

A SPECIALIZED TRANSPORTATION SERVICE PLAN FOR ELDERLY AND DISABLED PERSONS WITHIN WAUKESHA COUNTY

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preparation of this report.

**MEMORANDUM REPORT
NUMBER 71**

**A SPECIALIZED TRANSPORTATION SERVICE
PLAN FOR ELDERLY AND DISABLED PERSONS
WITHIN WAUKESHA COUNTY**

Prepared by the
Southeastern Wisconsin Regional Planning Commission
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TABLE OF CONTENTS

	Page
Chapter I - INTRODUCTION	
Study Purpose.....	1
Study Organization.....	2
Scheme of Presentation.....	2
 Chapter II - EXISTING ELDERLY AND DISABLED TRANSPORTATION SERVICES	
Introduction.....	4
Existing Specialized Transportation Services.....	4
Existing Fixed-Route Transit Services Within Waukesha County.....	25
Specialized Transportation Services in Southeastern Wisconsin and Other Areas.....	30
Summary.....	51
 Chapter III - ASSESSMENT OF UNMET TRANSPORTATION NEEDS OF ELDERLY AND DISABLED WAUKESHA COUNTY RESIDENTS	
Introduction.....	54
Survey Methodology.....	54
Survey Findings.....	56
Conclusions Regarding Transportation Needs Drawn from Survey Effort..	65
Summary.....	67
 Chapter IV - RECOMMENDED SPECIALIZED TRANSPORTATION SERVICE IMPROVEMENTS	
Introduction.....	70
Recommended Improvement Plan.....	71
Plan Implementation Actions.....	89
Summary.....	92
 Chapter V - SUMMARY AND CONCLUSIONS	
Study Organization.....	98
Existing Specialized Transportation Services.....	98
Assessment of Existing Unmet Transportation Needs of Elderly and Disabled Waukesha County Residents.....	102
Recommended Specialized Transportation Service Improvements.....	106
Plan Implementation.....	113

LIST OF APPENDICES

Appendix

A	Characteristics of Principal Specialized Transportation Service Providers Within Southeastern Wisconsin: 1992..	A-1
B	Survey Forms and Outreach Materials Used in Assessment of Unmet Transportation Needs of Elderly and Disabled Waukesha County Residents.....	B-1

C	Detailed Ridership and Operating Expense Projection for the Waukesha County Department of Aging Ride-Line Program.....	C-1
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LIST OF TABLES

Table

Chapter II

2-1	Principal Specialized Transportation Services for Elderly and Disabled Persons Within Waukesha County: 1992.....	4a
2-2	Ridership on the Specialized Transportation Services Directly Provided or Sponsored by the Waukesha County Department of Aging: 1985-1991.....	5a
2-3	Operating, Expenditures, Revenues and Deficits for the Specialized Transportation Services Provided or Sponsored by the Waukesha County Department of Aging:1985-1991.....	5b
2-4	Capital Expenditures for the Waukesha County Department of Aging Ride-Line Program:1985-1991.....	5c
2-5	Portion of Ride-Line Program Ridership Attributable to Dedicated Transportation for Specific Waukesha County Programs: 1985-1991.....	6a
2-6	Registered Users for the Waukesha County Department of Aging Ride-Line Program: 1991.....	7a
2-7	Distribution of the Ridership on the Waukesha County Department of Aging Ride-Line Program by User Type and Trip Purpose.....	7b
2-8	Distribution of Trips Made on the Waukesha County Department of Aging Ride-Line Program Within Waukesha and Milwaukee Counties: April-June 1991.....	8a
2-9	Distribution of Ridership Made on the Waukesha County Department of Aging Ride-Line Program by Civil Division: April-June 1991	8b
2-10	Frequency of Use of the Waukesha County Department of Aging Ride-Line Program by Unduplicated Users: April-June 1991.....	8c
2-11	Ridership, Operating Expenditures, and Operating Deficits for the Waukesha County Parallel Commuter Bus Program: 1987-1991.....	9a

Table		Page
2-12	Registered Users for the Waukesha County Department of Aging User-Side Subsidy Program: 1991.....	11a
2-13	Distribution of the Ridership on the Waukesha County Department of Aging User-Side Subsidy Program by Location and User Type: 1991.....	11b
2-14a	Distribution of Trips Made on the La Casa de Esperanza, Inc. Transportation Service Within Waukesha and Urban Counties.....	18a
2-14b	Distribution of the Ridership on the Specialized Transportation Services Provided by La Casa de Esperanza, Inc. by User Type and Purpose: 1991.....	18b
2-15	Home Residence Community of Users of the American Red Cross/Volunteer Driver Escort Program Transportation Service in Waukesha County: 1991.....	19a
2-15a	School Districts Providing Transportation for Disabled Students Within Waukesha County: January 1992.....	23a
2-16	Summary of the Basic Operating Characteristics of the Fixed-Route Bus Service Provided by the Waukesha County Transit System: January 1992.....	26b
2-17	Summary of the Basic Operating Characteristics of the Fixed-Route Bus Service Provided by the Waukesha County Transit System: 1992 Projected.....	29a
2-18	Comparison of Annual Ridership per Capita on the Principal Specialized Transportation Services in Waukesha County and in Other Counties in Southeastern Wisconsin: 1991.....	42a
2-19	Comparison of Service Utilization on the Principal Specialized Transportation Services in Waukesha County and in Other Counties in Southeastern Wisconsin: 1991...	42b
2-20	Comparison of Service Efficiency on the Principal Specialized Transportation Services in Waukesha County and in Other Counties in Southeastern Wisconsin: 1991...	43a
2-21	Comparison of Funding of Annual Expenses for Principal Specialized Transportation Services in Waukesha County and in Other Counties in Southeastern Wisconsin: 1991....	43b

Table	Chapter III	Page
3-1	Distribution of Returned Surveys of Unmet Transportation Needs of Elderly and Disabled Persons in Waukesha County.....	56a
3-2	Characteristics of Elderly and Disabled Waukesha County Residents Indicating Unmet Transportation Needs.....	57a
3-3	Mobility Characteristics of Disabled Waukesha County Residents Indicating Unmet Transportation Needs.....	57b
3-4	Home Community of Elderly and Disabled Waukesha County Residents Indicating Unmet Transportation Needs.....	58a
3-5	Use of Existing Specialized Transportation Services by Elderly and Disabled Waukesha County Residents Indicating Unmet Transportation Needs.....	58c
3-6	Existing Specialized Transportation Service Used by Elderly and Disabled Waukesha County Residents Indicating Unmet Transportation Needs.....	58d
3-7	Number of Individual Trips Identified by Elderly and Disabled Waukesha County Residents Indicating Unmet Transportation Needs.....	59a
3-8	Frequency of Trips for Elderly and Disabled Waukesha County Residents Indicating Unmet Transportation Needs..	59b
3-9	Distribution of Individual Trip Requests Within Waukesha and Milwaukee Counties for Elderly and Disabled Waukesha County Residents Indicating Unmet Transportation Needs..	60a
3-10	Distribution of Unmet Trips Within Waukesha and Milwaukee Counties for Elderly and Disabled Waukesha County Residents Indicating Unmet Transportation Needs.....	61a
3-11	Distribution of Unmet Trips Indicated by Elderly and Disabled Waukesha County Respondents by Civil Division..	61b
3-12	Distribution of Individual Trip Requests by Trip Purpose for Elderly and Disabled Waukesha County Residents Indicating Unmet Transportation Needs.....	62a
3-13	Distribution of Unmet Trips by Trip Purpose for Elderly and Disabled Waukesha County Residents Indicating Unmet Transportation Needs.....	62b

Table		Page
3-14	Distribution of Individual Trip Requests by Day and Time for Elderly and Disabled Waukesha County Residents Indicating Unmet Transportation Needs.....	62c
3-15	Distribution of Unmet Trips by Day and Time for Elderly and Disabled Waukesha County Residents Indicating Unmet Transportation Needs.....	64a
3-16	Opinions of Elderly and Disabled Waukesha County Residents Indicating Unmet Transportation Needs Regarding Specialized Transportation Fares.....	64b

Chapter IV

4-1	Projected Ridership and Financial Requirements for Shared-Ride Taxi Systems in Wisconsin: 1992.....	74a
4-2	Projected Ridership and Operating Budget for Waukesha County Department of Aging Ride-Line Program with Recommended Service Improvements: 1992-1996.....	82a
4-3	Projected Ridership Operating Expenditures, and Operating Deficits for the Waukesha County Parallel Commuter Bus Project Under the Recommended Specialized Transportation Service Plan: 1992-1996.....	84a
4-4	Projected Capital Project Expenditures for Service Improvements for the Waukesha County Department of Aging Ride-Line Program Under the Recommended Specialized Transportation Service Plan.....	85a

LIST OF FIGURES

Figure

Chapter V

5-1	Average Monthly Ridership on the Principal Public and Private Nonprofit Specialized Transportation Service in Waukesha County: 1992.....	98a
5-2	Proportion of Waukesha County Residents Indicating Unmet Needs Who Were Elderly and Disabled: Fall 1991.....	103a
5-3	Location of Trip Origins and Destinations for Unmet Trips Indicated by Elderly and Disabled County Residents: Fall 1991.....	104a
5-4	Purpose of Unmet Trips Indicated by Elderly and Disabled County Residents: Fall 1991.....	104b

Figure		Page
5-5	Day and Time of Unmet Trips Indicated by Elderly and Disabled County Residents: Fall 1991.....	104c

LIST OF MAPS

Map		Page
	Chapter II	
2-1	Fixed-Route Transit Service Operated by Waukesha County: 1992.....	26a
2-2	Fixed-Route Transit Service Operated by the Waukesha Transit System Utility: January 1992.....	28a
	Chapter IV	
4-1	Potential Area Within Waukesha County where Development of Local Public Transit Services--Fixed-Route Bus or Shared-Ride Taxi--Would be Encouraged.....	72a
4-2	Proposed Service Area for the Complementary Paratransit Service for the Waukesha County Transit System.....	77a

Chapter I

INTRODUCTION

By letter dated May 14, 1991, Waukesha County Executive Daniel M. Finley requested the Southeastern Wisconsin Regional Planning Commission to conduct a study of the need for, and best means of providing, an improved specialized transportation service to elderly and disabled residents of Waukesha County. The study was to consider the potential for increased private sector involvement in the provision of such services and for decentralizing service provision. The study was to inventory the specialized transportation services currently being provided for elderly and disabled persons, to analyze the effectiveness of those services in meeting the transportation needs of the elderly and disabled populations in the County, and to identify, evaluate and recommend alternative means for improving the effectiveness of the existing services in meeting the needs while minimizing the public funding required.

The findings and recommendations of the requested study are documented in this report. The study recommendations are based upon a thorough inventory and analysis of the existing transportation services for elderly and disabled individuals within Waukesha County, analyses of the number and characteristics of potential trips by elderly and disabled residents not being served by the existing transportation services available to these population groups, and an evaluation of alternative means for providing improved transportation services. The study recommends needed improvements in the existing services to meet more fully the needs of the elderly and disabled. The study identifies the public financial commitment and actions necessary by the various levels and units of government concerned to provide the recommended services.

STUDY PURPOSE

The purpose of the study was threefold:

1. To identify the transportation needs of the elderly and disabled population in Waukesha County. The determination of need was to include an evaluation of the effectiveness of the existing transportation services in meeting the needs of elderly and disabled Waukesha County residents for travel within their home community, as well as between Waukesha County communities and into Milwaukee County.
2. To recommend the services that should be provided best to meet the identified travel needs and the extent to which the County should be involved in funding and operating such services.
3. To provide the documentation necessary to support applications for available capital and operating assistance funds available through state and federal sources for transit projects serving elderly and disabled individuals.

STUDY ORGANIZATION

The study was conducted jointly by the staffs of Waukesha County and of the Southeastern Wisconsin Regional Planning Commission. Additional staff assistance was obtained as necessary from certain other agencies concerned with transit development in the study area, including the Wisconsin Department of Transportation.

To provide guidance to the technical staffs in the preparation of this plan, and to involve more directly and actively the concerned and affected public officials, the representatives of agencies and organizations providing transportation and other services to elderly and disabled individuals, and the concerned citizens in the development of specialized transportation service policies and improvement proposals, Waukesha County created the Waukesha County Specialized Transportation Advisory Committee. The full membership of this committee is listed on the inside front cover of this report.

SCHEME OF PRESENTATION

This report consists of six chapters. Following this introductory chapter, Chapter II, "Existing Elderly and Disabled Transportation Services," presents a description of the principal public and private programs and services currently providing transportation services to elderly and disabled Waukesha County residents. It includes pertinent information on the operation and utilization of the various services and the efforts to coordinate these services. An analysis of the ridership characteristics of each service on the basis of available ridership data is also presented. The chapter also includes a comparative evaluation of the principal specialized transportation services for elderly and disabled persons in Waukesha County with those identified in other counties in southeastern Wisconsin. Aspects of such services in the other counties which might be of use in developing improved specialized transportation services in Waukesha County were thus identified.

Chapter III, "Assessment of Unmet Transportation Needs of Elderly and Disabled Waukesha County Residents," identifies the transportation needs of elderly and disabled persons residing in Waukesha County that are not being met by the transportation services currently being provided. This chapter includes a summary of the findings of the special survey and outreach effort conducted under the study. The survey and outreach effort was designed to determine the number and residence location of elderly and disabled individuals in Waukesha County who believed they were not being adequately served by existing transportation services, and to determine the number and characteristics of the trips which these individuals desired to make with existing or potential transportation services. Based upon this information, and the information on the existing transportation services provided in Chapter II, conclusions were drawn concerning the unmet transportation needs of the elderly and disabled in the County.

Chapter IV, "Recommended Specialized Transportation Service Improvements," describes the recommended plan for providing improved transportation services for the elderly and disabled residents of Waukesha County. Recommendations are included for needed improvements in the existing specialized transportation

services to meet the identified transportation needs of the elderly and disabled population in the County. The actions necessary to implement the plan recommendations are also identified, as are the agencies responsible for overseeing plan implementation.

Chapter V, "Summary and Conclusions," provides a summary of the significant findings and recommendations of the planning effort.

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Chapter II

EXISTING ELDERLY AND DISABLED TRANSPORTATION SERVICES

INTRODUCTION

An understanding of the existing transportation services for elderly and disabled individuals in Waukesha County is basic to the preparation of a sound plan for providing improved transportation services for these population groups. This understanding should be based upon pertinent information describing the eligibility, operating, and ridership characteristics of the principal transportation services.

This chapter documents the findings of an inventory of the principal programs and services available during 1992 to provide transportation to elderly and disabled individuals within Waukesha County. Presented first is a description of each of the principal specialized transportation services for elderly and disabled individuals which were available within the County during 1992, along with existing efforts to coordinate such services. This is followed by a brief description of the existing fixed-route transit services available to the general public within the County as provided by both Waukesha County and the City of Waukesha Transit System Utility. Finally, this chapter also includes a description of specialized transportation programs for elderly and disabled individuals which are operated in other counties in southeastern Wisconsin and the State which could be considered to be innovative or superior with respect to the method of providing service, ridership levels, or the use of available Federal and State funding programs and, consequently, could have elements which could potentially be applied within Waukesha County.

EXISTING SPECIALIZED TRANSPORTATION SERVICES

An inventory of the principal specialized transportation services available to elderly and disabled individuals within Waukesha County during 1992 was conducted as part of the study. Table 2-1 summarizes the basic characteristics of the services identified, including information on the service sponsor, service provider, service area, service hours, response time, eligible user, fares, type of vehicles used, and estimated average monthly ridership in 1991. The information presented for each service provider was gathered from existing service providers through interviews with the Commission staff and supplemented with information from an inventory of specialized transportation providers conducted under a study of specialized transportation services in Waukesha County by a special task force of the United Way in Waukesha County.¹

¹See Draft Final Report-Transportation Task Force, United Way in Waukesha County, January 1990.

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Table 2-1

PRINCIPAL SPECIALIZED TRANSPORTATION SERVICES FOR
ELDERLY AND DISABLED PERSONS WITHIN WAUKESHA COUNTY: 1992

Name of Service Provider/Sponsor	Type of Service	Eligible Users	Days and Hours of Operation	Service Area	Restrictions on Trip Purposes
Waukesha County Department of Aging: Ride Line Program.....	48-hour advance reservation, door-to-door	Waukesha County residents, 60 years and older, and disabled persons 18 and older who use a wheelchair, walker, cane, or crutches; or who are legally blind	Weekdays, 7:00 a.m. to 6:00 p.m.	Waukesha County	Medical, nutritional, and employment trips have highest priority
User-Side Subsidy Program ^a	Demand responsive taxicab, door-to-door	Waukesha County residents, 60 years and older, and disabled persons receiving Social Security Disability Income	During regular taxi operation hours ^b	Cities of Waukesha and Oconomowoc	Medical, nutritional, and employment trips have highest priority
Parallel Commuter Bus Program ^c	48-hour advance reservation, door-to-door	Disabled persons who use a wheelchair, walker, crutches, or cane; or who are legally blind	Weekdays, 7:00 a.m. to 6:00 p.m.	Area within one mile on both sides of the three regular all day fixed bus routes subsidized by Waukesha County between the City of Waukesha and the Milwaukee central business district	Medical, nutritional, and employment trips have highest priority
Menomonee Falls Elderly Localized Bus Service ^d ..	24-hour advance reservation, door-to-door	Menomonee Falls residents 60 years and older who are ambulatory	Wednesdays: 9:00 a.m. to 4:00 p.m. Fridays: 9:00 a.m. to 1:00 p.m.	Village of Menomonee Falls	Medical, and nutritional trips have highest priority

Table 2-1 (continued)

Name of Service Provider/Sponsor	Type of Service	Eligible Users	Days and Hours of Operation	Service Area	Restrictions on Trip Purposes
Waukesha County Department of Aging (continued) Volunteer Driver Escort Program ^e	One week advance reservation, door-thru-door	Waukesha County residents who are ambulatory and not able to find other transportation	Weekdays: 8:00 a.m. to 5:00 p.m.	Waukesha County and surrounding counties	Medical trips have priority
City of Waukesha Transit System Utility METROLIFT Program ^f	Next day advance reservation, door-to-door	All disabled individuals of any age whose disability makes it absolutely impossible to use the City's fixed route bus service	Weekdays: 6:00 a.m. to 6:15 p.m. Saturdays: 8:00 a.m. to 6:00 p.m.	Area within three-quarters of a mile of the City's fixed bus routes	None
LaCasa de Esperanza, Inc....	48-hour advance reservation, door-to-door	Waukesha County residents, 55 years and older, and disabled persons of any age	Mondays, Thursdays, Fridays: 7:00 a.m. to 5:00 p.m.; Tuesdays and Wednesdays: 7:00 a.m. to 7:00 p.m.	Waukesha County and metropolitan Milwaukee	Medical and nutritional trips have priority
American Red Cross.....	One week advance reservation, door-to-door	Any ambulatory Waukesha County resident	Weekdays: 8:00 a.m. to 5:00 p.m.	Waukesha County and surrounding counties	Medical trips have priority
Silver Streak Taxicab Service.....	Demand responsive taxicab, door-to-door	Persons 55 years of age and older, and disabled persons participating in the Waukesha County Department of Aging User-side Subsidy Program	Monday to Friday: 8:45 a.m. to 5:00 p.m.; Saturday: 9:00 a.m. to 1:00 p.m.; Sunday: 8:00 a.m. to 12:00 p.m.; no holiday service	City of Oconomowoc	None

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Table 2-1 (continued)

Name of Service Provider/Sponsor	Type of Service	Eligible Users	Days and Hours of Operation	Service Area	Restrictions on Trip Purposes
Waukesha County Human Services Department.....	Advance reservation, door-to-door	Department clients only	Weekdays: 8:00 a.m. to 4:30 p.m.	Waukesha and Milwaukee Counties	Medical and school trips have priority
Waukesha Memorial Hospital Transportation Program...	Advance reservation, door-to-door	Patients at Waukesha Memorial Hospital	Weekdays: 8:30 a.m. to 4:30 p.m.	Waukesha County and surrounding counties	Medical for patients only
Memorial Hospital of Oconomowoc.....	Advance reservation, door-to-door	Elderly or disabled individuals receiving medical services at hospital or with appointments at neighboring doctors' offices; individuals enrolled in the hospital's adult day care program	Weekdays: 8:30 a.m. to 4:30 p.m.	Waukesha County and surrounding counties	Medical and adult day care only
Adaptive Community Approach Program ⁶	Demand-responsive van, door through door	Individuals participating in agency programs	Monday: 8:00 a.m. to 4:00 p.m.; Tuesday to Friday: 8:00 a.m. to 5:00 p.m.	Village of Menomonee Falls, Town of Brookfield, City of New Berlin, and City of Waukesha	Trips for agency programs only
Waukesha Training Center, Inc. ⁷	Fixed schedule, door-to-door	Individuals participating in agency programs	Weekdays: 6:00 a.m. to 9:00 a.m. and 3:00 p.m. to 6:00 p.m.	Waukesha County	Trips for agency programs only
Goodwill Industries.....	Fixed schedule, door-to-door	Individuals participating in agency programs	Weekdays: 6:30 a.m. to 8:30 a.m. and 2:30 p.m. to 4:30 p.m.	Waukesha and Milwaukee Counties	Trips for agency programs only

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Table 2-1 (continued)

Name of Service Provider/Sponsor	Type of Service	Eligible Users	Days and Hours of Operation	Service Area	Restrictions on Trip Purposes
The Ranch.....	Fixed schedule, door-to-door	Individuals participating in agency programs	Weekdays: 6:00 a.m. to 9:00 a.m. and 1:15 p.m. to 6:00 p.m.	Waukesha and Milwaukee Counties	Trips for agency programs only
Waukesha County School Districts.....	Fixed route, fixed schedule	Disabled elementary and secondary school students within school districts	Schooldays: 5:30 a.m. to 5:00 p.m.	Within and between Waukesha County school districts	School-related only
Kettle Moraine Ambulance Service.....	Advance reservation, door-to-door	Anyone with need for specialized transportation	Weekdays: 6:00 a.m. to 6:00 p.m.; nights and weekends upon advance reservation	Southeastern Wisconsin	Medical trips only
Kettle Moraine Van Service.	Advance reservation, door-to-door	Anyone with need for specialized transportation	Weekdays: 7:00 a.m. to 4:00 p.m.	Waukesha County and surrounding counties	Medical trips only
Femzac Company.....	Advance reservation, door-to-door	Anyone with need for specialized transportation	Monday-Saturday, 24 hours a day	Milwaukee metro area	Medical trips only
Curtis Universal Ambulance Service.....	Advance reservation, door-to-door	Anyone with need for specialized transportation	Seven days a week, 24 hours a day	Southeastern Wisconsin	Medical trips and to facilities for elderly/disabled
Paratech Ambulance Service, Inc.....	Advance reservation, door-to-door	Anyone with need for specialized transportation	Seven days a week, 24 hours a day	Southeastern Wisconsin	Medical trips only
Brewah Care Transport.....	Advance reservation, door-to-door	Anyone with need for specialized transportation	Weekdays, 12 hours a day, Weekends and holidays, 10 hours a day	Milwaukee metro area	None

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Table 2-1 (continued)

Name of Service Provider/Sponsor	Type of Service	Eligible Users	Days and Hours of Operation	Service Area	Restrictions on Trip Purposes
Specialized Transport Service, Inc.....	Advance reservation, door- to-door	Anyone with need for specialized transportation	Seven days a week, 24 hours a day	Waukesha County and surrounding counties	None

-continued-

Table 2-1 (continued)

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Name of Service Provider/Sponsor	Capacity Constraints	Fares	Vehicles Used		Average Monthly One-Way Trips; 1991
			Type	Wheelchair Accessible	
Waukesha County Department of Aging: Ride Line Program.....	Trips occasionally rescheduled or refused due to insufficient capacity; limit of 5 trips into Milwaukee County per year	\$1.25 per one-way trip within community; \$2.50 per one-way trip between communities	Vans, small buses	Yes	2,000
User-Side Subsidy Program ^a	Limit of eight one-way trips per month	Varies by distance or community. \$1.25 per one-way trip subsidized by Waukesha County	Taxicabs	No	2,300
Parallel Commuter Bus Program ^c	Trip occasionally rescheduled due to insufficient capacity	\$1.25 per one-way trip within community. \$2.50 per one-way trip between communities	Vans	Yes	100
Menomonee Falls Elderly Localized Bus Service ^d ..	None	\$1.00 per one-way trip	School buses	No	175
Volunteer Driver Escort Program ^e	Trips occasionally rescheduled or refused due to lack of volunteer drivers	Donations encouraged	Automobiles	No	15
City of Waukesha Transit Utility METROLIFT Program ^f	None	\$1.20 per one-way trip	School buses	Yes	900

-continued-

Table 2-1 (continued)

Name of Service Provider/Sponsor	Capacity Constraints	Fares	Vehicles Used		Average Monthly One-Way Trips; 1991
			Type	Wheelchair Accessible	
LaCasa de Esperanza, Inc..	Trips occasionally rescheduled or refused due to insufficient capacity	\$2.00 per one-way trip within the City of Waukesha; higher fares based on mileage outside City limits	Vans	Yes	750
American Red Cross.....	Trips occasionally rescheduled or refused due to insufficient capacity	None, although donations are encouraged	Automobiles	No	400
Silver Streak Taxicab Service.....	None	\$2.25 per one-way trip	Automobiles	No	700
Waukesha County Human Services Department.....	Unable to fill all requests	None	Automobiles	No	300
Waukesha Memorial Hospital Transportation Program...	None	\$5.00 scheduling fee regardless of number of trips scheduled	Van	No	275 ^h
Memorial Hospital at Oconomowoc.....	None	\$5.50 per round trip for trips of 5 miles or less; \$6.50 per round trip for trips of 5 to 10 miles; \$7.50 per round trip for trips over 10 miles	Van	Yes	200
Adaptive Community Approach Program ^s	Trips occasionally rescheduled or refused due to insufficient capacity	\$1.00 per one-way trip within the City of Waukesha; \$2.00 per one-way trip outside the City of Waukesha	Van	Yes	250

-continued-

Table 2-1 (continued)

Name of Service Provider/Sponsor	Capacity Constraints	Fares	Vehicles Used		Average Monthly One-Way Trips; 1991
			Type	Wheelchair Accessible	
Waukesha Training Center, Inc. ²	None	Based upon each individual's ability to pay	Buses	Yes	N/A ¹
Goodwill Industries.....	None	Based upon each individual's ability to pay	Buses	Yes	N/A ¹
The Ranch.....	None	Based upon each individual's ability to pay	Buses	Yes	N/A ¹
Waukesha County School Districts.....	None	None	Buses	Yes	N/A ¹
Kettle Moraine Ambulance Service.....	None	\$15.00 per one-way trip	Buses and vans	Yes	800
Kettle Moraine Van Service	None	\$21.00 per one-way trip plus zone charges	Vans and Automobiles	Yes	4,000
Femzac Company.....	None	\$12.95 per one-way trip plus zone charges	Vans	Yes	N/A ¹
Curtis Universal Ambulance Service.....	None	\$190.00 plus mileage charges	Ambulances	Yes	900
Paratech Ambulance Service, Inc.....	None	\$205.00 plus mileage charges	Vans and Ambulances	Yes	N/A ¹
Brewah Care Transport.....	None	\$12.95 plus mileage charges	Vans	Yes	9,600

-continued-

Table 2-1 (continued)

Name of Service Provider/Sponsor	Capacity Constraints	Fares	Vehicles Used		Average Monthly One-Way Trips; 1991
			Type	Wheelchair Accessible	
Specialized Transport Service.....	None	\$13.00 plus mileage charges	Vans	Yes	300

^aService is provided by private Taxicab companies of Best Cab and Yellow/Checker Cab in the City of Waukesha, and by the Silver Streak Taxicab Services in the City of Oconomowoc.

^bTaxicab service is available 24-hours a day, seven days a week within the City of Waukesha. Taxicab service provided in the City of Oconomowoc is available weekdays between 8:45 a.m. and 5:00 p.m., Saturdays between 9:00 a.m. and 1:00 p.m., and Sundays between 8:00 a.m. and 12:00 p.m.

^cService is provided concurrently with the service provided under the Ride-Line Program.

^dService is jointly sponsored by the Waukesha County Department of Aging and the Recreation/Community Education Department of the School District of Menomonee Falls, and is provided by the Johnson Bus Company.

^eService is provided by the Retired Seniors Volunteer Program of Waukesha County in conjunction with and coordinated by the American Red Cross transportation service.

^fService is provided by Dairyland Buses, Inc.

^gIn addition to operating a single van with its own staff to provide transportation for its clients, the Adaptive Community Approach Program also uses other service providers including La Casa de Esperanza, Inc., Kettle Moraine Ambulance Service, and the Nichols Medical Transport.

^hService was initiated on February 12, 1992. Ridership shown represents average monthly trips through May 12, 1992.

ⁱIndicates data not available or would not be disclosed.

Source: SEWRPC

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In general, most of the specialized transportation services available to elderly and disabled Waukesha County residents do not use fixed routes or regular schedules, but instead provide service on demand so long as trips to be made are by eligible clientele, are requested in advance, are to be made within the hours of operation of a particular service, and have origins and destinations within the area served by each service. A limited number of service providers operate regularly scheduled service which provides transportation to disabled clientele of sponsoring public and private organizations and agencies to and from specific facilities in Waukesha or Milwaukee Counties providing rehabilitation and training services, or employment services to disabled individuals. The specialized transportation services provided by the various public and private agencies and organizations, along with private businesses, are described in the following sections.

Waukesha County Department of Aging

The Waukesha County Department of Aging is the principal provider of specialized transportation services within Waukesha County. During 1992, the Department directly provided specialized transportation service using County employees and equipment under two programs--the Ride-Line program and the parallel commuter bus program. The Department also administers a user-side subsidy program which subsidizes the fares of elderly and disabled individuals using available taxicab services offered within the City of Waukesha and the City of Oconomowoc. The Department also sponsors, jointly with the Recreation/Community Education Department of the School District of Menomonee Falls, a special local bus service for the elderly within the Village of Menomonee Falls. Finally, the Department sponsors a Volunteer Driver Escort Program through which transportation service is provided by the American Red Cross and Retired Volunteer Program to individuals who are also in need of personal assistance to complete their trips.

The total annual ridership on the specialized transportation services directly provided or sponsored by the Department of Aging was approximately 54,400 one-way trips during 1991. A breakdown of the annual ridership on each of the transportation services provided or sponsored by the Department of Aging during the period 1985-1991 is presented in Table 2-2. The total operating costs for the Department of Aging specialized transportation services during 1991 was approximately \$370,000, of which about \$117,000, or 32 percent, was subsidized through property taxes levied by Waukesha County. The operating and capital expenditures for the specialized transportation services provided or sponsored by the Waukesha County Department of Aging during the period 1985 through 1991 are shown in Tables 2-3 and 2-4, respectively. The following sections provide a description of the individual transportation services provided or sponsored by the Department of Aging.

Ride-Line Program: Under the Ride-Line transportation program, the Waukesha County Department of Aging offers a countywide advance reservation, door-to-door transportation service to elderly persons 60 years of age or older, and to nonelderly adult disabled individuals between the ages of 18 and 59. To be eligible for the service, individuals must be residents of Waukesha County and must currently reside in their own homes or apartments. County residents residing in nursing homes, retirement facilities with their own transportation service, and family care and group homes are not eligible for the service. Disabled individuals must require the use of a wheelchair, walker, cane,

9/14/92

**RIDERSHIP ON THE SPECIALIZED TRANSPORTATION SERVICES DIRECTLY PROVIDED
OR SPONSORED BY THE WAUKESHA COUNTY DEPARTMENT OF AGING: 1985-1991**

Program/Service Name	One-Way Trips By Year						
	1985	1986	1987	1988	1989	1990	1991
^a Ride-line Program.....	27,020	29,350	29,535	29,057	29,626	25,241	24,055
User-Side Subsidy Program.....	27,544	30,331	32,665	33,614	32,788	31,202	27,213
Volunteer Driver Escort Program.....	303	126	154	368	274	170	157
Menomonee Falls Elderly Localized Bus Service.....	--	--	--	^b 2,100	^b 2,400	^b 2,000	^b 2,100
Oconomowoc Elderly Localized Bus Service..... ^a	1,849	1,712	1,747	1,402	1,107	1,198	^c 900
PM Ride-Line.....	956	995	821	768	552	368	--
Total	57,672	62,514	64,922	67,309	66,747	60,179	54,425

^a

Includes trips made on the parallel commuter bus program.

^b

Estimated.

^c

Service provided only for three months from March through June 1991.

Source: Waukesha County Department of Aging and SEWRPC.

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Table 2-3

OPERATING EXPENDITURES, REVENUES AND DEFICITS
FOR THE SPECIALIZED TRANSPORTATION SERVICES
PROVIDED OR SPONSORED BY THE WAUKESHA
COUNTY DEPARTMENT OF AGING: 1985-1991

Program/Service Name	Expenditures By Year						
	1985	1986	1987	1988	1989	1990	1991 ^d
Ride-Line Program^b							
Total Operating Expenses.....	\$195,700	\$211,400	\$217,900	\$230,300	\$242,500	\$251,500 ^c	\$314,600 ^d
Total Passenger Revenue.....	29,000	38,100	52,700	55,400	63,300	67,000	67,500
Total Operating Deficit							
State Share.....	99,500	105,900	110,700	115,400	122,700	134,700	137,000
County Share.....	67,200	67,400	54,500	59,500	56,500	49,800	110,100
Total	166,700	173,300	165,200	174,900	179,200	184,500	247,100
User-Side Subsidy Program							
Total Operating Expenses.....	\$46,500	\$52,200	\$56,600	\$48,700	\$47,500	\$45,600	\$43,700
Total Passenger Revenue.....	—	—	—	—	—	—	4,600
Total Operating Deficit							
State Share.....	34,700	37,900	42,300	43,400	39,000	34,000	37,900
County Share.....	11,800	14,300	14,300	5,300	8,500	11,600	1,200
Total	46,500	52,200	56,600	48,700	47,500	45,600	39,100
Volunteer Driver Escort Program							
Total Operating Expenses.....	\$1,700	\$900	\$1,100	\$1,900	\$1,400	\$1,200	\$1,300
Total Passenger Revenue.....	300	100	100	100	—	—	—
Total Operating Deficit							
State Share.....	—	—	—	—	—	—	—
County Share.....	1,400	800	1,000	1,800	1,400	1,200	1,300
Total	1,400	800	1,000	1,800	1,400	1,200	1,300
Menomonee Falls Elderly Localized Bus Service							
Total Operating Expenses.....	—	—	—	\$6,000	\$9,200	\$9,400	\$9,300
Total Passenger Revenue.....	—	—	—	800	1,000	800	1,100
Total Operating Deficit							
State Share.....	—	—	—	—	—	—	—
School District Share ^e	—	—	—	3,300	5,000	5,500	4,500
County Share.....	—	—	—	1,900	3,200	3,100	3,700
Total	—	—	—	5,200	8,200	8,600	8,200
Oconomowoc Elderly Localized Bus Service							
Total Operating Expenses.....	\$7,600	\$8,800	\$9,100	\$11,200	\$10,200	\$9,800	\$2,400
Total Passenger Revenue.....	1,400	1,300	1,700	1,400	1,100	1,200	1,000
Total Operating Deficit							
State Share.....	—	—	—	—	—	—	—
City Share ^f	3,100	3,750	3,700	4,900	4,550	4,300	700
County Share.....	3,100	3,750	3,700	4,900	4,550	4,300	700
Total	6,200	7,500	7,400	9,800	9,100	8,600	1,400
PM Ride-Line Program^b							
Total Operating Expenses.....	\$14,100	\$15,000	\$12,500	\$16,600	\$12,500	\$11,100	—
Total Passenger Revenue.....	1,200	1,200	1,400	1,300	900	1,800	—
Total Operating Deficit							
State Share.....	—	—	—	—	—	—	—
County Share.....	12,900	13,800	11,100	15,300	11,600	9,300	—
Total	12,900	13,800	11,100	15,300	11,600	9,300	—
Total All Programs							
Total Operating Expenses.....	\$265,600	\$288,300	\$297,200	\$314,700	\$323,300	\$328,600	\$371,300
Total Passenger Revenue.....	31,900	40,700	55,900	59,000	66,300	70,800	74,200
Total Operating Deficit							
State Share.....	134,200	143,800	153,000	158,800	161,700	168,700	174,900
School District Share.....	—	—	—	3,300	5,000	5,500	4,500
City Share.....	3,100	3,750	3,700	4,900	4,550	4,300	700
County Share.....	96,400	100,050	84,600	88,700	85,750	79,300	117,000
Total	233,700	247,600	241,300	255,700	257,000	257,800	297,100

^aEstimated

^bIncludes financial data for the parallel commuter bus program which has been operated in conjunction with these programs.

^cIncludes vehicle lease charge of \$2,900.

^dIncludes vehicle lease charge of \$20,900

^eIncludes local property taxes from the School District of Menomonee Falls.

^fIncludes local property taxes from the City of Oconomowoc.

Source: Waukesha County Department of Aging and SEWRPC.

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Table 2-4

**CAPITAL EXPENDITURES FOR THE WAUKESHA COUNTY
DEPARTMENT OF AGING RIDE-LINE PROGRAM: 1985-1991**

Year	Total Capital Expenditures	Proceeds from Sale of Old Vehicles	Net Capital Expenditures	Vehicle Lease Charge^a
1985	\$23,000	--	\$23,000	--
1986	27,300	--	27,300	--
1987	33,500	--	33,500	--
1988	65,300	\$1,500	63,800	--
1989	29,700	900	28,800	--
1990	29,900	--	29,900	\$2,900
1991	96,500	--	96,500	20,900

^a Prior to 1990 vehicle purchase were made by the Waukesha County Department of Aging. Beginning with 1990 vehicle purchases are made through the Waukesha County Purchasing Department. Annual lease charges for the vehicles are then placed into a vehicle replacement fund administered by the Waukesha County Finance Department to fund future vehicle purchases for the Department of Aging.

Source: Waukesha County Department of Aging and SEWRPC.

crutches, or leg braces, or be legally blind. The service is provided by county employees using a fleet of eight county-owned vehicles, including four wheelchair-accessible vans, two small wheelchair-accessible buses, and two small nonaccessible buses. The vehicle fleet for the Ride-Line program has been expanded two times recently in response to the need for additional service capacity. The fleet was expanded from six to seven vehicles in 1984, and from seven to its current eight vehicles in 1988. The current fleet does not include any vehicles maintained strictly as spare vehicles.

Transportation service under the Ride-Line program is provided on a 48-hour -- two working days -- advance reservation basis. The service is currently available Monday through Friday from 7:00 a.m. until 6:00 p.m. No service is provided on Saturdays, Sundays, or holidays. Reservation service for trip request is available during the same times which the service is provided. In scheduling service for trip requests, trips for medical; nutritional, including grocery shopping; and work-related purposes are given the highest priority, followed by trips for nonfood-related shopping, personal business, and social recreational activities. The service area for the Ride-Line program is limited to trips with origins and destinations within Waukesha County. Exceptions are made to this policy for medical purpose trips into Milwaukee County for which the program allows eligible users to make up to five round trips into Milwaukee County each year.

The regular fares charged for trips made on the Ride-Line transportation service range from a minimum fare of \$1.25 per one-way trip for trips made entirely within one community in Waukesha County, to \$2.50 per one-way trip for trips made between communities in Waukesha County or between Waukesha County and Milwaukee County. All passengers are required to pay the applicable fare except passengers being transported to and from congregate nutrition sites under an intradepartmental agreement with the Department's congregate nutrition program. The Ride-Line program bills the congregate nutrition program for the total costs incurred for providing this specialized transportation service. On trips for medical purposes, an attendant is allowed to ride at no charge. For nonmedical trips, both the disabled person and any necessary attendant are required to pay the applicable regular fare.

As noted above with respect to passenger fares, the Ride-Line program is used to provide transportation service to individuals participating in other Department of Aging programs. In this respect, the Ride-Line program is used to transport individuals to and from congregate meal sites at various locations within the County provided under the Department's congregate nutrition program. The Ride-Line program is also used to provide transportation to individuals participating in the Department's adult day care program operated out of the Northview Home in the Town of Pewaukee. In addition, the Ride-Line program also provides transportation on a space available basis to individuals participating in the County's mental health day treatment program provided at the County Mental Health Center which is also operated out of the Northview Home. The portion of ridership on the Ride-Line transportation service attributable to such program-related transportation over the period 1985 through 1991 is presented in Table 2-5. The information presented in this table indicates that a significant proportion of the total annual ridership on the Ride-Line transportation service during this period has been a result of dedicated program-related transportation,

Table 2-5

PORTION OF RIDE-LINE PROGRAM RIDERSHIP ATTRIBUTABLE TO DEDICATED
TRANSPORTATION FOR SPECIFIC WAUKESHA COUNTY PROGRAMS: 1985-1991

Year	Program-Related Trips								Other Trips		Total Trips	
	Adult Day Care*		Mental Health Day Treatment*		Congregate Meal Site		Total		Number of One-Way Trips	Percent of Total Trips	Number of One-Way Trips	Percent of Total Trips
	Number of One-Way Trips	Percent of Total Trips	Number of One-Way Trips	Percent of Total Trips	Number of One-Way Trips	Percent of Total Trips	Number of One-Way Trips	Percent of Total Trips				
1985	8,659	32.0	1,962	7.3	—	—	10,621	39.3	16,399	60.7	27,020	100.0
1986	9,524	32.4	1,610	5.5	2,469	8.4	13,603	46.3	15,747	53.7	29,350	100.0
1987	8,995	30.5	1,844	6.2	3,731	12.6	14,570	49.3	14,965	50.7	29,535	100.0
1988	9,307	32.0	1,489	5.1	3,883	13.4	14,679	50.5	14,378	49.5	29,057	100.0
1989	10,396	35.1	1,334	4.5	4,979	16.8	16,709	56.4	12,917	43.6	29,626	100.0
1990	8,585	34.0	621	2.5	4,320	17.1	13,526	53.6	11,715	46.4	25,241	100.0
1991	6,213	25.8	446	1.9	3,871	16.1	10,530	43.8	13,525	56.2	24,055	100.0

* Includes trips made on contracted transportation provided by Kettle Moraine Vans, Inc. Between 15 and 20 percent of program-related trips were carried on contract transportation service between 1985 and 1990. Contract transportation services by Kettle Moraine Vans, Inc. was discontinued in 1991.

