicant or is by another entity under lease or otherwise.

[FR Doc 86-11572 Filed 5-20-86; 8:45 am]

BILLING CODE 4910-62-M

Appendix B

PUBLIC COMMENTS AND RELATED MATERIALS FOR MILWAUKEE COUNTY'S PROPOSED PUBLIC TRANSIT PROGRAM FOR HANDICAPPED PERSONS

Exhibit 1

SUMMARY OF THE PRECEEDINGS OF THE PUBLIC HEARING ON THE PROPOSED MILWAUKEE COUNTY PUBLIC TRANSIT PROGRAM FOR HANDICAPPED PERSONS

Date: May 21, 1987
Time: 4:00-7:00 p.m.
Place: Third Floor Assembly Room
Milwaukee County Courthouse Annex
907 N. 10th Street
Milwaukee, Wisconsin

CALL TO ORDER

The public hearing was declared open at 4:00 p.m. by Mr. Gerald Schwerm, Transportation Director for the Milwaukee County Department of Public Works. Mr. Schwerm stated that the public hearing was being conducted jointly by the Milwaukee County Department of Public Works and the Milwaukee County Commission on Handicapped and Disabled Persons.

OPENING STATEMENTS

Mr. Schwerm introduced Mr. Milt Abram, Assistant Chairperson for the Commission for Handicapped and Disabled Persons. Mr. Abram thanked Mr. Schwerm and introduced the other members of the Commission who were attending the public hearing. He then read an opening statement on behalf of the Commission (see Exhibit 1A).

Mr. Schwerm then briefly summarized the characteristics of Milwaukee County's proposed public transportation program for handicapped persons--the Milwaukee County user-side subsidy program--and the federal requirements for the program; and explained the procedure which would be followed for those giving testimony on the program (see Exhibit 1B).

PUBLIC COMMENTS

Mr. Schwerm then opened the floor to those persons who wished to comment on the proposed handicapped transportation program. Of the approximately 70 persons in attendance at the hearing, a total of 34 persons chose to comment on the program. Following is a summary of the substantive comments made by these persons:

1. Mrs. Florence Smith, a current user of the user-side subsidy program, spoke in support of the program, saying that the service provided by the program is good for the mental health of handicapped persons as it allows handicapped persons to travel; the drivers are well qualified and helpful; and the fares are reasonably priced.
2. Mr. Dave Anderson, representative of Handicapped Transportation System, Inc., said that there is a great need for special transportation in Milwaukee County for all elderly and handicapped residents.

3. Mrs. Marion Mikulich spoke on behalf of her husband, who has Alzheimer's disease; is ambulatory, but is unable to travel by bus; and is not eligible to get a user's card for the user-side subsidy program. She felt he should be entitled to be eligible for the user-side subsidy program.
4. Mrs. Pat Bruce, representing Crossroads Interfaith Program for the Elderly, read a letter commenting on the program and indicated that eligibility requirements for the user-side subsidy program are too restrictive and do not take into account persons with Alzheimer's disease, chronic illness, frailties, or temporary disabilities (see Exhibit 1C). She felt that the program is not adequate to meet current or future needs.
5. Ms. Catherine Listo, a resident of Milwaukee's northwest side, questioned the eligibility requirements. She provided details of her use of the user-side subsidy program while she was in a wheelchair; the higher fees she was charged when she progressed to a walker; and her being dropped from eligibility when she progressed to a cane. She stated that with a cane she could not use a regular bus even if one were available, and that the current bus service is not adequate in the area where she lives.
6. Ms. Ramona Lewis, representing the Granville Interfaith Program for the Elderly, stated that eligibility restrictions should be changed to include frail elderly persons who are currently not eligible; and she read a letter from a senior citizen noting the need for expanded eligibility (see Exhibit 1D).
7. Mr. John Krall of the Cross Town Disability Network stated that he was pleased with the user-side subsidy service and wished the service could be opened up to all persons who needed to use it.
8. Ms. Alice Kernan, representing several organizations of persons who cannot use the regular bus service, questioned why the user-side subsidy service is not available to all elderly and handicapped persons.
9. Mr. Anthony Walker, a current user of the user-side subsidy program, commended the program on a job well done and expressed hope that it will get even better in the future.
10. Ms. JoAnn Schmidt, representing the East Side Service for Seniors, stated that the user-side subsidy program is fine for those persons who are eligible, but for the semiambulatory persons who do not qualify, it is a "disaster." She said that the alternative service for the elderly provided by Elder Care Lines, Inc., requires reservations two to four weeks in advance, which is not practical for medical trips.
11. Mr. Donald Patrick, speaking for the homebound elderly--for whom he is a volunteer driver--stated that the user-side subsidy program is "wonderful" for those persons who are eligible, but does not serve the needs of the noneligible homebound persons. He noted that there is no publicly funded program to provide public transportation for such persons (see Exhibit 1E).

12. Ms. Genevieve Mentel, representing Senior Affiliates of Congregations United, commented on the need to serve frail elderly persons and noted the long reservation requirements and limited hours of service of Elder Care Lines, Inc. She submitted a list of proposed changes to Mr. Schwerm (see Exhibit 1F).
13. Ms. Pattie Westphal, a handicapped citizen, cited an article in a Madison newspaper which indicated that an additional \$28 million is available in the state transportation budget (see Exhibit 1G). She felt that the Milwaukee County Commission for Handicapped and Disabled Persons should press to acquire some of this money. She also suggested fund raisers for the user-side subsidy program to raise the funds needed to allow more people to use the program.
14. Ms. Sharon Spellman spoke on the problem of the persons who need to use special transportation, but whose disabling conditions do not meet the criteria which would make them eligible for the user-side subsidy program. She suggested that a functional assessment of users by the County would be a good method of determining eligibility.
15. Mr. Terrance Weber, a disabled but semiambulatory citizen, stated that he is not eligible for user-side subsidy because he uses a cane, and commented that he hopes the program can continue and become available to more persons.
16. Ms. Patti Malmstadt commented that there are a lot of handicapped persons who cannot use regular public transportation, and the user-side subsidy program eligibility requirements should be changed to allow all handicapped persons to use the system.
17. Mr. Perry Penoske said that he is aware of a person who cannot use public transit, but is not in a wheelchair or on crutches and, therefore, is not eligible for the user-side subsidy program. He questioned why this person cannot become eligible for the program.
18. Mr. Andy Holman, a planner with the Interfaith Program for the Elderly, read from a written statement (see Exhibit 1H) which described a "crisis in our community" for those people who need special transportation, but are not eligible for the user-side subsidy program. He stated that volunteer drivers provided a great number of rides to these people, but increasing costs and insurance problems make it difficult to continue this service. He also noted the long waiting time for the Elder Care Lines, Inc., service and the fact that some areas of Milwaukee County are not served by regular bus service. With the recent and future increases in the elderly population, he stated, the problem will get worse if the County does not respond to the needs of the community.
19. Ms. Michelle Martini, a user of the user-side subsidy program in the past, said that the service is excellent if you are eligible. However, she said, as a Waukesha County resident working in Milwaukee County, she was not eligible. She also stated that, with the current eligibility criteria for the program, it was the equipment a person uses--wheelchairs or scooters, for example--rather than the person's disability, which determines his or her eligibility for the program.

20. Mr. Ramon Wagner, representing the Adult Services Coalition, felt that the problem involves a lack of consensus in the community on how the user-side subsidy program should operate. His organization developed four points to improve the operation of the service: 1) change eligibility to reflect functional need as evaluated by medical or human services professionals; 2) the service should be seen as a program for all persons unable to use public transportation; 3) mechanisms should be developed to control costs; and 4) an advisory committee should be developed to review plans and policies for the program.
21. Mr. Jim Noonan, a user of the user-side subsidy program, stated that riders needing special transportation could be injured on the regular city bus system, since the drivers are not trained and qualified to handle disabled persons.
22. Mrs. Shirley Klumb, whose daughter uses the service, spoke against the use of standardized routes for trips made by some handicapped persons because it would eliminate the current trip-making flexibility of the program for some persons.
23. Ms. Kay Hurkmans, representing the Christian Community Living Systems, which provides residential living services for developmentally disabled persons, stated that mentally handicapped persons and persons with seizure disorders could benefit from the transportation services available through the user-side subsidy program in developing more independence in their lifestyles.
24. Ms. Jodi Look, a blind resident and user of the program, spoke strongly in support of the user-side subsidy program, but also said that a disabled person's functional capability to use the regular bus system can vary daily, and any functional testing performed to determine eligibility requirements for the program should recognize this.
25. Ms. Sally Howe, representing the Lutheran Home for the Aging, said that the user-side subsidy program is beneficial to the institutionalized elderly in nursing homes as it allows them to go on recreational outings. She stated that the eligibility requirements for the program should be changed to consider the needs of the elderly who do not use wheelchairs or walkers, but who cannot use the regular transit system.
26. Ms. Toni Scott, representing the Community Services Division of the Milwaukee County Department of Social Services, recommended cooperation between her organization's transportation efforts and the user-side subsidy program in order to continue to provide special transportation and make the most effective use of the limited funds. She said that, in order for the elderly and handicapped persons to enjoy community living and be able to receive medical services when needed, special transportation must be available to all persons who cannot use the regular public transit system. She suggested that, due to her organization's knowledge of the needs of its clients, its caseworkers should be able to determine eligibility for the user-side subsidy program.
27. Mr. John Doherty, representing Meda-Care Vans, Inc., read from a written statement commenting on various aspects of the proposed program (see

Exhibit 1I). In addition to his written comments, he said the user-side subsidy system is a good program, but, for financial reasons, efforts should be made to maximize the use by handicapped persons of the County's regular fixed route transit service by such means as requiring drivers of regular transit buses to assist passengers, using kneeling devices when regular buses are so equipped, enforced vacancy of seats for elderly persons in the front of regular transit buses, and functional assessment of the need for specialized transportation.

28. Mr. Don Natzke, a rider on the user-side subsidy system, supported and endorsed the program for its assistance to the visually impaired population.
29. Ms. Rebecca McGill spoke about the difficulty many elderly and handicapped persons have with using the regular bus service, including lack of available seating at the front of the bus and drivers who start driving before passengers are seated.
30. Mr. Daniel Connerton, a user of the user-side subsidy program, appreciates the program and cautioned against having elderly and handicapped persons ride the regular bus service because drivers are not trained to handle their special needs.
31. Mrs. Gini Wutschel, speaking on behalf of her husband who uses the service, expressed her appreciation of the service and suggested that the policies determined under the new plan be made available to registrants.
32. Ms. Rita Sigfried, a user of the service, spoke in support of the program and expressed her appreciation for the independence it has given her.
33. Mr. Thad Zweber spoke in support of the user-side subsidy program and indicated his appreciation of the ability it provided him to get out into the community. He requested that funds not be cut from the program (see Exhibit 1J).
34. Ms. LuAnn Desotelle, representing the Milwaukee County Parks Division of Special Recreation, said that recreation programs have been developed for disabled residents and that the user-side subsidy program is essential to provide for continued access to these park programs for handicapped persons. She fully supported the user-side subsidy program for all trip purposes--medical, work, or recreational (see Exhibit 1K).

ADJOURNMENT

The public hearing was declared closed at 7:00 p.m.

Exhibit 1A

STATEMENT ON BEHALF OF THE
MILWAUKEE COUNTY COMMISSION FOR
HANDICAPPED AND DISABLED PERSONS

The Milwaukee County Commission for Handicapped and Disabled Persons sincerely appreciates the work of County Executive William F. O'Donnell and the Milwaukee County Board of Supervisors in establishing the User Side Subsidy program more than nine years ago.

This program has provided hundreds of thousands of rides for Milwaukee County's handicapped citizens each year. The USS program has given many persons who are disabled a new sense of freedom -- and the opportunity to move about the community in a way that they thought was never possible.

This program has meant that disabled persons can go to work, to school, to church, to doctors appointments, shopping, etc. -- and this is how it should be!

Handicapped persons who use USS should be very pleased with the system. The USS program was so significant in providing transportation to Milwaukee County's transportationally handicapped persons that it became a national model which has been duplicated in other communities throughout the Country.

The USS program has not been without its problems, but hopefully that is behind us now and we can move forward.

Your testimony today is very important because it will be incorporated into a report by the Department of Public Works and sent to the U.S. Department of Transportation for approval. The U.S. Department of Transportation will determine whether the proposed U.S.S. Program meets or does not meet U.S. Federal transportation requirements.

Please remember that this is not a debate format but rather a public hearing format -- and members of the panel who are handicapped themselves or represent handicapped persons want to hear from you now.

JFC/clb
IBM/D:USSSPEEC
5/20/87

Exhibit 1B

OPENING REMARKS BY STAFF OF THE
MILWAUKEE COUNTY DEPARTMENT OF PUBLIC WORKS

5 - 5:15 P.M.

We welcome everyone to this public hearing on Milwaukee County's proposed public transportation program for transportation handicapped persons. A draft report describing the program has been prepared and is available for your review. The report is summarized on the handout provided to you at the door.

The report has been prepared, and this public hearing is being conducted, in accordance with current federal regulations governing nondiscrimination on the basis of handicap in federally assisted public transportation programs. Under the regulations, ^{the County is} ~~recipients of federal transit assistance~~ are allowed service options to meet ^{its} ~~their~~ obligations to provide transportation for handicapped persons. Whichever option is selected, the regulations impose requirements relating to: 1) eligibility, 2) response time, 3) trip restrictions, 4) fares, 5) hours of operation, and 6) service area. The regulations also require a minimum expenditure level which is tied into the cost of providing regular transit service.

Milwaukee County has operated the User-Side Subsidy Program since 1978 and proposes to continue to provide this specialized transportation service to handicapped persons. Federal requirements and the characteristics of the current and proposed User-Side Subsidy Program are as follows:

1. Eligibility Federal requirements stipulate that the service be available to all persons who, by nature of their handicap, are unable to use the bus system. The current and proposed program extends eligibility to all persons over the age of 7 who use a wheelchair, walker, or crutches to gain mobility, or who are legally blind.
2. Response Time Federal criteria stipulate that service be provided within 24 hours of request. The current and proposed program provides wheelchair van service within 24-48 hours and taxicab service within 30 minutes.

3. Trip Restrictions Federal criteria stipulate that service be provided without restrictions or priorities based on trip purpose. The current and proposed program proposes no such restrictions.
 4. Fares Federal criteria require fares to be comparable to those of the bus system. Comparable can be interpreted to be two to three times the regular bus fare. The current and proposed program has a base fare of \$2.00.
 5. Hours of Operation Federal criteria stipulate that service be available during the same hours and days as the bus system. Our bus system operates 7 days a week between 4:00 a.m. and 2:00 a.m. The current and proposed program provides service 7 days a week between 7:00 a.m. and Midnight.
 6. Service Area The regulations require that service be available within the same geographic area as is served by the bus system. The current and proposed program provides service throughout Milwaukee County.
- Funding Federal regulations require that 3% of the transit system's average budget be spent to provide the required service. For 1987, the required expenditure level would be \$2,130,000. Milwaukee County has budgeted \$3,914,000 for the User Side Subsidy Program in 1987, or 80% more than the federal requirement.

We will now hear testimony on Milwaukee County's program for providing transportation service to transportation handicapped persons who are unable to use the regular bus service available to the general public. Those people wishing to speak should please fill out a name card and give it to the clerk in advance. We have people with cards circulating who will assist you.

we ask that you limit your testimony to 3-5 min to give everybody here an opportunity to be heard.

GS:GRW:JEM:ji

GS:JI(DE05)

*-2-
we also ask that you speak on the plan proposed and not specific issues internal to the plan.*



USER SIDE SUBSIDY PROGRAM

A Report to our Registrants

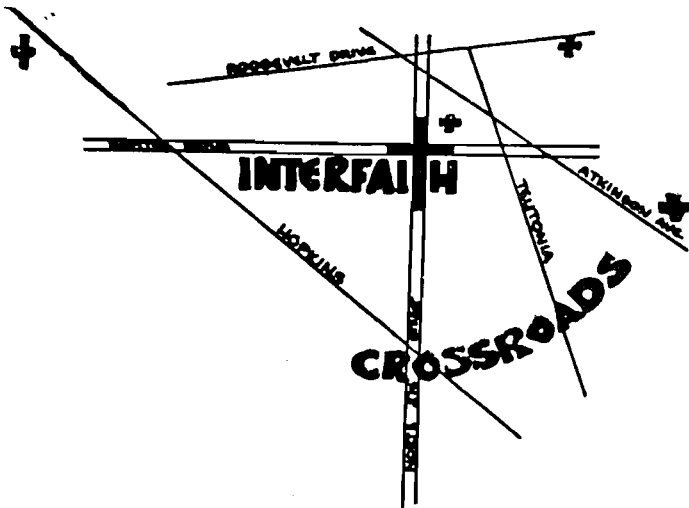
PUBLIC HEARING

A draft report which describes Milwaukee County's program for providing transportation service to transportation handicapped persons who are unable to use the regular bus service available to the general public (User Side Subsidy Program) has been prepared and is available for public inspection at the offices of the Department of Public Works and at the offices of the Commission on Handicapped and Disabled Persons. A public hearing on the draft report will be held in the Milwaukee County Courthouse Annex Assembly Room, 907 North 10th Street, Milwaukee, Wisconsin, on the following date:

THURSDAY - MAY 21, 1987 - 4:00PM TO 7:00PM

Oral or written recommendations or evidence may be presented at the public hearing. Written material may also be submitted to Mr. Gerald Schwerm, Director of Transportation, Courthouse Annex, Room 305, 907 North 10th Street, Milwaukee, Wisconsin 53233 anytime prior to June 2, 1987. Federal requirements and the proposed program are generally described in the following:

<u>Service Characteristics</u>	<u>Federal Requirements</u>	<u>Current and Proposed Program</u>
Eligibility	All persons who, by nature of their handicap, are unable to use the bus system.	All persons over the age of 7 years who use a wheelchair, walker, or crutches to gain mobility or who are legally blind.
Response Time	Service to be provided within 24 hours of the time request for service is made.	Taxicab service generally available within 30 minutes; wheelchair van service within 24 to 48 hours.
Trip Purpose	Trips to be provided without restrictions or priorities based on trip purpose.	No restrictions or priorities based on trip purpose.
Fares	Fares to be comparable to those of the public bus system. Fares greater than two or three times the regular bus fare (\$1.00) may be questioned.	Base fare of \$2.00 plus all trip charges in excess of \$11.00 for wheelchair users or \$8.00 for non-wheelchair users. Trip charges limited to \$12.00 for van service. Taxi charges based on metered rate.
Service Hours and Days of Service	Service to be available throughout the same service hours and same days of the week as the public bus system.	Taxicab service provided 24 hours a day, 7 days a week. Wheelchair van service provided between 7 am and midnight, 7 days a week.
Service Area	Service to be provided to the same geographic area as bus service.	Service provided within the boundaries of Milwaukee County.
Funding	Three percent of the average public transportation operating budget (\$2,130,000).	Milwaukee County budgeted \$3,914,100 for the program in 1987.



CROSSROADS INTERFAITH PROGRAM OF AND FOR THE ELDERLY

May 20, 1987

Mr. Gerald Schwerm
Director of Transportation
Courthouse Annex, Room 305
907 N. 10th Street
Milwaukee, WI 53233

Dear Mr. Schwerm,

Due to the time of day for this hearing, its possible length, the frailness of some people and the inability to obtain transportation, I present this written statement on behalf of the needy elderly of the Crossroads Interfaith area.

Last year (1986) the staff and volunteers of Crossroads Interfaith Program for the Elderly provided 1,408 recorded rides to elderly of our northside community. Historically, because our staff and volunteers have not wished to be taken for granted but useful assistants, I evaluate each individual need. Each rider must be unable to use or obtain traditional or existing sources of transportation, i.e. Elder Care or User Side. (Exhibit # 1)

Since Crossroads is not funded for nor expected to be a provider of transportation I wish to speak to two Service Characteristics of Milwaukee County's Transportation Program. They are eligibility and fares.

In comparison to the Federal Requirements, based on case experience, the eligibility required by Milwaukee County is far too restrictive. It does not take into account Alzheimers disease, chronic illness, frailness of the older adult and no longer allows for temporary useage. Temporary useage is necessary for many seniors following cataract surgery, minor strokes, or out-patient treatments now required due to the DRG'S. Also, seniors who have received therapy are elated when they are told they can graduate from a walker to a quad cane or cane for balance. However they truly become depressed when they discover that they can no longer use User Side but their Doctor insists that they are not to walk alone or use the bus. The independence they have just worked so hard to achieve has vanished and few will disobey orders. (Exhibit 2)

I do not have the space or time here to go into the patch-work of scheduling required for our elderly who need assistance with rides for Kidney dialysis, radiation or chemotherapy for cancer. The victims of Alzheimer's disease and upper extremity disabilities are totally left out. If you have an urgent medical need or have an appointment before 8 AM or after 3:30 PM, Elder Care can not serve you.

And there are Edith and Preston. Edith is a 94 year old woman, extremely frail weighing 64 lbs. and is 'couch bound'. Up until a month ago she did not have a Doctor. Our volunteers, with her 62 year old daughter carry her to the car when she has to go to the Doctor. Preston, 70 years old was our number one volunteer driver until he had a seizure on March 13th. During the seizure he broke both of his shoulders. He has had surgery and now goes for therapy three times a week. He can not climb stairs because he can not grasp a hand rail for balance. He can not drive, nor can he use the bus, yet he is not eligilble for User Side. He would have missed two and a half weeks or 8 sessions of therapy if he had to rely on Elder Care.

In respect to the 'fare' requirements, the cost of User Side for many of our non Title XIX seniors has become very expensive. (We have discovered a good number of folks who are on T XIX or spend down and were never informed of T XIX covered trips. An example is Carmen, age 57, who has had T XIX and Social Security Disability for many years, yet was paying \$16 round trip in order to see her Nerologist at Mayfair.) The hospital review of several years ago pointed out how centrally located hospitals were and yet our elderly live all over Milwaukee County. The family doctor who lived close by is a thing of the past. Several of our seniors are also now required to go to the new Harwood Clinic on 122 W. North Ave.. Due to frailness they could never make the transfers required to use the bus and Elder Care only transports one day a week past Hwy 100. Neither of their doctors are there on the day Elder Care transports. Cab fare from the near north west side would be prohibitive. Even the extra User Side costs to travel to County Hospital makes seniors very selective in medical treatment and visits.

In closing you will notice that I have not even spoken of the real need for usage for recreation or shopping. Most have given up hope of ever getting to a Senior Center or Meal Site again. As the population ages, the fastest growing segment of our society age 85 years and older, increases. Due to advances in medicine many elderly may be 'well frail' and not in nursing homes but within the community. I do not feel that the transportation within Milwaukee County is adequate for our current needs, nor is it planning for the future. The elders of our community must be taken into greater consideration when reviewing the transportation provided by Milwaukee County on all levels.

Thank you for your consideration.

Sincerely,



Patricia A. Bruce, M.T.S
Coordinator of Crossroads Interfaith

Transportation Policy and Information of Crossroads Interfaith

1 Transportation to folks within the Crossroads Boundaries (and projected boundaries) shall be provided:

- When there is an emergency
- When Elder Care is called but not available
- When family or usual sources are not available
- When a person 'slips between the cracks' for other forms of transportation

Then transportation shall be provided:

- in emergency
- in companion 1 on 1 situations
- with a person who needs personal assistance at the point of destination (I.E. Hospital, shopping, Doctor's office, etc.)

When necessary, The priorities for transportation shall be:

- in emergency, medical, or food trips
- Medical/ dental trips
- Grocery shopping 2 X month
- Banking 1x month
- special shopping 1 x month
- recreation and special events (church, senior events cluster programs etc.)

Each case shall be evaluated on an individual basis.

2 Transportation outside the cluster boundaries, but not covered by another cluster shall be Evaluated on an individual basis and provided on a one time basis:

- in emergency situations pertaining to medical, food, or banking and, when other forms of transportation are not available (see above)

3 All parking fees shall be paid by the rider/client

4 Tips or donations: It is Board policy that since Crossroads is a not for profit volunteer based program, we can not be tipped or paid for our services. However, donations to the program are welcome.

5 Insurance: All volunteers are covered with liability insurance.

Driver also receive volunteer auto insurance which is extended coverage of their own. The insurances are provided by Inter faith Central. (see # 6 RSVP)

6. RSVP Volunteers are eligible for Mileage reimbursement of up to

Exhibit 1C (continued)

(currently) \$66 for two month period or bus passes for the two months (same cost). RSVP insures the volunteers enlisted in RSVP from our cluster.

- 7 Special Programs and Deliveries: Crossroads particapates in special deliveries of cheese & butter, food baskets and holiday gifts.
This will be done based on staff and volunteer availability and will - ingness.
- 8 Boundaries: Priority and continuity has been and will be granted to seniors living in our area boundaries.
- 9 Purpose of Transportation;
Crossroads Interfaith is not a 'transportation' agency and any of the above can only be provided when staff and volunteers are available to do so. However, Crossroads in keeping with the philosophy of Interfaith and the Mission of its sponsoring Churches, sees transportation as necessary in todays society to assist in the quality of life of the older adult. The above policy and information facts were written with that fully in mind.

P.B.

9/15/86

Exhibit #2

May 13, 1987

To Whom It May Concern:

I am a Widow, 72 years of age, living on the Northwest Side. Due to an Arterial problem, which causes me to fall, I have had to resort to the use of a walker or quad cane for the past $3\frac{1}{2}$ years, depending on my ability to balance.

According to my Attending Physician, I should not be using Public Transportation. With User's Side, as it stands now, I have to use Public Transportation when I use the quad cane.

I feel as though with the quad cane, that there should be the same allowance as when I use the walker, as I have already been told by the Transportation Company that I am not covered by Insurance if I were to fall on the bus.

It would certainly be beneficial to a lot of us who are in the same situation as I am.

Please take this into consideration.

Thankyou

Verona George

Verona George

5-21-87

To Whom It May Concern:
Re - Transportation

Talking to some Residents in our Senior Citizen Apartment at 7901 - W. Glenbrook Road we have learned that certain handicapped persons (legally blind, using a wheel chair walker or crutches) have access to the User Side Subsidy Program.

However this Program does not cover many elderly people who are equally in need of this Program.

Many of us also are in poor health and the convenience this Program offers to get to the Hospital, Doctor or Dentist appointments should be made possible to us as well by the Users Side Subsidy Program.

Our apartment at Glenbrook Road is 1/2 mile from the Milwaukee Ozaukee County Line and not near any stores. Walking to Northridge is too far and hilly for most of us.