Source: Waukesha County Department Of Aging and SEWRPC.

with over 50 percent of the one-way trips made on the Ride-Line program during 1988 through 1990 attributable to program-related transportation service. Over 60 percent of the program-related trips and about one-third of the total number of trips made on the Ride-Line transportation service during this period were attributable to dedicated transportation service provided for the Department's adult day care program. The portion of ridership attributable to the Department's congregant nutrition program during this period was also significant, representing about 30 percent of all program-related trips and about 15 percent of the total number of trips made on the service.

The Ride-Line program is required to reserve a number of vehicles in its fleet during certain times of each weekday for providing program-related transportation service. In this respect, the Ride-Line program currently assigns three to four vehicles each weekday between 7:30 a.m. and 9:00 a.m., and again between 3:45 p.m. and 6:00 p.m. to provide service for individuals participating in the County's adult day care and mental health day treatment programs. One vehicle is currently assigned to provide service to and from a different congregate nutrition site each weekday between 10:30 a.m. and 1:00 p.m. The vehicles used to serve the trip demands of individuals participating in these County programs are usually not available to serve the general trip requests of other eligible Ride-Line users at these times. In the past, this has resulted in some capacity problems. To alleviate some of the capacity problems, the Department of Aging in past years contracted with a private transportation provider--Kettle Moraine Vans, Inc.--to provide service for some participants in the County's adult day care and mental health day treatment programs. Between 1985 and 1990, approximately 15 to 20 percent of the adult day care and mental health day treatment program-related trips were made on this contracted transportation service. The contract with the private transportation provider was discontinued in 1991.

During 1991, a total of 741 persons were registered to use the Ride-Line transportation service. A breakdown of the registered users by user type is presented in Table 2-6. As shown in this table, the vast majority of registered users was ambulatory elderly persons. The distribution of ridership on the Ride-Line program by user type and trip purpose during the period 1985 through 1991 is presented in Table 2-7. As can be seen from this table, total annual ridership on the Ride-Line program reached its highest level over this period in 1989 when it provided approximately 29,600 one-way trips. Ridership on the program declined over the next two years to approximately 24,100 one-way trips in 1991, or about 19 percent below 1989 ridership levels. The principal reason for this decline can be directly attributed to a decline in the number of trips provided under the program for the County's adult day care and congregate nutrition site programs. The information provided in Table 2-7 also indicates that the proportion of one-way trips made by elderly users has increased from about 81 percent of the trips in 1985 to about 92 percent of the trips in 1991. With respect to trip purpose, the proportion of one-way trips made for medical purposes has remained relatively stable between 1985 and 1991 at about 50 to 55 percent of all Ride-Line trips. Notably, trips for social recreational purposes have declined from about 18 percent of the trips in 1985 to about 6 percent of the trips in 1991. Trips for nutrition have increased from about 6 percent of the trips in 1985 to about 19 percent of the trips in 1991. The above-noted changes in the composition of the trips by trip purpose and by user-type can be

TABLE 2-6
REGISTERED USERS FOR THE WAUKESHA COUNTY
DEPARTMENT OF AGING RIDE-LINE PROGRAM:1991

Mobility Status	Elderly ^a		Non-Elderly		Total	
	Number	Percent of Total	Number	Percent of Total	Number	Percent of Total
Ambulatory.....	584	85.8	28	46.7	612	82.6
Nonambulatory ^b	97	14.2	32	53.3	129	17.4
Total	681	100.0	60	100.0	741	100.0

^aPersons 60 years of age and older.

^bIncludes persons using wheelchairs or motorized scooters.

Source: Waukesha County Department of Aging and SEWRPC.

Table 2-7

DISTRIBUTION OF THE RIDERSHIP ON THE WAUKESHA
COUNTY DEPARTMENT OF AGING RIDE-LINE
PROGRAM BY USER TYPE AND TRIP PURPOSE: 1985-1991

Characteristic	One-Way Trips By Year													
	1985		1986		1987		1988		1989		1990		1991 ^a	
	Number of Trips	Percent of Total Trips	Number of Trips	Percent of Total Trips	Number of Trips	Percent of Total Trips	Number of Trips	Percent of Total Trips	Number of Trips	Percent of Total Trips	Number of Trips	Percent of Total Trips	Number of Trips	Percent of Total Trips
User Type														
Elderly, Ambulatory.....	17,733	65.6	21,369	72.8	19,564	66.2	19,384	66.7	21,827	73.7	18,640	73.8	18,022	74.9
Elderly, Nonambulatory.....	4,060	15.0	3,941	13.4	4,595	15.6	5,474	18.8	4,793	16.2	4,764	18.9	4,150	17.3
Non-Elderly, Ambulatory.....	4,795	17.7	3,598	12.3	4,899	16.6	3,640	12.5	2,125	7.2	1,238	4.9	775	3.2
Non-Elderly, Nonambulatory...	432	1.6	442	1.5	477	1.6	559	1.9	881	3.0	599	2.4	1,108	4.6
Total	27,020	100.0	29,350	100.0	29,535	100.0	29,057	100.0	29,626	100.0	25,241	100.0	24,055	100.0
Trip Purpose														
Medical.....	14,567	53.9	15,640	53.3	15,022	50.9	15,956	54.9	16,339	55.2	13,565	53.7	13,300	55.3
Employment.....	2,118	7.8	1,945	6.6	1,600	5.4	1,134	3.9	743	2.5	659	2.6	892	3.7
Nutrition.....	1,571	5.8	3,729	12.7	4,809	16.3	4,848	16.7	5,805	19.6	5,237	20.7	4,476	18.6
Education/Training.....	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Social/Recreational.....	4,736	17.5	3,401	11.6	3,951	13.4	2,643	9.1	2,532	8.5	1,694	6.7	1,528	6.4
Shopping/Personal Business.....	4,028	14.9	4,635	15.8	4,153	14.1	4,476	15.4	4,207	14.2	4,086	16.2	3,859	16.0
Total	27,020	100.0	29,350	100.0	29,535	100.0	29,057	100.0	29,626	100.0	25,241	100.0	24,055	100.0

^aEstimated

Source: Waukesha County Department of Aging and SEWRPC.

attributed to the increase in ridership on the Ride-Line program by elderly individuals participating in the County's congregate nutrition program.

To provide information on the pattern of trips made by users of the Ride-Line transportation service, the trips logs of the Ride-Line program for the months of April, May and June, 1991 were examined. This period was selected for examination as it represented the highest ridership period for the Ride-Line program during 1991. Information from the program trip logs for this period was used to develop data on the proportion of trips made on the program entirely within Waukesha County communities, between Waukesha County communities, and between Waukesha and Milwaukee County. A summary of this distribution of trips is presented in Table 2-8. Table 2-9 presents detailed information on the total number of trips made on the Ride-Line transportation service, both within and between each civil division within Waukesha County, as well as between Waukesha and Milwaukee County civil divisions during this period.

During the second quarter of 1991, approximately 6,300 one-way trips were made on the Ride-Line transportation service. Of the total number of trips, about 6,100 trips, or 97 percent, were made entirely within Waukesha County. About 200 trips, or about 3 percent, were made between Waukesha and Milwaukee County. Of the 6,100 trips made within Waukesha County, about 1,900 trips were made entirely within individual communities within the county. Of these 1,900 trips, about 800 trips, or 42 percent, were made entirely within the City of Waukesha, and an additional 700 trips, or 37 percent, were made entirely within the Village of Menomonee Falls, the Village of Hartland, and the City of Oconomowoc. About 4,200 trips, or about 69 percent of the 6,100 trips made within Waukesha County during the second quarter of 1991, were made between Waukesha County communities. Of this amount, about 3,200 trips, or about 76 percent, were made to or from either the City of Waukesha, or the Town of Pewaukee. The City of Waukesha has the largest elderly population within the county. The County's adult day care and mental health day treatment program are operated out of the Northview Home, located in the Town of Pewaukee. Trips made specifically between just the City of Waukesha and the Town of Pewaukee accounted for about 800 trips, or 25 percent, of the 3,200 total trips made to or from these two communities. Of the approximately 200 trips made between Waukesha and Milwaukee County, about 150 trips, or 75 percent, were made to or from medical facilities located within either the City of Milwaukee, or the City of Wauwatosa.

An analysis of the utilization of the Ride-Line transportation service indicating the frequency of travel by unduplicated users of the service during the second quarter of 1991 is presented in Table 2-10. A total of 521 eligible individuals used the Ride-Line transportation program to make at least one trip during this period. About 390 users, or 75 percent of the individuals using the service over the period, made 15 or fewer trips during a three-month period, or an average of 5 or fewer trips per month. A total of 469, or 90 percent of the individuals using the service over this period, made 30 or fewer trips, or an average of 10 or less trips per month. This information indicates that the vast majority of the users of the Ride-Line service use it to make only a limited number of trips during an average month.

The operating expenses for the Ride-Line program increased from about \$196,000 in 1985 to about \$315,000 in 1991, or by about 61 percent. The operating costs

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Table 2-8

DISTRIBUTION OF TRIPS MADE ON THE
WAUKESHA COUNTY DEPARTMENT OF AGING
RIDE-LINE PROGRAM WITHIN WAUKESHA
AND MILWAUKEE COUNTIES: APRIL-JUNE 1991

Trip Location	Number of One-Way Trips	Percent of Total Trips
Waukesha County		
Within a single Community.....	1,865	29.4
Between Communities.....	4,255	67.2
Total	6,120	96.6
Waukesha-Milwaukee Counties.....	217	3.4
Total	6,337	100.0

Source: Waukesha County Department Of Aging and SEWRPC.

Table 2-9

DISTRIBUTION OF RIDERSHIP MADE ON THE WAUKESHA COUNTY DEPARTMENT OF AGING
RIDE-LINE PROGRAM BY CIVIL DIVISION: APRIL - JUNE 1991

County	Civil Division		One-Way Trips By Civil Division																																			
	Code	Name	701	702	703	704	705	706	707	708	709	710	711	712	713	715	716	717	718	720	721	722	723	724	725	726	727	730	731	732	733	734	735	736	737	738	410	
Waukesha	701	Village of Big Bend																																				
	702	City of Brookfield	8	149																																		
	703	Town of Brookfield		9																																		
	704	Village of Butler		33			6																															
	705	Village of Chenequa																																				
	706	City of Delafield		5				7																														
	707	Town of Delafield						2	2																													
	708	Village of Dousman																																				
	709	Town of Eagle		11																																		
	710	Village of Eagle		25																																		
	711	Village of Elm Grove		25																																		
	712	Town of Genesee		4																																		
	713	Village of Hartland		27				69	3							166																						
	715	Village of Lannon		11																																		
	716	Town of Lisbon		2	2											1																						
	717	Village of Menomonsee Falls		50			64												397																			
	718	Town of Merton		4												54																						
	719	Village of Merton														2																						
	720	Town of Mukwonago		4																																		
	721	Village of Mukwonago		15																1		4																
	722	City of Muskego																				47																
	723	Village of Nashotah		12																																		
	724	City of New Berlin		68										1											6													
	725	Village of North Prairie		11																																		
	726	City of Oconomowoc		134	14			12				4				28				19	1					115												
	727	Town of Oconomowoc		6																					1		23	9										
	730	Town of Ottawa																							1	1												
	731	Town of Pewaukee	4	256	75	15	1	56			2			2	71	57	5	61	61		50	27	7		177	193	1	2	1	22								
732	Village of Pewaukee		6				3								2		3	31					1		1		1		221	50								
733	Town of Summit														1							1				13			1									
734	Village of Sussex		77												9	63	3	31	2	1					4				4			82						
735	Town of Vernon																				2	19		1														
736	Village of Wales										2															2												
737	City of Waukesha	3	89	37	3		4	5			4	5	41	39	36	1		48	2	82	33	99	11	92	3	31	12	13	840	66	25	51	12	6	795			
738	Town of Waukesha		6																					17					3						136	8		
Milwaukee	402	Village of Brown Deer																											4									
	407	Village of Greendale																								54												
	409	Village of Hales Corners																						2														
	410	City of Milwaukee				1	5					1	2			1	2	12						3					2	24				26	3			
	416	City of Wauwatosa		8			6									2		4						8		3			3	2		12			9			
	417	City of West Allis																						2												1		

Source: Waukesha County Department of Aging and SEWRPC.

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Table 2-10

FREQUENCY OF USE OF WAUKESHA COUNTY
DEPARTMENT OF AGING RIDE-LINE
PROGRAM BY UNDUPLICATED USERS:
APRIL-JUNE 1991

Number of One-Way Trips	Number Of Individuals Making Trips		
	Number	Percent of Total	
		For Category	Cumulative
1-5	284	54.5	54.5
6-10	88	16.9	71.4
11-15	18	3.5	74.9
16-20	28	5.4	80.2
21-25	31	6.0	86.2
26-30	20	3.8	90.0
31-50	32	6.1	96.2
51-75	13	2.5	98.7
76 or More	7	1.3	100.0
Total	521	100.0	--

Source: Waukesha County Department of Aging and SEWRPC.

are supported through passenger revenues; State aid available through the Wisconsin Department of Transportation's Specialized Transportation Assistance Program for Counties, authorized under Section 85.21 of the Wisconsin Statutes; and County tax dollars. The County funds needed to support the Ride-Line program increased from about \$67,000 in 1985 to \$110,000 in 1991, or by about 64 percent.

Parallel Commuter Bus Program: The parallel commuter bus program is Waukesha County's federally required program for providing transportation services for disabled individuals unable to use the regular all-day bus service for the general public provided by Waukesha County. The specialized transportation offered under the parallel commuter bus program, is currently administered by the Waukesha County Department of Aging, in combination with the Ride-Line program for the Waukesha County Transportation Department which administers the County's public transportation program for the general public. Prior to 1991, the parallel commuter bus program was also administered in combination with the P.M. Ride-Line program offered by the Department of Aging as discussed in a later section of this chapter. Under the parallel commuter bus program, the County offers an accessible door-to-door van service to disabled individuals for trips with origins and destinations within one mile on either side of the three regular all-day bus routes which are subsidized by Waukesha County in the major travel corridor between the City of Waukesha and the City of Milwaukee central business district. The County's fixed-route bus service for the general public is also described in a later section of this chapter.

Eligible users of the transportation service provided under this program currently include all disabled individuals who would normally have used the regular bus service subsidized by the County if the service was provided with accessible equipment. Such disabled persons include individuals who require the use of a wheelchair, walker, cane, crutches, or leg braces; or who are legally blind. Individuals with both permanent and temporary disabilities are eligible for the transportation service.

Transportation service under this program is currently provided concurrently with the Ride-Line transportation service, and shares the same basic operating characteristics. Service is provided on a door-to-door and 48-hour--two working days--advance reservation basis. It is available Monday through Friday, between 7:00 a.m. and 6:00 p.m., with trip reservation service available during these same hours. In scheduling service, priority is given to trip requests for medical, nutritional and employment related trip purposes. Fares for the service currently range from \$1.25 per one-way trip for travel within one community to up to \$2.50 per one-way trip for travel between communities or into Milwaukee County. To comply with federal requirements, the fares charged do not exceed two times the base fare charged on the County's regular bus routes.

The annual ridership expenditures and public funding requirement for the transportation service provided under the parallel commuter bus program for the period 1987 - 1991 is presented in Table 2-11. Ridership has remained relatively stable on this service in the recent past, with 1991 ridership estimated at about 1,200 one-way trips. Operating expenses for the program have also remained relatively stable in the recent past, and amounted to approximately \$12,700 in 1991. The operating expenses in the program are supported through passenger

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Table 2-11

**RIDERSHIP, OPERATING EXPENDITURES, AND
OPERATING DEFICITS FOR THE WAUKESHA COUNTY
PARALLEL COMMUTER BUS PROGRAM: 1987-1991**

Characteristic	Year				
	1987	1988	1989	1990	1991 ^a
Annual One-Way Trips.....	800	1,200	1,300	1,100	1,200
Operating Expenses.....	\$8,000	\$12,300	\$12,900	\$10,600	\$12,700
Operating Revenues.....	2,600	3,600	3,600	2,400	4,000
Operating Deficit					
Federal Share.....	--	--	--	--	--
State Share.....	--	--	--	--	--
Local Share.....	\$5,400	\$8,700	\$9,300	\$8,200	\$8,700
Total	\$5,400	\$8,700	\$9,300	\$8,200	\$8,700

^a

Estimated

Source: Waukesha County Department of Aging and SEWRPC.

revenues and County tax dollars. The County funds needed for the program in 1991 were estimated at approximately \$8,700.

Significant changes to the transportation service provided under the parallel commuter bus program had been proposed to be implemented by January 1993 in response to recent federal regulations issued to implement the requirements of the Americans With Disabilities Act of 1990. In particular, the federal regulations require public entities operating fixed-route transit systems, like Waukesha County, to provide paratransit service as a complement to the entity's fixed-route bus service. In addition, the regulations mandate specific eligibility requirements, and minimum service characteristics for the required complementary paratransit service. A plan setting forth the proposed changes to the parallel commuter bus program in order for it to satisfy federal regulations and act as the federally required complementary paratransit service, was completed by the Regional Planning Commission for Waukesha County, and transmitted to the U.S. Department of Transportation, Federal Transit Administration in January 1992.²

Several major changes have been proposed for the existing service under the plan. Eligibility for the service would be expanded to include any disabled individual who is unable to effectively use the County's regular fixed-route transit service and a formal process for certifying eligible users under federally specified eligibility categories will be developed and implemented. In addition, the days and hours when service is available will be expanded to be identical to the times when fixed-route transit service is available, including on weekday evenings, weekends, and holidays. The plan also calls for providing service using the "next-day service" concept, whereby service is scheduled and provided to any eligible person, at any time on a particular day, in response to a request for service made during normal business hours on the previous day. All existing trip priorities and restrictions will also be eliminated, and adequate capacity will be provided to meet the demand generated by program changes, including expanded program eligibility and service.

User Side Subsidy Program: The user-side subsidy program, sponsored by the Waukesha County Department of Aging, uses existing taxicab operators within the Cities of Waukesha and Oconomowoc to provide transportation to elderly and disabled individuals within these communities. The taxicab companies participating in the program during 1992 include: Best Cab Company, Checker Cab Company, and Yellow Cab of Waukesha within the City of Waukesha; and the Silver Streak Taxicab Service within the City of Oconomowoc. Program participants make all transportation arrangements with these taxicab companies. The program is intended to reduce the number of local trips which need to be served under the Ride-Line program within the Cities of Waukesha and Oconomowoc, thereby allowing the Ride-Line program to serve more individuals in other areas of the County without local transportation service.

Individuals eligible to participate in this program include Waukesha County residents 60 years of age and older, and disabled individuals of any age who are

²See SEWRPC Memorandum Report No. 62, A Paratransit Service Plan for Disabled Persons--Waukesha County Transit System, January 1992.

currently receiving social security disability income or supplemental security income. The Department of Aging charges each eligible applicant seeking enrollment into the program an annual application fee of \$5.00 with these fees used to extend the number of trips which can be served under the program. As the taxicab vehicles which are used to provide service under the program are not wheelchair accessible, only ambulatory and semi-ambulatory elderly and disabled individuals capable of using inaccessible vehicles are served under this program.

Under the program, the Department of Aging subsidizes \$1.25 of the total fare per one-way trip charged to eligible users by the participating taxicab companies. Within the City of Waukesha, fares for taxicab service start at \$2.00 per one-way trip and increase as the trip crosses established fare zones. Within the City of Oconomowoc, the total fare for taxicab service is a flat charge of \$2.25 per one-way trip. After accounting for the subsidy of \$1.25 per one-way trip provided by the Department of Aging, the net fare paid by individuals participating in the program ranges from a minimum of \$0.75 per one-way trip within the City of Waukesha to \$1.00 per one-way trip within the City of Oconomowoc.

Transportation service under the program is available on demand during all hours of taxicab system operation. Within the City of Waukesha, taxicab service is available 24 hours a day, 7 days a week. Within the City of Oconomowoc, taxicab service is available Monday through Friday, between 8:45 a.m. and 5:00 p.m., Saturdays between 9:00 a.m. and 1:00 p.m., and Sundays between 8:00 a.m. and 12:00 p.m. Trips for any purpose are allowed to be made by users under the program. However, the total number of taxicab trips which will be subsidized by the Department of Aging is limited to 8 one-way trips per month per eligible user.

During 1991, a total of 924 persons were registered for the program. A breakdown of the registered users by community and type of user is shown in Table 2-12. As shown in this table, the vast majority of program users were elderly persons and individuals who had registered to use the taxicab service within the City of Waukesha. As previously noted, all program participants must be ambulatory or semi-ambulatory persons capable of using nonaccessible taxicab vehicles.

The distribution of the ridership under the user-side subsidy program by community and type of user for the period 1985 through 1991 is presented in Table 2-13. The total number of trips provided under this program reached its highest level in 1988 when it provided about 33,600 one-way trips. During 1991, the program provided approximately 27,200 one-way trips, or about 19 percent less than during 1988. A portion of this decrease can be explained by problems with taxicab service during late 1990 and the first half of 1991 within the City of Oconomowoc. In this respect, no taxicab service was available within the City of Oconomowoc during November and December, 1990, and between April and June, 1991, as two separate taxicab operators experienced financial difficulties during 1990 and 1991, and were forced to go out of business. Taxicab service was re-established within the City of Oconomowoc in July, 1991 when the Silver Streak Taxicab Service was established as a private, nonprofit operation. In general, about 80 percent of the trips made under the program between 1985 and 1991 were made on the taxicab service provided within the City of Waukesha. The remaining 20 percent were made on the taxicab service available within the City of Oconomowoc.

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Table 2-12

**REGISTERED USERS FOR THE WAUKESHA COUNTY
DEPARTMENT OF AGING USER-SIDE SUBSIDY PROGRAM: 1991**

Location	^a Elderly		Non-Elderly		Total	
	Number	Percent of Total	Number	Percent of Total	Number	Percent of Total
City of Waukesha.....	621	74.5	88	96.7	709	76.7
City of Oconomowoc.....	212	25.5	3	3.3	215	23.3
Total	833	100.0	91	100.0	924	100.0

^a
Persons 60 years of age and older.

Source: Waukesha County Department of Aging and SEWRPC.

Table 2-13

**DISTRIBUTION OF THE RIDERSHIP ON THE WAUKESHA
COUNTY DEPARTMENT OF AGING USER-SIDE SUBSIDY
PROGRAM BY LOCATION AND USER TYPE : 1991**

Characteristic	One-Way Trips By Year													
	1985		1986		1987		1988		1989		1990		1991 ^a	
	Number of Trips	Percent of Total Trips	Number of Trips	Percent of Total Trips	Number of Trips	Percent of Total Trips	Number of Trips	Percent of Total Trips	Number of Trips	Percent of Total Trips	Number of Trips	Percent of Total Trips	Number of Trips	Percent of Total Trips
Location														
City of Waukesha.....	21,221	77.0	24,308	80.1	26,923	82.4	27,395	81.5	26,543	81.0	25,501	81.7	22,772	83.7
City of Oconomowoc.....	6,333	23.0	6,023	19.9	5,742	17.6	6,219	18.5	6,245	19.0	5,701 ^b	18.3	4,441 ^c	16.3
Total	27,554	100.0	30,331	100.0	32,665	100.0	33,614	100.0	32,788	100.0	31,202	100.0	27,213	100.0
User Type														
Elderly, Ambulatory.....	25,631	93.0	27,480	90.6	28,939	88.6	29,489	87.7	28,379	86.6	27,358	87.7	23,760	87.3
Elderly, Nonambulatory.....	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Non-Elderly, Ambulatory.....	1,923	7.0	2,851	9.4	3,726	11.4	4,125	12.3	4,409	13.4	3,844	12.3	3,453	12.7
Non-Elderly, Nonambulatory.	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Total	27,554	100.0	30,331	100.0	32,665	100.0	33,614	100.0	32,788	100.0	31,202	100.0	27,213	100.0

^aEstimated^bTaxicab service within the City of Oconomowoc was available only from January through October 1990.^cTaxicab service within the City of Oconomowoc was available only from January through March and July through December 1991.

Source: Waukesha County Department of Aging and SEWPRC.

Operating expenditures for the program, which consist solely of subsidies of passenger fares for participating users provided directly to participating taxicab companies, have decreased from peak levels of about \$56,600 in 1987 to about \$43,700 in 1991, or by about 23 percent. The program expenses are supported by application fees charged to eligible users, State funds available through the State's specialized transportation assistance program for counties, and County tax dollars. County funds for the program during 1991 amounted to about \$1,200 representing a significant decrease from the peak funding level for the program of \$14,300 in 1987. The decline in County funding for the program may be attributable to lower program ridership and also to revenue generated by the application fee for program users which the Department of Aging began charging for the first time in 1991.

Menomonee Falls Elderly Localized Bus Service: The Waukesha County Department of Aging coordinates with the School District of Menomonee Falls to provide a door-to-door transportation service within the Village of Menomonee Falls. This service is administered by the Recreation/Community Education Department of the School District, which contracts with a private transportation provider--the Johnson Bus Company--to actually provide the service. The participation of the Department of Aging in this program is limited to the provision of County funds to support the program operation. Like the service provided under the Department's user-side subsidy program, the service provided under this program is intended to provide some relief for the Ride-Line program from serving local trips made entirely within a single community.

The transportation service provided under this program consists of a door-to-door service provided on a 24-hour advance reservation basis. Eligibility for the service is limited to residents of the Village of Menomonee Falls who are 60 years of age or older. As the service is provided using vehicles provided by the private contractor which are nonaccessible to individual using wheelchairs, only ambulatory or semi-ambulatory elderly individuals can make use of the service. The transportation service is offered two days a week: on Wednesdays from 9:00 a.m. until 4:00 p.m., and on Fridays from 9:00 a.m. until 1:00 p.m. In scheduling trips, first priority is currently given to trips for medical and nutritional purposes, although the service is generally able to provide service for all the trip requests it receives for other purposes. Trips are restricted to only those made entirely within the Village of Menomonee Falls. Users of the service are currently charged a fare of \$1.00 per one-way trip.

The total ridership on this service has remained relatively stable since both Wednesday and Friday service were first offered in 1988. During 1991 a total of about 2,100 one-way trips were estimated to have been made on this service which is the same as the ridership on the service during 1988. The total operating expenses for this service have increased over this period, increasing from about \$6,000 in 1988 to about \$9,300 in 1991, or by about 91 percent. The operating expenses for the service are supported through passenger revenues and local funds provided by Waukesha County and the School District of Menomonee Falls. Under its agreement with the School District, the Department of Aging provides County funds to support 93 percent of the operating deficit of the service on Fridays, with the School District supporting the remaining 7 percent of the operating deficit on Fridays and all of the operating deficit for the service on Wednesdays. County funds for the program have increased from about \$1,900 in

1988 to about \$3,700 in 1991, or by about 95 percent. A portion of the increase in ridership costs can be attributed to an expansion of service which occurred during 1991 when Friday service was expanded to include the summer months of June, July, and August. Before 1991, Friday service had been available only during nonsummer months.

Volunteer Driver Escort Program: The Waukesha County Department of Aging also cooperates with the Retired Senior Volunteer Program and the American Red Cross in sponsoring a volunteer driver escort transportation service. The transportation service is administered by the American Red Cross in combination with its own transportation service and is provided using volunteer drivers and their personal vehicles provided through the Retired Senior Volunteer Program. The Department of Aging currently provides County funds to reimburse the expenditures incurred by the volunteer drivers.

Transportation service is provided under this program to Waukesha County residents of any age who are unable to secure transportation through other sources. Service is provided on a door-thru-door basis to accommodate the special needs of those individuals, including frail elderly and semi-ambulatory disabled persons. Volunteer drivers will provide personal assistance and may remain with any individual who may need assistance in getting to and from their residence and trip destination, and also in conducting the personal business for the trip. The service currently provided gives priority to medical trips and is generally scheduled Mondays through Fridays between 8:00 a.m. and 5:00 p.m. when a volunteer driver is available. Requests for service are made with the American Red Cross within Waukesha County which then attempts to schedule a volunteer driver to provide the service. If necessary and possible, the American Red Cross will re-schedule the time of medical appointments to coincide with times when volunteer drivers are available.

There is no set fare charged to users of the volunteer driver escort service, although donations are encouraged. Trip requests must generally be made one week in advance of the time service is needed to permit the scheduling of volunteer drivers. Medical trips made within Waukesha County or between Waukesha County and surrounding counties are served under the program.

Ridership on the transportation service provided under the volunteer driver escort program has fluctuated between about 100 and 400 one-way trips per year between 1985 and 1991. During 1991, about 160 one-way trips were made using the service. The total operating costs of the service have also fluctuated between approximately \$900 and \$1,900 between 1985 and 1991 with the cost during 1991 being approximately \$1,300. The costs of providing service under the program are supported through a small amount of passenger donations and with County tax dollars. During 1991, County funds were used to support the entire operating costs of the program.

Other Transportation Services: In addition to the five transportation services provided or sponsored by the Department of Aging during 1992, two other transportation services were provided through the Department in the recent past. These services include the PM Ride-Line transportation service and the Oconomowoc elderly localized bus service.

The PM Ride-Line transportation program was established in May 1984, and was operated through calendar year 1990, in response to requests by disabled individuals for evening and weekend transportation service which could be used to make social and recreational trips. The PM Ride-Line transportation service was provided in the same manner as the Ride-Line transportation service with the service being a door-to-door transportation service available on a 48-hour advance reservation basis. Eligible users of the service, however, were limited to disabled individuals who required the use of a cane, crutch, walker, or wheelchair; or who were legally blind. Elderly nondisabled individuals were not eligible for the PM Ride-Line transportation service.

From 1984 through 1988, transportation service was made available through this program on Wednesdays and Fridays between 4:30 p.m. and 10:30 p.m., and on Saturdays between 2:00 p.m. and 10:30 p.m. Fare charges to eligible users were the same as those charged under the Ride-Line program which, at that time, was \$1.00 per one-way trip for travel within a single community, and \$2.00 per one-way trip for travel between communities. There were no trip priorities maintained in scheduling service. Although trips by individuals were restricted to trips made entirely within Waukesha County, a limited amount of service was provided into Milwaukee County for organized group activities.

In order to control the costs incurred for the program, the Department of Aging established a policy in 1988 of providing service under the PM Ride-Line program only if trip requests were received from two or more individuals on Wednesdays and Fridays, and three or more individuals on Saturdays. In 1989 service on Friday evenings was eliminated due to low ridership. All service in this program was discontinued at the end of 1990 due to low ridership and high costs in comparison to other transportation programs provided by the Department of Aging.

Ridership on the service provided under the PM Ride-Line program reached the highest levels in 1986 when nearly 1,000 one-way trips were made on the service. The use of the program decreased steadily in the following years, with ridership on the program during its last year of operation in 1990 being less than 400 one-way trips per year. A portion of the ridership declines can be attributed to the aforementioned service restrictions and reductions implemented by the Department of Aging in 1988 and 1989.

Total annual operating expenditures for the PM Ride-Line program were at their highest level during 1988, when approximately \$16,600 was incurred in providing the service. Operating expenses for the program decreased to approximately \$11,100, or by about 33 percent from 1988 levels during the last year of service operation in 1990. The costs of providing the service were supported by a small amount of passenger revenue and largely by County tax dollars. County funds for the program were also at their highest level in 1988 when approximately \$15,300 in County tax dollars was expended on the program. During its last year of operation in 1990, about \$9,300 in County funds were needed to support the program. While the total amount of County funds for the program decreased by about 39 percent between 1988 and 1990, the County funds per one-way trip for the service provided were determined to be too high to warrant continued operation of the program. In this respect, County funds for the PM Ride-Line program during 1990 amounted to just over \$25.00 per one-way trip compared to about \$2.00 per one-way trip for the service provided under the Ride-Line program.

A second significant transportation program provided through the Department of Aging and the City of Oconomowoc in 1991 and prior years was the Oconomowoc elderly localized bus service. Under this joint City-County program, the Department of Aging contracted with a private transportation operator--the Oconomowoc Transportation Company--to provide door-to-door transportation service to elderly individuals within the City of Oconomowoc. Transportation service was made available under this program on Tuesdays and Fridays between 9:00 a.m. and 2:00 p.m. to City of Oconomowoc residents who were 60 years of age and older. Elderly users of the service were required to be ambulatory as the service was provided by the company using vehicles which were not accessible to individuals using wheelchairs. Individuals desiring service were required to request service at least 24 hours in advance of the time needed. Priority was given to scheduling trips for medical, nutritional, and work-related trips. Eligible users of the service were charged the same fares as charged under the Ride-Line program for travel within a single community. During 1991, this fare was \$1.25 per one-way trip. Prior to 1991, fares ranged from \$0.50 to \$1.00 per one-way trip.

At the end of 1990, a decision was made to discontinue the Oconomowoc elderly localized transportation bus service, and to use funds previously provided for this program to subsidize fares for taxicab service provided within the City of Oconomowoc through the Department of Aging's user-side subsidy program. However, when the private taxicab operator within the City of Oconomowoc discontinued service at the end of March 1991, the Department reestablished the Oconomowoc elderly localized transportation bus service as an interim service until a new taxicab company began providing service within the City of Oconomowoc. With the start-up of taxicab service provided by the Silver Streak Taxicab Service in July 1991, the Oconomowoc elderly localized bus service was discontinued.

In 1985, approximately 1,800 one-way trips were provided on the Oconomowoc elderly localized bus service. By 1990, ridership on the service had decreased to about 1,200 one-way trips, or by about 33 percent, and was one factor considered in the decision to eliminate the service. During its three months of operation during 1991, approximately 900 one-way trips were made by eligible users.

Operating expenses for the service in 1985 were about \$7,600. By 1990, operating expenses had increased to by about 29 percent to about \$9,800. The costs of operating the service were supported by a limited amount of passenger revenue, but mostly by City and County tax dollars with the County and City agreeing to divide equally the total operating deficit for the program. County and City funds for the program amounted to approximately \$3,100 for each body in 1985, but increased by about 39 percent to about \$4,300 for each body by 1990. During the three months of service operation in 1991, total expenses for this service amounted to approximately \$1,200, and the County and City each provided about \$700 for the service.

Waukesha Transit System Utility METROLIFT Program

The City of Waukesha Transit System Utility current provides a door-to-door advance reservation transportation service to disabled individuals traveling within the service area of its fixed-route transit system, Waukesha METRO Transit. Operated under the program named METROLIFT, the transportation service

is designed to provide mobility to any individual who is unable to effectively use the City's fixed-route transit system. The METROLIFT program represents the City's federally required program to provide complementary paratransit service for its fixed-route transit service.

To provide the service offered under the METROLIFT program, the Waukesha Transit System Utility contracts with Dairyland Busses, Inc.--a private yellow school bus operator in the area. The company supplies the wheelchair accessible, mini busses and drivers needed to provide the service under the terms of the contract. The company presently uses up to three vehicles to provide the service and maintains a total of five vehicles which could be used for the program. The Waukesha Transit System Utility has operated the program on such a contract basis since March, 1982.

Eligible users of the transportation service provided under the METROLIFT program currently include any disabled person whose impairment is of such a nature that they are absolutely unable to use the City's fixed-route bus service. Disabled persons with both permanent and temporary impairments are eligible for the service. The current program eligibility requirements include any incapacity or disability which results in the absolute inability of a person to perform the functions necessary for the effective use of fixed-route transit service including: walking, boarding or alighting from a standard nonaccessible bus; sitting in a regular seat in a moving bus; or the inability to see. The program also allows the disabled individual using the service to be accompanied by a personal care attendant who is needed to help them complete their trip, as well as by other individuals who are not certified as eligible users of the service. In addition, the disabled individual need not be a resident of the City of Waukesha to be eligible to use the METROLIFT program. During 1991, about 20 percent of the approximately 270 disabled individuals who had been certified to use the METROLIFT program were not residents of the service area.

The current fare for the transportation service provided under the program is \$1.20 per one-way trip. It applies to the certified user, and any companions accompanying the user who are not a personal care attendant. A personal care attendant accompanying a certified user of the program is not charged a fare. The transportation service is provided between 6:00 a.m. and 6:15 p.m. on weekdays, and between 8:00 a.m. and 6:00 p.m. on Saturdays, with these hours being virtually the same as the regular hours of operation for the City's fixed-route bus system. Requests for service under the program are scheduled using the federally required "next-day service" concept under which a request for service made any time during normal business hours on the previous day will guarantee service for a trip request. Reservation service for trip requests are currently available Sunday through Friday, from 8:00 a.m. to 5:00 p.m., and also on holidays preceding a normal service day during these hours. Attempts are also made to schedule service for trip requests which are received on the day service is desired whenever capacity permits; and in such cases service may not always be available at the time initially desired by the individual requesting service. In scheduling service, the METROLIFT program does not maintain any priorities based on trip purpose.

The current service area for the METROLIFT program includes all areas within three-quarters of a mile of one of the bus routes operated by the City's fixed-

route transit system. This area includes essentially all of the major traffic generators and special facilities serving the elderly and disabled population in the City of Waukesha, plus the Waukesha County Technical College in the Village of Pewaukee.

In 1991, approximately 11,000 one-way trips were made on the transportation service provided under the METROLIFT program. The total operating costs for the program during 1990 was estimated at about \$102,000. Operating expenses for the program are supported through passenger fares; federal and state funds available through programs providing operating assistance for general public transit services; and City tax dollars. The City funds used to support the METROLIFT program during 1991 were estimated at approximately \$34,000.

As was noted for the Waukesha County Department of Aging's parallel commuter bus program, some changes have also been proposed to be implemented in the METROLIFT program in response to federal regulations implementing the requirements of the Americans With Disabilities Act of 1990. A plan identifying the changes which are proposed to be made in the program in order for it to serve as the City's federally required complementary paratransit service for its fixed-route bus system were set forth in a plan completed by the Commission for the City of Waukesha, and submitted to the U.S. Department of Transportation, Federal Transit Administration, in January, 1992³. Some of the proposed changes were implemented in January, 1992, including an expansion of the days when trip reservation service is available, an expansion of the service area for the program, and a reduction in passenger fares. Some changes in the program eligibility requirements and user certification process will also be implemented by the Waukesha Transit System Utility in 1992, the most significant of which would be the implementation of a revised process for certifying disabled individuals as eligible for the METROLIFT service. The revised process would essentially classify users in accordance with federally specified eligibility categories. The specific elements of, and materials for the eligibility process will be developed during 1992, with the process to be fully implemented by January 1, 1993.

La Casa de Esperanza, Inc.

La Casa de Esperanza, Inc., is a private nonprofit organization which provides a number of services to the Hispanic community within the City of Waukesha and Waukesha County, including specialized transportation service to elderly and disabled individuals. The transportation service which the organization provides is principally directed toward elderly and disabled individuals with limited English ability and the need of door-to-door transportation service. The organization uses its own staff to provide the service using two vans, one of which is wheelchair accessible.

The transportation service is provided on a door-to-door, advance reservation basis with individuals required to make reservations at least 48 hours, or two working days, in advance of the time service is needed. In cases of emergency, however, service can be provided on a shorter notice. Eligible users of the

³See SEWRPC Memorandum Report No. 61, A Paratransit Service Plan for Disabled Persons--City of Waukesha Transit System Utility, January 1992.

service include Waukesha County residents who are 55 years of age or older, or who are physically or mentally disabled. Trips for medical and therapeutic purposes receive the highest priority, followed by trips made for nutritional, shopping, and other purposes. While most of the service is provided within the City of Waukesha, the service area for the project includes all of Waukesha County and the greater Milwaukee metropolitan area.

Fares charged to eligible users vary based upon the trip limits and trip length. Individuals are charged \$2.00 per one-way trip for trips made entirely within the City of Waukesha. The fares for trips made outside the City of Waukesha start at \$4.00 per one-way trip for trips one to five miles in length, and increase to \$8.00 per one-way trip for trips five to 10 miles in length, and \$11.50 per one-way trip for trips 11 to 15 miles in length. For trips over 15 miles in length outside the City of Waukesha, an additional \$2.00 per one-way trip is charged for each five-mile increment in trip length. For large groups, a special group rate is available.

During 1991, the organization provided transportation to 524 individuals who made approximately 9,000 one-way trips. A breakdown of the trips made on the transportation service by user type and trip purpose during 1991 is presented in Table 2-14. The information presented within this table would indicate that the service is used largely by elderly individuals with about 5,200 trips, or about 58 percent of the total trips being made either by elderly ambulatory or nonambulatory individuals. Nonelderly disabled individuals accounted for the remaining 3,800 trips, or about 43 percent of the total ridership. Nonambulatory disabled individuals, including both elderly and nonelderly persons, accounted for about 3,700 trips, or about 41 percent of the total ridership. In terms of trip purpose, approximately 7,900 trips, or 80 percent of the total number of trips, were made for medical or nutritional purposes. These characteristics may be attributable to a large amount of service provided by the transportation service provided to individuals participating in adult day care programs, as well as to elderly individuals attending the congregate nutrition site sponsored by the Waukesha County Department of Aging located at La Casa de Esperanza, Inc.

To provide information on the pattern of trips made by users of the La Casa de Esperanza, Inc., transportation service, the trip logs for the service for the months of April, May, and June of 1991 were examined. This period was selected for examination as it represented the highest ridership period for the organization's transportation service during 1991. Information from the trip logs for this period was used to develop data on the proportion of trips made on the program entirely within Waukesha County communities, between Waukesha County communities, and between Waukesha and Milwaukee County. A summary of this distribution of trips is presented in Table 2-14a. Table 2-14b presents detailed information on the total number of trips made on the transportation service, both within and between each civil division within Waukesha County, as well as between Waukesha and Milwaukee County civil divisions during this period.

During the second quarter of 1991, approximately 3,000 one-way trips were made on the La Casa de Esperanza transportation service. Of the total number of trips, about 2,900 trips, or 97 percent, were made entirely within Waukesha County. About 100 trips, or about 3 percent, were made between Waukesha County and another county, including Milwaukee County, or made entirely outside Waukesha

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Table 2-14a

DISTRIBUTION OF TRIPS MADE ON THE
LA CASA DE ESPERANZA, INC. TRANSPORTATION
SERVICE WITHIN WAUKESHA AND MILWAUKEE
COUNTIES: APRIL-JUNE 1991

Trip Location	Number of One-Way Trips	Percent of Total Trips
Waukesha County		
Within a single Community.....	2,020	67.6
Between Communities.....	909	30.4
Total	2,929	98.1
Waukesha-Milwaukee Counties.....	46	1.5
Waukesha-Other Counties.....	2	0.1
Outside Waukesha County.....	10	0.3
Total	2,987	100.0

Source: La Casa de Esperanza, Inc. and SEWRPC.

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Table 2-14b

**DISTRIBUTION OF RIDERSHIP MADE ON THE
LA CASA DE ESPERANZA TRANSPORTATION SERVICES: APRIL - JUNE 1991**

County	Civil Division		One-Way Trips by Civil Division											
	Code	Name	702	704	711	712	717	721	724	725	731	737	410	416
Waukesha	702	City of Brookfield	—	—	—	—	—	—	—	—	—	—	—	—
	704	Village of Butler	—	—	—	—	—	—	—	—	—	—	—	—
	711	Village of Elm Grove	—	—	—	—	—	—	—	—	—	—	—	—
	712	Town of Genesee	—	—	—	—	—	—	—	—	—	—	—	—
	717	Village of Menomonee Falls	8	—	—	—	—	—	—	—	—	—	—	—
	721	Village of Mukwonago	—	—	—	—	—	—	—	—	—	—	—	—
	724	City of New Berlin	—	—	—	—	132	—	—	—	—	—	—	—
	725	Village of North Prairie	—	—	—	—	—	—	—	—	—	—	—	—
	731	Town of Pewaukee	206	52	—	43	—	—	3	—	—	—	—	—
	737	City of Waukesha	98	2	53	1	4	101	6	18	8	2,020	—	—
	738	Town of Waukesha	—	—	—	—	—	—	—	—	1	174	—	—
Milwaukee	410	City of Milwaukee	—	—	—	—	2	—	—	—	—	44	—	—
	416	City of Wauwatosa	—	—	—	—	—	—	—	—	—	—	—	—
Outside Milwaukee County			—	—	—	—	—	—	—	—	—	2	1	9

Source: La Casa de Esperanza, Inc. and SEWRPC.

County. Of the 2,900 trips made within Waukesha County, about 2,000 trips, or about 69 percent, were made entirely within the City of Waukesha. About 900 trips, or about 31 percent of the 2,900 trips made within Waukesha County during the second quarter of 1991, were made between Waukesha County communities. Of this amount, about 600 trips, or about two-thirds, were made to or from either the City of Waukesha or the Town of Pewaukee. Of the approximately 100 trips made between Waukesha County and other counties, or made entirely outside Waukesha County, the vast majority were made between Waukesha and Milwaukee Counties.

Operating expenses for the La Casa de Esperanza, Inc., transportation service during 1991 were estimated at approximately \$40,000. The operating expenses for the service are supported by passenger fares and by funds obtained through the United Way in Waukesha County.

American Red Cross

The American Red Cross in Waukesha County provides transportation service through the use of volunteer staff. As previously noted, the American Red Cross administers the Volunteer Driver Escort Program provided using Retired Senior Volunteer Program volunteers and funded through the Waukesha County Department of Aging. While reported separately, the transportation service provided through the Volunteer Driver Escort Program is actually integrated into the transportation service provided by the American Red Cross with its own volunteers and agency vehicles.

Transportation service under this program is provided to Waukesha County residents of any age who are unable to secure transportation through other sources. Service is provided on a door-to-door basis and is generally scheduled Mondays through Fridays between 8:00 a.m. and 5:00 p.m. This service is primarily provided for medical trips. If necessary and possible, the American Red Cross will reschedule the time of medical appointments to coincide with times when vehicles and volunteer drivers are available. American Red Cross volunteers providing the service use two automobiles which the organization maintains for transporting individuals, as well as for making blood runs.

Trip requests for service must generally be made one week in advance of the time service is needed to permit the scheduling of agency vehicles and volunteer drivers. Medical trips made within Waukesha County or between Waukesha and the surrounding counties are served under the program. There is no set fare charge to users of the transportation service, although donations are encouraged.

During 1991, a total of 107 individuals within Waukesha County were provided with transportation through the American Red Cross transportation service and the Volunteer Driver Escort Program administered by the American Red Cross. A breakdown of the location of the home residence of these individuals is presented in Table 2-15. About one-half of the individuals served by these two transportation programs resided within the City of Waukesha.

Approximately 5,300 one-way trips were made by these individuals on the transportation provided by American Red Cross volunteers. As previously noted, about 150 one-way trips were also made during 1991 on the transportation service provided by the Volunteer Driver Escort Program and administered by the American Red

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Table 2-15

HOME RESIDENCE COMMUNITY OF
USERS OF THE AMERICAN RED
CROSS/ VOLUNTEER DRIVER ESCORT
PROGRAM TRANSPORTATION SERVICE
IN WAUKESHA COUNTY: 1991

^a Community	Number of Individuals Provided With Transportation	
	Number	Percent of Total
Big Bend.....	2	1.9
Brookfield.....	9	8.4
Butler.....	2	1.9
Dousman.....	1	0.9
Eagle.....	1	0.9
Elm Grove.....	2	1.9
Hartland.....	3	2.8
Menomonee Falls.....	10	9.3
Mukwonago.....	1	0.9
Muskego.....	4	3.7
Nashotah.....	1	0.9
New Berlin.....	3	2.8
North Lake.....	1	0.9
North Prairie.....	2	1.9
Oconomowoc.....	3	2.8
Pewaukee.....	5	4.7
Sussex.....	1	0.9
Waukesha.....	56	52.3
Total	107	100.0

^a

Reflects the mailing address community of program participants.

Source: American Red Cross and SEWRPC.

Cross. Of the 5,300 one-way trips provided by the American Red Cross transportation service, over 4,600 one-way trips, or about 87 percent, were made entirely within Waukesha County. The remaining 700 one-way trips, or 13 percent, were made between Waukesha County and other areas outside the County. Within Waukesha County, the facilities which were identified by the American Red Cross staff as being most frequently served with either the American Red Cross or Volunteer Driver Escort Program transportation services included the Waukesha Kidney Center, Happy Times-Waukesha Center Preschool, and the Caring Place in the City of Waukesha; and the Waukesha County Adult Day Care Center in the Northview Home in the Town of Pewaukee. Facilities frequently served within Milwaukee County included the Greater Milwaukee Dialysis Centers located in the City of Milwaukee central business district and in the City of Greenfield; and the Froedtert Memorial Lutheran Hospital Dialysis Center, and the various clinics within the Milwaukee County Medical Complex located in the City of Wauwatosa.

The operating expenses for the American Red Cross transportation service during 1991 were estimated at about \$10,000. The expenses for the service are supported by direct donations from individuals to the American Red Cross and through funds provided by the United Way in Waukesha County and greater Milwaukee.

Silver Streak Taxicab Service

Taxicab service for elderly individuals is provided within the City of Oconomowoc by the Silver Streak Taxicab Service. The taxicab operation was established in 1991 through the joint efforts of private business, local officials, and the elderly community to fill a gap in transportation service which was created by the discontinuation of taxicab service within the City in late 1990. At that time, a private taxicab operator--LaBelle Taxi--was forced to cease operation due to financial difficulties. A new private taxicab operator--Oconomowoc Taxi--initiated service in January of 1991, but was forced to cease operations in March 1991 when it also experienced financial difficulties. During the period from April to June 1991, local officials and individuals within the elderly community worked with private business to form a private, nonprofit corporation to provide taxicab service to elderly individuals within the City. Using a station wagon and other equipment and services donated by private businesses within the City of Oconomowoc, and a limited amount of public funds provided by the City of Oconomowoc and Waukesha County, the Silver Streak Taxicab Service began operation on July 1, 1991.

The taxicab service serves all individuals 55 years of age or older, and disabled persons of any age participating in the Waukesha County Department of Aging's user-side subsidy program, who desire to make a trip within the City of Oconomowoc. Service is provided on demand on the same day the trip request is made, although advance reservations for service are also accepted. Service is provided seven days a week and is available Monday through Friday between 8:45 a.m. and 5:00 p.m., Saturday between 9:00 a.m. and 1:00 p.m., and Sunday between 8:00 a.m. and 12:00 p.m. No service is provided on holidays. Taxicab service is provided using one vehicle driven by paid drivers who are dispatched by elderly volunteers. As the taxicab vehicle is not an accessible vehicle, users must be ambulatory or semi-ambulatory individuals capable of using a regular automobile.

The taxicab service charges a regular fare of \$2.25 per one-way trip to eligible users. Users who are participating in the user-side subsidy program sponsored by the Waukesha County Department of Aging can receive a discount of \$1.25 per one-way trip for up to eight trips per month and, consequently, pay a fare of \$1.00 per one-way trip for trips made under the user-side subsidy program. Trips for any purpose can be made on the taxicab service.

During the six-month period from July through December 1991, when the taxicab service was operated, a total of about 4,300 one-way trips were made on the service. About 3,300 one-way trips on the service, or about 77 percent of the total one-way trips, were made by individuals participating in the user-side subsidy program sponsored by the Waukesha County Department of Aging. Total operating expenses for the taxicab service during 1991 were approximately \$13,800. Operating expenses for the service were supported through passenger revenues and funds provided by both Waukesha County and the City of Oconomowoc. Funds provided through the Waukesha County Department of Aging's user-side subsidy program totaled approximately \$4,100 during 1991.

Case-Specific Transportation Services

A number of specialized transportation services are also currently provided within the County which are designed for, and intended to serve, individuals on a more case-specific basis. The use of such services is generally limited to specific individuals who are clients of sponsoring public and private agencies or organizations and who are in need of or participate in specific services, activities or programs offered by the sponsoring agency. Use of the transportation services is limited to trips which are related to the individual's casework or needed to allow the individual to access the particular service, activity, or program. As such, the services are not available to serve the more general purpose transportation demands of elderly and disabled individuals within the County. At the present time, such services are provided by the Waukesha County Department of Human Services, certain hospitals within the County, certain agencies providing rehabilitation, training, and employment services for disabled individuals, and by virtually all public school districts within the County.

Waukesha County Human Services Department: The Waukesha County Human Services Department provides transportation service to individuals who are clients of the Department, including elderly and disabled individuals, as well as other individuals receiving counselling, or participating in the various social programs offered by the Department. The transportation service is only provided when it is directly related to an individual's specific case work. Transportation service is provided by volunteers using personal automobiles, but can be provided by Department staff in emergencies. Generally, transportation is provided through the Department when it is determined that no other transportation is available to the individual. The transportation service is provided on week days during the regular business hours of the Department of 8:00 a.m. until 4:30 p.m. The service is provided on a door-to-door basis and requires some advance notice in order to schedule volunteers. The transportation service is available for trips within Waukesha County, as well as between Waukesha and Milwaukee Counties. Priority is given to servicing trips for medical purposes and for transporting students to and from school. All individuals receiving transportation by the Department must be ambulatory or semi-ambulatory, as the vehicles used to serve trips are not wheelchair accessible.

During 1991, approximately 3,700 one-way trips were made on the transportation service provided by the Waukesha County Human Services Department. The expenses incurred by volunteer drivers in providing the service totaled approximately \$31,600 during 1991. These costs were supported by community aids provided through the Wisconsin Department of Health and Social Services and by Waukesha County tax dollars.

Hospital Transportation Services: The specialized transportation services provided by two hospitals within Waukesha County were also identified and included services provided by Waukesha Memorial Hospital and Oconomowoc Memorial Hospital. The transportation service provided by Waukesha Memorial Hospital was initiated in mid-February, 1992, on a three month trial basis to serve patients at the Waukesha Memorial Hospital Regional Cancer Center. In May 1992, a decision was made to extend operation of the service through the end of 1992, and to expand the availability of service to patients of all hospital departments. The service is provided on a door-to-door basis with advance reservations required, and serves patients residing in Waukesha County and surrounding counties. The service is currently provided weekdays between 8:30 a.m. and 4:30 p.m. using two vans. The transportation service provided by Memorial Hospital at Oconomowoc is intended to serve elderly or disabled individuals receiving medical services at the hospital or having appointments with doctors' offices in the area immediately surrounding the hospital. In addition, the transportation service also serves individuals participating in the adult day care program offered at the hospital. The service is provided on an advance reservation, door-to-door basis using a single wheelchair lift-equipped van maintained by the hospital. The service is available weekdays between 8:30 a.m. and 4:30 p.m., and serves trips made by individuals within Waukesha County and surrounding counties.

Client-oriented Agency Transportation Providers: In addition to the transportation services described above which generally provide transportation to elderly and disabled individuals in response to specific trip requests, transportation service is also provided by some private, nonprofit corporations on a regularly scheduled basis for disabled clientele participating in the rehabilitation and training programs or employment services provided at facilities operated by the private nonprofit organization. Three private nonprofit organizations with facilities within Waukesha County provide such transportation services for the disabled clients residing in Waukesha and Milwaukee Counties: the Waukesha Training Center, Goodwill Industries, Inc., and The Ranch, Inc. The majority of the scheduled transportation services are provided during the early morning and late afternoon periods with some transportation service also scheduled for field trips and social events as needed. The Waukesha Training Center contracts for transportation service for its clients from a private transportation provider-- Dairyland Buses, Inc. Both Goodwill Industries, Inc., and The Ranch, Inc., utilize their own vehicles and drivers to provide transportation service to their clients. The cost of providing service are supported through a limited amount of funds provided through user charges and largely from funds provided from the Wisconsin Department of Health and Social Services, through Waukesha and Milwaukee County human service programs.

Adaptive Community Approach Program: In addition to the client-oriented transportation which is provided by the three private nonprofit agencies discussed above, the Adaptive Community Approach Program of Career Industries of

Waukesha, Inc. also provides transportation for disabled individuals participating in programs or activities sponsored by the organization. The organization directly provides transportation using a single van, which is accessible to individuals using wheelchairs, and also provides transportation through arrangements with other service providers including La Casa de Esperanza, Inc., Kettle Moraine Ambulance Service, and Nichols Medical Transport. During 1991, approximately 250 one-way trips per month were provided by the organization.

School District Transportation: School-related transportation service is provided by all public school districts within Waukesha County to disabled students enrolled in regular and special education programs provided by or through each school district. Table 2-15a presents information on the specialized transportation service provided by each school district including the name of the service provider and the times during school days when service is provided. As shown in the table, all school districts contract for transportation services with private yellow school bus companies. The transportation is provided on a regularly scheduled basis on school days to coincide with the start and dismissal times of classes, and is generally provided between 5:30 a.m. and 8:30 a.m. and 2:30 p.m. and 5:00 p.m. with limited service provided during the middle of the day to serve special program needs. School districts also transport disabled students outside of their home school district to allow disabled individuals to partake in programs which are not offered through their home school district.

Private For Profit Transportation Service Providers

Several private for profit transportation service providers currently make available transportation services designed to serve elderly or disabled individuals within Waukesha County. A total of seven such companies--Kettle Moraine Ambulance Service, Kettle Moraine Van Service, Femzac Company, Curtis Universal Ambulance Service, Paratech Ambulance Service, Inc., Brewah Care Transport, and Specialized Transportation Services, Inc.--were found to be actively marketing within Waukesha County the transportation service which they will provide to elderly or disabled individuals. The transportation service provided by these operators is on a door-to-door basis, and advance reservations are normally required although service is generally available on any day needed. Most of the trips served by these operators tend to be for health-related purposes, such as trips to and from hospitals, nursing homes, and physicians offices. The vehicles used to provide service consist of wheelchair accessible vans and ambulances. As the operating expenses for the providers are not publicly subsidized, user fares on these transportation services are significantly higher than those charged on the previously described transportation services provided by the public and private nonprofit agencies and organizations.

Fares generally start at about \$15.00 per one-way trip, and include additional charges based on mileage. In many cases these fares are partially or fully reimbursed through medical insurance carried by the individual using the private provider.

Existing Efforts Toward Service Coordination

Existing efforts to coordinate the transportation services available to elderly and disabled Waukesha County residents consist principally of effort to refer individuals in need of transportation service first to the most appropriate

Table 2-15a

SCHOOL DISTRICTS PROVIDING TRANSPORTATION FOR
DISABLED STUDENTS WITHIN WAUKESHA COUNTY: JANUARY 1992

School District	Service Provider	Days and Hours of Operation
Arrowhead*	Safe Line Fleet	Schooldays: 5:45am - 4:30pm
Elmbrook	Dairyland Buses, Inc.	Schooldays: 6:45am - 4:15pm
Hamilton	Safe Line Fleet	Schooldays: 6:00am - 4:00pm
Kettle Moraine	Dousman Transport, Inc.	Schooldays: 7:25am - 3:25pm
Mukwonago	Dousman Transport, Inc.	Schooldays: 6:45am - 8:30am; 11:00am - 1:00pm 2:30pm - 4:30pm
Menomonee Falls	Johnson Bus Service, Inc.	Schooldays: 7:30am - 5:30pm
Muskego-Norway	Dairyland Buses, Inc. and School Bus Service, Inc.	Schooldays: 6:00am - 5:00pm
New Berlin	School Services and Leasing, Inc.	Schooldays: 6:45am - 4:15pm
Oconomowoc	Oconomowoc Transport	Schooldays: 6:00am - 8:30am; 2:30pm - 3:30pm
Pewaukee	Dairyland Buses, Inc.	Schooldays: 6:45am - 4:15pm
Waukesha	Dairyland Buses, Inc.	Schooldays: 6:45am - 4:15pm

*The Arrowhead School District also provides transportation for students from the following school districts: Richmond, Merton, Swallow, North Lake, Stone Bank, Nashotah and Bark River (Lake Country), and Hartland/Lakeside

Source: SEWRPC

service provider and then to the provider who is actually able to serve the individual's travel needs. All of the major public agencies and private nonprofit organizations providing transportation service make and accept referrals among themselves.

A significant amount of the transportation service currently available to elderly and disabled individuals within the County is concentrated within the City of Waukesha. In the City of Waukesha, the Waukesha County Department of Aging provides transportation through both the Ride-Line program and the user-side subsidy program, while the City of Waukesha Transit System Utility provides transportation through both the METROLIFT Program, as well as through regular fixed-route transportation service. Both the Department of Aging and the Waukesha Transit System Utility refer passengers to whichever transportation program is most appropriate in meeting an individual's specific transportation need. The Department of Aging also recommends that individuals within the City of Waukesha who are participating in the County's user-side subsidy program also utilize the regular fixed-route transit service provided by the Waukesha Transit System Utility when possible.

The Department of Aging also works closely with the Department of Human Services, La Casa de Esperanza, Inc., and the American Red Cross in attempting to provide service for elderly and disabled individuals travelling within Waukesha County or between Waukesha County and Milwaukee County. Aside from the transportation service provided by private for profit companies, the transportation services provided by these four agencies are generally the only services which are available for intercommunity travel within Waukesha County, or for travel into Milwaukee County. In general when the Department of Aging's Ride-Line program, the Human Services Department, or the La Casa de Esperanza, Inc., transportation services cannot serve a particular trip request, they will refer the individual to one of the other transportation providers, or to the American Red Cross. As previously noted, the American Red Cross is generally considered to be a last resort transportation provider. With the current trip restrictions for the Ride-Line program on travel into Milwaukee County, the Department of Aging refers many trip requests for travel between Waukesha and Milwaukee County to La Casa de Esperanza, Inc., and the American Red Cross.

Some coordination is also currently being undertaken by the American Red Cross with respect to the use of volunteer drivers. As previously noted, the Department of Aging's Volunteer Driver Escort Program transportation service is provided in an integrated manner with the American Red Cross transportation service, using a pool of volunteer drivers from both the American Red Cross and the Retired Senior Volunteer Program. The pooling of volunteer drivers results in a larger number of volunteers being potentially available, thus reducing the possibility that a particular individual cannot be served because of a lack of volunteers. The pooling of volunteer drivers of the American Red Cross and the Retired Senior Volunteer Program has worked well in large part due to a common desire by the volunteers used to serve the type of individual provided with transportation through the American Red Cross and the Volunteer Driver Escort Programs.

One area of coordination which has not been utilized in the past, but which may have some potential within the County includes coordinated outreach and

information services. At the present time, each agency or organization assumes responsibility for dissemination of information concerning the availability and characteristics of the specialized transportation services which it provides. For some services, such as the transportation service provided through the American Red Cross, information about the service is not actively publicized or promoted to the general public as the service is limited in the number of trips it is able to serve. With respect to the American Red Cross transportation service, the service is intended to be a "last resort" option for individuals unable to secure transportation from any other means, and information about the program is principally disseminated to physicians, counselors, and others working with elderly and nonelderly disabled to inform them that transportation could be provided if needed.

With respect to the Waukesha County Department of Aging's Ride-Line transportation program, promotion of the Ride-Line transportation service has not been actively pursued in the past, in part due to a lack of funds for marketing in the Ride-Line program budget and also due to concerns over capacity problems in generating any additional demand for service. It should be noted that ridership on the City of Waukesha Transit System Utility's METROLIFT program increased by approximately 40 percent in 1991 over 1990 without any specific marketing promotion other than publicizing information about the service and its regular fixed-route transit system schedules.

In general, information about the existing specialized transportation services within the County is available through direct contact with the sponsoring agency or organization and in printed brochures or flyers describing the services offered by each agency. While most agencies will share information on the other transportation services which they are aware of, elderly and disabled individuals in need of transportation service generally must have some advanced knowledge of what agencies and organizations are providing transportation service within the County.

The coordination of the provision of information on the existing specialized transportation services could potentially improve the knowledge and awareness of the existing services within the County. One method of accomplishing this would be to combine the outreach and information functions of agencies providing transportation service into a single "outreach coordination office". A client or prospective client who is having trouble obtaining needed transportation could contact a single office to find out which agency or agencies can best provide suitable transportation. The referral given to the client would depend upon his or her eligibility, group residence, income, need for travel, and other factors established by the agencies themselves but communicated by the outreach coordination office to the prospective user. The potential for this concept to reduce costs is limited; however, the concept offers the advantage of reducing confusion for those clients looking for an agency to provide transportation. On this basis, the concept may warrant further consideration for Waukesha County.

EXISTING FIXED-ROUTE TRANSIT SERVICES WITHIN WAUKESHA COUNTY

In addition to transportation services which are specifically designed to serve the special transportation needs of elderly and disabled individuals, public

transportation service for the general public is also available and can be used by elderly and disabled individuals residing in the areas of the County which are served. At the present time, fixed-route public transit service is provided within the County by both Waukesha County and the City of Waukesha. The following sections provide a brief description of the fixed-route transit service provided by each of these public entities, along with available information on the current utilization of the services by elderly and disabled individuals.

Waukesha County Transit System

As of January 1992, the Waukesha County transit system consisted of seven bus routes providing primarily commuter-oriented service between Waukesha and Milwaukee Counties. Rather than directly operate these routes, Waukesha County contracts for all elements of their operation from two transit operators in the Milwaukee area. Five of the routes are operated by the private company of Wisconsin Coach Lines, Inc., and the remaining two are operated by Milwaukee County as part of its Milwaukee County Transit System.

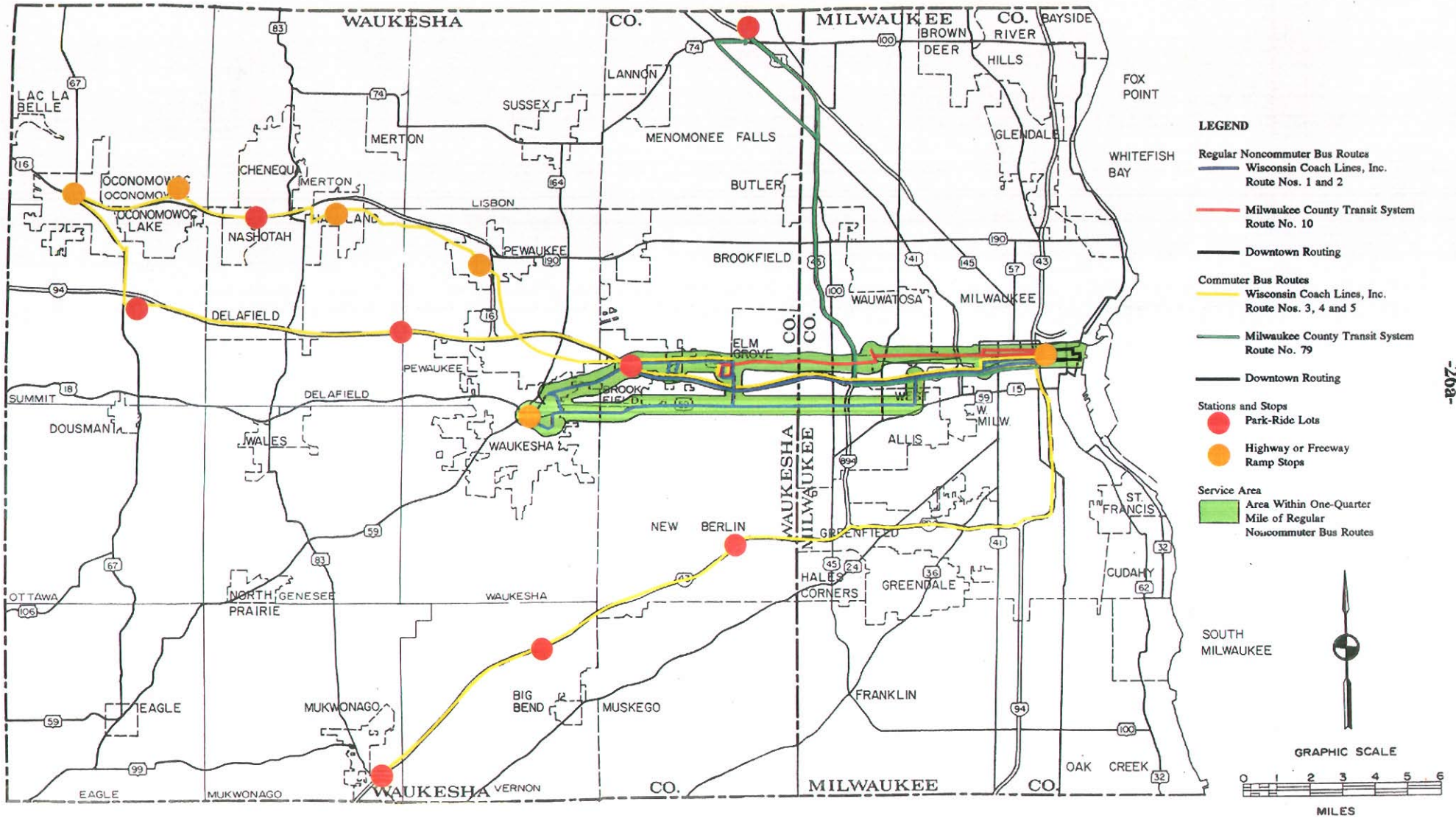
The routes operated by Wisconsin Coach Lines, Inc., consist of: three routes operated in the Oconomowoc-Waukesha-Milwaukee travel corridor which have been sponsored by the County since 1977; a freeway flyer route operated between Oconomowoc and the Milwaukee central business district which was part of seven new routes initiated by the County in 1981; and a freeway flyer route operated between Mukwonago and the Milwaukee central business district which was initiated on a one-year trial basis in 1992. The routes operated by the Milwaukee County Transit System were all initiated in 1981 and consist of: a freeway flyer bus route operated between the Milwaukee central business district and the Village of Menomonee Falls; and an extension of a regular Milwaukee County Transit System local bus route--Route No. 10, Wells-Wisconsin--operated from the Waukesha-Milwaukee County line to the Brookfield Square Shopping Center and adjacent office development in the City of Brookfield. Map 2-1 shows the location of these seven routes in Waukesha and Milwaukee Counties. The seven routes totaled approximately 306 round trip route miles.

The basic operating characteristics of the existing service that is provided on these seven routes is described in Table 2-16. Service schedules on the bus routes are primarily designed for serving weekday commuter travel from Waukesha County to the central portion of the City of Milwaukee, especially to the Milwaukee central business district. Only three of the six routes are regular noncommuter bus routes which provide service at times other than weekday peak periods: Route No. 1, Waukesha-to-Milwaukee via STH 59; Route No. 2, Waukesha to Milwaukee via STH 18; and Route No. 10, the Brookfield Square local route extension. The remaining four routes are commuter routes which operate in the peak direction during weekday peak periods only.

The County's regular and commuter bus routes are designed so that passengers are able to transfer between county bus routes and local bus routes operated by the City of Waukesha Transit System Utility or the Milwaukee County Transit System. With the exception of Route No. 10, which is operated as a local route, all of the routes operate with segments of nonstop operation over freeways. The routes operated by Wisconsin Coach Lines, Inc., do not pick up eastbound passengers, or discharge westbound passengers, traveling entirely within Milwaukee County or the City of Waukesha, as service for such local trips is provided by the bus routes

Map 2-1

FIXED ROUTE TRANSIT SERVICE
OPERATED BY WAUKESHA COUNTY: JANUARY 1992



Source: Waukesha County Transportation Department and SEWRPC.

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Table 2-16

SUMMARY OF THE BASIC OPERATING CHARACTERISTICS
OF THE FIXED ROUTE BUS SERVICE PROVIDED BY
THE WAUKESHA COUNTY TRANSIT SYSTEM: JANUARY 1992

Operating Characteristics	Regular Routes		Commuter Routes	
	Wisconsin Coach Lines, Inc. Route Nos. 1 and 2	Milwaukee County Transit System Route No. 10	Wisconsin Coach Lines, Inc., Route Nos. 3, 4 and 5	Milwaukee County Transit System Route No. 79
Number of Bus Routes.....	2	1	3	1
Round Trip Route Miles...	44	5	211	23
Days and Hours of Operation:				
Weekdays.....	5:30a.m.-10:00p.m.	6:30a.m.- 7:00p.m.	6:00a.m.- 8:00a.m. & 4:00p.m.- 6:00p.m.	6:00a.m.- 8:30a.m. & 4:00p.m.- 6:00p.m.
Saturdays.....	8:00a.m.-10:00p.m.	8:00a.m.- 6:00p.m.	--	--
Sundays and Holidays...	11:00a.m.-10:00p.m.	--	--	--
Service Frequency (Number of One-Way Bus Trips):				
Weekdays.....	35	22	8	8
Saturdays.....	12	16	--	--
Sundays and Holidays...	8	--	--	--
Vehicle Requirements:				
Weekdays -				
Peak Periods.....	7	5	4	4
Off-Peak Periods.....	2	4	--	--
Saturdays.....	2	4	--	--
Sundays and Holidays...	1	--	--	--

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Source: Wisconsin Coach Lines, Inc.; Milwaukee County Transit System; and SEWRPC.

operated by the Milwaukee County Transit System or the City of Waukesha Transit System Utility.

Station facilities along the seven existing bus routes are minimal. Bus stops along the routes operated by the Milwaukee County Transit System are marked by the system's standard "Bus Stop" signs. Along the routes operated by the Wisconsin Coach Lines, Inc., only some bus stops are marked by signs. The public timetable folder for the Wisconsin Coach Lines, Inc., routes, however, does identify the locations of regular stops. West of Waukesha County-Crites Field, stops other than those shown in the folder are made on the Wisconsin Coach Lines, Inc., routes for passengers "flagging" an oncoming bus when safe and practical.

The regular service area for the County's fixed-route transit system is shown on Map 2-1. The area shown includes all areas within one-quarter mile--a maximum walking distance of fixed-route transit riders based upon accepted industry standards--of one of the County's three regular noncommuter bus routes. The regular service area for the fixed-route transit system includes portions of the Cities of Waukesha, Brookfield, and New Berlin; the Village of Elm Grove; and the Towns of Waukesha, Pewaukee, and Brookfield--all in Waukesha County. The service area also includes portions of the Cities of Milwaukee, Wauwatosa, West Allis, and West Milwaukee--all in Milwaukee County. Additional areas are served by the peak hour, peak direction bus service provided by the County's four commuter bus routes. The service area for these routes typically includes the areas within 3 miles driving distance of a park-ride lot served by commuter route, or within one-half mile walking distance of a stop without parking along a commuter route.

The fare charged for the five routes operated for the County by the Wisconsin Coach Lines, Inc., is based upon distance. The full adult cash fares range from a minimum of \$1.00 per one-way trip for the shortest trips to \$2.50 per one-way trip for the longest trips between the Cities of Oconomowoc or Mukwonago and the City of Milwaukee central business district. Reduced fares are available for children, students, and elderly and disabled passengers with appropriate identification. Fares for elderly persons 65 years of age or older and disabled individuals of any are one-half the regular adult cash fares and range from \$0.50 per one-way trip to \$1.25 per one-way trip. To qualify for the reduced fare, elderly and disabled persons must present a valid half-fare identification card issued by Waukesha County. Ten-ride commuter ticket books are also available. Passengers purchasing books of commuter tickets for transportation to Milwaukee County may also purchase a strip of 10 Milwaukee County Transit System tickets for \$4.50--a substantial discount. In addition, a special transfer program is in effect between the Wisconsin Coach Lines, Inc., and Waukesha METRO Transit--operated by the City of Waukesha Transit System Utility--which allows the Wisconsin Coach Lines, Inc., and Waukesha METRO Transit passengers to receive up to a \$0.40 discount from the regular fare for the transit service to which they are transferring.

The fares charged for the two routes operated for Waukesha County by the Milwaukee County Transit System are based upon a zone and premium fare system. Passengers traveling between Waukesha and Milwaukee Counties are subject to a \$0.25 additional zone fare over the regular Milwaukee County Transit System fares

on both routes, as well as to a \$0.40 additional premium fare on the freeway flyer route. Consequently, the full adult cash fare on the Waukesha County freeway flyer route serving Menomonee Falls--Route No. 79--is \$1.65 per one-way trip. The full adult cash fare on the Waukesha County local route serving the Brookfield Square Shopping Center--Route No. 10--is \$1.25 per one-way trip. Reduced fares are available for students, children, and elderly and disabled individuals with appropriate identification. Fares for elderly persons 65 years of age or older and disabled persons of any age range from \$0.75 per one-way trip on Route No. 10 to \$1.15 per one-way trip on Route No. 79. To qualify for the reduced fare, elderly and disabled persons must present a valid Medicare card or Milwaukee County Transit System half-fare identification card.

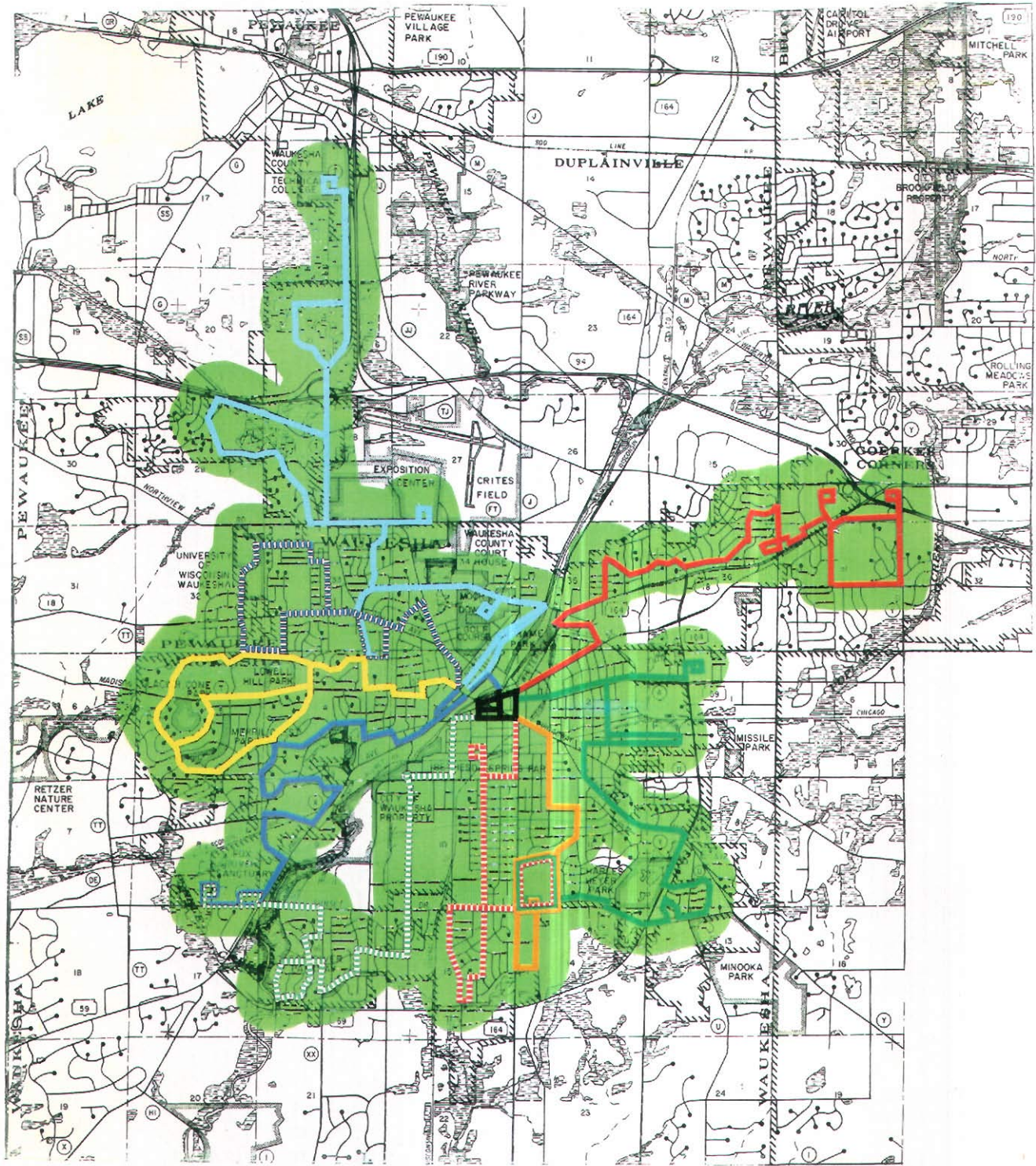
The buses used to provide fixed-route transit service are provided by the contract transit operators. Waukesha County does not own any of the vehicles used to provide its fixed-route transit service. None of the vehicles used by the Wisconsin Coach Lines, Inc., and the Milwaukee County Transit System to provide service for Waukesha County are equipped with level-changing accessibility features, such as wheelchair lifts or special kneeling features. Consequently, none of the buses are accessible to disabled persons using wheelchairs. The specialized transportation service provided under the Waukesha County Department of Aging's parallel commuter bus program is designed to provide comparable accessible transit service for such disabled individuals. Waukesha County's fixed-route transit services will continue to be provided using inaccessible buses through at least calendar year 1993, when the existing service contracts expire, and possibly through 1995 if the County chooses to extend the service contracts for an additional two years. When the County again competitively procures contract operators for its fixed-route transit system--for which the earliest possible date would be during 1993 for new service contracts beginning in 1994--it will require the fleet of vehicles used in providing the contract bus services to be in compliance with current Federal regulations by specifying that the vehicles acquired by contract operators after August 26, 1990, must be accessible. It is possible that future contract service operators for the Waukesha County bus routes will be able to provide fixed-route transit service using at least some accessible vehicles.

During 1991, the Waukesha County Transit System carried approximately 290,000 revenue passengers. The most recent data available concerning use of the County's fixed-route bus service by elderly or disabled persons is from a survey of bus passengers on the routes of the Waukesha County Transit System conducted by the Regional Planning Commission in October 1984. This survey found that about 17 percent of the transit system passengers were 55 years of age or older, and that about 10 percent of the passengers were 65 years of age or older. No specific information is available on the proportion of transit system ridership comprised of disabled individuals.

Waukesha METRO Transit System

As of January 1992, the fixed-route transit system operated by the City of Waukesha Transit System Utility--Waukesha METRO Transit--consisted of nine bus routes operating a total of about 111 round-trip route miles. The nine bus routes operated by the City in 1992 are shown on Map 2-2. The nine routes are primarily radial in design, starting at, or just beyond, the outer limits of the City of Waukesha and terminating in the City's central business district. Seven

FIXED ROUTE TRANSIT SERVICE OPERATED BY
THE WAUKESHA TRANSIT SYSTEM UTILITY: JANUARY 1992



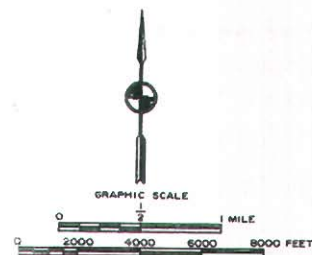
LEGEND

BUS ROUTES

- | | |
|--|--|
| — ROUTE NO. 1 | — ROUTE NO. 6 |
| — ROUTE NO. 2 | — ROUTE NO. 7 |
| — ROUTE NO. 3 | - - - - - ROUTE NO. 8 |
| - - - - - ROUTE NO. 4 | — ROUTE NO. 9 |
| - - - - - ROUTE NO. 5 | — DOWNTOWN BUS ROUTES |

SERVICE AREA

- AREA WITHIN 1/4 MILE
OF FIXED BUS ROUTE



Source: City of Waukesha Transit System Utility and SEWRPC.

of the nine routes provide service primarily within the City with only minor portions operated outside the City's corporate limits. The remaining two routes serve important traffic generators located outside the City: the Waukesha County Technical College in the Village of Pewaukee and the Goerke's Corners public transit station in the Town of Brookfield.

Basic operating characteristics of the City's fixed-route transit system are presented in Table 2-17. Bus service is provided by the transit system for approximately 12.25 hours on weekdays between 6:00 a.m. and 6:15 p.m., and for approximately 10 hours on Saturdays between 8:00 a.m. and 6:00 p.m. No bus service is provided on Sundays or holidays. All routes operate throughout the service day.

Cycle or pulse scheduling is utilized by the transit system so that all buses meet at the downtown terminal at approximately the same time during peak hours. This allows bus passengers the opportunity to conveniently transfer between bus routes and complete a trip with a minimum delay. Operating headways range from approximately 30 to 60 minutes at all times.

The service area for the City's fixed-route transit system is shown on Map 2-2. The area shown includes all areas within one-quarter mile of one of the City's bus routes--a maximum walking distance for fixed-route transit riders based upon accepted industry standards. The service area for the fixed-route transit system includes virtually all of the City of Waukesha plus small portions of the Village of Pewaukee and the Towns of Waukesha, Pewaukee, and Brookfield.