The Milwaukee County Transport Bus #29 passes our building but runs very infrequently and trying to make connections to return home is very difficult. This Bus does not operate on Saturday, Sunday or Holidays.

Elder Care services us on Thurs days for grocery shopping 9:00 AM. to 10:30 AM. This does not give us much time to have our prescriptions filled when necessary and do our grocery shopping.

Elder Care also takes us to N. W. Senior Center Nutrition Program.

We can use the Elder Care Bus on Fridays only for Doctor ect. appoitments. We must arrange precisely three weeks in advance for this ride.

People living here who own cars usually don't like to ^{give} us rides due to their insurance not covering passengers.

I would like add an example of the added cost to Milwaukee County. I am on Title 1XX and cannot use Elder Care Line because my doctor is not in his office Fridays consequently I must use Care Cab to see my Doctor. For this ride to 1218 - W. Kilbourn Ave the County is charged \$46.00+ I feel very guilty about this but have no alternative. Thank You for your attention and consideration

Malinda Halfert
and
Residents of Westridge Senior Citizen
Apartment.

	Apt.
Agnes Kuehl	322
Leah Baker	245
Freida H. Dorfain	108
Matthiola Sprunger	5
Albert Dorfain	108
Nellie Engeson	207
Lorraine T. Murri	235
Magdalen C. Sattler	137
Agatha Plotkin	12
Harriet Froehl	220
James R. Singer	350
Patricia M. Singer	330
Lillian Pais	215
Lillian Wolke	212
Marjorie Turner	104
Faye Ufinsky	306
Esther Spitzer	317
Viola Nils	110
Ann Weiner	113
Lotte Weinbome	203
Larrah Feldman	225
Katherine Hameroff	313
Constance M. Melone	08

Cecil Levy	# 320
Rose Margolis	216
Anna Nedbeck	118
Malinda Holfert	244
Mary Bengler	224
Bea George	211
Rose Schunder	128
Bessie Silverstein	315
Futh Barwind	133
Chris. Heim.	232
Gertrude Papera	227
Gus Karpenin	236
Leona Otto	321
Grace Lammie	6
Lydia Lehruz	328
Catherine Widdler	247
Linda Joecks	228
Virginia Paul	239
Mabel Hendeland	309
Genevieve Sells	201

MAY 19, 1987

Dear Sir:

As residents of Luther Haven Retirement Community, at 8949 N. 97th Street, in Milwaukee, I and others wish to convey to you the fact that transportation in our area is poor. We need a more convenient schedule. The lapses in hours the bus runs causes us to take the last morning bus at 7:22 a.m. to go to an appointment only to arrive as much as 2 hours early and find ourselves waiting for building and stores to open. The afternoon schedule presents a different problem. After daylight savings time is over, in the winter, the first bus home from shopping or visiting is 4:45 p.m. and it's dark outside and dangerous to be out. Seniors need to feel independent, and if the bus ran on a regular convenient schedule, we could go to the stores, visit a friend, see a movie, go to church or enjoy a community event by bus and not have to depend on others for a ride or engage a costly cab.

We as a group signed below to ask that seniors living at Luther Haven be considered when making a decision on transportation in our area.

Thank You,

signed,

Gunn Serigny
Harriet K. Jarling
Meredith Loring
Anita Carno
Arlene J. Bettmann
Ray Lank
Ben Pfeffer
Chie Mueller
Stan. Puchler
Judy Schubarth
Edward Rung
Ruth Kroenke
Dorrie Papp
Frances Woda
Lina Barry
Dorthea Beltrner.

Leola Smith
Evangelene P. Frey
Edna Walter
Viola E. Johnson
Frieda Trapp
Jersey P. Nowak
J. B. Dueschke
Margene Kerkulet
Theresa Joenhart
Francis Schwarz
E. Lora Bohlmann
Lena Haase
Margaret Abenroth
Anna E. Schickofke
Dora Mueller
Allene W. Kuth
Eva Maurer

BLUEJAY COURT,
9001 N. 75th Street,
Milwaukee, WI. 53223 5/19/81

PAGE-1

As it is believed there is an urgent need for the availability of transportation for the Elderly, at a lower cost than what is asked for at the present time (meaning a low standard cost), signatures are being sought of those tenants who are in agreement with this.

WE AGREE:

Adelheid Neumann #413

Winfred C. Luyke - 417 Isaac Wills 409
Iva Ring - 407 Richard Loerke 408
Marion Gilbert - 405 Ellen Clark 412

May at 1 Oush #406
Ruth Lutz - 404

Helen B. Smith 401

Mrs. Clara Koperschke 402

Stephanie Koperschke 505

Cora Petrowske 506

Lillie Raiter - 507

Rachel Neuman 509

Charlotte Schults 510

Virginia Lee 513

Myrtle Weiss 511

Phyllis Hedrick 518

Archie Carlson 517

Janet Hanson 615

Virginia Brubaker 613

Carol Tappendorf - 606

Ralph L. Weise - 604

Gertrude Kadlec - 610

Gloria F. Malucotti - 411

PAGE-2

BLUEJAY COURT,
9001 N. 75th Street,
Milwaukee, WI. 53223
May 18, 1987.

As it is believed there is an urgent need for the availability of transportation for the Elderly, at a lower cost than what is asked for at the present time (meaning a low standard cost), signatures are being sought of those tenants who are in agreement with this .

WE AGREE:

A.E. Hill 316
Marcella Konatka 311
Rosella Herman 310
Marge Plapper 315
Margaret Carini 309
Florence Hazels 305
Bridget O'Connor 306
Leona Musial 303
Goss Dress 102
Isabelle Fenske 108
Marie Trainor 104
Dorothy E. Jarris 107
Bernice Hunter apt. 110
Beatrice E. Radloff apt 112
Katie Henning # 109
Marcella Story # 111
Virginia Mariette # 114
Virginia Bauer # 115
Marie Rohan 202
Nina Pyter 203
William Kennmann 204
Clara Larson # 208
Ann Ryan # 209
Frieda Brownlow 210
Pearl Kernan 212
Maybelle Gage 218

Please sign your name below.

Mary M. Atsch
 Debra Minkel
 Helen Phillips
 Adeline Jindorf
 Esther Sommer
 Oakland Nelson
 Grace De Pasquale
 Ruth L. Vinson
 Robert L. Vinson
 Evelyn Clark
 Loraine Knudsen
 Marge Herdack
 Leola Disendenger
 Marge Krause
 Adele Barth
 G. Leuein
 Gladys Fox
 Ruth Lehninger
 Elmore Hoffman
 Helma Nero
 Anne Krulish
 Hazel J. Roeder
 Bernice Bartos
 Hilma E. Stevens
 Dorothy Adridge
 Linda Adams
 Lyle Adams
 Dorothy Plack

Margaret H. Ayather
 Elmer Haas
 Mariana Haas
 Vi Brockel
 J. Blom
 Virginia Vackelt
 Edgar C. Vackelt
 Tillie Parker
 Bob Parker
 Estelle Forsyth
 Leonard Forsyth
 Eleanor Pavlik
 John W. Pavlik
 Florence Hefling
 Bea Dorow
 M. Nickendorf
 Annie Steidl
 Elna Steidl
 Ethel Maglin
 William Maglin
 Hilda Rossmith
 Esther Kloth
 Margaret Brickbauer
 Ruth Weffer
 Margaret Anderson
 Betty Casser
 Alice Baerlin

Transportation meeting of May 21, 1987

I have been a volunteer driver since I retired. I have transported many persons in many stages of illness and wellness. I had one that call with short notice for transportation, that I mean with a couple hours notice, and took her to the hospital early in the afternoon for X-rays and etc. The next morning I received a report that she had died during the night. There is no funded public transportation that would have taken this person on short notice.

I have another one that does that does not have a wheel chair but is on oxygen. I went to take her to her doctor. I arrived at her apartment to take her. She had to walk about 20 feet from her door to the elevator and possibly about 50 feet from the elevator to the car. It took us between 45 minutes to an hour to travel that distance because she has breathing problem. Now I furnish her with a wheel chair to travel these distances. She would not be eligible for User Side transportation.

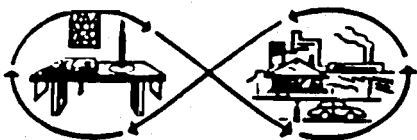
I have taken another person that used to get out of her two rooms maybe once or twice a year to go to doctor. You people in the wheel chairs are complaining that you can not get around enough, how would you feel being confined to four walls for months at a time. I am talking about the people that the public does not help to get out like you people that the User Side helps. Don't get me wrong about the User Side program, I think it is wonderful except that it has for gotten a lot of people that need some help.

I had another person that the Cancer Society could not take her for a week and she was suppose get these treatments every day. There was no public transportation for this person and she had to arrange her own transportation for that week. It is very hard to find some one who will help in these conditions. Because of auto insurance and liability are very expensive.

I could go on telling you about many persons that can not use the public

buses and are not eligible for any other transportation. These are the forgotten people because they can not get out to a meeting like this where they could defend themselves. However, federal regulations Section 504 requires that public transportation services respond to the needs of all handicapped people including those with those disabilities due to age.

I know a man that use to transport many persons up to a little over a year ago and today he needs transportation himself. He has had a stroke and it has affected his eyes and strength. He is improving a little but can not walk to Church yet or go to the doctor on the bus. One thing we must remember is that we are all getting older every day. I heard a statement that the number of persons over 80 years old will triple in a short time. Today we can get around but what tomorrow holds for us we do not know. One thing I know that it is cheaper to keep the persons living in their own homes or apartments, than having them in a nursing home at a cost of some where around the \$3000. permonth. If they are living in their own homes or apartments they are paying real estate taxes which is used to keep the city, county and the schools operating. So I feel that we should consider these forgotten persons that can not get out like all of us here today.



Congregations United

Congregations United for Community Action • Congregations United Senior Affiliates • Congregations United Training Institute, Inc.

OFFICERS

Rev. Sandra Graham
Chair
Rev. David Cooper
Vice Chair
Ms. Acquin Schmidt
Secretary
Rev. Fred Lanan
Treasurer

May 20, 1987

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Rev. Erling Tungseth

Senior Affiliates Division

Ms. Acquin Schmidt

DIRECTOR

Ms. Mary O Connell Williams

Mr. Gerald Schwerm
Director of Transportation
Courthouse Annex
North 10th Street
Milwaukee, WI 53233

Dear Mr. Schwerm:

Enclosed please find our position paper on Improving the Paratransit System. Also attached are case stories of the suffering many elderly face, as well as a Fact Sheet that describes the acutness of the problem. We would like this information entered into the record.

Thank you for your consideration.

Sincerely,

Genevieve Mentel
John Dunphy
Genevieve Mentel
John Dunphy



CONGREGATIONS UNITED SENIOR AFFILIATES
POSITION PAPER ON IMPROVING PARATRANSIT

THE TRANSPORTATION PROBLEM

LACK OF ADEQUATE TRANSPORTATION FOR FRAIL PERSONS IS THE MOST IMPORTANT ISSUE FACING OLDER ADULTS IN MILWAUKEE COUNTY TODAY. WHILE MILWAUKEE COUNTY HAS THE USER SIDE SUBSIDY PROGRAM, IT SERVES PERSONS IN WALKERS, WHEELCHAIRS, ON CRUTCHES OR WHO ARE LEGALLY BLIND. MANY FRAIL PEOPLE WHO ARE UNABLE TO USE BUS SERVICE EXHIBIT NONE OF THESE DISABILITIES. THERE IS LIMITED TRANSPORTATION FOR THEM. ELDER CARE LINE IS ESTABLISHED TO SERVE THE TRANSPORTATION NEEDS OF PERSONS AGE 60 AND ABOVE, YET DUE TO INADEQUATE FUNDING RESERVATIONS HAVE TO BE MADE 2-3 WEEKS IN ADVANCE, SERVICE IS LIMITED TO ONE DAY A WEEK IN SOME PARTS OF THE COUNTY AND NO SERVICE IS AVAILABLE AFTER 3:30 P.M. THIS ELIMINATES THE POSSIBILITY FOR MANY OLDER PERSONS TO USE ELDER CARE FOR MEDICAL APPOINTMENTS.

TO BRIDGE THIS GAP IN SERVICE, MANY PRIVATE SOCIAL SERVICE AGENCIES HAVE TRIED TO PROVIDE RIDES USING VOLUNTEERS. IN 1986, INTERFAITH PROGRAM FOR THE ELDERLY PROVIDED ALMOST 30,000 RIDES JEWISH FAMILY AND CHILDRENS SERVICE PROVIDED OVER 1,000 RIDES AND THE AMERICAN CANCER SOCIETY PROVIDED 2,276 RIDES FOR PERSON WITH MEDICAL AND SHOPPING NEEDS. SPECIALIZED TRANSPORTATION IS ALSO PROVIDED THROUGH VOLUNTEERS OF SEVERAL OTHER AGENCIES. WHILE MILWAUKEE-AREA VOLUNTEERS CONTINUE HELPING OLDER AND DISABLED PEOPLE WITH THEIR NEEDS, IT IS BECOMING INCREASINGLY HARD FOR PERSONS TO PUT THEIR OWN AUTOMOBILES AT RISK THROUGH VOLUNTEER TRANSPORTATION AND LIABILITY.

THE PRESENT SYSTEM DOES NOT MEET THE NEEDS OF FRAIL PERSONS FOR TRANSPORTATION. HOWEVER, FEDERAL REGULATION SECTION 504 REQUIRES THAT PUBLIC TRANSPORTATION SERVICES RESPOND TO THE NEEDS OF ALL HANDICAPPED PEOPLE INCLUDING THOSE THAT ARE HANDICAPPED BY REASON OF AGE. AN OLDER OR DISABLED PERSON MUST SOMETIMES CALL SEVERAL NUMBERS TO GET A RIDE. THERE ARE AT LEAST SIX MAJOR SOURCES OF PUBLIC FUNDS FOR TRANSPORTATION THAT GO TO OVER TWELVE SEPARATE TRANSPORTATION AGENCIES. WITH THE EVER INCREASING OLDER POPULATION THIS PROBLEM WILL BECOME EVEN MORE GRAVE.

PROPOSED CHANGES

1. A UNIFIED SYSTEM OF TRANSPORTATION FOR FRAIL/DISABLED PERSONS NEEDS TO BE ESTABLISHED. A SINGLE FUNDING SOURCE OF SERVICES SHOULD BE SET-UP SO THAT ALL FUNDS COULD BE CHanneled THROUGH THAT SOURCE. IN THIS WAY, THERE CAN BE QUALITY CONTROL OF SERVICE, BETTER INFORMATION COLLECTED ON THE CHANGING TRANSPORTATION NEEDS IN THE COMMUNITY AND MOST IMPORTANTLY, A SINGLE POINT OF RESPONSIBILITY TO BE VESTED IN PROVIDING ADEQUATE PUBLIC TRANSPORTATION TO THE FRAIL AND DISABLED.

2. AN ANSWER TO THE IMMEDIATE TRANSPORTATION NEED OF FRAIL PERSONS FOR MEDICAL CARE AND SHOPPING HAS TO BE FOUND. EITHER THE ELIGIBILITY REQUIREMENTS OF THE USER SIDE SUBSIDY SYSTEM NEED TO BE CHANGED TO PERMIT USE BY ALL PROPERLY CERTIFIED PERSONS UNABLE TO USE PUBLIC TRANSPORTATION OR ANOTHER ALTERNATIVE NEEDS TO BE OFFERED IN MILWAUKEE COUNTY.

TYPICAL TRANSPORTATION PROBLEMS

Mrs J is a widow who has lived in the county for many years. She owns her home and wants to remain in it as long as possible. Mrs J is now in her eighties and is having a problem getting around. She has a problem with arthritis and finds it hard to walk without a cane. While her late husband was alive, transportation was not a problem since he was able to take her places. However, since he passed away Mrs J has had a hard time getting around. She is able to go shopping on a regular basis through Elder Care line. However, two weeks ago Mrs J felt dizzy and had to see a doctor immediately. She could not get help from Elder Care since it was too short notice. Therefore, she had to call a cab and pay \$15 for the round trip to and from the doctor. Mrs J is afraid of having to go to the doctor like *THIS* again since she is on a fixed income and would not be able to pay some bills with an expense like this.

Mrs G has lost one leg because she did not get to the doctor soon enough. Her husband can not take her out because they live on the upper floor and she has been in a wheel chair for 25 years. Now her other leg is swelling but he will not hire the van because it costs \$12 each way. There is a good chance that she will lose the other leg.

Mrs P has to go to the hospital every day for cancer treatments. This one week her transportation was cancelled. She had to find other means for one week to get there for her treatments. She asked private persons to help her out. It is a risky business to take a person in a private car these days with the insurance rates and the liability risks as they are.

CONGREGATIONS UNITED SENIOR AFFILIATES
FACT SHEET ON IMPROVING PARATRANSIT

THE TRANSPORTATION PROBLEM

CURRENTLY, MANY FRAIL, DISABLED AND CHRONICALLY ILL PERSONS LIVING IN MILWAUKEE COUNTY DO NOT HAVE ADEQUATE PUBLIC TRANSPORTATION SERVICES AVAILABLE TO THEM. ALTHOUGH THE USER SIDE SUBSIDY PROGRAM SERVES PERSONS WHO ARE LEGALLY BLIND, USE WALKERS, WHEELCHAIRS OR CRUTCHES; TRANSIT SERVICES FOR OTHER PERSONS WHO ARE UNABLE TO USE THE BUS ARE VERY LIMITED.

ELDER CARE LINE SERVES PERSONS AGE 60 AND OVER BUT IS PRESENT SERVICE IS INADEQUATE FOR SEVERAL REASONS. FIRST, SERVICE IS LIMITED TO ONE DAY PER WEEK IN OUTLYING PARTS OF THE COUNTY AND NO SERVICE IS AVAILABLE TO ANYONE AFTER 3:30 P.M. SERVICE IS NOT AVAILABLE ON WEEKENDS. FURTHER, RESERVATIONS MUST BE MADE TWO TO THREE WEEKS IN ADVANCE.

EMERGENCY TRANSPORTATION FOR MANY IS NOT AVAILABLE EXCEPT THROUGH PRIVATE COMPANIES. THE COST OF PRIVATE TRANSPORTATION IS BEYOND THE ABILITY OF MANY PERSONS WITH FIXED INCOMES TO PAY.

PRESENTLY, IN MILWAUKEE COUNTY, PUBLIC FUNDS FOR TRANSPORTATION COME FROM SIX MAJOR SOURCES AT THE FEDERAL, STATE AND COUNTY LEVEL. THESE FUNDS ARE ALLOCATED THROUGH A VARIETY OF MEANS TO MORE THAN TWELVE DIFFERENT TRANSPORTATION AGENCIES. THERE IS NO PRESENT SET-UP WHICH COORDINATES THE USE OF THESE FUNDS.

THE POPULATION AGE 80 AND OVER WILL TRIPLE IN MILWAUKEE COUNTY IN THE NEXT 25-30 YEARS. IT IS THEREFORE MOST IMPORTANT THAT LONG-TERM SOLUTIONS BE FOUND TO OFFERING PUBLIC TRANSIT SERVICES TO ALL FRAIL AND DISABLED COUNTY RESIDENTS-ESPECIALLY FOR TRIPS OF GREAT NEED SUCH AS MEDICAL APPOINTMENTS AND SHOPPING.

Transportation budget windfall will measure legislators' mettle

FISCAL windfalls provide both opportunities and dilemmas.

On Tuesday the Department of Transportation reported that it will have \$28 million more over the next two years than it anticipated when Gov. Tommy Thompson submitted his budget.

Almost half of the money is due to the mild winter. Drunken driving penalties, high gasoline tax revenues, and re-estimates contributed to the windfall.

Thompson offered his answer to the windfall: He wants to increase the state's construction program of major highways. Specifically, he wants to make a Milwaukee Lake Arterial to connect the Hoan Bridge to the south side.

It is great politics for the governor. Milwaukee's south side is traditionally a blue-collar bastion of the Democratic Party. Work on the arterial would start in 1990, the same year Thompson is expected to stand for re-election.

GOVERNORS of every ilk love to pour concrete for highways. It is a tangible evidence of what state government is doing. Governors don't have fancy nuclear subs or ICBMs to show the voters. Highways and university buildings are their substitutes.

Some, of course, will suggest a \$28 million windfall is a reason to delay or scale down the gasoline tax increases that Thompson is seeking.

Assembly Speaker Tom Loftus, D-Sun Prairie, has suggested the state doesn't need all of the gas tax money that Thompson wants. Loftus is a likely candidate for the Democratic gubernatorial nomination in 1990.

There is another use for the \$28

Capitol Watch

By Matt Pommer
Capital Times
Staff Writer



million windfall, albeit one without much political sex appeal in a growingly introverted society.

PART OF the windfall could be used to finance all of the transportation programs of the disabled and elderly. Now the transportation budget spends about \$4.5 million annually on those needs. That falls far short of what is required.

A coalition of groups advocating help for the elderly and disabled last week suggested that the transportation budget contribute an additional \$11 million annually, boosting its contribution to \$15.5 million.

Under the existing operation, about \$11 million of community aid funds must be used for the transportation of the elderly and the disabled. That is \$11 million annually that can't be used for reducing the mounting waiting lists for community social services. Community aids are state funds transferred to county governments to provide social services mandated by state government.

THE NEED is far outrunning the ability to provide the services. Waiting lists are growing for virtually every program mandated by state government.

The coalition correctly noted that it is far less expensive for the taxpayers to provide the community social services that keep people out of institutions and nursing homes.

The governor's 1987-88 budget pro-

vides little more than cost to continue in the community aids category. That approach will put a strain on the ability to deliver services and on the county property tax.

Dane County Executive Jonathan Barry, a good Republican, last week told the Legislature's Joint Finance Committee that counties need a 2.5 to 3 percent increase in community aids next year.

BARRY SIDESTEPED questions about how to fund the 3 percent increase. He ducked when the Democratic committee tried to get him to suggest that helping the disabled was more important than providing capital gains tax breaks to the rich.

Once there was a Wisconsin which was concerned about people born with disabilities. That was a Wisconsin where newspaper editors were concerned more about people than about their own capital gains and inheritance tax problems.

It was a Wisconsin that elected Clifford "Tiny" Krueger as a Republican legislator for 34 years. He spoke of those days in his farewell address to the Senate in 1983.

He reminded senators they had an obligation to provide a vigorous leadership on issues, adding:

"There is an equal obligation, one often overlooked, to be sensitive and compassionate toward those who lack the power or the means to compete in the society you govern.

"In our state motto, Wisconsin's founders gave us the command to 'go forward.' Through our political traditions, our progressive ancestors gave us a mandate to care for those who cannot walk at our pace."

The transportation windfall will provide a test for Krueger's successors.

Date April 24, 1987



Statement of Andrew Holman-Planner

A CRISIS EXISTS IN OUR COMMUNITY IN TRANSPORTATION FOR THOSE FRAIL AND DISABLED PERSONS NOT ELIGIBLE FOR THE USER SIDE SUBSIDY PROGRAM. LAST YEAR, INTERFAITH NEIGHBORHOOD CLUSTERS DELIVERED ALMOST 30,000 VOLUNTEER RIDES TO OLDER FRAIL PERSONS NEEDING RIDES TO THE DOCTOR AND SHOPPING. THESE PERSONS WERE NOT ELIGIBLE FOR THE USER SIDE SUBSIDY PROGRAM BECAUSE THEY ONLY USED CANES OR NOTHING AT ALL TO GET AROUND. YET THEY COULD NOT USE THE BUS SYSTEM DUE TO THEIR FRAILNESS. IN MANY OUTLYING AREAS BUS SERVICE IS SPORADIC AT BEST EVEN FOR THOSE THAT CAN USE IT.

DUE TO THE 2-3 WEEK WAITING TIMES FOR REGULAR OLDER ADULT TRANSPORTATION, IT IS NOT POSSIBLE FOR FRAIL ELDERLY NEEDING TO GET TO THE DOCTOR TO USE THESE SERVICES. THUS, THROUGHOUT THE COUNTY VOLUNTEERS HAVE BEEN CALLED ON TO HELP OUT. WITH THE SKYROCKETING COSTS OF INSURANCE AND OTHER AUTO COSTS, IT HAS BEEN INCREASINGLY HARD TO FIND VOLUNTEERS TO ASSIST IN TRANSPORTATION.

THE OLDER OLD POPULATION ABOVE THE AGE OF 80 IS ESCALATING IN THIS COUNTY AT A RAPID PACE AND WILL TRIPLE WITHIN THE NEXT 25 YEARS. SOMETHING MUST BE DONE NOW TO PROVIDE TRANSPORTATION SERVICES TO THIS AND OTHER DISABLED GROUPS EXCLUDED FROM THE USER SIDE SUBSIDY PROGRAM. AS HAS BEEN DEMONSTRATED VERY WELL IN THE USER SIDE SUBSIDY PROGRAM, TRANSPORTATION IS A RIGHT THAT SHOULD BE AVAILABLE TO ALL COUNTY RESIDENTS. LET US START NOW TO DEVELOP A SYSTEM THAT CAN BENEFIT ALL THOSE PERSONS IN NEED.

5-20-87

MEDA-CARE VANS INC.

1111 W. Greenfield Avenue
Milwaukee, Wisconsin 53204
Telephone: 414-645-0111

ELDERLY AND HANDICAPPED TRANSPORTATION

Page 1 of the 504 "Preliminary Draft for Milwaukee County Public Transportation Program for Transportation Handicapped Persons" states that "the program submitted should be developed in consultation with handicapped groups and with agencies providing transportation." For the record, this Preliminary Draft was developed by our MPO (SEWRPC) without contacting our company, Meda-Care Vans or any other private for profit provider that we have talked to. We would therefore like to take this opportunity to comment on the plan.

The last public hearing for Milwaukee County's User Side Subsidy Program took place in March, 1986 at which time Milwaukee County was proposing an increase in the minimum one way charge for USS rides to \$2.00. Contrary to the reference on page 19 of the Preliminary Draft, all but a few of the handicapped individuals spoke out in opposition to the fare increase. The average fare paid on the bus system in 1986 was approximately 52¢. Individual bus fares have been raised to \$1.00 for 1987 but with purchase of bus passes and other discounts, the average fare will probably be less than 75¢.

According to a Milwaukee County Commission for the Handicapped Survey, half of the proposed providers being recommended for contract for the remainder of 1987 are charging more than \$2.00 for some or all of their trips. Many additional reporting and policy changes will unfortunately require us to increase our rates in the near future to \$2.50 or \$3.00 per one way trip. We, at Meda-Care Vans Inc. feel, that fare increases would further exacerbate the fare differential in comparison to mass transit fares.