The full adult cash fare for the City's fixed-route transit service in 1992 is \$0.60 per one-way trip. Reduced fares are available for children and for elderly and disabled passengers with appropriate identification. Fares for elderly and disabled individuals are \$0.30 per one-way trip, or one-half the full adult cash fare. To qualify for the reduced fare, elderly and disabled persons must present a valid Medicare card or METRO reduced fare identification card. Tickets are available at the same cost as cash fares. The transit system also offers monthly passes which provide for a discount over the regular adult and student cash fares. Transfers between all nine routes in the transit system are available upon request at no charge. As previously noted, a special transfer program between the City transit system and commuter-oriented bus service provided by Wisconsin Coach Lines, Inc., under contract with Waukesha County, allows passengers transferring between the separate County commuter and City bus services to receive up to a \$0.40 discount from the appropriate fare on the transit service to which they are transferring.

The bus fleet operated by the City's fixed-route transit system currently consists of 17 buses, all owned by the City of Waukesha. None of the buses in the existing fleet are equipped with level changing accessibility features, such as wheelchair lifts or special kneeling features. Consequently, none of the existing vehicles used to provide the City's fixed-route transit service are accessible to disabled individuals using wheelchairs. The specialized transportation service provided under the Waukesha Transit system Utility's METROLIFT program is designed to provide an accessible transit service for such individuals. When the City acquires new buses for the Waukesha METRO Transit system, the new buses will all be accessible to disabled persons in wheelchairs.

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Table 2-17

SUMMARY OF BASIC OPERATING CHARACTERISTICS
OF THE FIXED ROUTE BUS SERVICE PROVIDED BY
THE WAUKESHA METRO TRANSIT SYSTEM: 1992

Operating Characteristic	Total Transit System
Number of Bus Routes.....	9
Round Trip Route Miles.....	110.7
Days and Hours of Operation	
Weekdays.....	6:00 a.m. - 6:15 p.m.
Saturdays.....	8:00 a.m. - 6:00 p.m.
Sundays and Holidays.....	No Service
Operating Headways	
Weekdays	
A.M. and P.M. Peak Periods.....	30-60 minutes
Midday Off-Peak Periods.....	30-60 minutes
Saturday	
All Day.....	30-60 minutes
Vehicle Requirements	
Weekdays	
A.M. and P.M. Peak Periods.....	14
Midday Off-Peak Periods.....	9
Saturday	
All Day.....	8

Source: City of Waukesha Transit System Utility and SEWRPC.

During 1991, the Waukesha METRO Transit System carried approximately 432,000 revenue passengers. The most recent data available concerning the use of the City's fixed-route bus service by elderly or disabled persons is from a survey of bus passengers on the routes of the transit system conducted by the transit system in November 1987. This survey found that about 10 percent of the transit system passengers were 55 year of age or older, and that about 5 percent of the passengers were 65 years of age or older. No information is available on the proportion of transit system ridership comprised of disabled persons. However, the transit system has certified about 1,075 persons as elderly or disabled to qualify for the reduced fares offered for such persons.

SPECIALIZED TRANSPORTATION SERVICES IN OTHER SOUTHEASTERN WISCONSIN COUNTIES

To assist in identifying alternative actions to meet the unmet transportation needs identified in Chapter III; to identify opportunities for coordination; and to identify potential sources of additional funding; the existing specialized transportation programs being provided within other counties of the Southeastern Wisconsin Region were also examined. This examination was also intended to provide information on how the other counties within the Region--including Kenosha, Ozaukee, Milwaukee, Racine, Walworth and Washington Counties--have opted to provide transportation service to their elderly and disabled residents; and to identify elements of other specialized transportation programs which could potentially be applied within Waukesha County. For the purpose of this analysis, only the principal service providers were examined within the other counties. In addition, the specialized transportation service programs of two counties outside of the Southeastern Wisconsin Region--Dodge and Fond du Lac Counties--were also examined as these were cited by County staff as having elements considered to be innovative in their approach to serving the transportation needs of their respective elderly and disabled populations.

Accordingly, the following sections describe the principal specialized transportation services and programs provided within the other counties examined, and comparatively evaluates these programs to identify potential actions which could be considered within Waukesha County to improve the existing specialized transportation services and address the unmet transportation needs identified in Chapter III of this report.

Description of Specialized Transportation Service Programs in Other Counties

Information on the characteristics of the principal specialized transportation services for elderly and disabled persons provided within the other six counties comprising the Southeastern Wisconsin Region and within Dodge and Fond du Lac Counties in 1992 is presented in Appendix A. The following sections present a brief overview of the services provided within each county.

Kenosha County: Within Kenosha County the principal provider of specialized transportation services for the elderly and disabled is the Kenosha County Department of Aging which serves in a supervisory capacity and administers two major projects for specialized transportation provided under contract by the Kenosha Achievement Center, Inc. The first major specialized transportation

project is the Care-A-Van transportation program which provides door-to-door transportation to elderly and disabled individuals within Kenosha County. The Care-A-Van program provides different levels of service within the urban and rural portions of Kenosha County. Within the urban service area for the Care-A-Van program, which includes all of Kenosha County east of IH 94, the specialized transportation service is provided to meet individual requests for travel between specific desired trip origins and destinations. Within the rural service area for the program, which includes all Kenosha County west of IH 94, the service is provided between places of residence and certain potential trip fixed destinations, including senior citizen centers, adult nutrition sites and shopping centers in Kenosha, Burlington and Antioch, Illinois. The City of Kenosha participates in the funding for the urban service provided by the Care-A-Van program and relies upon the program to provide the Federally required complementary paratransit service for disabled persons who are unable to use the City's fixed-route bus service.

The Care-A-Van program currently provides transportation service to eligible users on a minimum 24-hour advance reservation basis. Eligible users of the program currently include Kenosha County residents 60 years of age and older, and disabled County residents of any age who are unable to use other means of transportation. Some modest changes to the urban service provided under the program, including a reduced advance reservation time and more limited eligibility for nondisabled individuals, have been proposed to be implemented by January 1993 in response to recent Federal regulations issued to implement the requirements of the Americans With Disabilities Act of 1990.

The Kenosha County Department of Aging also administers a volunteer driver escort program. The Department of Aging relies upon the program to provide transportation and escort services to Kenosha County residents whose age or disabilities make them unable to travel alone and unable to use the Care-A-Van program or other transportation services. The Department of Aging serves as the sponsor for the program and contracts with the Kenosha Volunteer Action Center for the recruitment and screening of the volunteers used to provide the service; and with the Kenosha Achievement Center, Inc. for the orientation and training of volunteers, the inspection of the private vehicles used, and the dispatching of volunteers to meet trip requests. The volunteer driver escort program is used by the Department of Aging to provide service for both trips within and outside Kenosha County.

Ozaukee County: The principal provider of specialized transportation service within Ozaukee County is the Ozaukee County Office of Aging Services. The specialized transportation service provided by the Office of Aging Services principally serves trips within Ozaukee County. However, the program also allows some trips to be served with destinations outside the County, including shopping trips to the Northridge Shopping Center in Milwaukee County, work-related trips within five miles of Ozaukee County, and medical trips within 10 miles of Ozaukee County to institutions and physicians where similar services do not exist within Ozaukee County. The program does not provide service for trips made outside a person's home community for grocery shopping or personal business which may be available within that community, and limits the use of the service to no more than three round-trips per week. The program currently provides door-to-door transportation service to eligible users on a minimum 24-hour advance reservation

basis. Eligible users of the service include elderly Ozaukee County residents age 60 and over, and disabled County residents of any age with a physical or developmental disability.

Similar specialized transportation services are also provided by the Cities of Cedarburg and Port Washington, with each serving only the residents of each City. The Cedarburg Senior Center operates a single van to provide service to elderly and disabled City residents for travel within the City and up to 20 miles outside the City limits. Eligible users of the Cedarburg service include City residents who are age 60 and over, or who have a physical or developmental disability regardless of age. The City of Port Washington Senior Center operates a single van Monday, Wednesday and Friday of each week to serve trips by elderly City residents to any location within the City. Users of the service are limited to ambulatory City residents age 55 and over.

Efforts are made to coordinate the provision of the three transportation services. In this respect, the transportation service provided by the Ozaukee County Office of Aging Services will not serve trip requests for travel entirely within the Cities of Cedarburg or Port Washington unless the individuals are unable to use the specialized transportation services provided by each community. The Office on Aging Services will also occasionally refer individuals traveling between the City of Cedarburg and other locations within the County to the Cedarburg van service when the Ozaukee County service is unable to accommodate the trip request. The Ozaukee County Office on Aging Services will also refer requests for medical trips for regular therapy treatments to destinations outside Ozaukee County to the American Red Cross.

Milwaukee County: Two principal programs are relied upon to provide specialized transportation services to elderly and disabled Milwaukee County residents. The first such program is the user-side subsidy program operated through the Milwaukee County Department of Public Works to provide transportation service to disabled individuals unable to use the fixed-route bus service provided by the Milwaukee County Transit System. The program represents the County's Federally required complementary paratransit service for its fixed-route transit system. Under the current program, eligible disabled individuals have their transportation costs publicly subsidized so that they can purchase service from a participating private service provider of their choice. During 1991, one private taxicab company and 10 private wheelchair van carriers were under contract to participate in the program. The service area for the user-side subsidy program includes all Milwaukee County. No service is allowed to be provided by contract operators under the program to or from any location outside Milwaukee County with the exception of the Family Health Plan Bluemound Health Center located at 12500 West Bluemound Road in Waukesha County.

The transportation service is provided to eligible users under the program on a door-to-door basis with taxicab service provided upon demand and wheelchair van service generally provided with a 24- to 48-hour advance reservation. Eligible users of the program currently include all elderly or nonelderly disabled Milwaukee County residents, and non-County residents temporarily residing in the County as visitors, who have a disability which requires them to use a wheelchair, walker, crutches, or long leg braces to gain mobility; or who are legally blind. Several major changes have been proposed for the existing program

to be implemented by January 1993 to bring the program into compliance with current Federal regulations, including a significant expansion of the disabled population potentially eligible for the service, a reduction in advance reservation requirements for wheelchair van carriers, and the provision of adequate capacity to handle both existing and anticipated demands for service.

Another major specialized transportation program provided within Milwaukee County is operated by the Milwaukee County Department of Aging to provide transportation service to ambulatory or semi-ambulatory elderly Milwaukee County residents who are unable to use regular public transit service but may not qualify for the user-side subsidy program. The Independent Living Unit of the Department of Aging currently administers five transportation programs for older persons. The first such program provides group transportation for grocery shopping, day care, nutrition program meal sites, and other essential trip purposes. The second program provides individualized transportation for the same purposes as the group transportation services. The third such program provides transportation for individuals who wish to visit a spouse, close friend, or relative living in a nursing home, and also for short trips away from nursing homes for patients and visitors for therapeutic purposes. The fourth such program provides group transportation to designated elderly nutrition program meal sites. The fifth such program provides transportation to designated elderly nutrition program meal sites of the neighborhood services model project for individuals who reside within the project boundaries.

The service under all of the projects is available only for trips within Milwaukee County and is provided to eligible users on a door-to-door basis. An advance reservation requirement of at least seven days prior to when the service is needed is in effect under all projects except for the neighborhood meal site transportation project for which a reservation for service must be made at least 48 hours in advance. Eligible users of the services include frail, ambulatory or semi-ambulatory persons who are 60 years of age or older, and residents of Milwaukee County who are unable to use regular public transit service and in need of transportation service provided under each project as determined by the staff of the Department of Aging. The Department to Aging contracts with Elder Care Line, Inc. to provide the transportation services under the group transportation, individualized transportation, nursing home visit transportation, and general meal site transportation projects. The Department of Aging contracts with Malik Transportation, Inc. to provide the transportation service offered under the neighborhood meal site transportation project.

The Senior Services Unit of the Department of Aging also provides transportation to eligible low income older adults under its specialized transportation service project. Transportation services are provided under this project for rides to adult day care centers, medical appointments, grocery shopping, and other essential activities. Eligible individuals for this service include persons who are 60 years of age or older, who have a significant functional impairment, are dependent upon others for assistance in the essential activities of daily living, and meet certain household income and asset guidelines established by the Department of Aging. The service is provided to eligible users on a door-to-door basis with an advance reservation requirement of at least seven days prior to when the service is needed. The Department of Aging contracts with Elder Care Line, Inc. to provide this service.

Racine County: In Racine County, the principal provider of specialized transportation services for elderly and disabled individuals is the Racine County Human Services Department which administers two major specialized transportation programs within the County: one directed at providing transportation for transportation handicapped individuals; and one directed at providing transportation for developmentally disabled individuals who are clients of the Department. The Human Services Department contracts for the actual provision of transportation services under both programs from a private bus company, Jelco of Wisconsin, Inc., which supplies the vehicles, drivers, service scheduling and dispatching services.

The transportation service for the transportation handicapped is available for trips made anywhere within Racine County and also to the University of Wisconsin-Parkside in Kenosha County. The City of Racine provides funding for the portion of the service provided in Racine County east of IH 94 and relies upon the program to provide the federally required complementary paratransit service for disabled individuals who are unable to use the City's fixed-route bus service. The door-to-door transportation service is provided to eligible users on an advance reservation basis throughout the County. To receive service for a trip, requests must be made by the end of normal business hours on the day prior to the day service is desired for local trips, and at least 24 hours in advance of the day service is desired for cross-county trips. Eligible users of the service include any disabled person whose physical or mental disability prevents use of other modes of transportation, including public transportation or private automobile. Nondisabled, able-bodied elderly individuals are currently not eligible for the service. Minor changes to the eligibility and certification process for the program have been proposed to be implemented by January 1993 to bring the service into full compliance with the Federal regulations concerning complementary paratransit service.

The transportation service provided for developmentally disabled individuals by the Human Service Department is provided on a countywide basis for individuals participating in rehabilitation, training, or sheltered employment programs at two facilities serving developmentally disabled individuals within the City of Racine: the Racine County Opportunity Center, and Careers for Retarded Adults. Eligible users of the service include those developmentally disabled individuals who are participating in the programs offered by the two centers noted above.

Walworth County: The major provider of specialized transportation services within Walworth County is the Walworth County Human Services Department which uses a combination of vans with paid drivers and volunteers using their own private automobiles to provide transportation services. This service is provided primarily during daytime hours on weekdays with a limited amount of service provided outside normal service hours to serve group trips by members of local disabled organizations for special events. Service is provided on different days of the week to serve trips made within or between communities within the County for nutritional, shopping and personal business. Medical trips are served on a countywide basis on all days the service is available. Much of the service provided is focused on the City of Elkhorn in which the County's only hospital, the County nursing home, the County Courthouse, the offices of the Human Services Department, and Vocational Industries, Inc.--a private, nonprofit agency providing training, rehabilitation and employment services for disabled

individuals--are all located. Transportation service is also available to major communities outside the County, including Milwaukee, Waukesha, Racine, Kenosha, Burlington, Madison, Janesville, and Beloit, with such trips principally being made for medical purposes or for purposes related to the casework of clients of the Human Services Department being transported.

The transportation service is provided on a door-to-door basis throughout the County, with door-through-door service also provided by volunteer drivers for additional individuals who require personal assistance in completing the business of their trip. Eligible users of the service include Walworth County residents 60 years of age and older, and disabled persons of any age. In addition, transportation service is also provided, regardless of age, to clients or patients of the Human Services Department, the Lakeland Nursing Home, and individuals receiving medical assistance. Reservations for service are required to be made 24 hours in advance for trips made within the County and 48 hours in advance for trips made outside of the County. In addition, individuals that require wheelchair lift van services must also make their request 48 hours in advance.

The Walworth County Human Services Department and Vocational Industries, Inc. coordinate the provision of transportation services for elderly and disabled individuals within the County, including in the areas of staff, vehicles, vehicle maintenance, service scheduling and promotional activities. At the present time, the Human Services Department and Vocational Industries, Inc. share a driver and a dispatcher for both services. Five of the 14 vans used by the Human Services Department are vehicles which have been purchased by Vocational Industries, Inc. through the Federal Transit Administration Section 16(b)(2) program and a companion state program authorized under Section 85.22 of the State Statutes which provide funds to private nonprofit agencies and organizations to purchase equipment to provide transportation to elderly and disabled individuals. In return, Walworth County provided the 20 percent local matching funds required for the purchase of the vehicles under the Federal and State programs. Arrangements also exist between the two agencies for the provision of backup vehicles should a vehicle operated by either agency break down or otherwise be unavailable and for maintenance for all of the vans the County uses to provide its countywide van service. By sharing a common dispatcher for both services, it is also possible for Vocational Industries, Inc. to provide transportation to clients of the Human Services Department on the regular routes operated by the organization for its clients if it is more efficient to do so; or for the Human Services Department to provide service for Vocational Industries, Inc. clients. Finally, both agencies have cooperated in developing a brochure detailing the transportation services which are available through both agencies.

In addition to the specialized transportation services provided by the Walworth County Human Services Department, shared-ride taxicab service is currently provided within the City of Whitewater. While this service is open to use by the general public and, therefore, not in a strict sense a specialized transportation service, the taxicab system provides a low-cost transportation option for local travel to elderly and disabled individuals within the City of Whitewater. The City of Whitewater contracts with a private taxicab company--Brown's Cab Service--to operate the service, and uses Federal and State funds available through programs providing operating and capital assistance to subsidize the cost of

providing the service and to keep passenger fares at reasonable levels. The taxicab service is available seven days a week with service provided Sunday through Wednesday between 7:00 a.m. and 11:00 p.m. and on Thursday through Saturday between 7:00 a.m. and 2:00 a.m. The base fare for travel within the City charged by the taxicab system is \$2.00 per one-way trip for adults, and \$1.00 per one-way trip for students age 5 through 17, and for elderly or disabled individuals. An additional fee of \$1.00 per mile is charged for trips made outside the City limits. The City estimates that approximately 50 percent of the trips made on the service are by elderly or disabled individuals with limited incomes or access to automobiles.

Washington County: The Washington County Office on Aging is the principal provider of specialized transportation services for elderly and disabled persons within Washington County and administers two specialized transportation service programs. The first program provides a countywide advance reservation transportation service which serves different areas of the County on different days of the week. The service is principally provided for travel within each local service area, although service between areas can occasionally be arranged. The Office on Aging contracts with two private transportation companies--Handicare Transportation and Riteway Bus Service, Inc.--to operate the service. The contract operators provide the vehicles and drivers as well as perform the scheduling and dispatching to respond to service requests from eligible users.

The transportation service provided in this program is provided on a door-to-door basis with a minimum 24-hour advance reservation requirement. Attempts are also made to serve the general public and to accommodate requests for service with up to one hour's notice on the day service is required when space is available and schedules permit it. Eligible users of the service include elderly individuals age 60 and over, and individuals of any age who have temporary or permanent disabilities.

The second program offered by the Office on Aging is a user-side subsidy program within the City of West Bend. This program permits ambulatory and semi-ambulatory elderly and disabled individuals to use the existing private taxicab service within the City of West Bend and the immediate environs at reduced fares. Individuals eligible to use this service may purchase books of ten coupons for \$10.00 per book, with each coupon worth \$3.50 toward taxicab fare. Eligible users of the service receive a \$2.50 discount on the base taxicab fare of \$3.50 charged by the private taxicab operator to senior citizens and disabled persons.

The taxicab service is provided to eligible program participants on a door-to-door basis; and the taxicab operator generally tries to respond to service requests within 45 minutes of the time the trip is requested. Eligible users include ambulatory individuals 60 years of age and older and ambulatory disabled individuals of any age.

In addition to the specialized transportation services provided by the Washington County Office on Aging, shared-ride taxicab services for the general public currently exist within the City of Hartford and have been proposed to be implemented within the City of West Bend. The shared-ride taxicab system which serves the City of Hartford is publicly owned and operated by the City and serves the City of Hartford and the immediate surrounding area. The taxicab service is

available seven days a week with the hours of service being 6:00 a.m. to 9:00 p.m. Monday through Friday; 8:00 a.m. to 8:00 p.m. on Saturday, and 9:00 a.m. to 3:00 p.m. on Sunday. A flat fare of \$1.00 per one-way trip is discharged to all passengers over four years of age for trips made within the City limits. An additional fee of \$3.00 per passenger is charged for trips made up to five miles outside the City limits. While the service is open to use by the general public, the City estimates that approximately 70 percent of the trips made on the service are by elderly or disabled individuals with limited incomes and access to automobiles. The costs of the taxicab service are covered by revenues generated from passengers and package delivery service, and public funds obtained through Federal and State transit operating assistance programs, and from City tax dollars.

The City of West Bend also intends to establish a publicly subsidized shared-ride taxicab system during 1992, in accordance with the recommendations of a transit system feasibility study which was completed by the Regional Planning Commission at the request of the City in February 1991.⁴ The proposed shared-ride taxicab system would serve trips made within the City of West Bend, and between the City of West Bend and areas within other communities immediately adjacent to the City. The proposed taxicab service would be operated seven days a week, Sunday through Saturday, including holidays, with normal service hours for the taxicab system being from 6:00 a.m. until 10:00 p.m. Monday through Saturday, and 8:00 a.m. until 2:00 p.m. on Sunday and holidays. The base one-way cash fares for use of the taxicab service would be established at \$2.00 per one-way adult trip, with lower fares of \$1.50 per one-way trip for students, and \$1.00 per one-way trip for elderly or disabled individuals. The proposed elderly and disabled base cash fare would be the same as the current subsidized fare under the Washington County Office on Aging's user-side subsidy program. It is anticipated that about 70 percent of the projected passenger trips will be made by elderly and disabled individuals. Like the City of Hartford's taxicab system, funds to operate the proposed West Bend taxicab system would be obtained through revenues generated by passenger fares and package delivery service and public funds obtained through Federal and State transit operating assistance programs, and City tax dollars. The City of West Bend has proposed the start up of the taxicab system in July 1992, and has obtained both Federal and State grants for transit system operating assistance. Competitive bids for the provision of the service by a private transit operator will be solicited from existing transit operators.

Dodge County: The principal provider of specialized transportation services for elderly and disabled individuals within Dodge County is the Dodge County Human Services Department, which operates a coordinated transportation service for both the general, elderly and disabled population, and clients of the Human Services Department. The transportation services provided include a countywide van service and a volunteer driver escort program. Both transportation services are administered as essentially one transportation system.

⁴See SEWRPC Community Assistance Planning Report No. 189, A Transit System Feasibility Study and Development Plan for the City of West Bend: 1992-1996, February 1991.

The transportation service is provided primarily to serve trips within Dodge County. Out-of-county trips are also provided for certain purposes such as for medical treatments and therapy, but service for such trips can generally not extend beyond 10 weeks in duration. The service is principally provided during weekday daytime hours; however, special arrangements can also be made with the Human Services Department to use the accessible and nonaccessible vans operated by the Department for group activities on weekday evenings and weekends using either paid drivers provided by the Department or trained volunteer drivers provided by the sponsoring organization. Volunteer driver escorts, who provide additional personal assistance to individuals they are transporting, use their own vehicles and are reimbursed for both mileage and any incidental expenses incurred in serving the trip.

The transportation services are provided on a door-to-door basis with a minimum advance reservation requirement of 48 hours for requests for all non-emergency transportation. Emergency medical and nutrition trip requests can be made at any time and will be provided if at all possible. Eligible users of the service include residents of Dodge County who are 55 years of age and over who do not have their own transportation or have no family to transport them; or, who are physically or mentally disabled and unable to provide for their own transportation or to use available public transportation. Clients of the Human Services Department are also permitted to use the specialized transportation service by arranging needed transportation through their case manager.

One aspect of the transportation services provided by Dodge County which have been considered to be innovative by County staff is the allowance for use of the County-owned vans during weekday evenings and on weekends by various groups and organizations using volunteer drivers. The Human Services Department will make special arrangements with non-County agencies or organizations for the use of both accessible and nonaccessible County vehicles. The Human Services Department allows volunteer drivers provided by the agencies organizations to drive the vehicles provided that they have undergone the appropriate checks and training required by the Department. Before being allowed to use County vehicles, such volunteer drivers are required to submit to an examination of their driving records through the Wisconsin Department of Transportation, Division of Motor Vehicles; verification of insurability; and in-service training. The training received by volunteers includes both safety training on the operation of the County's vehicles and accessibility features, as well as sensitivity training on the special needs of individuals being transported. Training for the volunteers is provided at no cost through the Wisconsin Rural and Paratransit Providers Association (WRAPP) which regularly sponsors workshops and training sessions on such issues.

All volunteer drivers used by the Human Services Department are covered by an umbrella liability policy through the County. Arrangements for using County vehicles on weekday evenings and on weekends requires the agencies or organizations to reimburse the County for only the direct costs associated with using the vehicles, including the fuel used and the cost of drivers if supplied by the County. Off-hour users of the County vehicles have included the Association for Retarded Citizens, group homes, retirement homes, and residential care facilities within the County with the frequency of such arrangements averaging about two times per month.

Locally subsidized shared-ride taxicab service is also available within the City of Beaver Dam in Dodge County. The City of Beaver Dam contracts with a private taxicab company--S&R Taxicab Service--to provide the taxicab service. The taxicab service is available seven days a week from 6:00 a.m. until 10:00 p.m., Monday through Friday, and from 8:00 a.m. to 5:00 p.m. on Saturdays and Sundays. Fares of \$2.00 per one-way trip for adults, \$1.50 per one-way trip for students age 5 through 18, and \$1.00 per one-way trip for elderly or disabled individuals are charged for taxicab service. The City estimates that approximately 60 percent of the trips made on the taxicab system are by elderly or disabled individuals. The costs of the taxicab service are covered by revenues generated from passengers, package delivery services, and public funds obtained through Federal and State transit operating assistance programs, and from City tax dollars.

Fond du Lac County: Within Fond du Lac County, the major provider of specialized transportation services to elderly and disabled individuals is the Fond du Lac County Department of Senior Services, which provides a countywide van service for elderly and disabled County residents and a volunteer driver escort service. The countywide van service which is provided includes services directed at elderly and disabled County residents for general purpose trips, as well as regularly scheduled service for developmentally disabled individuals participating in rehabilitation, training and employment programs within the County.

The elderly transportation service provided by the Department of Senior Services is provided using nonaccessible vehicles and provides different levels of service within the eastern more urbanized section of the County and the remaining rural portions of the County. Within the urban service area for the program, which includes the City of Fond du Lac and the Village of North Fond du Lac and the immediate environs, service is provided to serve any trip origin or destination. Within the rural service area consisting of the remaining portions of the County, service is provided for travel within or between different portions of the County on different days of the week. Transportation for out-of-county trips is also provided. While the service is generally available during weekday daytime hours, the Department of Senior Services will also allow use of the vans used to provide the service on weekday evenings and on weekends by agencies or organizations for group trips. The transportation service is provided on a door-to-door basis for eligible users with reservations for service required to be made by 3:00 p.m. on the previous service day. Attempts are also made to accommodate trip service requests on the day they are received if the space is available. Eligible users of the service include ambulatory County residents 60 years of age and over.

The Handi-van Transportation Service provided for disabled individuals by the Department of Senior Services is also designed to provide somewhat different levels of service within different portions of the County, as well as to serve out-of-county travel. Within the eastern urban service area for the Handi-Van service, service is available weekdays during daytime and evening hours, and on Saturdays during daytime hours. The urban service area for the Handi-Van program coincides with the service area for the fixed-route transit system operated by the City of Fond du Lac. The City of Fond du Lac provides funding for the Handi-Van service within this area and relies upon the program to serve as the City's Federally required complementary paratransit service for disabled individuals who are unable to use the City's fixed-route bus service. Service is provided within

the entire remaining rural portion of the County and for out-of-county trips principally on weekdays during daytime hours. Like the elderly transportation service provided by the County, Handi-Van service will also be provided by special arrangement on weekday evenings and on weekends for group activities of other agencies and organizations.

Two of the five accessible vans used to provide the Handi-Van service were purchased by the City of Fond du Lac using Federal funds available through the Federal Transit Administration Section 18 Formula Assistance Program, which provides both capital and operating assistance for general public transit services in nonurbanized and rural areas. The City of Fond du Lac leases its two accessible vans back to the Department of Senior Services as part of its contract with the County to provide Handi-Van service within the service area for the City's fixed-route transit system. The Department of Senior Services supplements the service provided with the two City-owned vehicles with service provided using County-owned vehicles.

The Handi-Van transportation service provides door-to-door transportation to all eligible users throughout the County. Advanced reservations for service must be made by no later than 4:00 p.m. on the day prior to the day service is needed. Last minute requests for service on the day service is needed are accommodated on a space-available basis. Eligible users of the service countywide include disabled individuals who require the use of wheelchairs or have other mobility impairments which make them unable to use other modes of transportation including regular public transit service.

The Department of Senior Services also provides transportation service to disabled individuals participating in programs offered through the Association for Retarded Citizens and Brook Industries, Inc.--a local private, nonprofit organization offering rehabilitation training and employment services to disabled individuals. The service brings developmentally disabled individuals to the Brook Industries facility within the City of Fond du Lac and is provided using regular schedules on weekday mornings and afternoons.

The volunteer driver escort service provided by the Department of Senior Services is designed to serve frail, elderly individuals and nonelderly individuals who have mobility limitations which are not severe enough for them to be eligible for the Handi-Van service. Service is available for trips made within Fond du Lac County and for medical purpose trips made to locations outside of Fond du Lac County. The service is provided on weekdays, and also on weekday evenings and weekends by special arrangement and subject to the availability of volunteer drivers. Volunteer drivers used under this program include retired veterans who are then used to transport other veterans to the Zablocki Veterans Administration Medical Center in Milwaukee County and other medical facilities.

The specialized transportation program of the Fond du Lac County Department of Senior Services has been noted as being innovative with respect to the combining of transportation services under several County programs and also the allowance for use of County vehicles by their agencies and organizations for group travel on weekday evenings and weekends at actual cost to the County. With respect to the combined use of vehicles, the Department of Senior Services uses the vans which provide the regularly scheduled transportation service for developmentally

disabled individuals to also provide transportation for elderly individuals during the middle of the day. The vans which are used to provide both elderly and developmentally disabled transportation services are also used to deliver mail between County offices and also for the nutrition program to bring individuals to congregate mealsites and for home delivered meals. The vans are also used to deliver meals for the nutrition program to kitchen facilities in the City of Fond du Lac to 13 of the 14 outlying mealsites. The vans used for meal delivery under the nutrition program are also available to serve trips by elderly and disabled individuals and clients in other County program with trip origins and destinations in proximity to the route followed by each van.

With respect to the allowance for the use of County vans during off-hours, the Department of Senior Services allows the Association for Retarded Citizens to use three vans when needed on weekday evenings and weekends to provide transportation for their group home clients. The Association for Retarded Citizens provides their own drivers and reimburses the Senior Services Department for the direct cost of the gasoline used to operate the vehicle. The Senior Services Department also allows the senior centers in the Cities of Ripon and Waupun to use the County vans which are stored at senior centers within these communities overnight for weekday evening and weekend group trips. In this case, the Senior Services Department provides the driver for the vehicle and the senior centers reimburse the Department for the direct County costs consisting of driver and motor fuel costs. The vans are available for use by these organizations for trips made both within and outside of Fond du Lac County.

Publicly subsidized shared-ride taxicab service is also provided within the City of Ripon within Fond du Lac County. The service is provided by a private taxicab company--Ripon City Taxi Service--operating under contract with the City of Ripon. Taxicab service is available seven days a week between 6:00 a.m. and 8:00 p.m., Monday through Friday; from 7:00 a.m. to 7:00 p.m. on Saturdays; and from 8:00 a.m. until 4:00 p.m. on Sundays. A base fare of \$1.50 per one-way trip is charged to children and adults between the ages of 5 and 59, with fares of \$0.75 per one-way trip charged to individuals 60 years of age and older and disabled persons. An additional fee and mileage charge is levied for all passengers traveling outside the City of Ripon. The City estimates that approximately 60 percent of the trips made on the service were made by elderly or disabled individuals.

Comparison of Principal Specialized Transportation Services Within Waukesha and Other Counties

A comparison of the total annual ridership, service utilization, cost efficiency and sources of funds for the principal specialized transportation services for elderly and disabled individuals in Waukesha County with those identified in the other counties within the Southeastern Wisconsin Region and within Dodge and Fond du Lac Counties was conducted to facilitate the identification of differences between the programs which would be of use in developing improved specialized transportation services for Waukesha County. For the purpose of this comparison, the information used for Waukesha County was drawn from data for the four largest specialized transportation services, including the Waukesha County Department of Aging's Ride-Line and user-side subsidy programs, the City of Waukesha METROLIFT program, and the La Casa de Esperanza, Inc. transportation service. Together,

these four specialized transportation services accounted for over 80 percent of the one-way trips made on the principal public and private nonprofit specialized transportation services identified within Waukesha County. Similarly, the specialized transportation services identified in the other comparison counties do not represent a comprehensive list of all specialized transportation services available, but only the principal services provided within each county.

A comparison of the annual ridership per capita in 1991 on the principal specialized transportation services in Waukesha County and in the other counties examined is presented in Table 2-18. The information presented in this table indicates that the total annual ridership per capita on the specialized transportation services within Racine County, Walworth County, and Fond du Lac County is significantly greater than on the services provided within Waukesha County. The high ridership per capita on the Racine County and Fond du Lac County specialized transportation services may be attributed in part to the proportion of total ridership within each county which results from the service provided specifically for developmentally disabled individuals participating in rehabilitation training or employment programs. Approximately 60 percent of the trips made in Racine County and 25 percent of the trips made in Fond du Lac County are the result of service provided for such individuals. This service is not provided by the four principal service providers within Waukesha County.

The high ridership per capita in Walworth and Fond du Lac Counties also results from the low fares which are charged for the transportation services offered. The basic fares of \$0.35 to \$0.60 per one-way trip charged for elderly and disabled local transportation service in Fond du Lac County compares with basic fares of between \$1.20 and \$2.00 per one-way trip for local trips made on the Waukesha County specialized transportation services. In addition, in both Walworth and Fond du Lac Counties, fares for many trips are donations rather than set charges. Within Walworth County, the fares for individuals using the service are also often not directly paid by the individual but rather through other County departments or programs.

Finally, the higher ridership per capita in Walworth and Fond du Lac Counties may also result from a larger proportion of the county population which is either elderly or disabled. In this respect, estimates of the 1990 elderly and disabled population prepared by the Wisconsin Department of Administration for the Department of Transportation indicate that approximately 16 percent of the population within both Walworth and Fond du Lac Counties was either elderly--age 65 or older--or disabled in 1990, compared with only about 11 percent within Waukesha County.

A comparison of the service utilization in 1991 on the principal specialized transportation services in Waukesha County and in other counties in Southeastern Wisconsin is presented in Table 2-19. The average service utilization within Racine and Fond du Lac Counties is significantly higher than the average within Waukesha County. The differences noted may also result from the service provided by both of these counties to developmentally disabled individuals which is provided as a many-to-one type of service which allows for maximum utilization of the capacity of each vehicle. The higher ridership generated by the lower fares on the Fond du Lac specialized transportation service also may allow better utilization of each vehicle.

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Table 2-18

COMPARISON OF ANNUAL RIDERSHIP PER CAPITA ON THE PRINCIPAL
SPECIALIZED TRANSPORTATION SERVICES IN WAUKESHA COUNTY
AND IN OTHER COUNTIES IN SOUTHEASTERN WISCONSIN: 1991

County/Service Provider	1991 Annual One-way Trips	1990 Total County Population	Estimated 1990 Elderly and Disabled Population ^a		Total Annual Trips Per Capita	
			Number	Percent of County Population	Trips per Total County Population	Trips per Elderly and Disabled County Population
Waukesha County						
Waukesha County Department of Aging						
Ride-Line Program.....	24,100					
User-Side Subsidy Program.....	27,200					
City of Waukesha Metrolift Program...	11,000					
La Casa de Esperanza, Inc.....	9,000					
Total	71,300	304,700	32,000	10.5	0.2	2.2
Kenosha County						
Kenosha County Department of Aging						
Care-A-Van Program.....	18,500					
Redi-Wheels Escort Program.....	700					
Total	19,200	128,200	17,600	13.7	0.1	1.1
Milwaukee County						
User-Side Subsidy Program.....	389,300					
Milwaukee County						
Department of Aging.....	162,700					
Total	552,000	959,300	144,000	15.0	0.6	3.8
Ozaukee County						
Ozaukee County Office						
on Aging Services.....	11,300					
Cedarburg Senior Center.....	3,900					
Port Washington Senior Center.....	5,800					
Total	21,000	72,800	8,300	11.4	0.3	2.5
Racine County						
Racine County Human Services						
Department						
Transportation Handicapped Service..	46,200					
Developmentally Disabled Service.....	60,000					
Total	106,200	175,000	22,400	12.8	0.6	4.7
Walworth County						
Walworth County Department of						
Human Services.....	52,100	75,000	11,900	15.9	0.7	4.4
Washington County						
Washington County Office of Aging						
Handi-care Transportation Service....	4,300					
User-Side Subsidy Program.....	10,200					
Total	14,500	95,300	9,700	10.2	0.2	1.5
Dodge County						
Dodge County Human Services						
Department.....	21,200	76,600	13,800	18.0	0.3	1.5
Fond du Lac County						
Fond du Lac County Senior						
Services Department.....	85,100	90,600	14,200	15.7	0.9	6.0

^aBased upon estimates of the elderly population age 65 and over, and the nonelderly population with chronic disabilities prepared by the Wisconsin Department of Administration for use by the Wisconsin Department of Transportation in administering the State specialized transportation assistance program for Counties.

Source: SEWRPC.

WCEDCOMP.WK1
7-15-92

Table 2-19

COMPARISON OF SERVICE UTILIZATION ON THE PRINCIPAL
SPECIALIZED TRANSPORTATION SERVICES IN WAUKESHA COUNTY
AND IN OTHER COUNTIES IN SOUTHEASTERN WISCONSIN: 1991

County/Service Provider	Annual One-way Trips	Annual Vehicle Miles	Annual Vehicle Hours	Service Utilization	
				Average Trips per Vehicle Mile	Average Trips per Vehicle Hour
Waukesha County					
Waukesha County Department of Aging					
Ride-Line Program.....	24,100	222,600	19,100	0.11	1.26
User-Side Subsidy Program.....	27,200	160,500	26,400	0.17	1.03
City of Waukesha Metrolift Program...	11,000	43,700	4,000	0.25	2.75
La Casa de Esperanza, Inc.....	9,000	61,900	3,500	0.15	2.57
Total	71,300	488,700	53,000	0.15	1.35
Kenosha County					
Kenosha County Department of Aging					
Care-A-Van Program.....	18,500	107,300	7,300	0.17	2.53
Redi-Wheels Escort Program.....	700	8,700	400	0.08	1.75
Total	19,200	116,000	7,700	0.17	2.49
Milwaukee County					
User-Side Subsidy Program.....	389,300	3,591,000	268,600	0.11	1.45
Milwaukee County Department of Aging.....	162,700	366,100	34,900	0.44	4.66
Total	552,000	3,957,100	303,500	0.14	1.82
Ozaukee County					
Ozaukee County Office on Aging Services.....	11,300	169,200	9,700	0.07	1.16
Cedarburg Senior Center.....	3,900	20,500	2,000	0.19	1.95
Port Washington Senior Center.....	5,800	10,700	1,100	0.54	5.27
Total	21,000	200,400	12,800	0.10	1.64
Racine County					
Racine County Human Services Department					
Transportation Handicapped Service..	46,200	388,500	23,900	0.12	1.93
Developmentally Disabled Service.....	60,000	166,000	10,200	0.36	5.88
Total	106,200	554,500	34,100	0.19	3.11
Walworth County					
Walworth County Department of Human Services.....	52,100	410,800	29,500	0.13	1.77
Washington County					
Washington County Office of Aging					
Handi-care Transportation Service....	4,300	21,100	2,600	0.20	1.65
User-Side Subsidy Program.....	10,200	93,900	4,600	0.11	2.22
Total	14,500	115,000	7,200	0.13	2.01
Dodge County					
Dodge County Human Services Department.....	21,200	376,000	17,900	0.06	1.18
Fond du Lac County					
Fond du Lac County Senior Services Department.....	85,100	244,300	24,200	0.35	3.52

Source: SEWRPC.

A comparison of efficiency, in terms of operating expense per trip, on the principal specialized transportation services in Waukesha County with those provided in other counties in Southeastern Wisconsin in 1991, is presented in Table 2-20. A review of this information would indicate that the high ridership generated by the Fond du Lac specialized transportation service results in a very low cost per passenger. The cost per trip among the various services examined vary widely and are due, in part, to the different methods which are used to provide service under each program, including the use of volunteer drivers. In this respect, the volunteer driver escort programs operated by several counties generally have low costs as they only incur administrative expenses plus direct cost for reimbursement of volunteer drivers. County programs which contract for similar services rather than directly provide service using public employees also tend to have lower costs per trip. In this respect, the cost for the Waukesha County Department of Aging Ride-Line program of about \$13 per trip is higher than the costs of about \$11 per trip for the Kenosha County Department of Aging Care-A-Van program, and the Washington County Office of Aging Handi-Van service, and the cost of about \$9 per trip for the Racine County Human Services Department transportation handicapped service. It should be noted that both the Kenosha and Racine County transportation services include all local trips made within the transit service areas of the Racine and Kenosha transit systems. Such short local trips can be served in a more cost-efficient manner. In contrast, within Waukesha County, many local trips within the transit service area for the City of Waukesha's bus system are made on the City's METROLIFT program.

Table 2-21 presents a comparison of the funding of the annual operating expenses for the principal specialized transportation services in Waukesha County and in the other counties examined in Southeastern Wisconsin in 1991. In particular, this table provides information on both the levels and sources of funds used to cover the portion of program expenses which are not directly covered through passenger fares or other operating revenues. During 1991, funds to support the operating deficits of the specialized transportation programs in the counties examined were obtained from a number of sources.

With respect to Federal funding, the major sources of funding currently being used include:

1. Title III of the Older Americans Act of 1965. Title III funds are provided through a formula grant administered by the U.S. Department of Health and Human Services to support the development of responsive systems of services and opportunities for elderly individuals age 60 and over. Title III funds can be used to support a wide range of community-based supportive services under Title III-B of the Act, and nutrition services under Title III-C of the Act, including services in the home, services and opportunities in the community, access services, and services to individuals in long-term care facilities. The funding of transportation services is allowed under the program if it is a part of the delivery of other services for elderly individuals. Funds can be used for directly providing transportation service, contracting for service, user-side subsidy programs, planning or management studies and wages for transportation coordinators or dispatchers. Users of the services provided using Title III funds may be encouraged to contribute toward the cost of the services, but may

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Table 2-20

COMPARISON OF SERVICE EFFICIENCY ON THE PRINCIPAL
SPECIALIZED TRANSPORTATION SERVICES IN WAUKESHA COUNTY
AND IN OTHER COUNTIES IN SOUTHEASTERN WISCONSIN: 1991

County/Service Provider	Annual One-way Trips	Annual Operating Expenses	Average Cost Per Trip
Waukesha County			
Waukesha County Department of Aging			
Ride-Line Program.....	24,100	\$314,600	\$13.05
User-Side Subsidy Program.....	27,200	43,700	1.61
City of Waukesha Metrolift Program.....	11,000	92,500	8.41
La Casa de Esperanza, Inc.....	9,000	40,000	4.44
Total	71,300	\$490,800	\$6.88
Kenosha County			
Kenosha County Department of Aging			
Care-A-Van Program.....	18,500	\$204,100	\$11.03
Redi-Wheels Escort Program.....	700	11,000	15.71
Total	19,200	\$215,100	\$11.20
Milwaukee County			
User-Side Subsidy Program.....	389,300	\$3,930,600	\$10.10
Milwaukee County			
Department of Aging.....	162,700	659,900	4.06
Total	552,000	\$4,590,500	\$8.32
Ozaukee County			
Ozaukee County Office			
on Aging Services.....	11,300	\$103,600	\$9.17
Cedarburg Senior Center.....	3,900	2,600	0.67
Port Washington Senior Center.....	5,800	7,000	1.21
Total	21,000	\$113,200	\$5.39
Racine County			
Racine County Human Services			
Department			
Transportation Handicapped Service.....	46,200	\$408,300	\$8.84
Developmentally Disabled Service.....	60,000	314,100	5.24
Total	106,200	\$722,400	\$6.80
Walworth County			
Walworth County Department of			
Human Services.....	52,130	\$462,400	\$8.87
Washington County			
Washington County Office of Aging			
Handi-care Transportation Service.....	4,300	\$46,500	\$10.81
User-Side Subsidy Program.....	10,200	33,300	3.26
Total	14,500	\$79,800	\$5.50
Dodge County			
Dodge County Human Services			
Department.....	21,200	\$189,300	\$8.93
Fond du Lac County			
Fond du Lac County Senior			
Services Department.....	85,100	\$286,500	\$3.37

Source: SEWRPC.

Table 2-21

**COMPARISON OF FUNDING OF ANNUAL EXPENSES FOR THE PRINCIPAL
SPECIALIZED TRANSPORTATION SERVICES IN WAUKESHA COUNTY
AND IN OTHER COUNTIES IN SOUTHEASTERN WISCONSIN: 1991**

County/Service Provider	Total Expenses			Operating Revenues	Funding of Operating Deficit									
					Federal			State			County	City	Other	Total
	OAA Title III	SSA Title XIX	FTA Section 9/18					WisDot 85.21	WisDot 85.20	DVR/ Community Aids				
Operating	Capital	Total	OAA Title III	SSA Title XIX	FTA Section 9/18	WisDot 85.21	WisDot 85.20	DVR/ Community Aids	County	City	Other	Total		
Waukesha County														
Waukesha County Department of Aging														
Ride-Line Program.....	\$314,600	\$96,500	\$411,100	\$67,500	\$0	\$0	\$0	\$137,000	\$0	\$0	\$206,600	\$0	\$0	\$343,600
User-Side Subsidy Program.....	43,700	0	43,700	4,600	0	0	0	37,900	0	0	1,200	0	0	39,100
City of Waukesha Metrolift Program....	92,500	0	92,500	18,800	0	0	11,900	0	28,400	0	0	33,400	0	73,700
La Casa de Esperanza, Inc.....	40,000	0	40,000	22,300	1,100	0	0	0	0	4,500	0	0	12,100 ^a	17,700
Total	\$490,800	\$96,500	\$587,300	\$113,200	\$1,100	\$0	\$11,900	\$174,900	\$28,400	\$4,500	\$207,800	\$33,400	\$12,100	\$474,100
Kenosha County														
Kenosha County Department of Aging														
Care-A-Van Program.....	\$204,100	\$0	\$204,100	\$16,100	\$0	\$500	\$0 ^b	\$96,800	\$0 ^b	\$0	\$30,700	\$60,000 ^b	\$0	\$188,000
Redi-Wheels Escort Program.....	11,000	0	11,000	1,700	0	0	0	0	0	0	9,300	0	0	\$9,300
Total	\$215,100	\$0	\$215,100	\$17,800	\$0	\$500	\$0	\$96,800	\$0	\$0	\$40,000	\$60,000	\$0	\$197,300
Milwaukee County														
User-Side Subsidy Program.....	\$3,930,600	\$0	\$3,930,600	\$69,200	\$0	\$34,100	\$0	\$524,700	\$1,678,100	\$11,600	\$3,815,700	\$0	\$0	\$3,861,400
Milwaukee County														
Department of Aging.....	659,900 ^c	0	659,900	0 ^c	216,500	0	0	286,200	0	157,100	0	0	0	659,900
Total	\$4,590,500	\$0	\$4,590,500	\$69,200	\$216,500	\$34,100	\$0	\$810,900	\$1,678,100	\$168,700	\$3,815,700	\$0	\$0	\$4,521,300
Ozaukee County														
Ozaukee County Office														
on Aging Services.....	\$103,600	\$32,900	\$136,500	\$19,300	\$5,000	\$0	\$0	\$53,100	\$0	\$0	\$57,600	\$0	\$1,500 ^d	\$117,200
Cedarburg Senior Center.....	2,600	30,000	32,600	4,300	0	0	0	0	0	0	0	28,300	0	28,300
Port Washington Senior Center.....	7,000	0	7,000	3,300	0	0	0	0	0	0	0	3,700	0	3,700
Total	\$113,200	\$62,900	\$176,100	\$26,900	\$5,000	\$0	\$0	\$53,100	\$0	\$0	\$57,600	\$32,000	\$1,500	\$149,200

(continued)

Table 2-21 (continued)

County/Service Provider	Total Expenses			Operating Revenues	Funding of Operating Deficit									
					Federal			State			County	City	Other	Total
								WiaDot 85.21	WiaDot 85.20	DVR/Community Aids				
	Operating	Capital	Total		OAA Title III	SSA Title XIX	FTA Section 9/18	WiaDot 85.21	WiaDot 85.20	DVR/Community Aids	County	City	Other	Total
Racine County														
Racine County Human Services Department														
Transportation Handicapped Service...	\$408,300	\$0	\$408,300	\$37,100	\$70,200	\$0	\$0 ^d	\$124,400	\$0 ^d	\$0 ^d	\$32,600	\$144,000	\$0	\$371,200
Developmentally Disabled Service.....	314,100	0	314,100	5,700	0	0	0	0	0	308,400	0	0	0	308,400
Total	\$722,400	\$0	\$722,400	\$42,800	\$70,200	\$0	\$0	\$124,400	\$0	\$308,400	\$32,600	\$144,000	\$0	\$679,600
Walworth County														
Walworth County Department of Human Services.....	\$462,400	\$31,100	\$493,500	\$16,200	\$22,500	\$0	\$0	\$65,400	\$0	\$0	\$202,800	\$0	\$186,600 ^e	\$477,300
Washington County														
Washington County Office of Aging														
Handi-care Transportation Service....	\$46,500	\$1,800	\$48,300	\$2,400	\$0	\$0	\$0	\$33,100	\$0	\$0	\$45,900	\$0	\$0	\$45,900
User-Side Subsidy Program.....	33,300	1,500	34,800	10,400	0	0	0	15,000	0	0	24,400	0	0	24,400
Total	\$79,800	\$3,300	\$83,100	\$12,800	\$0	\$0	\$0	\$48,100	\$0	\$0	\$70,300	\$0	\$0	\$70,300
Dodge County														
Dodge County Human Services Department.....	\$189,300	\$15,600	\$204,900	\$58,100	\$0	\$0	\$0	\$89,600	\$0	\$0	\$57,200	\$0	\$0	\$146,800
Fond du Lac County														
Fond du Lac County Senior Services Department.....	\$286,500	\$28,400	\$314,900	\$64,600	\$55,100	\$0	\$0 ^f	\$78,700	\$0 ^f	\$57,800	\$17,100	\$41,600 ^f	\$0	\$250,300

^a Includes funds received from the United Way.

^b Includes funds provided by the Kenosha Transit Commission through the operating budget for the Kenosha transit system which is supported through FTA Section 9 operating assistance funds, State transit operating assistance funds from the WisDOT 85.20 program, and City property taxes.

^c Based on 1991 contract expenses which assume no program revenues from passenger donations. Program revenues actually received from passenger donations are used to extend the amount of service provided to eligible users.

^d Includes funds provided by the Racine Transit and Parking Commission through the operating budget for the Racine transit system which is supported through FTA Section 9 operating assistance funds, State transit operating assistance from the the WisDOT 85.20 program, and City property taxes.

^e Includes interdepartmental charges and charges to other programs.

^f Includes funds provided by the City of Fond du Lac through the operating budget for the Fond du Lac transit system which is supported through FTA Section 18 operating assistance funds, State transit operating assistance from the the WisDOT 85.20 program, and City property taxes.

Source: SEWRPC.

not be denied service because of an inability to contribute. The national allocation of Title III funds are distributed among the states and then to the various local agencies on aging based on the size of the population 60 years of age and older. The Title III program annually provides to Wisconsin and the other states an annual allocation of funds which is then passed through to the area agencies on aging which then allocates funds to the various county aging units within their jurisdiction. Each county must match its allocation on a 90 percent Federal/10 percent local basis. The Waukesha County Department of Aging currently uses its entire allocation of Title III-B funds to support the Department's community-based services, and its entire allocation of Title III-C funds to support the Department's congregate nutrition program.

2. Title XIX of the Social Security Act of 1935. The Title XIX program, or Medicaid program, provides Federal funds through the U.S. Department of Health and Human Services for medical care to certain low income individuals, including those who are age 65 and over, blind, disabled, or members of families with dependent children. Federal funds are provided to a state agency which then administers the program in accordance with an approved state plan which is governed by relatively broad Federal guidelines. Transportation is a service which is required to be provided through the Title XIX program and states may be reimbursed for transportation costs, either as an administrative expense or as an optional medical service. All recipients of transportation services reimbursable under the Title XIX program must be determined to be eligible by the state, must have a documented medical need for the transportation provided, and must be transported to a medical service provider recognized by the Title XIX program. Providers of transportation services must be certified as Medicaid providers. Allowable methods of payment under the program vary from direct reimbursements to clients or transportation providers to reimbursement of purchase of service contracts. Payment is provided for all transportation costs up to maximum limits established under the program. Within Waukesha County, none of the principal services, including the Department of Aging Ride-Line Program, are Title XIX certified providers.
3. Title I of the Federal Rehabilitation Act of 1973. The Title I program authorizes federal assistance for programs designed to restore or develop skills and work habits needed by disabled individuals in jobs in the competitive market. The Wisconsin Department of Health and Social Services, Division of Vocational Rehabilitation administers this federal aid program in the state directly through a system of counselors located in field offices throughout the state. No specific grant for transportation is made under this program, however, transportation may be purchased for vocational rehabilitation clients, or the clients themselves may be reimbursed for travel expenses. In either case, eligible transportation expenses must be incurred for travel to or from vocational rehabilitation services.

4. Federal Transit Administration (FTA) Section 9 Formula Transit Assistance Program. The Federal Section 9 formula transit assistance program makes federal funds available to designated recipients within an urbanized areas for transit operating, capital, and planning assistance purposes. The Section 9 funds are apportioned to each urbanized area on the basis of population, population density, service levels and operating cost efficiency depending upon the size of the urbanized area. The Federal matching share for planning and/or capital assistance projects is 80 percent of the eligible project costs. While the maximum Federal matching share for operating assistance projects is 50 percent of transit service operating deficits, the actual amounts of federal transit operating assistance funds available in the recent past have covered a substantially lower portion of operating deficits. Section 9 funds may be used to cover the cost of transit services for the general public and for specialized transportation services for disabled individuals provided within the transit system service area to meet Federal guidelines. Capital projects which include equipment needed to comply with the requirements of the Americans With Disabilities Act of 1990, can be eligible for up to 90 percent federal funding. The Section 9 program in Wisconsin is administered directly by the Federal Transit Administration Region 5 office in Chicago, Illinois. Within Waukesha County, the City of Waukesha Transit System Utility uses Federal Section 9 funds to support the operating and capital budgets for its transit services, including the METROLIFT program for disabled individuals. Waukesha County currently uses Federal Section 9 funds only to support the operation of its fixed-route transit services for the general public.
5. Federal Transit Administration Section 18 Formula Transit Assistance Program. The federal Section 18 formula transit assistance program makes federal funds available to public transit systems in small urban and rural areas for transit operating capital assistance purposes, and to intercity bus operations for operating assistance purposes. Like the Section 9 program for urbanized areas, federal funds are available to pay up to 50 percent of transit operating system deficits and 80 to 90 percent of capital projects. General public transit services directly provided or sponsored by public entities--including fixed-route bus services, shared-ride taxicab services, and user-side subsidy programs--are eligible projects under the program, as are federally required specialized transportation services provided by each public entity to disabled individuals within the general public transit system service area. There are currently no recipients of Federal Section 18 funds within Waukesha County. However, the program could potentially be used to support new local public transit systems within the portions of Waukesha County outside of the Milwaukee urbanized area, generally within the western portions of the County.
6. Federal Transit Administration Section 16(B)(2) Program. Under the Federal Section 16(b)(2) program, capital assistance grants are available to private nonprofit corporations and agencies to purchase vehicles and other equipment needed to provide specialized transportation services for elderly and disabled individuals. The grants are

provided on an 80 percent federal and 20 percent local matching basis. The aid is provided to fill service gaps in areas where transit services for the general public do not operate or do not provide adequate transportation services for the elderly and disabled. The Wisconsin Department of Transportation administers the Section 16(b)(2) program in Wisconsin for the Federal Transit Administration. Past recipients of Section 16(b)(2) program funds in Waukesha County have included the La Casa de Esperanza, Inc. and The Ranch.

The programs which are being used to provide State funding for specialized transportation services include:

1. State Specialized Transportation Assistance Program for Counties. Section 85.21 of the Wisconsin Statutes authorizes the provision of financial assistance to counties within the State for specialized transportation programs serving elderly and disabled persons who would not otherwise have an available or accessible method of transportation. A proportionate share of funds under the state program is allocated to each county in Wisconsin based on the estimated percent of statewide total elderly and disabled population residing in each county. In general, each county may use these funds for either operating assistance or capital projects, to directly provide transportation services for the elderly and disabled; to aid other agencies or organizations which provide such services; and to create a user-side subsidy program through which the elderly and disabled may purchase transportation services from existing providers at reduced rates. Counties must provide a local match equal to 20 percent of their allocation in order to receive their allocation. The transportation services which are provided must charge a co-payment or voluntary donation from users of the service, and must provide a means for giving priority to medical, nutrition or work-related trips if the transportation service is unable to satisfy all the demands placed on it. The State program is administered by the Wisconsin Department of Transportation, Bureau of Transit. The Waukesha County Department of Aging uses the Waukesha County allocation of funds to support the Ride-Line and user-side subsidy programs.
2. State Specialized Transportation Assistance Program for Private, Nonprofit Organizations. Under Section 85.22 of the Wisconsin Statutes, the State can supply private nonprofit organizations that provide transportation services to the elderly and disabled, financial assistance for the purchase of capital equipment. This program represents the State counterpart to the previously referenced federal aid program authorized under Section 16(b)(2) of the Urban Mass Transportation Act of 1964, as amended. The program is administered jointly with the Federal Section 16(b)(2) by the Wisconsin Department of Transportation, Bureau of Transit, with funds being provided on an 80 percent state, 20 percent local matching basis.
3. State Community Aids Program. State funds for community services in the areas of mental health, mental retardation, alcoholism, drug abuse, and development disabilities are authorized under Section 46.40

of the Wisconsin Statutes under the general category of community aids. Community aids funds are derived from State appropriations as well as allocations of Federal funds from several Federal programs dealing with social services for disabled or disabled individuals. The major use of these funds is by community program boards and developmental disabilities services boards to provide for eligible community services for disabled individuals. Transportation is provided when it is an important component to the service. Funds allocated for transportation are at the discretion of the local community programs board or developmental disabilities service board. Within Waukesha County, such funds are provided through the Waukesha County Human Services Department for transportation services such as those provided by The Ranch, Inc., the Waukesha Training Center, and Goodwill Industries, Inc.

4. State Urban Mass Transit Operating Assistance Program. Section 85.20 of the Wisconsin Statutes authorizes the provision of State funds for transit operating assistance to local public bodies which directly provide or support general public transit services. Under the program, local public bodies are eligible for reimbursement for up to 42 percent of the operating expenses of urban public transit systems. Communities having a population of 2,500 persons or more, and which directly operate or subsidize an urban bus or shared-ride taxicab system, or which provide for a user-side subsidy program, are eligible for State transit operating assistance funds. Transit system expenses which are eligible for State reimbursement include expenditures for required specialized transportation services for elderly and disabled individuals within the transit system service area. Within Waukesha County, the City of Waukesha Transit System Utility uses State transit operating assistance funds to support the operating expenses for both the City's fixed-route bus system and the specialized transportation service for disabled persons provided by the METROLIFT program. Waukesha County currently uses State transit operating assistance funds for only its fixed-route transit services.

The remaining funds which are used to support the operating deficits of specialized transportation service programs in Waukesha County and in the other counties examined consist primarily of property taxes levied by local units of government, along with some funds provided through charitable organizations, including local United Way organizations.

Conclusions Drawn from Comparison of Services within Other Counties

A review of the information presented within the preceding section indicates that there are important differences with respect to ridership, service utilization, service efficiency, and sources of non-local funds which are used to support the principal specialized transportation services within Waukesha County compared with those provided in other counties within Southeastern Wisconsin Region and within Dodge and Fond du Lac Counties. Based upon this information, the following conclusions can be drawn:

1. There are a variety of approaches currently being taken to providing specialized transportation services to elderly and disabled individuals within the counties examined. In most cases, higher utilization of the services provided by the elderly and disabled population served are the result of the extent of types and levels of service which is provided and the charges for that service, rather than the method of service provision. In this respect, county programs which include the client-oriented case-specific transportation services provided to developmentally disabled individuals to provide access to training and rehabilitation programs have a higher ridership per capita than those in other counties such as Waukesha County where such services are provided by a different means. Similarly, any programs which have kept the charges to users to low levels, through either low cash fares or suggested donations, or by directly billing other public agencies or county departments for the cost of serving the individual, generate a higher ridership than programs such as Waukesha County's where the fares charged to service users are higher and are generally paid directly by the user.
2. While the overall efficiency of the principal specialized transportation services provided within Waukesha County, as measured by the operating expense per trip on the existing services, is about average when compared with the costs per trip within the other counties examined, it may be possible to improve the efficiency of the existing service by increasing the amount of service that is provided through service contracts. In particular, contracting opportunities should be explored for the services provided under the Waukesha County Department of Aging Ride-Line program, such as the program-related transportation provided for the County's adult daycare program and through the parallel commuter bus project. The possibility of allowing trained volunteer drivers provided by other county departments or public and private agencies or organizations to use County vehicles for group trips may also reduce the costs attendant to providing service. In addition to identifying the potential cost impacts on service provision associated with these changes, consideration should be given to the need for service providers to be aware of and sensitive to the special needs and sensitivities of the individuals being transported; as well as consider of potential liability and safety issues related to allowing volunteers to drive County vans and operate accessibility features.
3. The practices followed within Dodge and Fond du Lac Counties of allowing county vehicles to be used outside regular program hours for group trips by clients of other agencies or organizations may also have potential for serving the weekday evening and weekend trips, both within Waukesha County and between Waukesha and Milwaukee Counties, which have been identified as unmet transportation needs in Chapter III of this report. The use of vehicles in this manner within both Dodge and Fond du Lac Counties during their off-hours of use under the County program, and at only the actual direct costs incurred with their use, has proven to be successful in both Dodge and Fond du Lac Counties. The County should consider conducting an analysis of a

potential policy change regarding use of the Ride-Line program vehicles. This analysis would need to address issues related to potential county liability and safety concerns associated with the use of Ride-Line vehicles by volunteer drivers, as well as potential impacts on the maintenance of, and schedule for replacing, Ride-Line vehicles.

4. It would appear that there are some Federal and State funding programs which are not being fully utilized within Waukesha County. One source of funds is the Federal Title XIX medical assistance program, which provides payments for transportation provided for medical purpose trips to eligible elderly and disabled individuals. The comparison of the specialized transportation programs in other counties in South-eastern Wisconsin indicated that four of the eight county programs, namely those within Ozaukee County, Walworth County, Dodge County, and Fond du Lac County, were all certified as medical assistance providers under the Title XIX program. In the past, Waukesha County has not considered it to be the "mission" of the County to do medical assistance transportation. Rather, the County considered that medical assistance transportation was more aptly the role of private-for-profit transportation providers serving the County. However, in light of the above information, the County should possibly reconsider its position with regard to medical assistance transportation if it could generate additional federal financial assistance. The County should consider undertaking a review of the Waukesha County specialized transportation service programs, in particular the Department of Aging's Ride-Line program to determine the costs associated with having the program certified as a Title XIX service provider, and also to determine the potential number of Ride-Line users who would be eligible for the service, and the amount of Title XIX funds which could be provided.

A potential source of State funds which has not been utilized in the past is the State Urban Mass Transit Operating Assistance program authorized under Section 85.20 of the Wisconsin Statutes. These funds could potentially be used to offset up to 42 percent of the costs of the service provided to disabled individuals under the parallel commuter bus project administered through the Ride-Line program. Because the specialized transportation service provided under the parallel commuter bus program is Waukesha County's Federally required complementary paratransit service for its fixed-route transit system, the costs of this program are eligible for reimbursement under the State's Urban Mass Transit Operating Assistance program. The paratransit service plan recently completed for the Waukesha County Transit System by the Regional Planning Commission calls for the Waukesha County Transportation Department to begin applying for State urban mass transit operating assistance funds for the parallel commuter bus program in 1993 to help offset the increasing costs of the program associated with implementing changes to bring the program in compliance with current Federal regulations.

It should be noted that the operating deficits of the parallel commuter bus program would also be eligible for Federal transit operating assistance funds available under the Federal Transit Administration Section 9 formula transit assistance program due to its status as the County's federally required complementary paratransit service. However, the amounts of Federal transit operating assistance funds available within the Milwaukee urbanized area through the Section 9 program currently are limited, and the full amount available to Waukesha County has been allocated to support the operating deficits of the County's fixed-route transit services. The use of Section 9 operating assistance funds for the parallel commuter bus project in the future is, therefore, unlikely. The paratransit service plan for the Waukesha County Transit System does, however, propose the use of Federal Section 9 capital assistance funds for the purchase of one additional accessible van in 1993 to provide additional capacity for the specialized transportation service provided through the parallel commuter bus project. If deemed necessary, additional capital equipment could also be purchased for the parallel commuter bus project using the Federal Section 9 formula transit assistance program.

5. Consideration should also be given to the role which local transit services for the general public can play in providing for needed transportation for elderly and disabled individuals. In this respect, publicly subsidized, local shared-ride taxicab systems currently exist within four of the eight counties examined within Southeastern Wisconsin, including the City of Whitewater in Walworth County, the City of Hartford in Washington County, the City of Beaver Dam in Dodge County and the City of Ripon in Fond du Lac County. A second publicly subsidized shared-ride taxicab system is proposed to be implemented in Washington County within the City of West Bend during the second half of 1992. Shared-ride taxicab systems, while open for use by the general public, are generally used largely by elderly and disabled individuals. The potential for establishing local shared-ride taxicab systems within Waukesha County should also be considered as one means of addressing the local transportation needs of elderly and disabled Waukesha County residents.

In summary, the comparison of the service characteristics, ridership, costs, and sources of funds of the principal specialized transportation services within Waukesha County with those within other counties within the Southeastern Wisconsin Region and within Dodge and Fond du Lac Counties has indicated some areas where changes should be considered for the services within Waukesha County. Such changes would include consideration of contracting for services provided through the Waukesha County Department of Aging Ride-Line program, such as program transportation service and the service provided under the parallel commuter bus project, and allowing the use of County vehicles during off-hours by other agencies or organizations for group trips. Changes should also be considered for the Department of Aging Ride-Line program to enable it to receive funds through the Title XIX medical assistance program, and also to receive State operating assistance funds for the parallel commuter bus project. Finally, consideration should be given to the role which local shared-ride taxicab systems

for the general public could also be used to provide local transportation services to elderly and disabled County residents.

SUMMARY

Specialized transportation services for elderly and disabled individuals in Waukesha County are currently provided by a number of public and private agencies and organizations, as well as by private for-profit transportation companies. The principal provider or sponsor of specialized transportation services within Waukesha County is the Waukesha County Department of Aging which in 1991 provided elderly and disabled transportation services through five separate programs.

The Department's Ride-Line program provides countywide advance reservation, door-to-door service for both elderly and nonelderly disabled individuals using accessible vehicles operated directly by the Department. In conjunction with the Ride-Line program, the Department operates the parallel commuter bus program, which provides accessible door-to-door transportation for disabled individuals for trips made within the Waukesha-Milwaukee travel corridor served by the County's regular fixed-route bus service. The Department also administers a user-side subsidy program which subsidizes fares for ambulatory elderly or disabled individuals using the available private taxicab services within the Cities of Waukesha and Oconomowoc. The Department also jointly funds with the School District of Menomonee Falls a local bus service for ambulatory elderly individuals which provides door-to-door service for trips made entirely within the Village of Menomonee Falls. Finally, the Department sponsors a volunteer driver escort program which provides transportation through the American Red Cross and the Retired Senior Volunteer program for Waukesha County residents including the frail elderly who are ambulatory but need personal assistance in completing their trip. A total of about 4,600 one-way trips per month were made on these specialized transportation services during 1991.

Another major provider of specialized transportation services within the County during 1991 was the City of Waukesha Transit System. The City's METROLIFT program provided an accessible door-to-door transportation service for disabled individuals traveling within the service area of the City fixed-route bus system. An average of approximately 900 one-way trips per month were served by the METROLIFT program during 1991.

Transportation service for elderly and disabled individuals was also provided in 1991 by La Casa de Esperanza, Inc., a private, nonprofit organization which provides a number of services to the Hispanic community within the City of Waukesha and Waukesha County. Those services include accessible door-to-door transportation service for elderly and disabled individuals with limited proficiency in the English language and a need for transportation service. During 1991, approximately 700 one-way trips per month were made on the La Casa de Esperanza, Inc. transportation service.

The American Red Cross in Waukesha County in 1991 also provided transportation service through the use of volunteer staff to Waukesha County residents of any age who were unable to secure transportation through other sources. The service is primarily provided for medical trips by ambulatory individuals who have no

other transportation system available to them. Approximately 400 one-way trips per month were made on this service during 1991.

Within the City of Oconomowoc, the Oconomowoc Silver Streak Taxicab Service provided taxicab service to ambulatory elderly individuals for travel within the City. Eligible users of the service included any elderly and disabled individual including those participating in the user-side subsidy program sponsored by the Department of Aging. The taxicab service was initiated in July 1991, and served approximately 750 one-way trips per month during its six months of operation in 1991, including about 160 trips per month not made by participants in the County's user-side subsidy program.

A number of other specialized transportation services were also provided within the County in 1991, designed for and intended to serve individuals on a more case-specific basis than the services described above. The use of such services was generally limited to specific individuals or clients of sponsoring public and private agencies or organizations, who were in need of and participated in the specific services, activities, and programs offered by the sponsoring agency. Such services were provided by the Waukesha County Department of Human Services for its clients using volunteer drivers; the Waukesha Memorial Hospital for patients of the Regional Cancer Treatment Center; the Memorial Hospital at Oconomowoc for hospital patients and individuals enrolled in hospital adult daycare programs; the Waukesha Training Center, Goodwill Industries, Inc. and The Ranch, Inc. for disabled clientele participating in the rehabilitation and training programs or employment services provided at facilities operated by these private nonprofit organizations; the Adaptive Community Approach program of Career Industries of Waukesha, Inc. for disabled individuals participating in programs or activities sponsored by the organization; and by the public school districts within Waukesha County for disabled students enrolled in regular and special education programs provided by or through each school district.

The inventory of existing specialized transportation services indicated that the characteristics of the existing services generally limit the use of the services by elderly and disabled individuals. In this respect, all the services have constraints on the type of users or trips which are served, generally in the form of specific restrictions on eligibility, trip purposes, or the number of trips which can be made. The existing services also have accessibility constraints which limit their use by disabled individuals, as not all of the services can accommodate individuals using wheelchairs. Services using wheelchair accessible vehicles were provided only by the Waukesha County Department of Aging's Ride-Line and parallel commuter bus programs, the Waukesha METROLIFT program, and the La Casa de Esperanza, Inc. transportation service.

The existing services also operated under capacity constraints, as many programs were not able to provide service for all trip requests at the time desired causing proposed trips to be rescheduled or not made. Only the Waukesha County Department of Aging's user-side subsidy program, a Menomonee Falls elderly localized bus service, the Waukesha METROLIFT program, and the Silver Streak Taxicab Service indicated that they could accommodate all trip requests made in 1991.

The existing transportation services also operated under constraints with respect to the days and hours when service was available, with most services operated only on weekdays during daytime hours. Services operated outside of the weekday daytime period included the Department of Aging's user-side subsidy program, which provided for service through taxicab companies on weekday evenings and on weekends, and the Waukesha METROLIFT program, which also operated on Saturdays.

Finally, the existing services operated under constraints on the area served with many services restricted to specific local communities. Countywide service was provided in 1991 only by the Department of Aging's Ride-Line and volunteer driver escort programs, the La Casa de Esperanza, Inc. transportation program, the American Red Cross transportation program, and the Waukesha County Human Services Department transportation program. Service which was available for travel between Waukesha and Milwaukee Counties also limited by the number of available providers, as well as by restrictions on the number and purposes of trips which could be made.

A comparative evaluation was conducted of the total annual ridership, service utilization, cost efficiency, and sources of funds for the principal specialized transportation services for elderly and disabled individuals in Waukesha County with those identified in other counties within the Southeastern Wisconsin Region and within Dodge and Fond du Lac Counties. The purpose of this comparison was to identify aspects of the various specialized transportation programs examined which might be of use in developing improved specialized transportation services in Waukesha County. The comparison indicated some areas where changes should be considered for Waukesha County. Such changes would include contracting for services provided through the Waukesha County Department of Aging Ride-Line program, including the service provided under the parallel commuter bus program, and allowing the use of County vehicles during off-hours by other agencies or organizations for group trips. The Department of Aging Ride-Line program should also consider seeking needed additional funding under other Federal and State programs including the Federal Title XIX medical assistance program and the State Urban Mass Transportation Operating Assistance program. Finally, consideration should be given to increasing the role of local shared-ride taxicab systems in providing local transportation services to elderly and disabled County residents.

Chapter III

ASSESSMENT OF UNMET TRANSPORTATION NEEDS OF ELDERLY AND DISABLED WAUKESHA COUNTY RESIDENTS

INTRODUCTION

A major element of the study was an assessment of the unmet transportation needs of the elderly and disabled population of Waukesha County. This assessment was made by conducting a special survey designed to gather information about the trips elderly and disabled County residents have difficulty making. As part of the survey effort, an extensive outreach effort was undertaken to make the survey as widely known as possible to residents throughout Waukesha County, so that the unmet transportation needs of all elderly and disabled County residents could be identified as completely as possible through the survey. The following sections describe the survey methodology used to collect information on the unmet transportation needs of all elderly and disabled Waukesha County residents; the findings ascertained from analysis of the survey data; and the significant conclusions which can be drawn about the current unmet transportation needs of elderly and disabled County residents based on the survey findings.

SURVEY METHODOLOGY

The survey was intended to quantify the number and location of the elderly and disabled persons in Waukesha County who believe they were not being adequately served by existing public and private transportation services; and to quantify the number and characteristics of the trips which these individuals would like to make, but presently either cannot make at all or for which they experience difficulty in arranging transportation. It is important to note that the survey was designed to only be completed and returned by those elderly and disabled residents of Waukesha County--and their relatives, guardians and friends--who believed they desired trips which either could not be made at all, or were difficult to make with the existing specialized transportation services within Waukesha County. There were two parts to the survey process, the first consisting of the direct distribution of the survey forms, and the second consisting of the survey publicity and outreach effort. The survey form and special outreach materials developed to publicize or provide information about the survey are included in Appendix B.

A special survey package was developed for distribution to all individuals participating in the survey. This package included a cover letter explaining the survey and a self-addressed, postage paid, mail-back envelope in which the completed survey form was to be returned. As a supplement to the cover letter, a page with the more common questions and answers that might be asked about the survey effort was also included. All materials for public distribution related to the survey effort were printed on special stationery developed for the study with a letterhead which identified all correspondence with the Waukesha County

Executive's office and the Waukesha County Special Transportation Advisory Committee, and included a list of the membership of the Advisory Committee. The survey was designed to be returned to the Waukesha County Executive's office from which it was transmitted to the Regional Planning Commission for processing and analysis.

The survey package was mailed directly to all persons on the mailing lists of the Waukesha County Department of Aging's Ride-Line and user-side subsidy specialized transportation programs that had used either program between January 1 and August 31, 1991. Surveys were also directly mailed to all users of the City of Waukesha Transit System Utility's METROLIFT program and to all subscribers of the FOCUS newsletter published by the Full Citizenship Initiative in Waukesha County and directed to disabled residents of Waukesha County.

The second means of survey form distribution was an extensive "outreach" effort to make Waukesha County residents aware of the survey and encourage response to the survey. The purpose of the outreach effort was to notify elderly and disabled residents of Waukesha County--and their relatives, guardians, and friends--of the attempt to identify as completely as possible the transportation needs of Waukesha County elderly and disabled residents which were not currently being met by existing public and private transportation services within the County. Through this effort, elderly and disabled individuals--and their relatives, guardians, and friends--were encouraged to complete survey forms which were directly distributed with notices of the survey effort. Those individuals who did not directly receive a survey form were encouraged to notify the Southeastern Wisconsin Regional Planning Commission and either have mailed to them, or complete over the telephone, a survey form documenting the transportation needs which they believed were not being met. For elderly and disabled persons residing outside the Milwaukee Metro local telephone service area in western Waukesha County, a toll-free "800" telephone number was available to call the Commission offices to eliminate any long-distance telephone charges for the survey respondents.

The outreach effort included the distribution of notices announcing the survey effort to places used by large numbers of elderly or disabled individuals which were identified by the Commission staff and the Advisory Committee. The locations that received notices and survey packets included: retirement homes; nursing homes; community-based residential facilities and group homes; senior centers and clubs; education, training and rehabilitation centers; congregate nutritional sites; social service agencies; doctors' and dentists' offices; hospitals; and public libraries. A quantity of survey packages were distributed with the notices so they were readily available for pick up by elderly and disabled individuals reading the notice. A reorder form was also provided with the notice so that the appropriate individuals at each facility could request additional survey packets. At the request of any of the establishments receiving survey notices and survey packets, Commission staff was made available to further explain the importance and use of the survey. Commission staff were requested to make presentations relating to the survey to one social service agency program and one senior citizen club.

The outreach effort also included distribution of press releases to local news media including local newspapers, specialty newsletters and selected radio

stations. In addition, an effort was made through personal contact with the major newspapers in the area to obtain the cooperation of the newspapers in publicizing the survey. Each newspaper was asked to print a feature article reporting on the initiation of, and purpose of, the study; and asking elderly and disabled Waukesha County residents who may not have directly received a survey package to request, or complete over the telephone, a survey from the Southeastern Wisconsin Regional Planning Commission. The two major newspapers serving the area--The Milwaukee Journal and The Waukesha County Freeman--published feature articles and editorials about the survey effort.

There was also a concern that bi-lingual and non-English speaking elderly and disabled individuals within the local Hispanic community could have difficulty with survey materials printed only in English. Survey materials were, therefore, also printed Spanish so that the survey could more effectively be publicized to individuals in the Hispanic community. A Waukesha area social service agency--La Casa de Esperanza, Inc.--assisted in the development and distribution of survey materials to the Hispanic community.

SURVEY FINDINGS

The survey of unmet transportation needs of Waukesha County elderly and disabled residents was conducted over a seven week period from October 15, through November 29, 1991. Over this period, a total of 604 surveys were received from respondents with unmet transportation needs. Table 3-1 summarizes the distribution of returned surveys from respondents indicating unmet transportation needs. Of the 604 surveys returned by elderly and non-elderly respondents indicating unmet transportation needs, about one-half were received from individuals who had been directly mailed a survey using available mailing lists, and one-half were received from individuals who obtained a survey through the survey outreach efforts.

The survey responses are considered to provide a reasonable estimate of the current number of elderly and disabled individuals in Waukesha County having unmet transportation needs. The survey which was conducted was not typical in a number of respects. Specifically, the survey was designed to be returned only by those individuals with unmet transportation needs. Survey respondents had a personal interest in completing and returning a survey, namely, that of notifying Waukesha County officials of their needs not being met by present transportation services and potentially influencing the development of service modifications to meet those needs. Also, efforts were made to contact elderly and disabled individuals in the County and provide these individuals with a survey form. Extensive efforts were also made to announce the survey effort to the entire county population so that friends or relatives of elderly and disabled individuals could encourage them to return a survey, or assist them in completing and returning a survey.

The possibility exists that some of the more aged and isolated county residents, and possibly some developmentally disabled residents, would not have taken the effort to complete and return the survey form even though they had unmet needs. It should be noted in this respect, however, that, while completing the survey form would require some effort by these individuals, or by their friends or

TABLE 3-1

DISTRIBUTION OF RETURNED SURVEYS FOR SURVEY OF
UNMET TRANSPORTATION NEEDS OF ELDERLY AND DISABLED PERSONS
IN WAUKESHA COUNTY

Survey/Outreach Effort	Approximate Number of Surveys Returned Indicating Unmet Transportation Needs
Direct Mail of Survey to Potential Survey Respondents Using:	
User Lists	
Waukesha County Department of Aging	
Specialized Transportation Program:	
Rideline.....	84
User-Side Subsidy Program.....	130
City of Waukesha Transit System Utility	
METROLIFT Program.....	45
Newsletter Mailing Lists:	
Focus.....	12
Individual Requests.....	<u>26</u>
Total	297
Distribution of Survey with Notices Announcing Survey Effort for Pick-up by Potential Survey Respondents to:	
Elderly Housing Complexes and Retire- ment Homes.....	83
Nursing Homes and Adult Day Care Centers.....	12
Waukesha County Department of Aging	
Elderly Nutrition Program (for Congregate	
Nutrition Sites and At-Home Clients.....	26
Senior Citizen Centers and Clubs.....	7
Community-Based Residential Facilities and	
Group Homes.....	30
Education, Rehabilitation, and Training	
Centers.....	25
Social Service Agencies and Organizations.....	75
Hospitals.....	15
Churches/Synagogues.....	16
Doctors and Dentists.....	13
Libraries.....	1
Transportation Providers.....	<u>4</u>
Total	307
Grand Total	604

Source: SEWRPC

relatives, a much more substantial effort would be required to use the specialized transportation services. It could, therefore, be postulated that those not completing the survey also would probably not use expanded services if available.

The remainder of this section of this chapter describes the findings of the survey. It should be noted that, not all of the 604 surveys returned were completely filled out. The responses from all 604 surveys, however, have been included in the following presentation of survey results, where possible. Also, it should be noted that some survey respondents provided multiple responses to selected survey questions; for example, some survey respondents indicated multiple mobility restrictions associated with a disability. Some respondents also indicated that the trip that they would desire to make would have multiple purposes, such as shopping and medical, and may, accordingly, have multiple destinations within and outside their home community. Also, the trip, because of its multiple purposes and destinations, may extend over the morning and afternoon periods of the day. An extensive telephone follow-up effort was undertaken by Commission staff to contact survey respondents to clarify their responses in such cases.

Characteristics of Survey Respondents

The characteristics of the Waukesha County survey respondents with unmet transportation needs are summarized in Table 3-2. Of the 604 survey respondents, 444, or 74 percent, were elderly--age 55 and over--and 160, or 26 percent were nonelderly disabled individuals. Of the 444 elderly survey respondents, 321, or 72 percent, indicated that they were disabled. In total, about 481 of the 604 survey respondents, or 80 percent, indicated that they were disabled.

The mobility characteristics of the 481 disabled survey respondents are summarized in Table 3-3. Of 321 elderly disabled survey respondents, 89, or about 28 percent, indicated they could walk but have difficulty getting around, including 79 respondents, or 25 percent, which indicated that this was their sole mobility restriction. A total of 114 of the elderly disabled survey respondents, or about 36 percent, indicated their mobility restriction involved the use of a cane, crutches, walker, guide dog, or leg braces. A total of 82 of the elderly disabled survey respondents, or about 26 percent, indicated their disability required them to use a wheelchair or motorized scooter. A total of 86, or about 27 percent, of the elderly disabled survey respondents indicated that they required the assistance of another individual.

Of the 160 nonelderly disabled survey respondents, approximately 35, or about 21 percent, indicated they could walk but experienced difficulty in getting around. A total of 10, or about 6 percent, of the nonelderly disabled survey respondents indicated that their disability required them to use a cane, crutches, walker, guide dog, or leg braces. A total of 67, or about 42 percent, of the nonelderly disabled survey respondents indicated that their disability required them to use a wheelchair or motorized scooter. A total of 36, or about 23 percent, of the nonelderly disabled survey respondents indicated that they required the assistance of another person to get around. A total of 59, or about 12 percent, of the 481 total elderly and nonelderly disabled survey respondents, including 34, or 21 percent, of the 160 nonelderly disabled survey respondents, did not

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Table 3-2

CHARACTERISTICS OF ELDERLY AND DISABLED WAUKESHA COUNTY RESIDENTS
INDICATING UNMET TRANSPORTATION NEEDS

	Survey Respondents					
	Elderly (Age 55 and Over)		Non-Elderly (Age 54 and Under)		Total	
	Number	Percent	Number	Percent	Number	Percent
Not Disabled	123	28	--	--	123	20
Disabled ^a	321	72	160	100	481	80
Total	444	100	160	100	604	100

^aA disabled person is defined as any individual who, by reason of illness, injury, congenital malfunction, or other permanent or temporary physical or mental impairment, is unable to use a private automobile or regular transit service for the general public.

Source: SEWRPC.