We fully support the elimination of providers that have submitted fraudulent trips and we understand that the County's User Side Subsidy management needs to improve controls on the program. We do not believe that specific requirements placed on van companies and their drivers

are essential nor do we believe that policies relating to complete denial of trips where information is missing, without the opportunity to resubmit those trips is reasonable. Such policies will only increase providers' costs without improving service and end up costing the riders more. Effective and reasonable controls can be established without significantly increasing costs. We have heard similar comments from the three other larger carriers and would urge Milwaukee County^{to} foster input from private for profit providers.

Some of the riders presently using the USS program can use the bus system. Financial analysis that calculates special efforts should be reduced by the amounts spent under the USS program for those individuals that could use mass transit but choose not^{to}. A functional assessment may be necessary to evaluate who can and who cannot use mass transit.

Meda-Care Vans supports the principle of competition and the rider's right to choose a private carrier that provides quality service. The preliminary plan does not specifically mention that some individuals may lose this right by virtue of the fact that they may be named to a standardized route. If the standardized routes are implemented without reference in this plan it may be necessary to resubmit an "Altered Program" plan if it is not detailed in this plan. Details should describe the specific differences for these individuals with respect to service options and costs to the rider.

The last comment relates to what we believe is a violation of the UMTA private sector initiative. Standardized routes were developed by a Milwaukee County User Side Subsidy staff intern which selected out a number of riders (mostly our riders) and placed them on these routes. They then sent out bids to private for profit providers as well as non-profit providers. In an effort to protect the jobs of several of our employees we felt obligated to bid very competitively. We were low bidder on all of these routes and yet based on a letter we have received this week we will only be awarded half of the routes. The other half would be awarded to a non-profit provider at a higher rate.

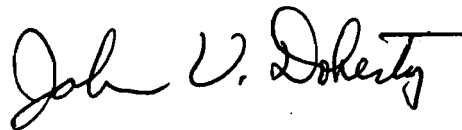
Exhibit 11 (continued)

Our interpretation of UMTA regulations in this area would specifically prohibit this action. We are particularly disturbed because the non-profit provider has had 80% of the costs of its vehicles paid for by UMTA through the 16(b) 2 program, it does not have to pay sales taxes on vehicle/parts/accessory purchases, it does not pay as high a state/federal gas tax as we do, it received tax deductible donations which reduce others' taxes, it does not pay property taxes nor does it pay Federal and State Corporate Income Taxes. If this isn't a prime example of unfair competition we don't know what is. All these Federal and State subsidies should preclude non-profit providers from being allowed to bid against Tax Paying Private providers where sufficient competition exists. The taxes we pay are used to provide subsidies to our non-taxpaying competitors.

We herein request that Milwaukee County and the Department of Transportation's Urban Mass Transportation Administration review these actions and take the necessary immediate steps to protect private tax paying providers. .

Through significant competition, Milwaukee County enjoys the lowest one way trip cost of any such service area its size in the country. We have had no increases in per trip reimbursement since 1979 and now we are faced with government subsidized competition. We have done all we can to assist in making the USS program a success. We hope we can gain your cooperation in continuing to make the program a success.


Mary J. Smarelli ,


John V. Doherty

Milwaukee County Board of Supervisors

7203 33

Committee Hearing Registration

Name THAD ZWEBER DATE _____
Address 2402 W. BECHER STREET
Organ. Represented CURATIVE

Subject or File No. _____

(Please check one)

Registering For _____ Against _____

Appearing For _____ Against _____

For Information Only _____

Wish to Speak on the Matter X _____REMARKS: U.S.S. REALLY HELPS A PERSON (over)

LIKE THEIR LIFE IS COMING
FEEL TOGETHER AGAIN!
SO PLEASE DON'T CUT THE ~~THE~~
ANY OF THE MONEY FROM IT.

BACK
SIDE

Milwaukee County Board of Supervisors

7203 3.1

Committee Hearing Registration

Name LuAnn Desdelle DATE _____
 Address 3522 W. Kilbourn
 Organ. Represented MILWAUKEE COUNTY PARKS -
DIVISION OF SPECIAL RECREATION
 Subject or File No. USSubsidy
 (Please check one)
 Registering For _____ Against _____
 Appearing For _____ Against _____
 For Information Only _____
 Wish to Speak on the Matter X

REMARKS: The Milwaukee County Division (over)

of Special Recreation provides recreation programs for Milwaukee County residents with disabilities.

The programs are funded by the tax levy, community grants and private donations.

USSubsidy allows access to these programs. Without USSubsidy many of the residents for whom tax dollars are spent to provide recreation programs do not have access to these programs. Therefore they fully support USS.

BACK
SIDE



Exhibit 2

LEGAL NOTICE OF PUBLIC COMMENT PERIOD

This legal notice was published in the following newspapers on the said dates:

**NOTICE OF 60 DAY
PUBLIC COMMENT PERIOD
on a Draft Report
"MILWAUKEE COUNTY PUBLIC
TRANSPORTATION PROGRAM FOR
TRANSPORTATION HANDICAPPED PERSONS"
(User-Side Subsidy Program)**

The U.S. Department of Transportation, Urban Mass Transportation Administration (UMTA), has issued regulations governing nondiscrimination on the basis of handicap in federally assisted public transportation programs relative to the nondiscrimination requirements of Section 504 of the Federal Rehabilitation Act of 1973. A major requirement of this regulation is for present recipients of federal transit assistance that operate a bus system serving the general public to document and submit to UMTA for review a program for providing transportation service to transportation handicapped persons who, by nature of their physical handicap, are unable to use the regular bus service for the general public. Federal regulations require a 60-day period for public review and comment on the program and a public hearing on the program.

The draft report, which consists of Milwaukee County's transportation program for the transportation handicapped (User-Side Subsidy Program), is available for public review at the offices of the Milwaukee County Department of Public Works, Room 304, 907 North Tenth Street, Milwaukee, Wisconsin, and at the offices of the Milwaukee County Commission on Handicapped and Disabled Persons, room 180, 235 West Galena Street, Milwaukee, Wisconsin.

Please address all written comments to:

Mr. Gerald Schwern
Director of Transportation
Courthouse Annex, Room 305
907 North Tenth Street
Milwaukee, Wisconsin 53233

Comments may be submitted until June 2, 1987, at which time the 60 day period for such comments will end.

A public hearing on the draft report will be held by the Milwaukee County Department of Public Works and the Milwaukee County Commission on Handicapped and Disabled Persons. This hearing will be the subject of a future notice specifying date, time and place of the hearing.

The Milwaukee Journal
Friday, April 3, 1987
Sunday, April 5, 1987

The Milwaukee Sentinel
Tuesday, April 7, 1987

The Milwaukee Times
Weekly Newspaper
Wednesday, April 8, 1987

The Spanish Journal
Wednesday, April 8, 1987
through
Wednesday, April 15, 1987

LEGAL NOTICE OF PUBLIC HEARING

This legal notice was published in the following newspapers on the said dates prior to the public hearing:

NOTICE OF PUBLIC HEARING

On a Draft Report:

**"Milwaukee County Public Transportation Program
for Transportation Handicapped Persons"**

(USER-SIDE SUBSIDY PROGRAM)

The U.S. Department of Transportation, Urban Mass Transportation Administration (UMTA) has issued regulations governing nondiscrimination on the basis of handicap in federally assisted public transportation programs relative to the nondiscrimination requirements of Section 504 of the Federal Rehabilitation Act of 1973. A major requirement of this regulation is for present recipients of federal transit assistance that operate a bus system serving the general public to document and submit to UMTA for review a program for providing transportation service to transportation handicapped persons who, by nature of their physical handicap, are unable to use the regular bus service for the general public. Federal regulations require a 60-day period for public review and comment on the program and a public hearing on the program.

The draft report, which describes of Milwaukee County's transportation program for the transportation handicapped (User-Side Subsidy Program) is available for public review at the offices of the Milwaukee County Department of Public Works, Room 304, 907 North Tenth Street, Milwaukee, Wisconsin, and at the offices of the Milwaukee County Commission on Handicapped and Disabled Persons, Room 160, 235 West Galena Street, Milwaukee, Wisconsin. A brief summary of the federal requirements and the County's proposed program follows:

Service Characteristics	Federal Requirements	Current and Proposed Program
Eligibility	All persons who, by nature of their handicap, are unable to use the public bus system.	All persons 7 years of age or older who use a wheelchair, walker, or crutches to gain mobility or who are legally blind.
Response Time	Service to be provided within 24 hours of the time a request for service is made.	Taxicab service generally available within 30 minutes; wheelchair van service provided within 24 to 48 hours of request.
Trip Purpose	Service to be provided without restrictions or priorities based on trip purposes.	No restrictions or priorities based on trip purpose.
Fares	Fares to be comparable to those of the public bus system. Fares which are greater than two or three times the regular bus fare (\$1.00) would likely be questioned.	Bus fare of \$2.00 plus all trip charges in excess of \$11.00 for wheelchair users or \$8.00 for non wheelchair users. Trip charges limited to \$12.00 for van service. Taxi charges based on a metered rate.
Service Hours and Days of Service	Service to be available throughout the same service hours and same days of the week as the public bus system (5 am to 2 am, 7 days a week).	Taxicab service provided 24 hours a day, 7 days a week. Wheelchair van services provided between 7 am and midnight, 7 days a week.
Service Area	Service to be provided throughout the same geographic area as public bus service.	Service provided within the boundaries of Milwaukee County.
Funding	3% of the Average Public Transportation Operating budget for the current year and 2 previous years (\$2,130,000)	\$4,000,000 budgeted by the Milwaukee County board for the 1987 program. County budget exceeds Federal requirement by 88%.

A public hearing on the draft report will be jointly conducted by the Milwaukee County Department of Public Works and the Milwaukee County Commission on Handicapped and Disabled Persons on the following date:

**Thursday
May 21, 1987**

4:00 pm to 7:00 pm

**Courthouse Annex Assembly Room
907 North Tenth Street
Milwaukee, Wisconsin**

The hearing will afford an opportunity to interested persons or agencies to be heard with respect to the draft report and proposed program. Oral or written recommendations or evidence may be presented. Written material may be submitted at the hearing or at a later date prior to June 2, 1987, to Mr. Gerald Schwarm, Director of Transportation, Courthouse Annex, Room 305, 907 North Tenth Street, Milwaukee, Wisconsin 53233.

The Milwaukee Journal
Sunday, April 19, 1987
Sunday, May 17, 1987

The Milwaukee Sentinel
Monday, April 20, 1987
Monday, May 18, 1987

The Milwaukee Times
Weekly Newspaper
Wednesday, May 13, 1987

The Spanish Journal
Wednesday, May 13, 1987
through
Wednesday, May 20, 1987

Exhibit 3B

SPECIAL INFORMATIONAL FLYER ANNOUNCING PUBLIC HEARING

This flyer was distributed to all of the approximately 8,000 persons currently registered in the user-side subsidy program. In addition, approximately 3,000 copies were provided to the Milwaukee County Commission for Handicapped and Disabled Persons for their distribution; and approximately 2,000 copies were provided to the Milwaukee County Commission on Aging for their distribution.



USER SIDE SUBSIDY PROGRAM

A Report to our Registrants

PUBLIC HEARING

A draft report which describes Milwaukee County's program for providing transportation service to transportation handicapped persons who are unable to use the regular bus service available to the general public (User Side Subsidy Program) has been prepared and is available for public inspection at the offices of the Department of Public Works and at the offices of the Commission on Handicapped and Disabled Persons. A public hearing on the draft report will be held in the Milwaukee County Courthouse Annex Assembly Room, 907 North 10th Street, Milwaukee, Wisconsin, on the following date:

THURSDAY - MAY 21, 1987 - 4:00PM TO 7:00PM

Oral or written recommendations or evidence may be presented at the public hearing. Written material may also be submitted to Mr. Gerald Schwerm, Director of Transportation, Courthouse Annex, Room 305, 907 North 10th Street, Milwaukee, Wisconsin 53233 anytime prior to June 2, 1987. Federal requirements and the proposed program are generally described in the following:

<u>Service Characteristics</u>	<u>Federal Requirements</u>	<u>Current and Proposed Program</u>
Eligibility	All persons who, by nature of their handicap, are unable to use the bus system.	All persons over the age of 7 years who use a wheelchair, walker, or crutches to gain mobility or who are legally blind.
Response Time	Service to be provided within 24 hours of the time request for service is made.	Taxicab service generally available within 30 minutes; wheelchair van service within 24 to 48 hours.
Trip Purpose	Trips to be provided without restrictions or priorities based on trip purpose.	No restrictions or priorities based on trip purpose.
Fares	Fares to be comparable to those of the public bus system. Fares greater than two or three times the regular bus fare (\$1.00) may be questioned.	Base fare of \$2.00 plus all trip charges in excess of \$11.00 for wheelchair users or \$8.00 for non-wheelchair users. Trip charges limited to \$12.00 for van service. Taxi charges based on metered rate.
Service Hours and Days of Service	Service to be available throughout the same service hours and same days of the week as the public bus system.	Taxicab service provided 24 hours a day, 7 days a week. Wheelchair van service provided between 7 am and midnight, 7 days a week.
Service Area	Service to be provided to the same geographic area as bus service.	Service provided within the boundaries of Milwaukee County.
Funding	Three percent of the average public transportation operating budget (\$2,130,000).	Milwaukee County budgeted \$3,914,100 for the program in 1987.