Table 3-3

MOBILITY CHARACTERISTICS OF DISABLED WAUKESHA COUNTY RESIDENTS
INDICATING UNMET TRANSPORTATION NEEDS

Mobility Restriction	Survey Respondents					
	Elderly (Age 55 and Over)		Non-Elderly (Age 54 and Under)		Total	
	Number	Percent	Number	Percent	Number	Percent
Single Mobility Restriction:						
Require wheelchair.....	26	8	33	21	59	12
Require motorized scooter.....	1	1	4	3	5	1
Use cane, crutches, walker, guide dog or braces.....	47	15	7	4	54	11
Can walk but have trouble getting around.....	79	25	31	19	110	23
Require the assistance of another person.....	13	4	14	9	27	6
Multiple Mobility Restrictions:						
Require the assistance of another person and:						
Require wheelchair.....	36	11	16	10	52	11
Require motorized scooter.....	4	1	1	1	5	1
Use cane, crutches, walker, guide dog or braces.....	23	7	1	1	24	5
Can walk but have trouble getting around.....	10	3	4	2	14	3
Other combinations of mobility restrictions ^a	57	17	15	9	72	15
Not Reported ^b	25	8	34	21	59	12
Total	321	100	160	100	481	100

^aFifteen elderly respondents and 13 non-elderly respondents reported other combinations of mobility restrictions which include requiring the use of a wheelchair or motorized scooter.

^bThis category includes survey respondents who indicated that they were disabled but did not specify a mobility restriction.

Source: SEWRPC.

provide information on the mobility restrictions associated with their disability.

The home communities of the Waukesha County survey respondents with unmet transportation needs are summarized in Table 3-4, along with the total elderly population for each municipality in the County from the 1990 U.S. census. Of the 604 total survey respondents, 248, or about 41 percent, resided within the City of Waukesha; 70, or about 12 percent, resided within the City of New Berlin; 55, or about 9 percent, resided within the City of Oconomowoc; and 48, or about 8 percent, resided within the Village of Menomonee Falls. A total of 423, or 70 percent, of the surveys received were from residents of these communities which contained about 44 percent of the total 1990 elderly population in Waukesha County.

Existing Use of Specialized Transportation Services by Survey Respondents

Table 3-5 summarizes the current use of specialized transportation services by Waukesha County survey respondents. Of the 444 elderly survey respondents, 299, or 67 percent, indicated that they were currently using at least one specialized transportation service; 52, or 12 percent, indicated that they were not using any services; and 93, or 21 percent, did not respond to the question. Of 160 nonelderly survey respondents, 116, or 72 percent, indicated that they were currently using at least one specialized transportation service; 9, or 6 percent, indicated that they are not using any services; and 35, or 22 percent, did not respond. For all survey respondents, 415, or 69 percent, reported using at least one specialized transportation service; 61, or 10 percent, did not use any specialized services; and 128, or 21 percent, did not answer this question.

Table 3-6 summarizes the specialized transportation providers listed most frequently by survey respondents who indicated that they were currently using specialized transportation services. As shown in the table, the Waukesha County Department of Aging's Ride-Line and user-side subsidy programs and the City of Waukesha Transit System Utility's METROLIFT program were most frequently mentioned by survey respondents. A significant number of survey respondents also indicated that they were currently using transportation services provided by private-for-profit providers or using unsubsidized taxicab service. Of the 604 survey respondents, a total of 301, or about one-half, indicated that they were using at least one of the transportation services provided by the principal public or private nonprofit agencies identified in Chapter II. These services would include services offered through programs provided through the Waukesha County Department of Aging, including the Ride-Line program, the user-side subsidy program, the volunteer driver escort program, and the Menomonee Falls elderly localized bus service; the City of Waukesha Transit System Utility's METROLIFT program; the La Casa de Esperanza, Inc. transportation service; the American Red Cross transportation service; and hospital transportation services. The other 303 survey respondents either did not currently use the transportation service or largely relied upon transportation service provided by private-for-profit operators.

Unmet Trip Requests and Total Unmet Trips of Survey Respondents

Survey respondents were asked to identify the individual trips which they would like to make but presently either could not make at all or, if they could, may experience difficulty in arranging transportation for the trip. For each individual trip, the survey respondents were asked to identify the community

Table 3-4

HOME COMMUNITY OF ELDERLY AND DISABLED WAUKESHA COUNTY RESIDENTS
INDICATING UNMET TRANSPORTATION NEEDS

Municipality	Surveys Returned		Total 1990 Population	1990 Elderly Population (55 Years of Age & Over)		
	Number	Percent of Total ^a		Number	Percent of Total Elderly Population ^b	Percent of Total Population
Cities:						
Brookfield	23	3.8	35,184	8,999	15.6	25.6
Delafield	5	0.8	5,347	1,031	1.8	19.3
Muskego	19	3.1	16,813	2,794	4.9	16.7
New Berlin	70	11.6	33,592	6,457	11.3	19.2
Oconomowoc	55	9.1	10,993	2,734	4.8	24.9
Waukesha	248	41.1	56,958	9,388	16.3	16.5
Villages:						
Big Bend	1	0.2	1,299	177	0.3	13.6
Butler	13	2.2	2,079	640	1.1	30.8
Chenequa	0	0.0	601	165	0.3	27.5
Dousman	4	0.7	1,277	261	0.5	20.4
Eagle	4	0.7	1,182	181	0.3	15.3
Elm Grove	5	0.8	6,261	2,212	3.9	35.3
Hartland	15	2.5	6,906	779	1.4	11.2
Lac La Belle	0	0.0	258	48	0.1	18.6
Lannon	4	0.7	924	217	0.4	23.5
Menomonee Falls	48	7.9	26,840	6,564	11.4	24.5
Merton	1	0.2	1,199	128	0.2	10.7
Mukwonago	7	1.2	4,457	625	1.1	14.0
Nashotah	4	0.7	567	81	0.1	14.2
North Prairie	3	0.5	1,322	137	0.2	10.4
Oconomowoc Lake	0	0.0	493	121	0.2	24.5
Pewaukee	10	1.7	4,941	990	1.7	20.0
Sussex	11	1.8	5,039	733	1.3	14.5
Wales	4	0.7	2,471	197	0.3	8.0

Table 3-4 (continued)

Municipality	Surveys Returned		Total 1990 Population	1990 Elderly Population (55 Years of Age & Over)		
	Number	Percent of Total ^a		Number	Percent of Total Elderly Population ^b	Percent of Total Population
<u>Towns:</u>						
Brookfield	3	0.5	4,232	867	1.5	20.5
Delafield	2	0.3	5,735	696	1.2	12.1
Eagle	1	0.2	2,028	283	0.5	14.0
Genesee	3	0.5	5,986	660	1.2	11.0
Lisbon	4	0.7	8,277	1,421	2.5	17.2
Merton	2	0.3	6,430	1,145	0.2	17.8
Mukwonago	5	0.8	5,974	497	0.9	8.3
Oconomowoc	9	1.5	7,323	1,348	2.4	18.4
Ottawa	0	0.0	2,988	457	0.8	15.3
Pewaukee	9	1.5	9,621	1,525	2.7	26.2
Summit	3	0.5	4,003	822	1.4	20.5
Vernon	0	0.0	7,549	745	1.3	9.9
Waukesha	9	1.5	7,566	1,203	2.1	15.9
TOTAL	604	100.0	304,715	57,328	100.0	18.8

^aBased on the total number of survey respondents.

^bBased on the total number of Waukesha County residents age 55 and over.

Source: SEWRPC

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Table 3-5

USE OF EXISTING SPECIALIZED TRANSPORTATION SERVICES BY ELDERLY AND DISABLED
WAUKESHA COUNTY RESIDENTS INDICATING UNMET TRANSPORTATION NEEDS

Use of Existing Services	Survey Respondents					
	Elderly (Age 55 and over)		Nonelderly (Age 54 and under)		Total	
	Number	Percent	Number	Percent	Number	Percent
Currently use at least one existing specialized transportation service.....	299	67	116	72	415	69
Do not currently use any existing specialized transportation service.....	52	12	9	6	61	10
Not Reported.....	93	21	35	22	128	21
Total	444	100	160	100	604	100

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Source:SEWRPC

Table 3-6

EXISTING SPECIALIZED TRANSPORTATION SERVICES
USED BY ELDERLY AND DISABLED WAUKESHA COUNTY RESIDENTS
INDICATING UNMET TRANSPORTATION NEEDS

Existing Specialized Transportation Service Provider	Total Number of Survey Respondents ^a
Waukesha County Department of Aging:	
Ride-Line Program.....	
User-side subsidy program - Waukesha....	139
User-side subsidy program - Oconomowoc..	66
Waukesha METROLIFT program.....	39
American Red Cross/Volunteer Driver	57
Escort program.....	
La Casa de Esperanza, Inc.....	12
Menomonee Falls Elderly Localized	20
Bus Service.....	
Hospital Transportation.....	14
Agency Client Transportation.....	12
School District Transportation.....	2
Private Paratransit Operators.....	15
Nursing Home/Retirement Center/Group	48
Home Transportation.....	
Unsubsidized Taxicabs.....	8
	17

^aBased upon the 415 survey respondents who indicated they currently used specialized transportation services. Some survey respondents indicated they used more than one service.

Source: SEWRPC

which the individual desired to travel within or between, and also to provide information concerning the purpose of the trip, the day and time they desired to travel, and how often they would make the trip each month. The survey was designed to collect this information in only one direction of travel either entirely within the respondent's home community, or from the respondents home community to other communities within Waukesha and Milwaukee County. A basic assumption in collecting this information was that survey respondents would require specialized transportation service for the entire round trip. This assumption must be kept in mind when comparing the trip data gathered by the survey of unmet transportation needs with the ridership data reported by existing providers of specialized transportation services within Waukesha County. Ridership data by existing providers are reported in terms of one-way trips rather than round trips. In this respect, an individual using one of the existing specialized transportation services to make a round trip between their home and a specific destination would have their trip counted twice on the specialized transportation service. To be comparable with the ridership information on the existing specialized transportation service, the total number of round trips identified through the survey of unmet transportation needs was doubled to obtain an estimate of the number of one-way trips which would need to be provided on any new or expanded specialized transportation services within Waukesha County.

The number of individual unmet trip requests identified by the 604 elderly and disabled survey respondents indicating unmet transportation needs is shown on Table 3-7. A total of 961 unmet trip requests were identified by survey respondents, including 702, or about 73 percent, by elderly survey respondents, and 259, or 27 percent, by nonelderly disabled survey respondents. It is important to note that an extensive telephone call-back effort was made both to obtain and verify the information provided by survey respondents for their 961 individual trip requests. In this respect, the survey form distributed in the survey packet was designed to collect information from respondents on only one of their trips which they believe represented an unmet transportation need. Survey respondents with more than one unmet trip request were asked to telephone the Commission to provide information on their additional unmet trips over the telephone, or to request that they be sent an additional survey form or forms. Of the 604 surveys received with unmet transportation needs, approximately one-third identified more than one unmet trip request for which information was obtained through telephone contact. An additional one-third of these 604 survey respondents were also contacted by telephone to verify the information provided by survey respondents or to obtain missing information. It is believed that the telephone contacts made with the large number of survey respondents substantially increased the reliability of the data received.

Table 3-8 summarizes the 961 individual unmet trip requests by the frequency which survey respondents indicated they would make the trip each month. Most of the survey respondents indicated that they would make their unmet trips only a limited number of times each month, with about 60 percent of the unmet trip requests having a frequency of two times or less per month, and about 90 percent of the unmet trip requests having a frequency of about five times or less per month. Notably, a higher proportion of the individual unmet trip requests of nonelderly disabled individuals were for trips which would be made six or more times per month. Approximately 18 percent of the nonelderly disabled trip

Table 3-7

**NUMBER OF INDIVIDUAL TRIPS IDENTIFIED BY ELDERLY AND DISABLED
WAUKESHA COUNTY RESIDENTS INDICATING UNMET TRANSPORTATION NEEDS**

Number of Individual Trips Identified	Survey Respondents						Number of Individual Trip Requests		
	Elderly (Age 55 and Over)		Non-Elderly (Age 54 and Under)		Total		Elderly (Age 55 and Over)	Non-Elderly (Age 54 and Under)	Total
	Number	Percent	Number	Percent	Number	Percent	Number	Number	
1	297	67	103	64	400	66	297	103	400
2	68	15	31	20	99	16	136	62	198
3	49	11	15	9	64	11	147	45	192
4	29	6	8	5	37	6	116	32	148
5 or more	1	1	3	2	4	1	6	17	23
Total	444	100	160	100	604	100	702	259	961

Source: SEWRPC

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Table 3-8

FREQUENCY OF TRIPS FOR ELDERLY AND DISABLED WAUKESHA COUNTY
RESIDENTS INDICATING UNMET TRANSPORTATION NEEDS

Trip Frequency (Number of Times per Month)	Elderly (Age 55 and over)			Nonelderly (Age 54 and under)			Total		
	Number of Unmet Trip Requests	Number of Round Trips Per Month	Number of One-Way Trips Per Month	Number of Unmet Trip Requests	Number of Round Trips Per Month	Number of One-Way Trips Per Month	Number of Unmet Trip Requests	Number of Round Trips Per Month	Number of One-Way Trips Per Month
Less than 1	51	11	22	5	2	4	56	13	26
1	261	261	522	51	51	102	312	312	624
2	140	280	560	70	140	280	210	420	840
3	35	105	210	11	33	66	46	138	276
4	147	588	1,176	71	284	568	218	872	1,744
5	11	55	110	4	20	40	15	75	150
6	5	30	60	8	48	96	13	78	156
7	1	7	14	1	7	14	2	14	28
8	19	152	304	6	48	96	25	200	400
9-20	30	411	844	27	456	912	57	867	1,734
21 or more	2	49	98	5	132	264	7	181	362
Total	702	1,949	3,898	259	1,221	2,442	961	3,170	6,340

Source: SEWRPC

requests would be made six or more times per month, compared to only about 8 percent of the trip requests by elderly survey respondents.

Table 3-8 also indicates the estimated number of unmet trips each month which the 961 individual trip requests represent. When the monthly frequency which the trip would be made is considered, the 702 unmet trip requests identified by elderly survey respondents would result in about 1,950 round trips per month, or about 3,900 one-way trips per month. The 259 unmet trip requests identified by nonelderly disabled survey respondents would result in over 1,200 round trips per month or about 2,400 one-way trips per month. The 961 total unmet trip requests identified by survey respondents would result in about 3,150 round trips, or about 6,300 one-way trips per month.

As already noted, ridership for the existing specialized transportation services identified within the County is reported in terms of one-way trips per month. The estimated number of unmet trips by elderly and nonelderly disabled survey respondents of about 6,300 one-way trips per month can, therefore, be compared directly with the average of about 7,200 one-way trips currently provided on the aforementioned major transportation services provided by public and private nonprofit agencies and organizations⁵. These unmet trips also represent the number of one-way trips which would need to be served by any new or expanded specialized transportation services within Waukesha County.

Table 3-9 summarizes the distribution of the individual unmet trip requests for the survey respondents within Waukesha and Milwaukee Counties. Of the 444 elderly survey respondents with 702 individual unmet trip requests, 313, or about 45 percent, had unmet trip requests for travel within their own community; 220, or about 31 percent, had unmet trip requests for travel within Waukesha County outside of their home community; and 161, or about 23 percent, had unmet trip requests for travel between Waukesha and Milwaukee Counties. Of the 160 non-elderly respondents with 259 individual unmet trip requests, 109, or about 42 percent, had unmet trip requests for travel within their own community; 86, or about 33 percent, had unmet trip requests for travel within Waukesha County outside of their home community; and 62, or about 24 percent, had unmet trip

⁵The 7,200 one-way trips per month on the principal public and private non-profit transportation service providers includes: 2,000 one-way trips made on the Waukesha County Department of Aging's Ride-Line program and parallel commuter bus program; 2,300 one-way trips on the taxicab services in the Cities of Oconomowoc and Waukesha made under the Department's user-side subsidy program; 175 one-way trips made on the Department's elderly localized bus service in Menomonee Falls; 900 one-way trips made on the City of Waukesha Transit System Utility's METROLIFT program; 750 one-way trips made on the La Casa de Esperanza, Inc. transportation service; 415 one-way trips made on the American Red Cross/Volunteer Driver Escort program transportation service; 160 one-way trips made on the Silver Streak taxicab service in the City of Oconomowoc which were not part of the user-side subsidy program; 300 one-way trips made on the transportation service provided by the Waukesha County Human Services Department; and 200 one-way trips made on the transportation service provided by Memorial Hospital at Oconomowoc. Monthly ridership information on these transportation services is provided in Table 2-1 in Chapter II of this report.

Table 3-9

**DISTRIBUTION OF INDIVIDUAL TRIP REQUESTS WITHIN WAUKESHA AND MILWAUKEE COUNTIES FOR
ELDERLY AND DISABLED WAUKESHA COUNTY RESIDENTS INDICATING UNMET TRANSPORTATION NEEDS**

Location	Individual Trip Requests					
	Elderly (Age 55 and Over)		Non-Elderly (Age 54 and Under)		Total	
	Number	Percent	Number	Percent	Number	Percent
Trip Requests Within Home Community	313	45	109	42	422	44
Trip Requests Within Waukesha County (outside home community)	220	31	86	33	306	32
Trip Requests Between Home Community and Milwaukee County	161	23	62	24	223	23
Trip Requests Between Home Community and Other Counties ^a	8	1	2	1	10	1
TOTAL	702	100	259	100	961	100

^aThis category includes trips to Jefferson County and Sauk County.

Source: SEWRPC

requests for travel between Waukesha and Milwaukee Counties. The percentage distribution of individual unmet trip requests within respondents' home communities, between Waukesha County communities, and into Milwaukee County is about the same for elderly and nonelderly respondents. For all survey respondents, 422, or about 44 percent have unmet trip requests within their home community; 306, or about 32 percent, have unmet trip requests within Waukesha County outside their home communities; and 223, or about 23 percent, have unmet trip requests between Waukesha and Milwaukee Counties. A small proportion of survey respondents had unmet trip requests to other Wisconsin counties.

Table 3-10 summarizes the estimated number of unmet trips per month within Waukesha County and between Waukesha and Milwaukee Counties indicated by Waukesha County survey respondents. The proportions of the unmet trips within the respondents' home communities, between Waukesha County communities, and between Waukesha and Milwaukee Counties indicated by elderly and nonelderly survey respondents is virtually identical to the proportions based on the individual unmet trip requests of survey respondents reported in Table 3-9. To provide information on the pattern of met trips indicated by survey respondents, a summary of the distribution of the total number of unmet trips indicated by both elderly and nonelderly disabled survey respondents was developed. Table 3-11 presents detailed information on the approximately 6,300 one-way trips per month indicated by both elderly and disabled survey respondents, both within and between each civil division within Waukesha County, as well as between Waukesha and Milwaukee Counties civil divisions.

Of a total number of 6,300 one-way trips, about 5,100, or about 81 percent, would be made entirely within Waukesha County, with about 65 percent of these trips being made by elderly individuals and the remaining 35 percent being made by nonelderly disabled individuals. Of the 5,100 trips which would be made entirely within Waukesha County, about 2,900 trips, or about 57 percent, would be made entirely within individual communities within the county. Of these 2,900 trips, about 1,800, or 61 percent, would be made entirely within the City of Waukesha, and an additional 650 trips, or 22 percent, would be made entirely within the Village of Menomonee Falls and the City of Oconomowoc. The major purposes reported for the unmet trips made entirely within survey respondents' home communities were for social/recreational/church purposes, with about 30 percent of the unmet trips being for those purposes, and for medical/adult daycare purposes, with about 23 percent of the unmet trips being for those purposes.

About 2,200, or about 43 percent, of the 5,100 unmet trips which would be made entirely within Waukesha County would be made between Waukesha County communities. Of this amount, about 1,350 trips, or about 61 percent, would be made to or from the City of Waukesha. The major purposes of the unmet trips which would be made between Waukesha County communities included social/recreational/church purposes, along with work/education training purposes which would each account for about 27 percent of the unmet trips between Waukesha County communities.

About 1,200 one-way trips, or about 18 percent, of the approximately 6,300 unmet trips reported by survey respondents would be made in an average month between Waukesha and Milwaukee Counties, including about 58 percent by elderly individuals and about 42 percent by nonelderly disabled individuals. Of the approximately 1,200 unmet trips between Waukesha and Milwaukee Counties, about

Table 3-10

DISTRIBUTION OF UNMET TRIPS WITHIN WAUKESHA AND MILWAUKEE COUNTIES FOR
ELDERLY AND DISABLED WAUKESHA COUNTY RESIDENTS INDICATING UNMET TRANSPORTATION NEEDS

Location	Average Monthly One-Way Trips					
	Elderly (Age 55 and Over)		Non-Elderly (Age 54 and Under)		Total	
	Number	Percent	Number	Percent	Number	Percent
Trips Within Home Community	1,900	49	1,020	42	2,920	46
Trips Within Waukesha County (outside home community)	1,300	33	936	38	2,236	35
Trips Between Home Community and Milwaukee County	672	17	484	20	1,156	18
Trips Between Home Community and Other Counties ^a	26	1	2	-- ^b	28	1
Total	3,898	100	2,442	100	6,340	100

^aThis category includes trips to Jefferson County and Sauk County.

^bLess than 1 percent.

Source: SEWRPC

Table 3-11

DISTRIBUTION OF UNMET TRIPS INDICATED BY ELDERLY AND
DISABLED WAUKESHA COUNTY RESIDENTS BY CIVIL DIVISION

County	Civil Division		Number of One-Way Trips by Civil Division																																			
	Code	Name	701	702	703	704	706	707	708	709	710	711	712	713	714	715	716	717	718	719	720	721	722	723	724	725	726	727	728	731	732	733	734	736	737	738		
Waukesha	701	Village of Big Bend	16	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--		
	702	City of Brookfield	--	68	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--		
	703	Town of Brookfield	--	--	4	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--		
	704	Village of Butler	--	18	--	38	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--		
	706	City of Delafield	--	2	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--		
	707	Town of Delafield	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--		
	708	Village of Dousman	--	6	--	--	2	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--		
	709	Town of Eagle	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--		
	710	Village of Eagle	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--		
	711	Village of Elm Grove	--	14	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	
	712	Town of Genesee	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--		
	713	Village of Hartland	--	--	--	--	--	--	--	--	--	--	--	40	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--		
	714	Village of Lac la Belle	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--		
	715	Village of Lannon	--	--	--	--	--	--	--	--	--	--	--	--	--	8	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--		
	716	Town of Lisbon	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	
	717	Village of Menomonee Falls	--	44	--	4	--	--	--	--	--	--	--	--	--	22	2	406	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--		
	718	Town of Merton	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--		
	719	Village of Merton	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--		
	720	Town of Mukwonago	--	8	--	--	--	--	--	--	--	--	2	--	--	--	--	--	--	--	2	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--		
	721	Village of Mukwonago	2	4	--	--	--	--	--	2	4	--	--	--	--	--	--	--	--	--	--	6	--	--	--	--	--	--	--	--	--	--	--	--	--	--		
	722	City of Muskego	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	48	--	--	--	--	--	--	--	--	--	--	--	--	--		
	723	Village of Nashotah	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--		
	724	City of New Berlin	--	40	2	--	--	--	--	--	--	--	--	--	--	--	--	18	--	--	--	--	--	--	28	--	--	--	--	--	--	--	--	--	--	--		
	725	Village of North Prairie	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--		
	726	City of Oconomowoc	--	24	--	--	54	2	14	--	2	4	--	58	--	--	--	--	--	24	--	--	--	30	2	--	244	--	--	--	--	--	--	--	--	--		
	727	Town of Oconomowoc	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	38	20	--	--	--	--	--	--	--	--		
	728	Okauchee	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	8	--	--	--	--	--	--	--	--	--		
	731	Town of Pewaukee	--	--	--	--	12	--	--	--	--	--	--	--	--	--	--	30	--	--	--	--	--	--	--	--	--	--	--	24	--	--	--	--	--	--		
	732	Village of Pewaukee	4	--	--	--	--	--	--	--	60	--	--	--	--	--	40	--	--	--	--	--	--	--	--	--	--	40	--	--	24	--	--	--	--	--		
	733	Town of Summit	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	10	--	--	--	--	22	--	--	--	--		
	734	Village of Sussex	--	10	--	--	--	--	--	--	--	--	--	8	--	8	6	58	--	--	--	--	--	--	--	--	--	--	--	6	--	--	20	--	--	--		
	736	Village of Wales	--	2	--	--	2	--	--	2	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--		
	737	City of Waukesha	--	254	--	4	4	2	--	--	4	36	24	24	8	--	--	142	--	--	18	22	182	--	178	48	112	4	--	56	56	10	12	4	1,772	--		
	738	Town of Waukesha	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	2	--	--	44	--	--	--	--	--	--	--	--	32	130	--		
	700	Waukesha County	--	--	--	2	--	--	--	--	--	--	--	2	--	--	--	--	--	8	--	--	--	--	12	--	4	--	--	--	8	--	--	12	114	24		
Milwaukee	401	Village of Bayside	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	24	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--		
	402	Village of Brown Deer	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	24	--	--	--	--	--	--	--	--	--	--	--	--	--	--	50	--	--	--		
	405	City of Franklin	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	2	--	--	--	--	--	--	--	--	--	--	--	--	--	--		
	408	City of Greenfield	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	16	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--		
	409	Village of Hales Corners	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	12	--	2	--	--	--	--	--	--	--	--	--	--	--	--	
	410	City of Milwaukee	--	52	4	44	--	--	--	--	--	--	--	32	--	--	2	80	2	--	--	--	46	--	104	--	8	--	8	6	40	--	14	--	154	--		
	411	City of Oak Creek	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	2	--	--		
	416	City of Wauwatosa	--	22	--	12	--	--	6	--	2	--	--	2	--	--	--	8	--	--	--	--	--	--	2	2	2	--	--	8	--	--	--	30	--	--		
	417	City of West Allis	--	22	--	2	--	--	--	--	8	--	--	--	--	--	--	--	--	--	--	--	--	--	96	--	--	--	--	--	--	--	--	48	--	--		
	400	Milwaukee County	--	10	--	6	--	--	--	--	--	--	--	8	--	--	--	14	--	--	--	--	--	--	42	--	4	4	--	4	--	--	4	--	54	--		
Outside Milwaukee County			--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	8	--	--	--	--	--	--	--	10	--	--	--	2	--	--	--	6	--	--		

600 trips, or 50 percent, would be made to locations within the City of Milwaukee. About 38 percent of the unmet trips between Waukesha and Milwaukee Counties would be made for social/recreational purposes, and an additional 34 percent would be made for medical purposes.

Table 3-12 summarizes the trip purposes for the individual trip requests indicated by elderly and disabled survey respondents having unmet transportation needs. Of the 444 elderly survey respondents with 702 individual unmet trip requests, 287, or 41 percent, had unmet medical trip requests; 130, or 18 percent, had unmet recreation/social trip requests; and 126, or 18 percent, had unmet personal business/general shopping trip requests. Of 160 nonelderly disabled survey respondents with 259 individual unmet trip requests, 92, or 35 percent, had unmet recreational/social trip requests, 60, or 23 percent, had unmet medical trip requests; and 38, or 15 percent, had unmet personal business/general shopping trip requests. For all survey respondents, 347, or 36 percent, of the individual unmet trip requests were for medical/dental trips; 222, or 23 percent, were for recreational/social trips; and 164, or 17 percent, were for business/general shopping requests.

Of the 161 individual unmet trip requests for travel between Waukesha and Milwaukee Counties indicated by elderly survey respondents, 89, or 56 percent, were for medical purposes; 34, or 21 percent, were for recreational/social purposes; and 23, or 14 percent, were for personal business/general shopping purposes. Of the 62 individual unmet trip requests for travel between Waukesha and Milwaukee Counties indicated by nonelderly disabled survey respondents, 29, or 46 percent, were for recreational/social purposes, and 20, or 32 percent, were for medical purposes. For the 223 individual unmet trip requests of all survey respondents for trips between Waukesha and Milwaukee Counties, 198, or 89 percent, were for either medical, recreational/social, or personal business/general shopping purposes.

Table 3-13 summarizes the distribution of the approximately 6,300 unmet trips indicated by survey respondents by trip purpose. The information within Tables 3-12 and 3-13 indicates that most of the survey respondents had difficulties with transportation for medical/dental/therapy trips, social/recreational trips and personal business/general shopping trips. In this respect, of the approximately 6,300 unmet trips reported by survey respondents, about 1,500 trips, or 23 percent would be for medical/dental/therapy purposes; about 1,400 trips, or 21 percent, would be for social/recreational activities; and about 800 trips, or 13 percent, would be for personal business/general shopping purposes. Of the approximately 3,900 unmet trips indicated by elderly survey respondents, most of the trips would be for medical/dental/therapy purposes or for social/recreational purposes, with about 29 and 20 percent, respectively, of the unmet trips reported being for these purposes. Of the approximately 2,400 unmet trips reported by nonelderly disabled survey respondents, most of the trips would be for work or social/recreational purposes with about 24 percent of the unmet trips reported being for both of these trip purposes.

Table 3-14 summarizes the day and time of the individual unmet trip requests for all survey respondents. Of the 576 individual trip requests by elderly survey respondents for weekdays, 545, or about 95 percent, were requested between 8:00 a.m. and 5:00 p.m. Of these 545 trip requests, 239, or about 41 percent, were

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Table 3-12

DISTRIBUTION OF INDIVIDUAL TRIP REQUESTS BY TRIP PURPOSE FOR ELDERLY AND
DISABLED WAUKESHA COUNTY RESIDENTS INDICATING UNMET TRANSPORTATION NEEDS

Trip Purpose	Individual Trip Requests					
	Elderly (Age 55 and Over)		Non-Elderly (Age 54 and Under)		Total	
	Number	Percent	Number	Percent	Number	Percent
Work ^a	6	1	22	8	28	3
Education/Training	6	1	15	6	21	2
Nutrition/Grocery Shopping ^b	69	10	13	5	82	9
Medical/Dental/Therapy ^c	287	41	60	23	347	36
Personal Business/General Shopping	126	18	38	15	164	17
Recreational/Social Activity	130	18	92	35	222	23
Church/Synagogue	67	9	18	7	85	9
Adult Daycare	11	2	1	1	12	1
Total	702	100	259	100	961	100

^aIncludes work purpose trip requests which were combined with other trip purposes, excluding medical.

^bIncludes nutrition/grocery shopping purpose trip requests which were combined with other trip purposes, excluding work and medical.

^cIncludes medical/dental therapy purpose trip requests which were combined with all other trip purposes.

Source: SEWRPC

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Table 3-13

DISTRIBUTION OF UNMET TRIPS BY TRIP PURPOSE FOR ELDERLY AND DISABLED
WAUKESHA COUNTY RESIDENTS INDICATING UNMET TRANSPORTATION NEEDS

Trip Purpose	Average Monthly One-Way Trips					
	Elderly (Age 55 and Over)		Non-Elderly (Age 54 and Under)		Total	
	Number	Percent	Number	Percent	Number	Percent
Work ^a	124	3	580	24	704	11
Education/Training	48	1	448	18	496	8
Nutrition/Grocery Shopping ^b	534	14	100	4	634	10
Medical/Dental/Therapy ^c	1,128	29	348	14	1,476	23
Personal Business/General Shopping	584	15	232	10	816	13
Recreational/Social Activity	778	20	580	24	1,358	21
Church/Synagogue	480	12	126	5	606	10
Adult Daycare	222	6	28	1	250	4
Total	3,898	100	2,442	100	6,340	100

^aIncludes work purpose trips which were combined with trips for other purposes, excluding medical.

^bIncludes nutrition/grocery shopping purpose trips which were combined with trips for other purposes, excluding work and medical.

^cIncludes medical/dental therapy purpose trips which were combined with trips for all other purposes.

Source: SEWRPC

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Table 3-14

DISTRIBUTION OF INDIVIDUAL TRIP REQUESTS BY DAY AND TIME FOR ELDERLY AND
DISABLED WAUKESHA COUNTY RESIDENTS INDICATING UNMET TRANSPORTATION NEEDS

Day and Time of Trip Request	Individual Trip Requests					
	Elderly (Age 55 and Over)		Nonelderly (Age 54 and Under)		Total	
	Number	Percent	Number	Percent	Number	Percent
Weekdays						
Early Morning (before 8:00 a.m.)	14	2.0	11	4.2	25	2.6
Midmorning (8:00 a.m.-12:00 p.m.)	239	34.1	50	19.3	289	30.1
Afternoon (12:00 p.m.-5:00 p.m.)	152	21.7	39	15.1	191	19.9
Midday (8:00 a.m.-5:00 p.m.)	154	21.9	31	12.0	185	19.2
Evening (after 5:00 p.m.)	17	2.4	51	19.7	68	7.1
Subtotal	576	82.1	182	70.3	758	78.9
Saturdays						
Early Morning (before 8:00 a.m.)	1	0.1	1	0.4	2	0.2
Midmorning (8:00 a.m.-12:00 p.m.)	7	1.0	8	3.1	15	1.6
Afternoon (12:00 p.m.-5:00 p.m.)	11	1.6	10	3.9	21	2.2
Midday (8:00 a.m.-5:00 p.m.)	1	0.1	2	0.7	3	0.3
Evening (after 5:00 p.m.)	9	1.3	11	4.2	20	2.1
Subtotal	29	4.1	32	12.3	61	6.4
Sundays						
Early Morning (before 8:00 a.m.)	2	0.3	--	--	2	0.2
Midmorning (8:00 a.m.-12:00 p.m.)	52	7.5	15	5.8	67	7.0
Afternoon (12:00 p.m.-5:00 p.m.)	8	1.1	6	2.3	14	1.5
Midday (8:00 a.m.-5:00 p.m.)	1	0.1	--	--	1	0.1
Evening (after 5:00 p.m.)	1	0.1	2	0.8	3	0.3
Subtotal	64	9.0	23	8.9	87	9.1
Saturdays or Sundays						
Early Morning (before 8:00 a.m.)	2	0.3	1	0.4	3	0.3
Midmorning (8:00 a.m.-12:00 p.m.)	4	0.6	2	0.8	6	0.6
Afternoon (12:00 p.m.-5:00 p.m.)	7	1.0	4	1.5	11	1.1
Midday (8:00 a.m.-5:00 p.m.)	10	1.4	8	3.1	18	1.9
Evening (after 5:00 p.m.)	4	0.6	7	2.7	11	1.1
Subtotal	27	3.9	22	8.5	49	5.0
Holidays						
Early Morning (before 8:00 a.m.)	1	0.1	--	--	1	0.1
Midmorning (8:00 a.m.-12:00 p.m.)	--	--	--	--	--	--
Afternoon (12:00 p.m.-5:00 p.m.)	--	--	--	--	--	--
Midday (8:00 a.m.-5:00 p.m.)	4	0.6	--	--	4	0.4
Evening (after 5:00 p.m.)	1	0.1	--	--	1	0.1
Subtotal	6	0.8	--	--	6	0.6
Total Trip Requests	702	100.0	259	100.0	961	100.0

Source: SEWRPC

between the hours of 8:00 a.m. and 12:00 noon. Of the 576 weekday trip requests, 273, or 47 percent, were for medical/dental/therapy purposes. The majority of remaining trip requests were for personal business/shopping, recreational/social, or nutritional/grocery shopping purposes. Of the 120 trip requests by elderly survey respondents for weekends, 52, or 43 percent, were for Sundays between the hours of 8:00 a.m. and 12:00 p.m. Of weekend trips, 58, or 48 percent, were for religious purposes. Twenty-seven, or 23 percent, of the weekend trip requests did not specify a particular day. The number of trip requests for holidays was negligible.

Of the 182 individual trip requests by nonelderly survey respondents for weekdays, 120, or 66 percent, were requested between 8:00 a.m. and 5:00 p.m., and 51, or 28 percent, were requested after 5:00 p.m. Of the 182 weekday trip requests, 59, or 32 percent, were for medical purposes, and 48, or 26 percent, were for recreational/social activity purposes. Of the 77 individual trip requests by nonelderly survey respondents for weekends, 15, or 19 percent, were for Sundays between the hours of 8:00 a.m. and 12:00 p.m. All of these trips were for religious purposes. Twenty-two, or 29 percent, of the weekend trip requests did not specify a particular day. None of the nonelderly survey respondents requested trips on holidays.

It is interesting to note the significant number of individual unmet trip requests for weekdays between 8:00 a.m. and 5:00 p.m., as this is the period when most of the existing specialized transportation services identified in Chapter II are operated. Some of the unmet trips identified may be the result of a lack of awareness of existing specialized transportation services among survey respondents. As previously noted, 61 of the 604 survey respondents indicated that they were not currently using any specialized transportation services. Of the survey respondents who were using specialized transportation services, only 301 survey respondents, or about one-half of the 604 total survey respondents, were using the principal public and private nonprofit specialized transportation services currently available. Consequently, some of the unmet trip requests could possibly be addressed through use of existing services.

However, the large number of unmet trip requests which occur during weekday daytime periods more likely should be viewed as confirming a problem with insufficient capacity on the existing services to handle all existing demand. Almost all of the principal public and private nonprofit organizations providing specialized transportation service indicated that they could not always provide service for every trip request. In many cases, trip requests were rescheduled from the time originally desired by the individual or refused due to insufficient capacity of the service provider. Problems with existing service providers in scheduling service for trip requests at the time desired by the individual were frequently brought up by survey respondents when contacted by Commission staff to discuss their unmet transportation needs. In many cases, survey respondents indicated past problems in scheduling service, or refusals in getting service, had deterred them from trying to use some existing service providers. The large number of trip requests indicated by survey respondents may, therefore, be indicative of the number of trips which cannot be made on the existing services during this period due to capacity problems.

Table 3-15 summarizes the distribution of the approximately 6,300 unmet trips by day and time reported by survey respondents. Both Tables 3-14 and 3-15 indicate that a vast majority of the unmet trips of elderly and disabled Waukesha County residents occur on weekdays. About 5,100 trips, or about 80 percent of the approximately 6,300 unmet trips indicated by survey respondents would be made on weekdays, including about 3,100 unmet trips reported by elderly survey respondents and about 2,000 unmet trips reported by nonelderly disabled survey respondents. Of the 3,100 unmet trips reported by elderly survey respondents likely to occur on weekdays, about 2,800, or 90 percent, would occur between 8:00 a.m. and 5:00 p.m. By comparison, about 1,200, or 60 percent, of the 2,000 unmet trips reported by nonelderly disabled survey respondents are likely to occur on weekdays and would occur between 8:00 a.m. and 5:00 p.m. Nearly 40 percent of the unmet trips on weekdays reported by nonelderly disabled individuals would be made in the early morning period before 8:00 a.m. or in the evening after 5:00 p.m., compared with only about 7 percent of the unmet trips on weekdays indicated by elderly survey respondents. Trips which are desired to be made for work and social/recreational purposes by nonelderly disabled individuals account for these differences. Approximately 20 percent of the unmet trips indicated by both elderly and nonelderly disabled survey respondents would occur on weekends or holidays. About 88 percent of the weekend and holiday unmet trips reported by elderly survey respondents would occur during the morning and afternoon between 8:00 a.m. and 5:00 p.m. By comparison, about 76 percent of the weekend and holiday unmet trips reported by nonelderly disabled individuals would occur during this same time period. The differences between the elderly and nonelderly disabled weekend and holiday unmet trips can be accounted for recreational trips which are designed to be made during the evening by disabled individuals.

Opinions of Survey Respondents Regarding Specialized Transportation Fares

Survey respondents were asked for their opinions regarding fares for existing specialized transportation services as to whether they were willing to pay what is currently charged for the public and private nonprofit services available and if they would be willing to pay more for expanded and improved transportation services.

Table 3-16 summarizes the responses received for the 604 survey respondents. Of the 444 elderly survey respondents, 353, or 80 percent, indicated that they were willing to pay what is currently charged for specialized transportation services; 67, or 15 percent, indicated that they were not willing to pay what is currently charged, and 24, or 5 percent, did not respond to the question. With respect to higher fares, 154, or 34 percent, indicated that they were willing to pay more for improved services; 209, or 47 percent, indicated that they were not willing to pay more for improved services; and 84, or 19 percent did not respond.

Of the 160 nonelderly survey respondents, 93, or 58 percent, indicated that they were willing to pay what is currently charged for specialized transportation services; 49, or 31 percent, indicated that they were not willing to pay what is currently charged; and 18, or 11 percent, did not respond to the question. With respect to higher fares, 49 nonelderly survey respondents, or 31 percent, indicated that they were willing to pay more for improved services; 87, or 54 percent, indicated that they were not willing to pay more for improved services; and 24, or 15 percent did not respond.

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Table 3-15

**DISTRIBUTION OF UNMET TRIPS BY DAY AND
TIME FOR ELDERLY AND DISABLED WAUKESHA COUNTY
RESIDENTS INDICATING UNMET TRANSPORTATION NEEDS**

Day and Time of Trip	Average Monthly One-Way Trips					
	Elderly (Age 55 and Over)		Non-Elderly (Age 54 and Under)		Total	
	Number	Percent	Number	Percent	Number	Percent
Weekdays						
Early Morning (before 8:00 a.m.)	200	5.1	360	14.7	560	8.8
Midmorning (8:00 a.m.-12:00 p.m.)	1,244	31.9	456	18.7	1,700	26.8
Afternoon (12:00 p.m.-5:00 p.m.)	714	18.3	198	8.1	912	14.4
Midday (8:00 a.m.-5:00 p.m.)	872	22.4	526	21.5	1,398	22.1
Evening (after 5:00 p.m.)	86	2.2	442	18.1	528	8.3
Subtotal	3,116	79.9	1,982	81.2	5,098	80.4
Saturdays						
Early Morning (before 8:00 a.m.)	8	0.2	2	0.1	10	0.2
Midmorning (8:00 a.m.-12:00 p.m.)	38	1.0	66	2.7	104	1.6
Afternoon (12:00 p.m.-5:00 p.m.)	62	1.6	48	2.0	110	1.7
Midday (8:00 a.m.-5:00 p.m.)	2	0.1	32	1.3	34	0.5
Evening (after 5:00 p.m.)	46	1.2	58	2.4	104	1.6
Subtotal	156	4.0	206	8.4	362	5.7
Sundays						
Early Morning (before 8:00 a.m.)	4	0.1	—	—	4	0.1
Midmorning (8:00 a.m.-12:00 p.m.)	380	9.7	106	4.3	486	7.7
Afternoon (12:00 p.m.-5:00 p.m.)	48	1.2	32	1.3	80	1.3
Midday (8:00 a.m.-5:00 p.m.)	2	0.1	—	—	2	— ^a
Evening (after 5:00 p.m.)	8	0.2	12	0.5	20	0.3
Subtotal	442	11.3	150	6.1	592	9.3
Saturdays or Sundays						
Early Morning (before 8:00 a.m.)	4	0.1	1	— ^a	5	0.1
Midmorning (8:00 a.m.-12:00 p.m.)	52	1.3	2	0.1	54	0.9
Afternoon (12:00 p.m.-5:00 p.m.)	58	1.5	18	0.7	76	1.2
Midday (8:00 a.m.-5:00 p.m.)	42	1.1	46	1.9	88	1.4
Evening (after 5:00 p.m.)	18	0.5	36	1.5	54	0.9
Subtotal	174	4.5	103	4.2	277	4.4
Holidays						
Early Morning (before 8:00 a.m.)	2	0.1	—	—	2	— ^a
Midmorning (8:00 a.m.-12:00 p.m.)	—	—	—	—	—	—
Afternoon (12:00 p.m.-5:00 p.m.)	—	—	—	—	—	—
Midday (8:00 a.m.-5:00 p.m.)	6	0.2	—	—	6	0.1
Evening (after 5:00 p.m.)	2	0.1	—	—	2	— ^a
Subtotal	10	0.3	—	—	10	0.2
Total Trip Requests	3,898	100.0	2,442	100.0	6,340	100.0

^aLess than 0.1 percent.

Source: SEWRPC.

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Table 3-16

OPINIONS OF ELDERLY AND DISABLED WAUKESHA COUNTY RESIDENTS INDICATING UNMET
TRANSPORTATION NEEDS REGARDING SPECIALIZED TRANSPORTATION FARES

Opinion on Fares	Survey Respondents					
	Elderly (Age 55 and over)		Non-Elderly (Age 54 and under)		Total	
	Number	Percent	Number	Percent	Number	Percent
Willing to pay what is currently charged						
Yes	353	80	93	58	446	74
No	67	15	49	31	116	19
No response	24	5	18	11	42	7
Total	444	100	160	100	604	100
Willing to pay for expanded and improved service						
Yes	151	34	49	31	200	33
No	209	47	87	54	296	49
No response	84	19	24	15	108	18
Total	444	100	160	100	604	100

Source: SEWRPC

Survey Correspondence

Many survey respondents submitted written comments with their completed survey form. A total of 18 letters were received by commission staff which commented on the survey or the need for improved specialized transportation services. The majority of these letters included discussion on the respondents past use of public and private specialized transportation services, as well as general public transit services, and included specific comments regarding service areas, service hours, and the quality of service, along with suggestions for improving service.

Three survey respondents wrote that the Waukesha County Ride-Line program provided excellent service and one respondent stated that they were very appreciative of the Waukesha County PM Ride-Line program when it was in operation. One respondent suggested that a shuttle bus be provided in the Village of Butler to provide transportation between elderly housing facilities and shopping centers within the community. One respondent suggested that trip restrictions be lifted for Ride-Line clients needing transportation for medical care in Milwaukee County and another respondent commented that local specialized services would serve clients more effectively than a centralized county wide specialized transportation program.

CONCLUSIONS REGARDING TRANSPORTATION NEEDS DRAWN FROM SURVEY EFFORT

Based upon the findings of the survey of unmet transportation needs of elderly and disabled Waukesha County residents documented in the preceding section, the following conclusions may be drawn:

1. There is a significant unmet transportation need for elderly and disabled Waukesha County residents. Survey respondents indicated a total unmet transportation need of about 6,300 one-way trips per month, which were not being adequately met by the existing specialized transportation services within the County, or by transportation provided by family and friends. This unmet need is significant when compared with the 7,200 one-way trips per month which are currently made on the principal public and private nonprofit specialized transportation services within the County. This would indicate that there is a need to almost double the capacity of the existing services in order to fully meet the identified unmet needs.
2. The substantial proportion of unmet transportation needs which were identified for weekday midday periods indicate that there may be insufficient awareness of the existing specialized transportation services among elderly and disabled County residents, as well as insufficient capacity in the existing services to meet all existing demands. Approximately 4,000, or 63 percent, of the 6,300 total unmet one-way trips per month would be made weekdays between 8:00 a.m. and 5:00 p.m. which is within the current days and hours of operation for virtually all existing services. With regard to service awareness, there would appear to be a need for an improved system of providing information to elderly and disabled individuals in need of specialized transportation service on the transportation options which are

available to them. With respect to existing capacity problems, the current system is constrained in the number of trips it can adequately serve. Information on the characteristics and use of existing services gathered from existing service providers indicate that existing services are operating with little, if any, excess capacity which could be used to accommodate the additional unmet needs identified through the survey. Consequently, some expansion of service capacity and funding may be required to adequately address the weekday unmet transportation needs.

3. A substantial unmet transportation need also was identified beyond the present days and hours of operation for the existing specialized transportation services. In this respect, the survey identified approximately 1,200 one-way trips per month on weekends and holidays, and approximately 1,100 one-way trips per month on weekdays in the early mornings or evenings, which represent periods which are poorly served or not served at all by the existing specialized transportation service providers as a whole.
4. There is also a need by elderly and disabled individuals for travel between Waukesha and Milwaukee Counties which is not currently being met. In this respect, survey respondents indicated that travel between Waukesha and Milwaukee Counties was a significant unmet transportation need amounting to approximately 1,200 one-way trips per month. The ability of elderly and disabled individuals who use existing specialized transportation services to make such trips is severely limited at the present time.
5. Elderly and disabled individuals with unmet transportation needs tend to be concentrated in the eastern urbanized portion of Waukesha County. This portion of the County includes most of the County's total population and also 75 percent of the total elderly population. The largest proportion of the unmet trips identified were either focused on or located entirely within the City of Waukesha, within this eastern portion of the County.
6. The majority of individuals with unmet transportation needs are disabled individuals with approximately 80 percent of the survey respondents indicating they were disabled, and only 20 percent of survey respondents indicating they were nondisabled, able-bodied elderly individuals. Approximately one-third of the disabled individuals with unmet transportation needs required the use of a wheelchair or motorized scooter, and about one-quarter of all disabled individuals with unmet transportation needs required the assistance of another person in making the trip identified. The need to accommodate individuals using wheelchairs or scooters, as well as accompanied by attendants will need to be considered in developing service improvements.

In summary, it may be concluded that there is a need for better information dissemination to potential users by existing transportation service providers; a need to provide additional service capacity for trips within the County on

weekdays during existing hours of operation; a need to provide service for trips to locations outside Waukesha County within Milwaukee County; a need for expanding the days and hours when service is available for travel both within and outside Milwaukee County to include weekday evenings and weekends; and a need to consider the special requirements of disabled individuals, including those using wheelchairs or accompanied by attendants in providing improved or expanded specialized transportation services.

SUMMARY

The primary purpose of the study described in this report was to assess the existing unmet transportation needs of the elderly and disabled population of Waukesha County. This assessment was made by conducting a special survey designed to gather information about the trips elderly and disabled County residents currently have difficulty making. As part of the survey effort, an extensive outreach effort was undertaken to make the survey as widely known as possible to residents throughout Waukesha County.

The survey was intended to quantify the number and location of the elderly and disabled persons in Waukesha County who believe they were not being adequately served by existing public and private transportation services; and to quantify the number and characteristics of the trips which these individuals would like to make, but presently either cannot make at all or for which they experience difficulty in arranging transportation. There were two parts to the survey. The first consisted of the direct distribution of survey forms, and the second consisted of a survey publicity and outreach effort. Survey forms were mailed directly to current users of three public specialized transportation service programs and to subscribers of a newsletter directed to County disabled residents. The outreach effort included the distribution of notices announcing the survey effort to places used by large numbers of elderly or disabled individuals and also included distribution of press releases to local news media including local newspapers, specialized newsletters, and selected radio stations.

A total of 604 completed survey forms were received from elderly and from nonelderly disabled survey respondents with unmet transportation needs. Of the surveys received, 50 percent were received from individuals that were mailed surveys directly and the remaining 50 percent were received from individuals who had been notified of the survey through survey outreach and publicity efforts. Of the 604 survey responses, about 74 percent were received from elderly individuals--age 55 and over--and 26 percent were received from non-elderly disabled individuals. Of elderly survey respondents, 72 percent were disabled. All nonelderly survey respondents were disabled.

In general, elderly survey respondents were less restricted in their mobility than non-elderly disabled survey respondents. The largest percentage of elderly--36 percent--indicated that they required cane, crutches, walker, guide dog or braces and 26 percent used either a wheelchair or motorized scooter when travelling outside their residence. In contrast, the largest percentage of non-elderly disabled--43 percent--required wheelchairs or motorized scooters when travelling outside of their residence. About one-quarter of the disabled survey respondents with unmet transportation needs indicated that they require the assistance of another person when travelling outside their home. The need to

accommodate attendants accompanying such individuals on their trips will need to be considered in developing service improvements.

Elderly and disabled survey respondents with unmet transportation needs tended to be concentrated in the eastern, urbanized portion of Waukesha County. This portion of the Waukesha County includes approximately 75 percent of the elderly population. The largest number of respondents with unmet transportation needs were located in the Cities of Waukesha, New Berlin, Oconomowoc and the Village of Menomonee Falls.

Of all survey respondents, 69 percent are currently using at least one of the existing public, private non-profit or private for-profit specialized transportation services available within Waukesha County. Fifty percent of all survey respondents, indicated that they used at least one of the principal public or private non-profit transportation services identified within the County. The one-half of survey respondents that were not currently using at least one principal public or private non-profit could represent potential "new" users who would directly benefit from expanded or improved services.

The elderly and non-elderly disabled respondents surveyed had a total of 6,300 one-way trips per month which they would like to make but presently either could not make at all or, if they could, may experience difficulty in arranging transportation for the trip. There are currently 7,200 one-way trips per month made on the existing principal public and nonprofit private transportation services. The current unmet transportation needs of elderly and disabled County residents are, therefore, significant when compared with the existing demand being serviced by the principal public and private specialized transportation services as they represent an increase of about 88 percent in the existing trips. Of these 6,300 unmet trips, 62 percent were indicated by elderly survey respondents, representing about 9 one-way trips per month for each individual elderly survey respondent, and 38 percent were indicated by non-elderly disabled survey respondents, representing about 14 one-way trips per month for each individual nonelderly disabled survey respondent. From this information, it would appear that nonelderly disabled individuals may have a greater need for transportation service than elderly individuals based upon the average number of unmet one-way trips per month indicated.

The greatest unmet transportation needs for both elderly and non-elderly disabled individuals is for travel within Waukesha County. Of the 6,300 unmet trips indicated by survey respondents, 46 percent were for trips entirely within the respondent's home community, including 29 percent for trips entirely within the City of Waukesha; 35 percent were for trips between communities in Waukesha County; and 19 percent were for trips outside Waukesha County, principally to Milwaukee County. The current unmet needs of elderly and disabled County residents needing transportation to Milwaukee County are significant when compared with the limited service currently available between Milwaukee and Waukesha County.

The purposes of the unmet transportation needs varied between elderly and nonelderly disabled survey respondents. For elderly respondents, 29 percent of the unmet trips would be for medical/dental/therapy purposes, and 20 percent would be for social/recreational purposes. For nonelderly disabled respondents,

24 percent of the unmet trips would be for work purposes, and 24 percent would be for social/recreational purposes.

The greatest unmet transportation needs for both elderly and nonelderly disabled survey respondents with respect to time and day is on weekdays during midday periods. Of the 6,300 unmet trips reported by survey respondents, 5,100, or 81 percent, were for trips on weekdays, of which 3,100 trips were indicated by elderly survey respondents and 2,000 were indicated by nonelderly disabled survey respondents. Of the 3,100 unmet trips indicated by elderly survey respondents for weekdays, 2,800, or 73 percent, would be made between the hours of 8:00 a.m. and 5:00 p.m. with most of these trips for medical or social/recreational purposes. Of the 2,000 unmet trips indicated by nonelderly disabled survey respondents for weekdays, 1,200, or 50 percent, would be made between the hours of 8:00 a.m. and 5:00 p.m., principally for medical purposes, and the remaining 800 unmet trips would be made before 8:00 a.m. or after 5:00 p.m., principally for social/recreational purposes.

The large number of unmet trips which would occur during weekday daytime hours may be the result of a lack of awareness of existing specialized transportation services. It is also likely the result of problems with insufficient capacity on the existing services to accommodate all trip requests.

Of the 6,300 unmet trips reported by survey respondents, 1,200, or 19 percent, were for trips on weekends, of which 800 trips were indicated by elderly survey respondents and 400 were indicated by nonelderly disabled survey respondents. The majority of these unmet trips were for social/recreation or religious purposes. The unmet trip needs of elderly and disabled County residents needing transportation on weekends are significant when compared with the limited service currently available on weekends.

Survey respondents generally indicated that they were willing to pay the fares which are currently charged for specialized transportation service, although a higher proportion of elderly survey respondents (80 percent) were willing to pay current fare than nonelderly disabled survey respondents (58 percent). Both elderly and nonelderly survey respondents indicated they were not, however, willing to pay higher fares for improved services.

Based upon the finding presented in this chapter regarding the unmet transportation needs of elderly and nonelderly disabled Waukesha County residents, it may be concluded that there is a need for better dissemination of information by providers to potential users about the existing services; to provide additional service capacity for trips within the County on weekdays during existing hours of operation; a need to provide service for trips to locations outside Waukesha County within Milwaukee County; a need for expanding the days and hours when service is available for travel both within and outside Milwaukee County to include those weekday evenings and weekends; and a need to consider the special requirements of disabled individuals, including those using wheelchairs or accompanied by attendants, in providing improved or expanded specialized transportation services.

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Chapter IV

RECOMMENDED SPECIALIZED TRANSPORTATION SERVICE IMPROVEMENTS

INTRODUCTION

The preceding chapter of this report presented the findings of an extensive survey and outreach effort which was undertaken to assess the existing unmet transportation needs of the elderly and disabled population of Waukesha County. A number of needs for improvement in the existing specialized transportation services were identified through this survey including:

- A need for better access to information about available specialized transportation services;
- A need for an increase in the capacity of the specialized transportation services available during weekday daytime hours;
- A need for an expansion of service availability to include weekday evenings and weekends; and
- A need for an expansion of the areas served to accommodate trips between Waukesha and Milwaukee Counties.

Areas of potential change in the provision and funding of specialized transportation service were also identified in Chapter 2 of the report through a comparative examination of the specialized transportation services available within Waukesha County with the specialized transportation programs within other counties within Southeastern Wisconsin. The potential changes identified through this comparison included:

- The use, where feasible, of general public transit systems such as shared-ride taxi services to provide local transportation to the elderly and disabled within individual communities;
- The provision of some services currently provided through the Waukesha County Department of Aging's Ride-Line Program for other County programs through contracts with other operators;
- The use of the Ride-Line Program during off hours by other agencies or organizations for group trips and special events at modest costs;
- The use of additional funding sources such as Federal funds available through the Title XIX Medicare Program, and Federal and State funds for general public transit systems available through the Federal Transit Administration Section 9 and Section 18 formula transit assistance programs and the State urban mass transit operating assistance program.

This chapter presents a program of improvements proposing various actions to address the identified unmet transportation needs of elderly and disabled County residents which has been developed in light of the above identified needs and recommended by the Waukesha County Specialized Transportation Advisory Committee. Presented first is a description of the various actions which have been recommended for improving the transportation service to elderly and disabled County residents. Included within this section is a description of the proposed timetable for implementing the recommended actions, the projected ridership impacts on the Waukesha County Department of Aging Ride-Line Program, and financial commitment which will be required by the County to implement the proposed short-range service improvements. This is followed by a discussion of the actions required by various agencies to achieve plan implementation.

RECOMMENDED IMPROVEMENT PLAN

The recommended specialized transportation service plan for elderly and disabled persons within Waukesha County consists of a short-range plan which proposes a specific set of improvements to be made in the short term in response to the identified needs. Service improvements proposed under the short-range plan are thus intended to include actions which Waukesha County can work to immediately implement during 1992 and 1993 with available funds or with funds programmed in the County budget for 1993 and future years. The short-range plan is structured to be a part of a long-range plan for developing improved transportation services for elderly and disabled persons within Waukesha County. The recommended long-range plan actions include those which may require further refinement and study prior to implementation and may be expected to be gradually implemented over a longer period of time by the County and individual local communities. Unless specifically noted otherwise, both the short-range and long-range actions assume a continuation of existing eligibility requirements for specialized transportation services within the County.

Proposed Short-Range Plan

The short-range plan includes actions which are recommended to be taken as the first phase in implementing a long-range plan for providing transportation services to elderly and disabled County residents. It is recommended that as the first phase of its specialized transportation service plan Waukesha County pursue the implementation of a six-point action plan, which would include the following actions:

- Development of local transit services within individual communities to serve elderly and disabled transportation needs along with those of the general public;
- Expansion of the transportation service provided to disabled individuals under the parallel commuter bus program in the Waukesha-Milwaukee travel corridor;
- Provision of increased weekday capacity to serve general purpose trips for the Department of Aging Ride-Line Program;

- Expansion of the availability of service under the Department of Aging Ride-Line Program;
- Reduce advance scheduling requirements for the Ride-Line Program, and;
- Develop an improved information base for available transportation services.

A description of the changes recommended under each action are included in the following sections.

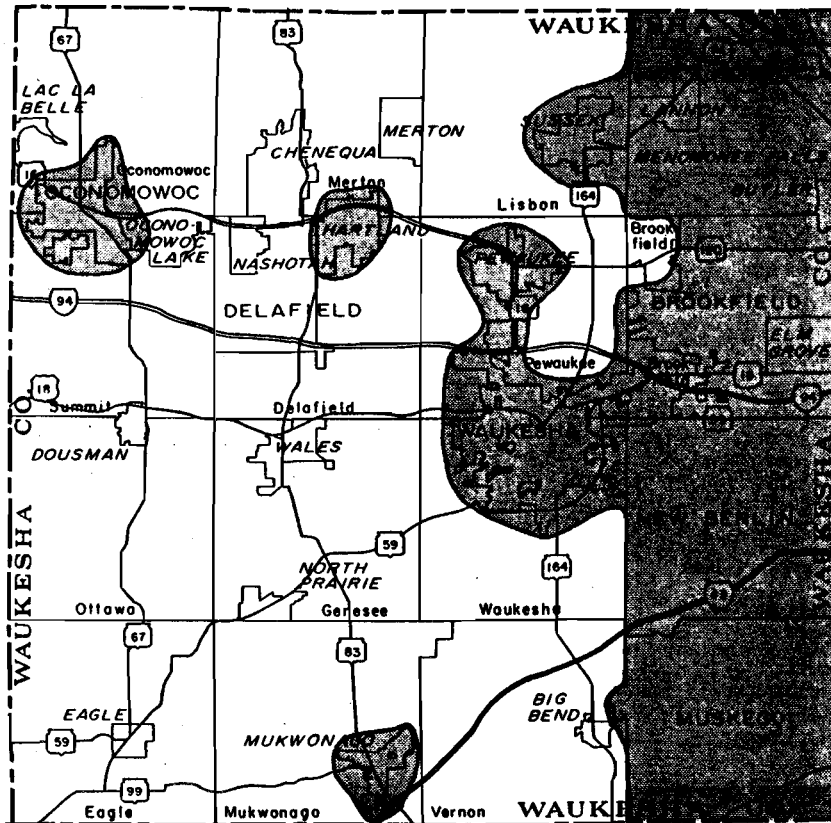
Development of Shared-ride Taxi Services: The assessment of unmet transportation needs indicated that the greatest unmet transportation need for both elderly and non-elderly disabled individuals is for local travel. Of the 6,300 unmet trips per month identified by survey respondents, approximately 2,900, or 46 percent, were trips which would be made entirely within the respondent's home community. It is recommended that Waukesha County address this local transportation need by encouraging the development of local transit services to serve elderly and disabled transportation needs by individual communities within the County. The development of such transportation as general public transit services would also enable local communities to potentially draw upon Federal and State transit assistance programs to defray a portion of the costs of the service.

The potential areas where such local public transit services may be feasible are shown on Map 4-1. Within the eastern urbanized portions of the County, transportation services for elderly and disabled persons would be expected to be provided as a supplement to fixed-route transit services extended from Milwaukee County or the City of Waukesha. Specialized transportation services for disabled individuals unable to use fixed-route bus service will be required to be provided as a complement to fixed-route transit services in accordance with Federal requirements. Within the western nonurbanized portions of the County, it is envisioned that such transportation should ultimately be provided through local, shared-ride taxi systems established to serve individual communities and immediately surrounding areas. In serving the local transportation needs of the general public, such shared-ride taxi systems would also provide service to the elderly and disabled population within each community which, based upon the experience of existing shared-ride taxi systems within Wisconsin, would constitute their principal ridership market. Local communities that may initially be reluctant to establish such shared-ride taxi systems for the general public would be encouraged to initially establish taxi-type services for only the elderly and disabled population similar to the Silver Streak Taxicab Service within the City of Oconomowoc. Such specialized taxi systems could ultimately be converted to full service public transit systems as such communities grow and the need for a general public transit service is recognized.

Shared-ride taxi service would provide a demand-responsive, door-to-door transportation service to elderly and disabled individuals along with the general public for local trips within the immediate environs of sponsoring communities using regular taxi vehicles and accessible vehicles for disabled individuals. Under a shared-ride operation, passengers with different trip origins and destinations would be allowed to share a taxi vehicle for part or all of a trip. Taxi service would also be provided with a low response time, usually within 30

Map 4-1

POTENTIAL AREA WITHIN WAUKESHA COUNTY WHERE
DEVELOPMENT OF LOCAL PUBLIC TRANSIT SERVICES--FIXED
ROUTE BUS OR SHARED-RIDE TAXI--WOULD BE ENCOURAGED



LEGEND



Area with Potential to
Support Local Transit Service



GRAPHIC SCALE



Source: SEWRPC.

minutes of the time the trip request is made, compared with response times of 24 hours or longer for existing specialized transportation services. While open to the general public, experience with other shared-ride taxi systems within Wisconsin has shown that such systems are most heavily used by elderly and disabled individuals with 60 to 75 percent of the trips typically made by elderly and disabled individuals.

Most shared-ride taxi systems within Wisconsin also offer a varied fare structure with base adult cash fares ranging from \$1.00 to \$2.75 per one way trip, and lower fares offered for certain population sub-groups such as the elderly, disabled and youth, or for group trips and frequent users. It is recommended that Waukesha County encourage local communities to establish fares for elderly and disabled individuals to be no more than the fare for local trips on the Ride-Line Program which is currently \$1.25 per one way trip. This would serve to encourage elderly and disabled individuals to use the local taxi service over the Ride-Line service and possibly serve to promote a uniform fare policy for local trips within the County.

The primary service area for shared-ride taxi systems is usually the sponsoring local community, although many systems do extend service to outlying communities with higher fares typically charged for travel outside the sponsoring local community, or financial aid required from other communities served. The vast majority of shared-ride taxi systems within the state are currently operated by private companies under contract with the local sponsoring community.

Local communities desiring to establish and provide shared-ride taxi service for the general public would be eligible to apply for transit assistance funds currently available under State and Federal programs designed to help offset the cost of operating general public transit systems and purchasing required vehicles and equipment. In this respect, State funds are currently available under the State urban mass transit operating assistance program authorized under Section 85.20 of the Wisconsin Statutes to cover 42 percent of the operating costs of public transit services. Communities of 2,500 or more population which directly operate or contract for fixed-route public transit or shared-ride taxi services are eligible to apply for such funds.

Federal funds are also available to cover a portion of the operating, as well as capital, costs of general public transit services. The availability of Federal transit operating assistance funds would be dependent upon the location of the community within Waukesha County. Within the portion of Waukesha County located outside of the Milwaukee urbanized area, Federal funds available under the Federal Transit Administration (FTA) Section 18 formula transit assistance program. Section 18 formula assistance funds are allocated to each state for use to support public transit services within nonurbanized areas. The Section 18 program within Wisconsin is administered by the Wisconsin Department of Transportation and currently provides funds to cover a maximum of 28 percent of the operating expenses of general public transit services.

Within the portion of the County within the Milwaukee urbanized area, the source of Federal transit operating funds would be the FTA Section 9 formula transit assistance program. The Section 9 program makes funds available to support public transit operations within urbanized areas with 50,000 or more population

as designated by the U.S. Bureau of the Census. The Section 9 operating assistance funds made available to the Milwaukee urbanized area each year are currently divided between Milwaukee and Waukesha Counties using the same basic formula which is used to distribute Section 9 funds nationally among all urbanized area.

As noted in Chapter 2 of this report, the total amount of Section 9 operating assistance funds available within the Milwaukee urbanized area has been limited in the recent past with the full amount available to Waukesha County currently being allocated to support the operating deficits of the fixed-route transit service provided by Waukesha County and the fixed-route and paratransit services provided by the City of Waukesha. The total amount of Section 9 operating assistance funds allocated to Waukesha County in 1992 was approximately \$370,000, with Waukesha County and the City of Waukesha agreeing to share these funds equally and each receive about \$185,000. For 1992, these funds represent about 11 percent of the total operating budget for the Waukesha County fixed-route transit services, and about 12 percent of the operating budget for the City of Waukesha's fixed-route and paratransit services. As the amount of Section 9 funds available to the Milwaukee urbanized area is not expected to increase in the future, the use of Section 9 funds to support new publicly subsidized shared-ride taxicab services within the portion of Waukesha County within the Milwaukee urbanized area may be expected to reduce the amount of such funds available to support the existing public transit programs of the County or the City. The availability of Section 9 operating assistance funds for local shared-ride taxi services will, therefore, be subject to future decisions by Waukesha County, the City of Waukesha, and other communities initiating public transit services in the urbanized portion of the County in the future on how such funds are distributed among the existing and potentially new transit operators within Waukesha County.

With respect to capital assistance, both the Federal Section 9 and Section 18 programs allow a Federal share of 80 percent of the total costs of capital equipment and facilities for general public transit systems. In addition, capital equipment, which will be acquired to assist transit operators in meeting the requirements of the Americans with Disabilities Act of 1990--such as accessible paratransit vehicles or wheelchair lifts or ramps on buses--would be eligible to be funded with 90 percent Federal funding. Currently, the availability of Section 18 funds for capital assistance is somewhat limited due to the demands for the limited program funds available statewide to meet the capital needs of the publicly subsidized shared-ride taxicab and fixed-route bus system eligible for the program. Within the Milwaukee urbanized area, the Section 9 capital assistance funds available in the recent past have been more than adequate to meet the needs for the capital projects proposed by the existing transit operators. However, the draw upon the available Section 9 funds can be expected to increase in the near future when two of the existing operators--Milwaukee County and the City of Waukesha--begin major fleet replacement programs.

In order to make use of the above Federal and State funding programs, the local community will have to agree to publicly sponsor a shared-ride taxi service. This will entail submitting applications for the appropriate Federal and State funds and agreeing to provide funds to cover any local share of transit system operating deficits or capital expenses. As shown in Table 4-1, the Federal and State transit operating assistance funds available during 1992, in combination

6/2/92

Table 4-1
PROJECTED RIDERSHIP AND FINANCIAL REQUIREMENTS FOR
SHARED-RIDE TAXI SYSTEMS IN WISCONSIN: 1992

Urban Area	Service Area Population	Annual Revenue Passengers	Service Cost					
			Annual Operating Expenses	Annual Operating Revenues	Annual Operating Deficit			
					Federal Share	State Share	Local Share	Total
a								
Baraboo.....	10,400	49,000	\$193,400	\$72,000	\$40,200	\$81,200	\$0	\$121,400
Beaver Dam.....	14,200	84,100	\$286,600	\$113,200	\$53,000	\$120,400	\$0	\$173,400
Berlin.....	5,300	16,000	\$83,000	\$22,000	\$23,200	\$34,900	\$2,900	\$61,000
Black River Falls.....	3,500	22,000	\$118,500	\$41,600	\$27,100	\$49,800	\$0	\$76,900
Chippewa Falls.....	12,700	61,000	\$323,800	\$82,400	\$76,400	\$136,000	\$29,000	\$241,400
Fort Atkinson.....	10,300	56,000	\$167,200	\$67,800	\$29,200	\$70,200	\$0	\$99,400
Grant County.....	9,300	7,100	\$21,800	\$5,700	\$6,100	\$9,200	\$800	\$16,100
Hartford.....	8,300	12,500	\$104,300	\$12,500	\$29,200	\$43,800	\$18,800	\$91,800
Jefferson.....	2,700	18,500	\$83,500	\$23,100	\$23,400	\$35,100	\$1,900	\$60,400
Marshfield.....	19,400	99,900	\$275,600	\$123,500	\$36,400	\$115,700	\$0	\$152,100
Medford.....	4,300	7,300	\$73,600	\$11,800	\$20,600	\$30,900	\$10,300	\$61,800
Monroe.....	10,300	18,500	\$149,200	\$60,400	\$26,100	\$62,700	\$0	\$88,800
New Richmond.....	5,100	1,600	\$37,700	\$5,800	\$10,600	\$15,800	\$5,500	\$31,900
Piatteville.....	9,700	11,700	\$59,300	\$16,300	\$16,600	\$24,900	\$1,500	\$43,000
Portage.....	8,700	90,400	\$376,700	\$129,600	\$88,900	\$158,200	\$0	\$247,100
Reedsburg.....	5,900	17,000	\$116,800	\$23,400	\$32,700	\$49,100	\$11,600	\$93,400
Rhineland.....	7,400	42,300	\$167,500	\$84,800	\$12,400	\$70,300	\$0	\$82,700
Richland Center.....	5,000	10,000	\$54,000	\$12,000	\$15,100	\$22,700	\$4,200	\$42,000
Ripon.....	7,300	26,000	\$107,500	\$31,500	\$30,100	\$45,200	\$700	\$76,000
River Falls.....	8,900	24,500	\$117,400	\$30,600	\$32,900	\$49,300	\$4,600	\$86,800
Shawano.....	7,600	21,000	\$74,000	\$22,200	\$20,700	\$31,100	\$0	\$51,800
Stoughton.....	8,900	22,000	\$65,000	\$30,000	\$7,700	\$27,300	\$0	\$35,000
Waupaca.....	5,100	18,100	\$101,200	\$30,700	\$28,000	\$42,500	\$0	\$70,500
b								
West Bend.....	24,200	16,700	\$137,400	\$20,900	\$38,500	\$57,700	\$20,300	\$116,500
Whitewater.....	12,700	37,000	\$124,400	\$41,800	\$30,300	\$52,300	\$0	\$82,600
c								
Wisconsin Rapids.....	22,700	64,200	\$351,700	\$150,300	\$53,700	\$147,700	\$0	\$201,400

a
Includes the village of West Baraboo.

b
Service to be initiated by the City during 1992. Projected costs and ridership are for six months of operation.

c
Includes the City of Nekoosa and the Village of Port Edwards.

with passenger revenues, have kept the local share of the operating deficit for the 26 shared-ride taxi services within Wisconsin to very modest levels for most taxi systems if required at all. In this respect, of the 26 communities within the State sponsoring shared-ride taxi services during 1992, thirteen are not expected to require any local funds from the sponsoring community and only five are expected to require more than \$10,000 in total funds.

It is recommended that all such shared-ride taxi systems established by local Waukesha County communities provide service which is accessible to disabled individuals. Current Federal regulations require that all new vehicles purchased or leased for use on publicly sponsored demand responsive transit systems, such as shared-ride taxi systems, must be accessible to individuals using wheelchairs, unless the system, when viewed in its entirety, provides a level of service to individuals with disabilities which is equivalent to the service which it provides to individuals without disabilities. To comply with this requirement it is recommended that at least one vehicle in the fleet for each shared-ride taxi system be accessible to individuals with wheelchairs. As an alternative to directly operating accessible vehicles, the local community could also contract for accessible transportation for disabled individuals from another transit operator so long as the service provided to the disabled individual is equivalent to that provided to the general public.

It is recommended that Waukesha County take an active role in encouraging the development of shared-ride taxi service within these areas by establishing a program which would assist communities willing to serve as models in developing such taxi systems serving the general public with the local operating costs during the initial year of service provision. It is recommended that Waukesha County provide up to a total of \$10,000 in 1992 from the Community Development Block Grant Program it has been allocated to use in implementing plan recommendations for local operating assistance to a model community agreeing to develop a general public shared-ride taxi system. It is also recommended that the County continue with a similar level of financial support during 1993 through 1996 for other model communities willing to develop general public shared-ride taxi systems subject to the availability of funds through the Community Development Block Grant Program. It is envisioned that funds provided by the County in this manner would be used to help defray the local share of operating deficits for shared-ride taxi services during the initial year of service operation rather than for the purchase of capital equipment. Staff assistance would also be made available to model communities during 1992 and subsequent years from the Regional Planning Commission to assist in the preparation of applications for Federal and State transit assistance programs or for the conduct of transit feasibility studies which would determine the desirable operating characteristics and potential costs of shared-ride taxi services within individual communities.

Expansion of Paratransit Service in the Waukesha-Milwaukee Travel Corridor:

Transportation service for disabled individuals who are unable to use the regular all-day bus service for the general public provided by Waukesha County within the Waukesha-Milwaukee travel corridor is currently provided by the Waukesha County Department of Aging through the parallel commuter bus program. This program, which is provided in combination with the Ride-Line Program, provides an accessible, door-to-door van service to disabled individuals for trips with origins and destinations within Waukesha and Milwaukee County located one mile

on either side of the three county-subsidized bus routes operated over Bluemound Road, IH-94 and Greenfield Avenue, between the City of Waukesha central business district and the City of Milwaukee central business district. Significant changes to the transportation service provided under the parallel commuter bus program have been proposed to be implemented under a plan recently completed by Waukesha County in response to Federal regulations issued to implement the requirements of the Americans with Disabilities Act of 1990. The federally required modifications to the parallel commuter bus program should also be incorporated into the County's short range action plan for providing specialized transportation service as the modifications will address many of the unmet transportation needs identified in the current study for individuals traveling within the corridor served.

Several major changes will need to be implemented in January 1993, to both the eligibility requirements and service characteristics for the parallel commuter bus program in order for the program to meet the current Federal guidelines. The most significant modifications include:

- An expansion of the eligibility for the service to include any disabled individual whose impairment prohibits him/her from using the County's fixed-route bus service. Currently, eligibility is limited to disabled individuals who require the use of wheelchair, walker, cane, crutches or leg braces; or who are legally blind. Eligibility for the service will be expanded to include any disabled individual who is unable to effectively use the County's all-day fixed-route transit service due to difficulties in boarding, alighting or riding on the vehicles used to provide this service, or in traveling to or from a boarding location along the County's bus routes. In addition, a formal process for certifying eligible users under federally specified eligibility categories will be developed and implemented;
- An expansion of the days and hours of service availability. Currently service under the parallel commuter bus program is available only on weekdays between 7:00 a.m. and 6:00 p.m. The availability of the service will be expanded to include weekdays between 5:30 a.m. and 10:00 p.m., Saturdays between 8:00 a.m. and 10:00 p.m., and Sundays and holidays between 11:00 a.m. and 10:00 p.m.;
- A reduction in advance reservation requirements. Currently service is available under the program on a 48 hour--two working days--advance reservation basis. The response times will be reduced to provide service using the "next day service" concept. A trip request made anytime during the hours trip reservation service is available on the day immediately preceding a desired service day will guarantee service for a trip request;
- The elimination of existing trip restrictions. Currently priority is given to trip requests for medical, nutritional, and employment related trip purposes and users are limited to making no more than five trips into Milwaukee County per year. All of these restrictions are to be eliminated to meet Federal requirements;

- The provision of adequate capacity to meet demand. Capacity problems experienced by the program in the past, which have resulted in the program's being unable to respond to all the trip requests it received, will need to be eliminated to meet the current Federal requirements.

The proposed modifications to the parallel commuter bus program can be expected to address many of the unmet transportation needs identified in this study for disabled individuals traveling within the proposed service area for the program, as shown on Map 4-2, including a need for transportation service on weekday evenings, and weekends, as well as a need for transportation for trips between Waukesha and Milwaukee Counties.

Provision of Increased Weekday Capacity for Ride-Line Program: The assessment of unmet transportation needs of elderly and disabled County residents indicated that of the 6,300 total unmet trips per month identified, about 4,000 trips, or 63 percent, were being made during weekdays between the hours of 8:00 a.m. and 5:00 p.m. The large number of unmet trips which occurred during these weekday daytime hours was determined to largely result from insufficient capacity on the existing specialized transportation services to accommodate all trip requests. It is, therefore, recommended that Waukesha County take immediate actions which would begin to increase the daytime capacity of the Department of Aging's Ride-Line Program. The expansion of the capacity of the Ride-Line Program would be accomplished by expanding the existing fleet and budget for the service, and also by exploring contracting opportunities for transportation service currently provided through the Ride-Line Program for other County programs.

It is proposed that the vehicle fleet and operating budget for the Ride-Line Program be expanded to reflect the addition of up to four vehicles--an average of one vehicle per year--between 1993 and 1996. This would increase the vehicle fleet for the Ride-Line Program from the eight existing vehicles in 1992 to up to 12 vehicles, or by possibly 50 percent, by 1996. The gradual expansion of the Ride-Line Program has been proposed for two reasons. First, the addition of one vehicle per year will allow the County to monitor how the development of local shared-ride taxi services within the County will impact the unmet needs identified, and will allow the potential impacts on Ride-Line service demands to be determined. It is possible that the County would not need to purchase additional vehicles for the Ride-Line Program in the later years of the planning period if shared-ride taxi systems were implemented in the County and successful in addressing unmet transportation needs of elderly and disabled residents. Second, a gradual expansion of the Ride-Line Program is more likely to be viewed favorably in the County budgetary process as it would spread the total potential financial costs to the County over a four year period. The additional vehicles would be used to expand the service provided by the Ride-Line Program on weekdays principally during the period 8:00 a.m. to 5:00 p.m., beginning with calendar year 1993 and extending through calendar year 1996.

It is also recommended that the Department of Aging consider contracting for services provided through the Ride-Line Program for other Department of Aging or County department programs which have the potential to be readily separated from the existing Ride-Line transportation service. Two potential candidate services would include the transportation service provided for the Department of Aging's

adult day care program and for the Waukesha County Transportation Department under the parallel commuter bus program. Separating these services from the current Ride-Line Program transportation service would potentially free up Ride-Line Program vehicles during certain periods of the day to provide service for more general purpose, non-program related trips by elderly and disabled individuals. In addition, the costs of the contracted services can also be used as an initial test of the potential to reduce costs for the Ride-Line Program if the entire program were operated by a contract service provider rather than by County employees. If successful, this action could also reduce the need to purchase additional vehicles for expansion of the Ride-Line Program vehicle fleet.

Expanded Service Availability for the Ride-Line Program: The assessment of unmet transportation needs of elderly and disabled County residents also identified a significant unmet transportation need outside of weekday daytime hours. In this respect, of the 6,300 total unmet trips per month identified, about 2,300 trips, or about 37 percent, would occur outside of the weekday, daytime hours. The survey indicated that the need for these trips was relatively evenly divided with a need for about 1,200 trips, or 52 percent, indicated for weekends, and about 1,100 trips, or about 48 percent, indicated for weekdays before 8:00 a.m. or after 5:00 p.m. It is expected that the federally required expansion of service availability under the parallel commuter bus program will address a portion of the identified need for those disabled individuals desiring to travel within the Waukesha-Milwaukee travel corridor. As the area served by this project will be limited, it is recommended that some expansion of the days and hours of service availability for the Department of Aging's Ride-Line Program also be undertaken to expand service availability to more County residents. It is recommended that this service expansion be provided initially through expanding the regular service hours for the Ride-Line Program to include Saturday service, and also by allowing the Ride-Line Program to serve group trips and special events sponsored by other agencies and organizations during Ride-Line Program off-hours.

It is recommended that beginning in 1993 the regular hours for the Ride-Line Program be expanded to include service on Saturdays between the hours of 11:00 a.m. and 10:00 p.m. These hours would provide an opportunity for trips for shopping, personal business and social recreational purposes, which cannot be accommodated on the Ride-Line Program during regular weekday hours. It is estimated that an average of three vehicles would be in service on Saturdays to serve the expected demand. No new vehicles would need to be acquired to provide this service.

It is also recommended that the Ride-Line Program in 1993 begin providing service for group trips and special events sponsored by other agencies and organizations outside of normal program service hours. Service under the Ride-Line Program could thus be expanded on a limited basis to weekday evenings, weekends and holidays. It is proposed that the Department of Aging establish a minimum advance reservation requirement of 48 hours to enable the program to arrange for drivers and other department personnel needed to provide the service. It is also proposed that the fares charged for service provided outside regular program hours be kept to modest levels with fares charged to individuals not to exceed two times the fares charged for regular service. The Department should also consider establishing a policy under which the total revenues collected from the

individual fares charged to a group not exceed the actual cost of providing service.

Reduced Advanced Reservation Requirements for the Ride-Line Program: During the course of the study members of the Advisory Committee expressed that a desirable goal of the specialized transportation service improvements considered should be to increase the ease of use of specialized transportation services by elderly and disabled individuals. Reductions in current advance reservation requirements for specialized transportation services were viewed as one means of improving the ease of use of existing services. Currently, the advance reservation requirement for the Department of Aging's Ride-Line Program is 48 hours--two working days. It is recommended that the County take action to reduce the advance reservation requirements for the Ride-Line Program to 24 hours for most trips made on the program.

In this respect it is recommended that advance reservation requirements for service through the Ride-Line Program be reduced to 24 hours--one working day--for all trip requests, except those for advance scheduled medical appointments. Advance reservation requirements for medical trips, for therapy, treatments and other care which would require the individual to travel on a recurring basis, would be lengthened to four working days. Such medical trips are currently the most difficult to schedule efficiently. An advance knowledge of the need to transport such individuals should enable a department to group such medical trips more effectively allowing more passengers to be carried for general purpose trips. It should be noted that individuals who require more immediate, next-day medical attention due to unexpected illnesses would still be accommodated on a 24-hour advance reservation basis by the Ride-Line Program.