MILWAUKEE COUNTY DEPARTMENT OF PUBLIC WORKS • USER SIDE SUBSIDY PROGRAM

907 North Tenth Street • Milwaukee, Wisconsin 53233 • Telephone 278-4091

Exhibit 4

CORRESPONDENCE PERTAINING TO PROPOSED
PROGRAM RECEIVED DURING PUBLIC COMMENT PERIOD

May 19, 1987

2369 S. 57 Street
West Allis, WI 53219Mr. Gerald Schwerm
Dir. of Transportation
Courthouse Annex, Room 305
907 N. 10th Street
Milwaukee, WI 53233

Dear Mr. Schwerm:

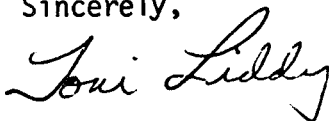
In my job as a vocational rehabilitation counselor I have had many occasions to work with blind, and mobility impaired residents of Milwaukee County. They are all appreciative of the existence of a User Side Subsidy Program; however, many cannot afford to utilize it as they would like because of the cost.

For example, I cite a blind individual who lives on South 27th Street, wanting to go to the Badger Home for the Blind on North Hawley Road for an Activity Center program on Tuesday afternoons. The round trip cost for him is in excess of \$8.00. Since he is on SSDI, diabetic, and living in his own apartment, that amount is more than he can afford to spend on a regular basis. He, thus, remains at home and isolated much of the time.

I do not feel the U.S.S. fares, current and proposed, are comparable to the public bus system. I believe changes need to be made to lower or eliminate the charges beyond the bus fare a handicapped person must pay. Additional charges, if necessary, could be tied into the monthly income of the person as well as distance traveled. Also if the destination is accessible on a regular bus route any extra charges should be less than if the person was going to a destination where a non-handicapped person could not feasibly take a bus either.

Thank you for your interest in my comments and suggestions for improvements in the User Side Subsidy Program.

Sincerely,


Toni Liddy
Rehabilitation Counselor
Vocational Rehabilitation

TL:ds

REF TO		REC'D	REF TO		REC'D
	SCHWERM	<i>EL</i>		BIRKS	
	VOGEL			JONES	
	BATEMAN			HEINEMANN	
	CZARNECKI			MCNAMARA	
	DANSBY			PAYNE	
	SPRANG			SHULKIN	
	WENZEL			WEIHER	<i>GAUS</i>
	KOSTERMANN			KAZMIERSKI	
				FILE USS Prog	

MAY 22 1987

May, 20, 1987

Dear Sirs,

As a disabled Users Side
subsity client who
relies on the service
for transportation to
employment I submit
my contention that the
Program is necessary
and should continue...

During inclement
weather those using
crutches and especially
electric wheelchairs cannot
negotiate to a bus stop.

Regular and hardship
fees should be adjusted
to compensate for rising
costs. Colleen Baxter

Colleen Baxter
7450 N. Lombardy Rd
Fox Point, WI 53217



USA 14

Milwaukee County Dept. of Public Works
and Transportation
907 N. 10th St.
Milwaukee, WI 53205

5-21-87

Dear Sir

I'm a hearing impaired & my husband is deaf, has trouble with his lungs and has weakened condition legs of Coped. and broken hip. He is at St Lukes Hosp now. Can my husband have a wheelchair Van ^{Service} cause he can't walk so good to regular bus so he can go to the office, Hosp, or other places. Please let me know about the Program transportation for Handicapped. I seen this ad in Southside Spirit paper.

Thank You.

Mrs Marvin Rust.
2419A So 28th St
Milw, Wis 53215



To: Mr. Gerald Scherm Director of
Transportation

Dear Mr. Scherm, I give my
personal feeling that the ~~user~~-side
Subsidy Program needs to be more
efficient than it is at the present
time.

Here are the problems I see with
this program.

1. Not useful for taking
long trips by van or taxi
if a person wants to go a long distance
it comes out of his or her pocket
and it can be quite expensive.

2. A problem with cab drivers
who offer "discounts" to disabled passen-
gers
I was asked by a yellow cab driver
if I went a certain way each day and
he told me he could give me a discount
with my V.S.S. card. This type of conduct
is very suspicious in my opinion.

3. Drivers who like to take disabled riders to their destination via the freeway taking a passenger using the freeway ~~costs the~~ ~~pass~~ may cost the disabled passenger more money.

I suggest the V.S.S. program be slightly revised so that if a person has to go a long distance it will not be so expensive. Also, keep a close watch on drivers who use suspicious behavior.

4. There is also too long a waiting period. Sometimes when a cab picks you up, if this problem can be solved it would be greatly appreciated.

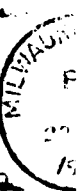
I will hope you'll take these suggestions consider what I've said and get back to me in some way and give me your opinion.

Sincerely,
Tom Sawyer

U.S. Recipient and passenger

Tom Sawyer
1800 W Becher #423
Milwaukee WI 53215

Mr. Gerald Schreiner



May 22, 1987

Mr. Gilbert Schwerm
Director of Transportation
Courthouse annex
Room 305
907 North 10th Street
Milwaukee, Wisconsin 53233

Dear Mr. Schwerm:

I've circled the part of the USS Program I feel is out and out unfair.

My daughter and myself are both handicapped and in wheelchairs. She has cerebral Palsy and is retarded and I have a right leg off about a few inches over the knee. Am also in danger of losing my left leg too. we are both heavy and ~~and~~ quite a few outside steps.

If we want to go to a movie using USS I have to pay two extra men at \$10.00 each.

II

So a round trip would cost us \$92.00. USS costs me \$3.00 one way + \$3.00 For her

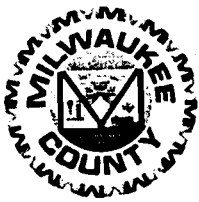
This is prohibitive. So I feel we are being discriminated against because we are handicapped and poor! And don't live in the right house.

My point is this. we ought to be able to go where we want a couple of times a year without it costing us an arm and a leg. (no gun intended)

the Van companies are exploiting the handicapped. trying to get all they can get. They should just take what you pay them and let it go at that.

Sincerely,
June Rucke
952 N. 14th St.

J. & C. Rucke
952 N. 14th St.
Milwaukee, Wi.
62243



USER SIDE SUBSIDY PROGRAM

A Report to our Registrants

PUBLIC HEARING

A draft report which describes Milwaukee County's program for providing transportation service to transportation handicapped persons who are unable to use the regular bus service available to the general public (User Side Subsidy Program) has been prepared and is available for public inspection at the offices of the Department of Public Works and at the offices of the Commission on Handicapped and Disabled Persons. A public hearing on the draft report will be held in the Milwaukee County Courthouse Annex Assembly Room, 907 North 10th Street, Milwaukee, Wisconsin, on the following date:

THURSDAY - MAY 21, 1987 - 4:00PM TO 7:00PM

Oral or written recommendations or evidence may be presented at the public hearing. Written material may also be submitted to Mr. Gerald Schwerm, Director of Transportation, Courthouse Annex, Room 305, 907 North 10th Street, Milwaukee, Wisconsin 53233 anytime prior to June 2, 1987. Federal requirements and the proposed program are generally described in the following:

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Trip Purpose	Trips to be provided without restrictions or priorities based on trip purpose.	No restrictions or priorities based on trip purpose.
Fares	Fares to be comparable to those of the public bus system. Fares greater than two or three times the regular bus fare (\$1.00) may be questioned.	Base fare of \$2.00 plus all trip charges in excess of \$11.00 for wheelchair users or \$8.00 for non-wheelchair users. Trip charges limited to \$12.00 for van service. Taxi charges based on metered rate.
Service Hours and Days of Service	Service to be available throughout the same service hours and same days of the week as the public bus system.	Taxicab service provided 24 hours a day, 7 days a week. Wheelchair van service provided between 7 am and midnight, 7 days a week.
Service Area	Service to be provided to the same geographic area as bus service.	Service provided within the boundaries of Milwaukee County.
Funding	Three percent of the average public transportation operating budget (\$2,130,000).	Milwaukee County budgeted \$3,914,100 for the program in 1987.

May 22, 1987

Mr. Gerald Schervm.

At the beginning of this year, I applied for the 1987 User - Side subsidy card.

I sent a check for \$7.00, + received a card which expires on Sept. 13, 1987.

Why didn't I get a card for the entire year?

I have not used my card once so far, but recently I fell down + broke my left hip. - I will be going to my doctor quite often, I am 82 yrs old + never abuse a privilege, will you please send me what I paid for.

yours Truly
Lillian Rost.



Lillian Rost
222 N. 33rd St., Apt. 607
Milwaukee, WI 53208

5-26-87

Dear Mr. Schaveron,

I am writing in regard to your letter I received regarding the bus subsidy. I really need the subsidy because I cannot use the Bus. It is hard for me to walk up steps, because I lose my balance easily because of pinched nerves in my left calf in leg for which I was hospitalized in April of 1981. In fact I fell in the house last night, I was reaching for something on the table first thing I knew I had fallen to the floor and received a big bruise on my left upper arm which caused my shoulder to hurt.

This most important disability I have at this time is Gout in both feet and ankles. I had my first attack on May 25, 1985 I went to Emergency at St. Francis Hospital. I had severe pain in my feet which the doctor diagnosed as Gout. He gave me a prescription for medication and a prescription for a Walker. My son-in-law rented one for me from Tri-City Pharmacy Inc. for one month. I found that I would need it much longer than that, so we went back and bought it on June 9, 1985. I certainly cannot be without it. I also have a cane.

I had a second acute attack of Gout on October 24, 1986. I could not walk or barely stand on my feet. I had have someone call

Bell ambulance par me to take me to St Francis Hospital. I was there until October 27. I had to use a Walker while walking to the bath some dragging and W. stand after me which also contained a pouch of antibiotics.

I was very sick when I came home from the strong medication I had been taking and must still medication for the rest of my life.

The third attack came on 12-26-86. I again had to call Bell Ambulance to take me to the Hospital. The pain was agonizing. I couldn't anyone just touching my feet. I had to stay in bed for eight days. They brought a commode in my room. I could only get out of bed to use the commode, and had to have to nurses help out in bed because I could not stand on my feet. I was in the Hospital till January 3, 1987. I hope you understand why I need the Subsy. I have to continually watch my diet because certain foods can cause an attack. I am never really without some pain.

Enclosed find copies of purchase of Walker, Doctors Prescription for it, Medication payment. I also just found out I have Coronary Arterial Disease and have to wear Surgeon's Sash. I also have Diabetes which I found out April of 1986.

Respectfully yours,
Mrs Evelyn W. Wanka

Mrs. Evelyn Wanka
3785 South 27th Street
Apartment 306
Milwaukee, WI 53221

Exhibit 4H (continued)

TRI CITY PHARMACY, INC.
6312 SOUTH 27TH ST.
OAK CREEK, WIS. 53154

No. 111159

VENDOR # PAID TO:

24000 X

DATE

AMOUNT CK. #

8/15/86

\$42.92 /111159

REMARKS:

EVELYN WARANKA
MEDICARE REFUND

3890-

42.92 SALES REFUNDS

paid by Medicare

Exhibit 4H (continued)

SALE NO. 69810

Bill to: Evelyn Waranka
 Address: 3785 So 27th #306
 City & State: Milwaukee WI 53231
 Phone: 281-1640
 Deliver to: _____
 Address: _____
 City & State: Same
 Phone: _____



- Wheelchairs
- Walkers
- Commodes
- Hospital Beds
- Trapeze Bars
- Overbed Tables
- Suction Machines
- Inhalation Therapy
- Traction
- T.E.M.S. Units
- Exercise Equipment



INVOICE DATE: _____ P.O. NUMBER: _____ TERMS: ☐ BILL ☐ C.O.D. \$
 DOCTOR: _____ DELIVERY INFO: _____
 DOCTOR'S PHONE: _____

QUAN.	CATALOG NUMBER	DESCRIPTION	EQUIP. NUMBER	AMOUNT
1	26015	adjust. walker	S-2777	53.65

*Ad in full 53.65
 6-9-85 12.68
 56.33*

SPECIAL INSTRUCTIONS:

RENTAL #18521 CREDIT: 11.55
 Sub tot 42.10
 DELIVERY CHARGE:
 SALES TAX: 2.10
 TOTAL DUE: 44.20

HOME OFFICE COPY

take this one to Doc.

PREScription FORM

Medicare Number: 399-14-00571 Doctor's Name: Francisco Aguilar MD
 Patient's Name: Evelyn M. Wasko Address: 3737 St 16th St
 Address: 3786 La 27th St Apt 1 City & Zip Code: Milwaukee, WI 53215
 City & Zip Code: Milwaukee, WI 53201 Telephone Number: 647-5145
 Telephone Number: 281-1640 Emergency Room
 (Detailed): Severe (D) foot pain
pseudogout: f

good
 Equipment Ordered: Walker Estimated Time Period Equipment Will Be Required: indefinite Reason Equipment Is Required: ambulate

Oxygen And Oxygen Equipment:

Is the patient's ability to breathe severely impaired? _____ Yes _____ No

Number of hours used per day _____ Liter Flow _____

Portable oxygen systems: Weight _____ Liter Flow _____

Doctor's Signature: [Signature] Date: July 10th 86

*Estimated time period equipment will be required should be defined in months or years.

YOUR EXPLANATION OF MEDICARE BENEFITS

READ THIS NOTICE CAREFULLY AND KEEP IT FOR YOUR RECORDS
THIS IS NOT A BILL

PAGE 1

AUGUST 08, 1980

HEALTH CARE FINANCING ADMINISTRATION

EVELYN WALKER
3185 S 27TH ST #300
MILWAUKEE WI
53221-1327

For more information, call or write
WPS, Medicare Part B
P.O. Box 1787
Madison, WI 53701-1787

WISCONSIN TOLL FREE NUMBER
1-800-362-7221
LOCAL AND OUT OF STATE CALLS
414-931-1071

Your Health Insurance Claim Number
599-14-0027A

THIS EXPLAINS BENEFITS ON YOUR ASSIGNED CLAIM FOR \$53.05 FROM
TRI CITY PHARMACY INC

BILLED APPROVED

TRI CITY PHARMACY INC OTHER MEDICAL -1 MAY 25-MAY 25, 1980 \$53.05 \$53.05
THE CONTROL NUMBER FOR THIS CLAIM IS 509126-509126. PROVIDER-00101

TOTAL APPROVED AMOUNT \$53.05
MEDICARE PAYMENT (80% OF THE APPROVED AMOUNT) \$42.44
MEDICARE PAYMENT (80% AMOUNT) MINUS 1% REDUCTION \$42.44

UNDER A NEW LAW WE HAVE REDUCED YOUR MEDICARE PAYMENT BY 1 PERCENT FOR SERVICES YOU RECEIVED BETWEEN MARCH AND SEPTEMBER 1980.

SINCE YOUR DOCTOR TOOK YOUR CLAIM ON ASSIGNMENT, THE DOCTOR (SUPPLIER) AGREES TO ACCEPT THIS LOWER PAYMENT. YOU WILL NOT BE AFFECTED BY THE 1 PERCENT REDUCTION.

WE ARE PAYING A TOTAL OF \$42.44 TO THOSE WHO PROVIDED THE ABOVE SERVICES. THEY AGREED TO CHARGE NO MORE FOR THE APPROVED SERVICES THAN THE AMOUNT APPROVED BY MEDICARE. YOU ARE RESPONSIBLE FOR THE DIFFERENCE BETWEEN THE APPROVED AMOUNTS AND THE MEDICARE PAYMENTS. IF YOU HAVE PRIVATE INSURANCE, IT MAY HELP WITH THE PART MEDICARE DID NOT PAY.

YOU HAVE MET \$75.00 OF YOUR 1980 \$15 DEDUCTIBLE.

DO YOU HAVE QUESTIONS ABOUT THE INFORMATION ABOVE?

WE WILL BE HAPPY TO ANSWER ANY QUESTIONS YOU HAVE ABOUT THIS NOTICE.
IF YOU BELIEVE PAYMENT WAS MADE FOR A SERVICE YOU DID NOT RECEIVE, OR
IF THERE IS SOME ERROR, PLEASE WRITE OR CALL IMMEDIATELY. USE THE ADDRESS
OR PHONE NUMBER SHOWN ABOVE.

IMPORTANT: IF YOU WANT A REVIEW OF THIS CLAIM, YOU MUST WRITE TO US BEFORE
FEB 2, 1981 TO REQUEST IT. (SEE ITEM 1 ON THE BACK)

IF YOU WRITE OR CALL US PLEASE GIVE US YOUR HEALTH INSURANCE CLAIM NUMBER
AND THE CONTROL NUMBER OF THE CLAIM IN QUESTION.

MAY 27 1987

Mr. Gerald Schuerm:

I have a User side subsidy card. The day of the meeting May 27 I was gone to the nursing home. It is hard to walk as I had a broken back, and my knee's hurt a lot. I walk with a cane. I can't walk without it. I would be unable to walk the 4 blocks to the bus line. I have a husband in the nursing home, Hillview 1615 S. 22. He has alzheimer's disease and cancer of the prostate. He sits in a wheel-chair all day. I like to go see him 3 times a week. The subsidy card is a god send it helps so much.

yours truly
Mrs. Gladys Dambach
2832 S. Greeley
City. 53207.

May 24, 1987

MAY 29 1987

Dear Mr. Schwern :

I very much appreciate The Use's Side Program because its The only way I could get out. Its really been a help as I cant ride a bus since I'm in a wheelchair & have no complaints about the program. This Thursday I will be 61 & hope to use this as long as I'm in this wheelchair due to Scleroderma.

Sincerely,
Willie Mae Scruggs.

Willie Mae Scruggs

1956 N-8

Milwaukee 53205



Mr. Gould Schwern
A. J. Transporters

JUN 1 1987

May 28, 1987

Dear Mr. Scherm:

I attended the USS Meeting and want to thank all, for listening, as, was not the case in March, 1986.

I also, want to comment on a remark, made, by Don ?, when he stated we were after additional rides. We only want to keep what we have. Thank you, for this.

The USS Program is helping me toward a life of indepemce. I need the Van Sarvice to make my monthly trip to th Bank to cash my check for the Homemaker, from Milw. County. God Bless them. I do a monthly Grocery Shopping and my daughter, does my Laundry, for me. There is some Socializing, but not much. December, is a heavy month for Christmas Parties. I use the PZogram, for independent Living.

Why, must we have to fight, every year, to keep, what we have? I thank you all, for your consideration.

Ethel Lamberger

Please, don't increase the Fare.

Thanx!

Evelyn Burmeister
11515 W. Cleveland Av. #108
Heritage House
West Allis, Wis. 53227

JUN 1 1987

Dear Mr. Gerald Schwerin:

In regards to the public hearing
for the handicapped and disabled
persons.

Regarding eligibility - Almost
three years ago after having had
a minor stroke, took the power
away to walk or even stand, plus
being a rheumatoid arthritic for the
last 18 years. And having had
pulmonary thrombo phlebitis in
May of 85 and again in May of 86,
has weakened the legs more.

Therefore, I'm unable to use
a bus. I do have a hoist^{lift} that
transfers me from my hospital
bed onto my wheel chair or onto
my commode chair.

Response time - Very understandable.

Trip purpose - are mainly for medical appointments and a few dinner dates with out-of-town relatives. Looking forward to some of the summer festivals.

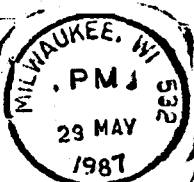
Base fare for van are very reasonable; as are the service hours, and all days of the week.

In regards to appointments to have our photos taken for the User Side Subsidy Program. The manager of this building has told us that on June 16 our photos will be taken. There are quite a few people here who use the card.

Sincerely thanking you
for the use of the vans.
Evelyn Burmeister



MR & MRS R. BURMEISTER
11515 W CLEVELAND APT A-108
WEST ALLIS, WI 53227



Mr. Gerald Schwern,
Director of Transportation,
Courthouse Annex, Rm. 305,
217 N. 10th Street



MILWAUKEE COUNTY OFFICE ON AGING

Brewery Square, 235 West Galena Street, Suite 180
Milwaukee, WI 53212-3925

FRED LINDNER • Director
(414) 289-5950

JOYCE K. SCHNEIDERMAN, R.D. • Director
Elderly Nutrition Program
(414) 289-6995

June 2, 1987

Milwaukee County
Commission on Aging

Edward J. Olson
Chairperson
Constantine Panagis, M.D.
Vice Chairperson
Herbert Ganser
Secretary
Martin E. Schreiber
Legislative Officer

Mr. Gerald Schwerm,
Director of Transportation
Courthouse Annex, Room 305
907 North Tenth Street
Milwaukee, WI 53233

Dear Mr. Schwerm:

At its meeting on Friday, May 29, 1987, the Milwaukee County Commission on Aging voted to comment upon Milwaukee County's proposed 504 Plan. On behalf of the Commission, I offer the following remarks.

First, the Commission acknowledges the many significant benefits brought by the User Side Subsidy Program to thousands of Milwaukee County's severely disabled older adults. The program has not only enabled many of these persons to retain the dignity of an independent life in the community but has also significantly improved the quality of life for those residing in nursing homes.

Second, the Commission commends the Department of Public Works for the evident success of its recent administrative modifications in controlling User Side Subsidy Program costs.

This latter point is especially relevant to our main concern, which is how the User Side Subsidy Program relates to the overall transportation needs of Milwaukee County's elderly and handicapped residents. Specifically, we are concerned that, as Milwaukee County's frail elderly population increases, adequate resources will continue to be available for all transportation programs serving this population, particularly those persons who are not presently eligible for the User Side Subsidy Program.

We recognize that, because the User Side Subsidy Program was created in part to meet federal mandates, the Department of Public Works may have little discretion over how the program is designed and, consequently, only limited control over its expenditures. However, we must point out that there is a large and rapidly growing population of Milwaukee County residents who need specialized transportation but who are not served by User Side Subsidy and cannot be served by other social service transportation programs because of a lack of resources.

Two facts regarding the older adult population alone should be sufficient to illustrate this point. First, according to the Wisconsin Bureau on Aging, the U.S. Census in 1980 disclosed that 14,265 Milwaukee County residents aged sixty-five and older, excluding those living in institutions, had a public transportation disability. Second, the Census also disclosed that persons aged seventy-five and older, the age group in which older persons needing a specialized service are most numerous, is the fastest growing segment of Milwaukee County's older population and had increased by almost twenty percent between 1970 and 1980.

Most of these persons are not currently enrolled in the User Side Subsidy Program, and many undoubtedly would not fit a rigid interpretation of the federal 504 requirements. Some, for example, are locationally disadvantaged, living beyond the mass transit service area. Others have Alzheimer's Disease or other cognitive impairments, which 504 specifically excludes. Still others, afflicted with heart disease, arthritis or other serious health conditions, could possibly board a bus in good weather but lack the stamina to use mass transit for such purposes as grocery shopping.

Aside from Title XIX, however, which provides medical transportation only to persons meeting stringent income guidelines, there are only two transportation programs available to most of these persons, those provided by the Commission on Aging and the Department of Social Services. In 1987, though, funding for both of these programs totalled less than \$550,000, and many eligible persons could not be served at all.

Several non-profit organizations are currently helping some of these persons by providing transportation with volunteers. But the number of persons needing service increases each year, while mounting restrictions on automobile liability insurance are discouraging many present and potential volunteers from providing this service. Neither is it realistic to expect families to meet this need.


Most frail older persons could get by with far less service than is required by the federal government for the User Side Subsidy Program, needing transportation mainly for medical purposes and grocery shopping, and many could afford and would be willing to pay part of the cost of their service. Unfortunately, by excluding many of these persons from coverage under the 504 rules while requiring a high quality of service for those who are included, the Urban Mass Transit Administration has, in effect, created two - an unequal - classes of transportation handicapped persons.

Exhibit 4M (continued)

In closing, then, we urge the Department of Public Works to keep these facts in mind and to continue to improve the cost effectiveness of the User Side Subsidy Program so that resources will continue to be available for other transportation programs. We also ask that the Department take the initiative in planning to meet future needs for specialized transportation by establishing a continuing mechanism for coordination among all County agencies providing these services.

Lastly, should significant savings be accomplished in the User Side Subsidy Program, we urge that future increases in state transportation funds be used to serve some of the persons excluded from existing programs, either by extending eligibility for User Side Subsidy or by increasing funding for other programs. In connection with this, the development of a functional assessment tool would seem to offer the fairest way to insure that services go only to persons with actual need.

Sincerely,



Edward J. Olson, Chairperson
Milwaukee County Commission on Aging

Ejj0:GS:ck-1692A

cc: Supervisor Harout Sanasarian
Members, County Board Mass Transit Committee

REF TO		REC'D	REF TO		REC'D
✓	SCHWERM			BIRKS	
	VOGEL			JONES	
	BATEMAN			HEINEMANN	
	CZARNECKI			MCNAMARA	
	DANSEY			PAYNE	
	SPRANG			SHULKIN	
	WENZEL			WEIHER	
	RUSTERMANN			KAZMIERSKI	
				FILE	

MAY 28, 1987

327 E. FOREST HILL A
OAK CREEK, WI 53154

MR. Gerald Schwerm,
Director of Transportation
Court House Annex, Room 305
907 No. 10th Street
Milwaukee, WI 53233

Dear MR. Schwerm,

I am writing to request that the proposed program for the User Side Subsidy Program meet the Federal requirement that, "all persons who, by nature of their handicap are unable to use the bus system" are eligible.

My 24 yr. old daughter is severely retarded, due to her limited mental development, is not capable of using the bus system. Thus she, like others, meets the Federal eligibility requirement but not Milwaukee County's because she is ambulatory, even though the inability to use the bus system and the needs for such a service are as great as any other handicapped person.

Again, I urge you and others who are responsible to amend the present proposal to make the user^{side} subsidy program available to these people who also are in great need of it.

Thank you.

Sincerely,

Mark A. Orlant

Exhibit 40

Rabbi Dr. Tsvi G. Schur, Director of Jewish Chaplaincy

950 North 12th Street
Milwaukee, Wisconsin 53233
Telephone (414) 289-8090
1360 North Prospect Avenue
Milwaukee, Wisconsin 53202

May 28, 1987

Mr. Gerald Schwerm
Milwaukee County Dept. of Public Works
907 N. 10th St.
Milwaukee, WI 53233

REF TO		REC'D	REF TO		REC'D
V	SCHWERM	<i>JS</i>		WIKS	
	VOGEL			JONES	
	BATEMAN			HEINEMANN	
	CZARNECKI			MORIMAN	
	DANSBY			PAYNE	
	SPRANG			SHUKIN	
	WENZEL			WEINER	
	KUSTERMANN			KAZMIERSKI	
				FILE	

Dear Mr. Schwerm,

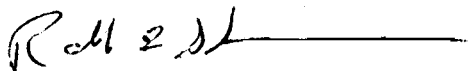
I have been requested to write you by way of this notification of a public hearing that was held on Thursday, May 21, 1987 and am doing so accordingly.

The Jewish Chaplaincy Service, an affiliate of the Milwaukee Jewish Federation, besides for visitation to all hospitals, nursing homes, prisons in the Milwaukee and outlying areas also sponsors in conjunction with synagogues throughout the community eight times a year, programs for the Jewish handicapped. For these programs we are dependent upon the service that is available to us through the transportation facilities here in the Milwaukee area for the handicapped and disabled persons. We have run into some difficulties when we meet at congregations such as Beth El, which is in Mequon, and finding that the service refuses to serve us in that area, thus making it impossible for some of our handicapped and disabled persons to share in the holiday programs that we present.

Without this transportation service, our whole program would be "handicapped". The willingness to pay is not the problem, but the need to cover some suburban areas right outside of Milwaukee County is still so very important.

Should there be any further specifics that you would like to discuss, please call Marsha Weston at the Jewish Community Center in Milwaukee who works with me in this program and she can be of specific assistance. Her phone number is 276-0716.

Sincerely yours,



Rabbi Dr. Tsvi G. Schur

TGS:tsp



Alzheimer's Disease

and Related Disorders Association
of Southeastern Wisconsin, Inc.

REF TO		REC'D	REF TO		REC'D
	SCHWERM			BIRKS	
	VOGEL			JONES	
	BATLMAN			HEINEMANN	
	CZARNETAI			M. NATANA	
	IRANSKY			PAYNE	
	SPRANG			SHULKIN	
	WENZEL			WEIHER	
	KUSTERMANN			KAZMIEHSKI	
				FILE	
May	28, 1987				

Milwaukee Headquarters
2711 West Wells Street
Milwaukee, WI 53208
1-414-937-2782

Mr. Gerald Schwerm
Director of Transportation
Courthouse Annex-Room 305
907 North 10th Street
Milwaukee, Wisconsin 53233

Dear Mr. Schwerm:

In the County's program of transporting the disabled, a segment of the disabled population that desperately needs to be included in this service is being unjustly denied.

The requirements are: (a) blind, (b) use of cane or crutches and (c) wheelchair. So called "ambulatory" people are not being allowed to participate in the program.

While, admittedly, the above categories need to be in the program, let me call to your attention that the loss of a mind is at least as disabling as any of the above - and probably more so. Alzheimer's Disease victims while physically may be able to walk, their lack of cognitive powers puts them in an extreme category of disability. They must be tended to at all times, and really cannot be left alone - even momentarily.

The emotional and financial ravages of the victims and their families are devastating. Most of the caregivers' and families' only respite is while the patients are at Daycare. Also, there are necessary medical appointments. Without being included in this program, these necessary details are not able to be accomplished. The exclusion leaves the victims and their families in a situation which devastating at best, becomes impossible. To exclude these people from the subsidy program is more than a grievous injustice; it excludes a segment of the population from a social program where the need is really greater than those who are in fact included.

I do not wish to be redundant, but I do want to impress upon you that an understanding of this disease serves to expose one to the fact that an Alzheimer's victim is at least as "disabled" as those included in the program. The test is not, and should not be, the ability to walk. They desperately need and are qualified to be in the program. I beseech you, please do not exclude them. Without this service, the troubles of these victims and their families, insurmountable at best, become magnified greatly, and they leave the victims in a hopeless and impossible situation.

Sincerely,

Barbara Keyes

Barbara Keyes, Executive Director

"Loving is for and about people who make each other whole by caring."

We are supported entirely by your tax-deductible donations.

June 1, 1987

County Director of Transportation
 Court House Annex Room 305
 907 North 10th Street
 Milwaukee, WI 53233

Dear Mr. Gerald Schwerm,

This important information is really screeching in under the wire to you but never the less vital to your decision making process.

My son is sixteen years of age, has had epilepsy since age two, and is mentally retarded. The doctors at Children's Hospital have not been successful in controlling his seizure activity. He has been having them about every six days. After a seizure, which lasts eight to twenty seconds, Scott is disoriented for twenty minutes. During this period, he has no idea who or for that matter what he is.

The Director of Volunteer Services at the VA hospital would like to see Scott for job training during the Summer vacation period. He is in a special education program at the Greenfield HS as a Sophomore. This job would really help him with developing his vocational skills. The barrier seems to be transportation. I am a single parent who needs to work to support my children. If Scott had access to the Bus Van System to pick him up and then bring him home Monday thru Friday, he could participate in a good program.

I'm not opposed to having Scott get on a regular bus at 60th & Layton, transfer at National, but my concern is if he seizures on the bus, and he more than likely will, not only will he possibly injure himself but the unfortunate bus driver will have a wandering teen-ager on his hands for the next twenty minutes.

I am imploring you to extend the Mini Van Service to epileptics that can not control their seizures. Please let me know of your decision by contacting me at 4926 West Layton Avenue; Greenfield, WI 53220 or at my work phone (291-3331) or at my home phone (281-4440). Do not hesitate to contact me for more information as this is only the tip of Scott's iceberg that he needs to overcome if he is to become an asset to our community.

Thank you for your time,

Ronan J. James

Mr. Ronan J. James, a concerned parent.

REF TO	REC'D	REF TO	REC'D
✓ SCHWERM		BIRKS	
VOGEL		JONES	
GATEMAN		HEINEMANN	
UZARNECKI		MCNAMARA	
HANSKY		PAYNE	
SPRANG		SHULKIN	
WENZEL		WEIHER	
AUSTERMANN		KAZMIERSKI	
		FILE	

REF	TO	REC'D	REF	TO	REC'D
	SCHWERM			DOERS	
	DOERS			JONES	
	SCHWERM			WILLIAMS	
	WILLIAMS			MANDELSON	
	DANSEY			PAYNE	
	SPRANG			SHULKIN	
	WELCH			WEINER	
	POSTERMAN			WZARLANSKI	
				FILE	

RECEIVED

JUN 09 1987

June 1, 1987

SEWRPC

Mr. Gerald Schwerm,
 Director of Transportation
 Courthouse Annex, Room 305
 907 North 10th Street
 Milwaukee, WI 53233

As persons involved in care of the elderly, we have become deeply concerned over the large number of severely impaired persons who do not qualify for the User Side Subsidy program. The elderly population is increasing rapidly, and we must begin to respond to the growing needs of these people.

The following groups of persons are of special concern:

1. The cognitively impaired. There is no provision under the current User Side program for the many patients who, because of Alzheimer's disease or strokes, do not have the mental skills to use either private or public transportation. Often these people are only able to stay out of nursing homes if transport to physician's offices or daycare programs is available.
2. Those whose vision is too poor to use the buses, but who do not meet the criteria for "legal blindness".
3. Those who, because of severe arthritis, Parkinson's disease, or other chronic illnesses, are unable to climb onto buses or move quickly enough to get off at their stops, but are able to manage with a quad cane rather than a walker or wheelchair.

Please help us rise to meet the needs of our growing elderly population!

The Geriatrics Institute

Mount Sinai Medical Center Milwaukee's World-Class Hospital
 950 North 12th Street P.O. Box 342 Milwaukee, WI 53201 414/289-8342

Exhibit 4R (continued)

We, the undersigned, request action to meet the needs of the people specified above.

Jeanne Prochnow RN

Wendy J Adams MD

Fitzhugh C. Canill MD

Edward J. Olson

Christine R. Brand RN

Joni C. Kesler

Bonnie Lee Winkler MD

Dorinda J. Bugorski RN

Mary J. Zelenko

Linda Carter

Amy Ruff, MSSW

Jeanne F. P... RN

Ruth Hozesta RN

Kerry M. Duma

Anna Kleckley

Regina M. Penner

Lynne Tietow

Pat Haliburton

Donna Casland

Cheryl Kaiser

Pina Zawala

Beatrice Harris

Reggie

John McKinley

The Medical Society of Milwaukee County



June 3, 1987

Gerald Schwerm
Director of Transportation
Dept. of Public Works
Courthouse Annex, Room 305
907 N. 10th Street
Milwaukee, WI 53233

Dear Mr. Schwerm:

The physicians of the Medical Society's Needs of the Aging (NOA) Committee are concerned about severely impaired individuals who do not qualify for the User Side Subsidy Program. The elderly population is increasing rapidly and we all must begin to respond to the growing needs of these people.

The physicians of the NOA Committee have identified the following groups of persons as needing the services of the User Side Subsidy Program.

1. THE COGNITIVELY IMPAIRED

The User Side Subsidy Program does not currently consider the many patients who because of Alzheimer's disease, strokes, or cognitive dysfunction, do not have the mental skills to use either private or public transportation. If transportation to physicians' offices or daycare is available, it is possible to keep these individuals out of a nursing home.

2. VISUALLY IMPAIRED

Individuals whose vision is too poor to use county buses, but who do not meet the criteria for legal blindness.

3. ARTHRITIS, PARKINSON'S DISEASE OR OTHER CHRONIC ILLNESSES

These individuals are unable to climb onto buses or move quickly enough to alight from the bus at their stops. They are able to move about with a quad cane rather than a walker or wheelchair.

The NOA Committee physicians hope you will include the needs of the growing elderly population as well as the cognitively disabled in the User Side Subsidy Program.

Sincerely,

Frank V. Bialek
Director of Communications/
Community Services

c: T. Garland, M.D.

First Page
Missing

Exhibit 4T

you can contact Mary Jarmenich
at Jewish Vocational Service R.R.
Home Care Staff Nurse 272-1628

She visits me once sometimes twice
a month if I have health problems.
She helped me very much during
my last attacks when I came home from
the hospital. She has records of all my
sicknesses, dates, attending Doctors &
medication.

She was the nurse who gave you
information about me when it became
time to renew my application for User. Side
Subsidy. I must use the Walker the rest
of my life since I am 68 years old now.

Thank you

Mrs Evelyn Walker

My phone number is 281-1640

Appendix C

MILWAUKEE COUNTY
INTER-OFFICE COMMUNICATION

DATE: June 4, 1987

TO: Supervisor Harout O. Sanasarian and Members of the
Mass Transit Committee

FROM: John F. Clark, Director, Office on Handicapped

SUBJECT: STATEMENT OF THE COMMITTEE ON THE PUBLIC HEARING
ON THE PROPOSED 504 REGULATIONS

The following statement is the the position of the Milwaukee County Commission for Handicapped and Disabled Persons on the above referenced matter. Because of time constraints the statement was approved by the Executive Committee of the Commission who is able to act on behalf of the full Commission in the interval between Commission meetings.

"The Milwaukee County Commission for Handicapped and Disabled Persons appreciates the work the administration of the User Side Subsidy Program has done in continuing to make this program a viable and meaningful component in the lives of Milwaukee County citizens who are handicapped. This program is so significant in providing transportation to Milwaukee County's transportationally handicapped persons that it became a national model which has been duplicated in other communities throughout the country.

The Public Hearing held on May 21, 1987, clearly showed -- by the many favorable responses of current users -- that the system is meeting the transportation needs of many handicapped persons.

To continue to provide for the transportation needs of the current users, the Commission on Handicapped makes the following recommendations:

1. That a cap of \$2.00 user fee per one way ride be established.
2. That vendors be required to transport all U.S.S. participants regardless of geographic location within Milwaukee County.
3. That the Mobility Training Program should be retained and be directed toward making disabled persons who can use the Mass Transit Systems - fully independent users of that system.
4. That M.T.S. drivers be given continuing instruction in assisting handicapped and elderly users of the M.T.S. system.

Appendix C (continued)

5. That if new subsidized housing within Milwaukee County be built it should be built on/or near currently existing mass transit routes.

The hearing also brought out concerns of persons who are handicapped and/or elderly and are not currently eligible for service under the User Side Subsidy Program. The most common concern of the public hearing participants related to the issue of eligibility.

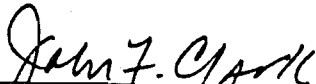
Currently, a person who had a stroke, for example, may be in a wheelchair and through therapy progress to using a cane even though he/she is still unable to use mass transit -- this person is ineligible for the program as it currently is structured. The person with the stroke who appeared at the recent public hearing stated that he was penalized for the progress that he had made.

Another example of people excluded by the present program are people who may have severe mobility problems (e.g.: cerebral palsy, arthritis, M.D., etc.). They have been able to avoid using wheelchairs and manage with a cane, and find themselves unable to qualify for the program as it currently is structured even though they too are unable to use the Milwaukee County Mass Transit System.

The Commission for Handicapped and members of its Transportation Committee upon listening to the testimony at the Public Hearing became aware that some disabled people are ineligible to participate in this program even though they may have severe physical disabilities, and are unable to use the mass transit system.

With the potential savings in the 1987 U.S.S. budget, the Commission for Handicapped suggests that a portion of these resources be used to develop a functional assessment for those disabled persons who are not currently eligible for the User Side Subsidy Program, and who are unable to use mass transit, and for current registrants whose eligibility is in question.

The Commission for Handicapped recognizes that to maintain the current level of service to present users, while at the same time expanding service to other persons who are not eligible, will require the expenditure of additional resources."



John F. Clark, Director
Milwaukee Co. Office on Handicapped

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Special acknowledgement is due Mr. Albert A. Beck, Principal Planner,
for his contributions to the preparation of this report.