In addition, to assist the Department of Aging staff in improving its scheduling ability, it is proposed that the Department of Aging begin immediately to computerize its trip reservation and scheduling activities. It is recommended that Waukesha County allocate \$20,000 during 1992, from Community Development Block Grant Program funds available for plan implementation for computer equipment and software for automated trip reservation and scheduling services. In considering available software for computerizing its operation, the County should also consider potential future capabilities to accommodate centralized dispatching for other specialized transportation service providers within the County. It is, therefore, recommended that prior to purchase of any equipment or software, a thorough study be undertaken of the available technology for computerized scheduling and dispatching and the potential future role which Waukesha County may play in a centralized information and dispatching service for all Waukesha County specialized transportation service providers as discussed under the long-range plan in a later section of this chapter.

Development of an Improved Information Base for Available Transportation Services: Another action which would serve to improve the ease of use of specialized transportation services would be to provide better and more thorough information on the transportation services available to the elderly and disabled individuals in need of them. In this respect, the assessment of unmet transportation needs indicated that there may be an insufficient awareness of the existing specialized transportation services among elderly and disabled County residents based upon the large number of unmet trips indicated for weekday

daytime periods, which is within the current days and hours of operation for virtually all existing services. It is, therefore, recommended that Waukesha County take the lead in developing an improved system of providing information to elderly and disabled individuals on the transportation options which are available to them.

It is recommended that Waukesha County undertake a major marketing and public information campaign for the existing transportation services available to elderly and disabled individuals within Waukesha County. The principal purpose of this effort would be to develop informational materials describing existing transportation services which could be used by existing service providers to refer individuals they are unable to serve to appropriate service providers, and to educate the elderly and disabled community on the transportation options available to them within the County. Materials developed initially should include a directory of service providers which would describe the existing transportation services within the County in terms of service area, eligibility requirements, service characteristics, and the names and telephone numbers of individuals to contact for additional information or trip reservations. Copies of the directory should, at a minimum, be distributed to all existing specialized transportation service providers for use as a resource for referring trips which providers cannot serve themselves to the appropriate service provider. A program to educate and train service providers on the use of the directory in making referrals should also be actively pursued to promote the use of the directory among service providers. Copies of the directory should also be made available to the elderly and disabled population, in particular, at facilities which are frequently visited or used by elderly and disabled individuals such as apartment complexes, hospitals and medical clinics, and education and training centers.

It is recommended that Waukesha County allocate at least \$10,000 in 1992 for the development of the marketing campaign and informational materials from the Community Development Block Grant funds it has available for plan implementation.

Proposed Timetable: In order to develop the ridership and cost projections, a timetable for implementing the recommended actions was developed. The proposed timetable assumes that one of the first actions taken by the County during 1992 would be to promote the development of shared-ride taxi service for the general public for a model community. This would include meeting with potential candidate communities to discuss the role of local general public shared-ride taxi systems under the specialized transportation service plan, and to indicate the level of financial support which would be available to the model community from Waukesha County to cover operating deficits during the initial year of operation.

The schedule also envisions Waukesha County would immediately begin work during 1992 on an improved system of providing information on available specialized transportation services to elderly and disabled county residents. The County would immediately begin developing information materials describing the existing transportation services and the basic of a marketing campaign which would utilize the materials to promote the use of the available transportation services. The implementation of the actual marketing campaign, should be timed to coincide with the provision of expanded service under the Ride-Line Program in 1993 in order

that perspective new users not be dissuaded from using the program due to current capacity problems.

The timetable also assumes that proposed modifications to the service provided under the Ride-Line Program would be phased in during 1993. Modifications to the transportation service provided within the Waukesha-Milwaukee travel corridor under the parallel commuter bus program must be implemented in January 1993 to comply with Federal guidelines. The timetable assumes that the service would continue to be provided the Ride-Line Program, and that the County would act immediately in 1992 to acquire the two additional vehicles for the Ride-Line Program vehicle fleet which the Department of Aging indicates would be needed to ensure that adequate capacity will be available to accommodate all trip requests. As funds for these vehicles were not included in the 1992 County budget, the County would need to purchase these vehicles in 1992 using contingency funds. The two vehicles would temporarily be assigned to provide service under the parallel commuter bus project until two more vehicles would be acquired through the Federal Section 9 formula transit assistance program in late 1993. The two vehicles acquired with Federal funds would then be dedicated to providing service under the parallel commuter bus project, and the two vehicles acquired with County dollars would be used to expand the daytime capacity of the countywide service provided under the Ride-Line Program in 1993 and 1994.

The timetable assumes that the provision of additional daytime capacity and the reduction in advance reservation requirements for the Ride-Line Program will not be phased in until late 1993, when the two vehicles acquired in 1992 to temporarily provide service under the parallel commuter bus project become available as described above. Waukesha County would then monitor the impacts which these two vehicles would have on the ability of the Ride-Line Program to accommodate additional weekday trip requests. The County would also monitor the impacts of other recommendations--including the development of shared-ride taxi systems and the contracting out of certain transportation services currently provided by the Ride-Line Program--on the demand for service through the Ride-Line Program. If it is apparent that the Ride-Line Program continues to experience problems in servicing all weekday trip requests, then funds for the purchase of two additional vehicles to further expand the daytime capacity of the Ride-Line Program could be included in the 1995 and 1996 budgets for the Ride-Line Program. As some lead time will need to be provided to acquire the two additional vehicles, these vehicles could not be placed into service in 1995 and 1996 until mid-year.

Similarly, it is not envisioned that the computer equipment and software for automated trip reservation and scheduling services, which has been viewed as important to reducing advance reservations requirements for the Ride-Line Program, would not be acquired and fully operational until mid-1993. The proposed expansion of service availability for the Ride-Line Program to include regular Saturday hours and service for group trips outside of regular hours has been assumed to be implemented at the beginning of 1993, with funds included in the 1993 operating budget for the Ride-Line Program, as no additional capital equipment should be needed to implement this service change.

The proposed timetable also envisions that the County would begin immediately in 1992 to encourage the development of special hospital transportation services to

address the medical transportation needs of elderly and disabled individuals for regular treatment and outpatient services. Like the development of shared-ride taxi systems, it is envisioned that the development of hospital transportation services would be an ongoing activity of the County throughout the planning period.

Projected Ridership and Operating Expenditures: The actions recommended under the short-range plan discussed above will have the largest impact upon the transportation services provided by Waukesha County Department of Aging. The planned expansion of the transportation service for disabled individuals in the Waukesha-Milwaukee travel corridor provided through the parallel commuter bus project, as well as the recommended expansion of the countywide transportation service provided under the Ride-Line Program to provide for additional daytime capacity, regular Saturday service hours, and service for group trips outside of regular service hours, will have a significant impact on the ridership and projected budget for the Department's Ride-Line Program over the planning period. Projections of ridership and operating expenses for the program for the period 1992 through 1996 are presented in Table 4-2 and in Appendix C. The projections presented within these tables reflect the addition of two vehicles to the Ride-Line Program fleet in late 1993 to provide for additional weekday service capacity, and assume additional fleet expansion will not be necessary in 1995 and 1996 due to the positive impacts, which other recommended actions, including the development of shared-ride taxi systems by local communities and the contracting out of certain program transportation services currently provided by the Ride-Line Program, will have on reducing demand for Ride-Line Program services which cannot currently be accommodated.

Under the recommended plan, the number of one-way trips made under the Ride-Line Program with the recommended service improvements, may be expected to increase from about 25,000 trips in 1992, to about 34,000 trips in 1993, or by about 36 percent; and to about 46,000 one-way trips by 1996, or by about an additional 35 percent over the entire period. A substantial portion of the projected increase in ridership is expected to occur under the parallel commuter bus project for service provided within the Waukesha-Milwaukee travel corridor. Ridership under the parallel commuter bus project is expected to increase from just over 1,000 one-way trips in 1992, to about 6,000 one-way trips in 1993. By 1996, ridership under the parallel commuter bus project is expected to increase further to over 8,000 one-way trips per year. As noted below, the significant increases in ridership which are projected for this service are related to the increased awareness of the availability of the service among public and private social service agencies and organizations, and also to the significant unmet transportation need for travel between Waukesha and Milwaukee County identified during this study. The vast majority of the projected increase in Ride-Line Program ridership, however, may be expected to result from the addition of weekday daytime capacity, Saturday service, and special off-hour service for group trips. These service changes may be expected to increase the portion of Ride-Line Program ridership exclusive of the parallel commuter bus project from about 24,000 one-way trips in 1992, to about 28,000 one-way trips in 1993, or by about 17 percent; and to about 38,000 one-way trips by 1996, or by about an additional 36 percent over the entire period.

Table 4-2

**PROJECTED RIDERSHIP AND OPERATING BUDGET FOR
WAUKESHA COUNTY DEPARTMENT OF AGING RIDE-LINE PROGRAM
WITH RECOMMENDED SERVICE IMPROVEMENTS: 1992-1996**

Characteristic	1992 Budget	Projected With Recommended Service Improvements ^a							
		Increment Over Prior Year				Total Program			
		1993	1994	1995	1996	1993	1994	1995	1996
Annual Vehicle Hours.....	19,000	6,800	4,400	500	300	25,800	30,200	30,700	31,000
Annual One-way Trips.....	25,000	9,300	7,200	2,500	1,900	34,300	41,500	44,000	45,900
Operating Expenses.....	\$329,100	\$116,800	\$78,000	\$27,500	\$24,800	\$445,900	\$523,900	\$551,400	\$576,200
Operating Revenues.....	\$53,000	\$22,400	\$15,600	\$5,500	\$4,100	\$75,400	\$91,000	\$96,500	\$100,600
Operating Deficit.....	\$276,100	\$94,400	\$62,400	\$22,000	\$20,700	\$370,500	\$432,900	\$454,900	\$475,600
Distribution of Total Operating Deficit Among Funding Sources									
Federal Share.....	--	--	--	--	--	--	--	--	--
State Share									
85.20 Program ^b	--	\$30,000	\$6,100	\$4,400	\$3,100	\$30,000	\$36,100	\$40,500	\$43,600
85.21 Program ^c	\$170,800	24,500	5,900	6,000	6,200	195,300	201,200	207,200	213,400
Subtotal	\$170,800	\$54,500	\$12,000	\$10,400	\$9,300	\$225,300	\$237,300	\$247,700	\$257,000
County Share.....	\$105,300	\$39,900	\$50,400	\$11,600	\$11,400	\$145,200	\$195,600	\$207,200	\$218,600
Total	\$276,100	\$94,400	\$62,400	\$22,000	\$20,700	\$370,500	\$432,900	\$454,900	\$475,600

^a Assumes inflationary increases in operating expenses of 4 percent per year over the period; no change in current fares; and increases in State specialized transportation assistance funds of 14 percent in 1993 and 3 percent annually thereafter.

^b Reflects funds available under the State urban mass transit operating assistance program. Such funds are currently available to cover 42 percent of the operating expenses of general public transit services and associated transportation services for disabled individuals required to be provided by federal regulations. The operating expenses of the parallel commuter bus project have been assumed to be funded with such funds beginning in 1993.

^c Reflects funds available under the State specialized transportation assistance program for counties. Waukesha County's total allocation of such funds will increase in 1993 to \$231,600 and has been assumed to increase to about \$253,100 by 1996. It has been assumed that about 84 percent of these funds would continue to be allocated for countywide transportation service under the Ride-Line Program as in 1992.

Source: Waukesha County Department of Aging and SEWRPC.

Total operating expenses for the Ride-Line Program may, under the recommended plan, be expected to increase from about \$329,000 in 1992, to about \$446,000 in 1993, or by about 36 percent; and to about \$576,000 by 1996, or by about an additional 29 percent. A significant portion of this expected increase would be attributable to the additional service which must be provided under the parallel commuter bus project to meet Federal requirements. Operating expenses for the parallel commuter bus project may be expected to increase from about \$13,000 in 1992, to about \$72,000 in 1993; and to about \$104,000 in 1996, or by about 700 percent over the full planning period. The operating expenses for the other countywide service provided through the Ride-Line Program may be expected to increase from about \$317,000 in 1992, to about \$374,000 in 1993, or by about 18 percent; and to about \$472,000 by 1996, or by about an additional 26 percent over the entire period.

The total operating deficit for the Ride-Line Program may be expected to increase from about \$276,000 in 1992, to about \$371,000 in 1993, or by about 34 percent; and to about \$476,000 by 1996, or by about an additional 28 percent over the entire period. The portion of this operating deficit attributable to the parallel commuter bus project may be expected to increase from about \$10,000 in 1992, to about \$57,000 in 1993, or by about 470 percent; and to about \$84,000 by 1996, or by about an additional 47 percent. The operating deficit for the remaining countywide service provided under the Ride-Line Program may be expected to increase from about \$266,000 in 1992, to about \$315,000 in 1993, or by about 18 percent; and to about \$392,000 in 1996, or by about an additional 24 percent over the entire period.

The county operating subsidy for the total program may be expected to increase from about \$105,000 in 1992, to about \$145,000 in 1993, or by about 38 percent; and to about \$219,000 in 1996, or by about an additional 51 percent over the period. Some of the increase in the County funding requirement may be attributed to the federally required service to be provided under the parallel commuter bus project. The Federal mandate will increase County costs for this service from about \$10,000 in 1992, to about \$27,000 in 1993, or by about 170 percent; and to about \$40,000 by 1996, or by about an additional 48 percent over the planning period. The remaining increase in the County funding requirement may be attributed to the recommended expansion of the countywide service provided under the Ride-Line Program. County funds for these services may be expected to increase from about \$95,000 in 1992, to about \$118,000 in 1993, or by about 24 percent; and to about \$179,000 in 1996, or by about an additional 52 percent over the entire period.

Certain aspects of the projections of ridership and operating costs for the Ride-Line Program should be noted. First, it should be noted that the projected ridership, operating expenses, operating deficits and County funding requirements for the service to be provided under the parallel commuter bus project as herein described vary somewhat from those projected under a plan prepared by Waukesha County in January 1992, setting forth the changes to the service necessary to satisfy Federal regulations issued to implement the requirements of the Americans With Disabilities Act of 1990. Historically, the service available under the parallel commuter bus project has not been publicized by Waukesha County, and knowledge of the service has, consequently, been virtually nonexistent among the elderly and disabled population. This service, however, is recommended to become

an integral part of the County's specialized transportation service, particularly for addressing unmet transportation needs between Waukesha and Milwaukee County identified through the study. As information on this service is to be widely disseminated by the County, the ridership projections originally prepared for the County plan have been revised to reflect a higher level of use brought about by a greater awareness of this service. In this respect, while the changes proposed for the service will not be implemented until January 1993, Waukesha County has already received inquiries about and requests for service which would indicate an increase in ridership for 1993 greater than the total ridership projected for the service in 1996. The County has, consequently, revised the projected ridership and operating budget for the service to reflect a significant increase in service demand and costs from that originally envisioned. The original and revised ridership projections and operating budget are presented in Table 4-3.

Secondly, it should be noted that the aforescribed financial projections assume no change in the current passenger fares charged for any of the transportation services provided under the Ride-Line Program. This assumption was made in light of the negative impacts which fare increases will be expected to have on ridership, and on the responses of elderly and disabled individuals in the survey of unmet transportation needs which indicated opposition to increases in current fares to support improved specialized transportation services. Some changes in passenger fares may, however, be warranted in the future to minimize the County funds required to subsidize the service. If the County determines that fares should be increased, it is recommended that the County follow a policy under which the fare increases would be based on increases in operating costs resulting from the effects of general price inflation. Under such a policy, the County would attempt to maintain fares for the transportation service in line with increases in operating expenses. Accordingly, increases in fares would be considered warranted when operating expenses have significantly escalated since the last fare increase. At that time, the fares should be increased by a comparable percentage. As an example, an increase in operating expenses per unit of service of about 20 percent would call for an increase in current passenger fares for the Ride-Line Program of about \$0.25 for trips within a single community--from \$1.25 to \$1.50 per one-way trip--and an increase of about \$0.50 in the fares for trips between communities--from \$2.50 to \$3.00 per one-way trip. The policy would thus relate increases in fares directly to increases in the cost of providing transit service. It is also recommended that Waukesha County consider establishing higher fares for travel between Waukesha and Milwaukee County in light of the potential for such trips to be longer and of higher cost than trips currently served under the Ride-Line Program. The additional charge should, however, be kept to a modest level of no more than \$0.50 per one-way trip over the fare charged for service between Waukesha County communities. It is anticipated that implementing a fare increase of \$0.25 for trips within a single community and \$0.50 for trips between communities in 1993 and again in 1995, along with establishing an additional charge of \$0.50 per trip for service between Waukesha and Milwaukee Counties, could potentially reduce the projected County subsidy level for the Ride-Line Program by a total of about \$10,000, or about 7 percent, in 1993, and by a total of about \$25,000, or about 11 percent, in 1996.

Finally, it should be noted that the projections of ridership and operating costs assume that no additional vehicles will need to be added to the Ride-Line Program

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Table 4-3

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**PROJECTED RIDERSHIP, OPERATING EXPENDITURES, AND OPERATING DEFICITS
FOR THE WAUKESHA COUNTY PARALLEL COMMUTER BUS PROJECT UNDER THE
RECOMMENDED SPECIALIZED TRANSPORTATION SERVICE PLAN: 1992-1996**

Characteristic	^a Original Projections				
	1992	1993	1994	1995	1996
Annual Ridership.....	1,300	1,700	2,100	2,400	2,600
Operating Expenses.....	\$16,400	\$51,400	\$58,600	\$65,300	\$71,000
Operating Revenues.....	\$3,100	\$4,000	\$5,000	\$5,700	\$6,200
Operating Deficit.....	\$13,300	\$47,400	\$53,600	\$59,600	\$64,800
Source of Public Funds					
^b					
Federal Share.....	—	—	—	—	—
^c					
State Share.....	—	\$21,600	\$24,600	\$27,400	\$29,800
Local Share.....	\$13,300	25,800	29,000	32,200	35,000
Total	\$13,300	\$47,400	\$53,600	\$59,600	\$64,800

Characteristic	^d Revised Projections				
	1992	1993	1994	1995	1996
Annual Ridership.....	1,300	6,100	7,200	7,900	8,300
Operating Expenses.....	\$12,500	\$71,500	\$85,900	\$96,400	\$103,700
Operating Revenues.....	\$2,800	\$14,700	\$17,300	\$19,000	\$20,000
Operating Deficit.....	\$9,700	\$56,800	\$68,600	\$77,400	\$83,700
Source of Public Funds					
^b					
Federal Share.....	—	—	—	—	—
^c					
State Share.....	—	\$30,000	\$36,100	\$40,500	\$43,600
Local Share.....	\$9,700	26,800	32,500	36,900	40,100
Total	\$9,700	\$56,800	\$68,600	\$77,400	\$83,700

^a Reflects original projections prepared for the parallel commuter bus project in January 1992 for the County's federally required paratransit service plan as documented in SEWRPC Memorandum Report No. 62, A Paratransit Service Plan for Disabled Persons: Waukesha County Transit System.

^b Assumes the total amount of federal operating assistance funds available each year to Waukesha County under the UMTA Section 9 formula transit assistance program will continue to be used solely to offset the operating deficit of the County's fixed route transit system.

^c Reflects funds available under the State 85.20 urban mass transit operating assistance program. Such funds are currently available to cover 42 percent of the operating expenses of general public transit services and associated transportation services for disabled individuals required to be provided by federal regulations. The operating expenses of the parallel commuter bus project have been assumed to be funded with such funds beginning in 1993. Assumes State 85.21 specialized transportation assistance funds available to Waukesha County would be used to fund countywide transportation provided under the Department of Aging's Ride-Line and user-side subsidy programs.

^d Assumes a significant increase in the demand for paratransit service in the Waukesha-Milwaukee travel corridor as a result of increased publicity about the availability of the service to come about through its inclusion in the County's specialized transportation service plan, and also as a result of increased knowledge about the significant unmet transportation needs of elderly and disabled persons for travel between Waukesha and Milwaukee Counties. Assumes inflationary increases in operating expenses of 4 percent per year over the period and no change in current fares.

vehicle fleet in 1995 or 1996 to provide additional weekday service capacity. The plan calls for potentially expanding the vehicle fleet by up to one vehicle in both 1995 and 1996 if the County finds that the Ride-Line Program continues to experience problems in servicing all weekday trip requests and further expansion of the vehicle fleet is warranted. If the County expands the Ride-Line Program to include service by one additional vehicle in both 1995 and 1996, ridership on the program would be expected to increase to about 50,000 trips by 1996. Total operating expenses would be expected to increase to about \$623,000 in 1996. The total 1996 operating deficit for the program would be expected to increase to about \$515,000 with the County's share of this deficit being about \$257,000.

Capital Project Expenditures: In order to implement the recommended service improvements affecting the Ride-Line Program, additional vehicles will need to be acquired to expand the existing program vehicle fleet. The proposed vehicle needs and the attendant costs are presented in Table 4-4.

The acquisition of up to four additional vehicles for the Ride-Line Program vehicle fleet for the countywide service provided under the program is recommended between 1993 and 1996 in order to provide for needed additional daytime capacity. These vehicles would consist of accessible full size vans capable of accommodating two passengers in wheelchairs and three additional ambulatory individuals. As described previously under the plan timetable, Waukesha County would acquire two of these vehicles immediately in 1992, and temporarily assign them to providing service under the parallel commuter bus project in the first part of 1993, and then to provide expanded weekday service under the Ride-Line Program. Waukesha County would then monitor in 1993 and 1994 the impacts which these two vehicles, and other recommended actions, would have on the demand for Ride-Line Program service which cannot currently be accommodated. If the County finds that the Ride-Line Program continues to experience problems in serving all weekday trip requests, then the County may decide to acquire two additional vehicles, one each year in 1995 and 1996. The total cost of these four vehicles is estimated at about \$153,000. At this time, it is envisioned that the purchase of these vehicles would need to be funded entirely with County funds. State funds available under the State specialized transportation assistance program for counties authorized under Section 85.21 of the Wisconsin Statutes, can be used to purchase capital equipment. However, Waukesha County currently uses its entire allocation of these funds to support the operating expenses of the Department of Aging's Ride-Line Program and user side subsidy program. Similarly, Federal funds available through Title III of the Older Americans Act of 1995, which could be used to purchase vehicles are being fully utilized to support Department of Aging's community-based services in its congregate nutrition program.

If the Waukesha County Department of Aging is to continue to provide the parallel commuter bus project through the Ride-Line Program, additional vehicles will also need to be acquired to provide this service. The paratransit service plan prepared in January 1992 by the County for the parallel commuter bus project envisioned that one additional vehicle would need to be acquired in 1993 to ensure that adequate capacity would be available in future years for the program to accommodate all demand for the service with the expanded eligibility and service characteristics. Based upon the revised projections of ridership for the parallel commuter bus project set forth in Table 4-3, it is envisioned that two

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Table 4-4

**PROJECTED CAPITAL PROJECT EXPENDITURES FOR SERVICE IMPROVEMENTS
FOR THE WAUKESHA COUNTY DEPARTMENT OF AGING RIDE-LINE PROGRAM
UNDER THE RECOMMENDED SPECIALIZED TRANSPORTATION SERVICE PLAN**

Year	Project Description	Total Cost ^a	Federal Share	County Share
1992	Two accessible 15-passenger vans with two wheelchair positions and seating for three ambulatory persons.....	\$70,000	--	\$70,000
1993	Two accessible 15-passenger vans with two wheelchair positions and seating for three ambulatory persons.....	\$73,500	^b \$66,200	\$7,300
	Computer equipment and software for trip scheduling and dispatching.....	20,000	^c 20,000	--
	Subtotal	\$93,500	\$86,200	\$7,300
1994	--	--	--	--
1995	One accessible 15-passenger van with two wheelchair positions and seating for three ambulatory persons ^d	\$40,500	--	\$40,500
1996	One accessible 15-passenger van with two wheelchair positions and seating for three ambulatory persons ^d	\$42,500	--	\$42,500
Total		\$246,500	\$86,200	\$160,300

^a Costs assume an average annual increase in the base vehicle costs of five percent per year.

^b Assumes 90 percent of the costs of the vehicles purchased to provide the County's federally required complementary paratransit service would be funded using capital assistance funds available through the Federal Transit Administration Section 9 formula transit assistance program.

^c Represents funds from the Federal Community Development Block Grant Program which have been allocated to Waukesha County in 1991 and 1992 for implementing the recommendations of the County's specialized transportation service plan.

^d The purchase of these vehicles may not be necessary and would be based upon a determination by Waukesha County that the vehicles would be needed to correct any continuing capacity problems for the Ride-Line program in meeting all weekday trip requests.

Source: Waukesha County Department of Aging and SEWRPC.

additional vehicles will need to be acquired to ensure adequate capacity will be available. As the vehicles would be used to implement the County's federally required complementary paratransit service, the vehicles would qualify for funding under the Federal Transit Administration Section 9 formula grant assistance program, which Waukesha County currently utilizes annually to offset a portion of the operating costs of its fixed-route bus service. It is recommended that Waukesha County include in its 1993 Section 9 grant application the cost of purchasing two accessible vans similar to those described above. The total cost of these vans would be estimated at about \$73,500, with Federal funds covering about \$66,200, or 90 percent of the total cost. The remaining 10 percent of the total capital cost, amounting to \$7,300, would need to be funded by Waukesha County.

It is also recommended that Waukesha County computerize the trip reservation and scheduling activities of the Department of Aging for the Ride-Line Program. The Department of Aging has estimated the cost associated with automating these functions at \$20,000. The source of these funds would be \$40,000 in Community Development Block Grant Program funds which the County has been allocated for implementing plan recommendations. It has been recommended that the County utilize the remaining \$20,000 of these funds as follows: \$10,000 to subsidize the local operating deficit of a shared-ride taxi service developed by a "model" community; and \$10,000 to develop a marketing and public informational campaign for the existing specialized transportation services within the County.

The total capital costs of the capital equipment needed to implement the recommended service improvements is estimated at about \$246,500. Of this amount, about \$66,200, or 27 percent, would be expected to be provided for under the Federal Section 9 formula grant assistance program. Community Development Grant Program funds would be expected to provide \$20,000, or about 8 percent of the total funds needed. The remaining \$160,300, or 71 percent of the total capital costs, would need to be funded by Waukesha County.

Recommended Long-Range Plan

The short-range actions discussed above are intended to be part of a long-range plan for developing specialized transportation services for elderly and disabled persons within Waukesha County. The long-range plan would include actions which could require further refinement and study prior to implementation, and consequently, would be expected to be gradually implemented over a longer period of time. In summary, the long-range plan calls for encouraging local communities to assume an expanded role in providing transportation services for elderly and disabled County residents; for the development of special transportation services by area hospitals to serve the increasing medical transportation needs of elderly and disabled individuals; and for the development of a centralized information and dispatching service to simplify the use of available transportation services.

The long-range plan envisions a move toward the decentralization of transportation services for elderly and disabled individuals under which local communities would assume an expanded role in providing needed services. The proposed decentralization of service reflects the findings of the assessment of unmet transportation needs that, as well as being significant, the unmet transportation needs of elderly and disabled County residents are also disbursed throughout the County, with local transportation being of most importance. The decentralization

of service would promote the development of community transportation services which would be customized to meet specific local needs.

The long-range plan proposes that individual communities provide local transportation for elderly and disabled individuals through the establishment of local public transit services where feasible. The potential areas where such local public transit services may be feasible are shown on Map 4-1. Within the western nonurbanized portions of the County it is envisioned that such transportation will be provided through local, shared-ride taxi systems established to serve individual communities and immediately surrounding areas. In serving the local transportation needs of the general public, such shared-ride taxi systems would also provide service to the elderly and disabled population within each community which, based upon the experience of existing shared-ride taxi systems within Wisconsin, would constitute their principal ridership market. Candidate communities for the development of such shared-ride taxi systems within the non-urbanized portions of the County would include Oconomowoc, Hartland, and Mukwonago. Within the eastern urbanized portions of the County, transportation services for elderly and disabled persons would be expected to be provided as a supplement to fixed-route transit services extended from Milwaukee County or the City of Waukesha. The extension of such fixed-route transit services is viewed as likely to come about in the near future as a result of the establishment of a regional transportation authority within Southeastern Wisconsin which would serve as a mechanism to provide the necessary local funding for such services. Specialized transportation services for disabled individuals unable to use fixed-route bus service will be required to be provided as a complement to fixed-route transit services in accordance with Federal requirements. Such services could also be provided through local shared-ride taxi services which would also be capable of serving the non-disabled, elderly population.

Under the long-range plan, the County would then assume a principal responsibility for providing transportation for elderly and disabled individuals between communities within the County and between Waukesha and Milwaukee County. Within the Waukesha-Milwaukee travel corridor, specialized transportation service would be provided for disabled persons unable to use the County's fixed-route bus service through an expanded parallel commuter bus program. Within the remainder of the County--and within the Waukesha-Milwaukee travel corridor for non-disabled, elderly individuals--specialized transportation would be provided by the Department of Aging through an expanded Ride-Line Program and user-side subsidy program. The Ride-Line Program would principally focus on serving areas and trips not served by local public transportation services due to service area or eligibility limitations, or due to the need for passenger assistance from the driver which would not be provided by local transportation services. In this respect, the door-thru-door service provided through the Ride-Line Program may still be needed to supplement the transportation service provided within local communities when such local services are provided on only a curb-to-curb or door-to-door basis.

In addition to the additional weekday daytime capacity and expanded service availability proposed for the Ride-Line Program under the short-range action plan, the long-range plan envisions that the County would move toward making further modifications to the Ride-Line Program, including lessening or totally eliminating restrictions on the number of trips into Milwaukee County, and

reducing advance reservation requirements to 24 hours--one working day--for all trips on the Ride-Line Program.

The user-side subsidy program would be used to provide for affordable transportation for elderly and disabled individuals making local trips on private and public taxi services, where appropriate. It is proposed that the user-side subsidy program provide for discounted fares--excluding zone fares or additional trip charges--for local trips which would be equivalent to the fare for local trips on the Ride-Line Program which is currently \$1.25 per one way trip. This action would encourage individuals to use local taxi service over the Ride-Line Program to enable the program to concentrate available resources on longer nonlocal trips, and would serve to promote a uniform fare policy for local trips within the County.

The long-range plan also envisions a need to continue the specialized transportation services provided by private, non-profit service providers within the County, including that provided by the American Red Cross, and La Casa de Esperanza, Inc. The services provided by these agencies would continue to supplement the service provided by the Department of Aging and local communities in particular for medical trips between Waukesha and Milwaukee counties.

The long-range plan also envisions the development of hospital transportation services to address the transportation needs of elderly and disabled individuals receiving medical treatment and services at hospitals within the County. Such medical-related transportation needs may be expected to increase in the future, may be expected to occur as a result of a continuation of recent changes in health care and medical treatment practices. These changes have resulted in more patient services being provided on an outpatient basis at hospitals or at a physician's office. To address this expected need, the County would encourage area hospitals to develop special transportation services for hospital clients for which other transportation options are not available. Such hospital transportation services currently being provided within the County by Memorial Hospital at Oconomowoc, which privately provides a service for patients receiving medical services at hospitals, or having appointments with doctors' offices in the area immediately surrounding the hospital. Waukesha County would encourage other hospitals to follow the lead of Memorial Hospital at Oconomowoc in providing similar transportation services either directly or through contracts with private transportation providers.

A final element of the long-range plan would be the development of a centralized information and dispatching service by Waukesha County. The need for an improved system of providing information to the elderly and disabled individuals in need of specialized transportation service on the transportation options which are available to them, along with developing a specialized transportation system which is easier to use was brought out through the unmet transportation needs assessment effort and the comments of the Advisory Committee. The short-range action plan includes the development of information materials and the conduct of a marketing campaign to educate the elderly and disabled population on available transportation services and how to use them. The long-range plan envisions that, ultimately, a centralized telephone information and dispatching service would be developed by Waukesha County.

In this respect, the County would establish a single agency--such as the Department of Aging--which elderly and disabled individuals could call to get information on available transportation service options. If desired by the individual, the agency would also assist the individual in scheduling service with the appropriate service provider. This could be accomplished by either relaying the individual's trip request to the appropriate service provider for scheduling by the service provider, or by having service providers agree to have service for their vehicles scheduled and dispatched by the County agency. The latter action would require cooperation among service providers within the County to relinquish some control over service scheduling for their vehicles. This action would also result in a specialized transportation system which is easier to use and understand by perspective users. The County would also continue the development of special materials and outreach efforts to market the available transportation services and educate the elderly and disabled community on their use.

PLAN IMPLEMENTATION ACTIONS

The service improvements and financial requirements of the recommended specialized transportation service plan have been described in the previous sections of this chapter. In a practical sense, however, the plan is not complete until the steps required to implement that plan--that is, to convert the plan into action programs and policies--are specified. Full implementation of the recommended plan will be dependent upon the coordinated actions of County and local government, social service agencies, specialized transportation service providers, and Federal and State funding agencies. The most important plan implementation actions are summarized in the following sections.

Waukesha County

Waukesha County will have the major responsibility for the actions necessary to implement the recommended specialized transportation service plan as many of the recommended actions affect the transportation service provided by the Waukesha Department of Aging. Accordingly, it is recommended that the County adopt the specialized transportation service plan and use it as a guide in taking the actions needed to make the recommended improvements which may include refining the recommended service changes affecting the Waukesha County Department of Aging Ride-Line Program.

It is also recommended that Waukesha County assume responsibility for being the lead agency in pursuing the implementation of all plan recommendations--including those not directed specifically at the Department of Aging transportation services. The recommended plan is intended to provide for an improved system of transportation services provided by both county and local government as well as public and private agencies and organizations which would enhance the transportation mobility of elderly and disabled County residents. The travel habits and patterns of these residents are determined, to a large part, by geographic linkages that cross between individual local communities. The County area of jurisdiction, which encompasses all the communities in Waukesha County, makes Waukesha County a logical choice as the lead agency for pursuing implementation of all plan recommendations.

It is important to note that the achievement of some of the plan recommendations will require cooperation among the various public and private agencies and organizations currently providing specialized transportation services within the County. These would include recommendations included in both the short-range action plan and long-range plan, calling for the development of marketing efforts and materials for the available services and, ultimately, the establishment of a centralized information and dispatching service by Waukesha County. It is, therefore, recommended that Waukesha County act immediately to create a County Specialized Transportation Coordinating Commission whose membership would include representation from the existing public and private providers of specialized transportation service within Waukesha County. The primary focus of the Commission would be expected to be upon the technical and institutional aspects of plan implementation, which would initially include the technical aspects related to the design of a marketing campaign and informational materials and the establishment of a centralized information and dispatching service. Ultimately, this new Commission could also provide a focus for the coordination of actions of all levels of government in the execution of the County specialized transportation service plan for elderly and disabled persons.

Cities, Villages and Town

At the present time, several local units of government provide local transportation services which are used by elderly and disabled individuals. The City of Waukesha, for example, is the operator of a public transit system and, as such, is directly involved in providing public transportation services for disabled individuals. The Village of Menomonee Falls, through the Menomonee Falls School District, is also directly involved in the provision of specialized transportation services for elderly and disabled individuals. The City of Oconomowoc also provides a limited subsidy to a private nonprofit organization to operate the Silver Streak Taxicab Service. The specialized transportation service plan for Waukesha County recommends that local transportation services developed by local communities serve as a principal means of providing local transportation to elderly and disabled individuals. To enable local communities to reduce local financial requirements for such service, the plan recommends that they be developed primarily as shared-ride taxicab services for the general public so that they qualify for Federal and State general public transit service assistance programs. Certain cities, villages and towns in the County will, consequently, have plan implementation responsibilities.

It is therefore recommended that communities which currently provide transportation services for elderly and/or disabled individuals--such as the Cities of Waukesha and Oconomowoc, and the Village of Menomonee Falls; and communities which may in the future see the development of private taxi services or publicly operated shared-ride taxi systems--adopt the recommended specialized transportation service plan for Waukesha County as it affects their area of jurisdiction. It is also recommended that such communities cooperate with the County and with the proposed Specialized Transportation Coordinating Commission to achieve orderly implementation of the plan recommendations.

Social Service Agencies and Private Entities Providing Specialized Transportation Services

It is recommended that all social service agencies in Waukesha County, which provide for some part of the transportation needs of their clients, endorse the

recommended plan actions. It is also recommended that private entities providing transportation services for elderly and disabled individuals within the County become familiar with the County specialized transportation service plan recommendations and cooperate with the County in implementing the recommended actions. Both the Social Service Agency and private transportation service providers would be expected to play important roles in the implementation of the recommended marketing and information campaign on available transportation services as well as the development of a centralized information and dispatching service by Waukesha County.

Southeastern Wisconsin Regional Planning Commission

Although not a plan implementation agency itself, the role of the Regional Planning Commission in plan implementation warrants discussion. While the Commission has no statutory plan implementation powers in its role as coordinating agency for planning and development activities within the Southeastern Wisconsin Region, the Commission through community assistance planning services and through the review of Federal and State grants-in-aid, may be able to help promote the implementation of the recommended specialized transportation service plan. In addition, the Commission is responsible under Federal regulations for developing and annually updating a transportation improvement program for the region which identifies both highway and transit-related improvement projects and relates the improvements recommended in the program to the adopted transportation system plan for the region.

In order for Waukesha County and other local communities to receive Federal transit assistance programs necessary to fully implement the recommended specialized transportation service plan, projects calling for the use of such funds must be included in the transportation improvement program annually submitted by the Commission to the U. S. Department of Transportation. Accordingly, it is recommended that the Southeastern Wisconsin Regional Planning Commission adopt the County specialized transportation service plan, and at the specific request of Waukesha County and other local communities, include projects for the development of specialized transportation services and shared-ride taxi services for the general public in the transportation improvement program for the Southeastern Wisconsin Region.

U.S. Department of Transportation, Federal Transit Administration and the Wisconsin Department of Transportation

Both the U. S. Department of Transportation, Federal Transit Administration and the Wisconsin Department of Transportation administer programs which provide financial assistance for both general public and specialized transit services. Such programs, which will be viewed as a source of funds to assist in the implementation of plan recommendations include, the Federal Transit Administration Section 9 and Section 18 Formula Transit Assistance Programs, the State Urban Mass Transit Operating Assistance Program authorized under section 85.20 of the Wisconsin Statutes, and the State Specialized Transportation Assistance Program for Counties authorized under Section 85.21 of the Wisconsin Statutes. It is recommended that Waukesha County and local communities within the County make use of funds available under such programs to minimize the local public cost of implementing the recommended plan. It is also recommended that both the State and Federal agencies concerned endorse the recommendations of the specialized transportation service plan as a guide for the programming, administration and

granting of Federal and State assistance funds in support of the County's specialized transportation services.

Subsequent Plan Adjustment

No plan can be permanent in all its aspects. Monitoring of changing conditions and of the effectiveness of implemented plan recommendations is essential if the validity and viability of the adopted plan are to be maintained. It is recommended that Waukesha County, with the assistance of the Regional Planning Commission, assume responsibility for periodically reviewing and updating the adopted plan. Such periodic updating may be viewed as desirable to assess the impacts of implemented service changes and changing population characteristics within the County on the unmet transportation needs of elderly and disabled County residents. In this respect, it may be considered desirable in the future by the County to reassess the current transportation needs identified in this study--which represented the needs as they existed in the fall of 1991--to determine what impacts implemented service changes and changing population characteristics have had. The reassessment of needs and any attendant plan updating will require the same close cooperation among public and private agencies and organizations that was evident in the preparation of the specialized transportation service plan itself. To achieve this necessary coordination and, therefore, the timely implementation and updating of the plan, it is recommended that the Waukesha County Specialized Transportation Advisory Committee remain active and meet at the specific request of Waukesha County to address any problems which may develop in the implementation of plan recommendations.

SUMMARY

This chapter has presented a description of the recommended improvements to specialized transportation services for elderly and disabled individuals within Waukesha County, as recommended by the Waukesha County Specialized Transportation Advisory Committee. The recommended actions were developed in response to the need for improved services identified through the assessment of existing unmet transportation needs of the elderly and disabled population; and in light of potential changes and service provision and funding identified through a comparative examination of specialized transportation services within other counties within Southeastern Wisconsin.

The recommended transportation service plan for elderly and disabled persons within Waukesha County consists of a short-range plan which proposes a specific set of improvements which could be implemented as the first phase of a long-range plan for providing transportation services to elderly and disabled county residents. As the first phase of its specialized transportation service plan, it is recommended that Waukesha County pursue implementation of a short-range plan which would include the following actions.

1. Waukesha County would encourage the development of local transportation services by individual communities with such transportation services assuming a major role in providing local transportation to elderly and disabled individuals. To enable local communities to reduce the local financial requirements for providing such services, the plan recommends that they be developed primarily as public transit

services for the general public which would allow them to qualify for Federal and State transit assistance programs for general public transit services. Such services would include shared-ride taxi service which would provide a demand-responsive door-to-door transportation service to elderly and disabled individuals along with the general public for trips within the immediate environs of sponsoring communities. In order for the services to fully address the identified unmet transportation needs, it is recommended that such local transportation services developed by individual communities be accessible to disabled individuals.

Local communities desiring to establish and provide shared-ride taxi service for the general public would be eligible to apply for transit assistance funds currently available under Federal and State programs to help offset the operating and capital costs of such transit services. While these Federal and State funding programs could potentially be expected to cover up to 70 percent of the operating costs of newly developed shared-ride taxi services for the general public in the western nonurbanized portion of the County, these funding programs would be expected to cover a significantly smaller amount of operating expenses for the eastern portion of the County within the Milwaukee urbanized area. Federal funds available for operating assistance within this portion of the County are currently being fully utilized to support the public transit programs of Waukesha County and the City of Waukesha. It is recommended that Waukesha County take an active role in encouraging the development of shared-ride taxi service by individual communities by providing up to \$10,000 in 1992 from Community Development Block Grant Program funds to subsidize the local operating deficit for a service developed by a model community. It is also recommended that the County continue with a similar level of financial support during 1993 through 1996 for other model communities subject to the availability of funds through the community development block grant program.

2. The County would make significant modifications to the transportation service which it provides for disabled individuals who are unable to use the all-day bus service for the general public provided by the County within the Waukesha-Milwaukee travel corridor through the parallel commuter bus program. Significant changes to this transportation service, which is provided in combination with the Department of Aging's Ride-Line Program, have been proposed to be implemented in January 1993, in response to Federal regulations issued to implement the requirements of the Americans With Disabilities Act of 1990. The proposed modifications to the parallel commuter bus program are expected to address many of the unmet transportation needs identified on the study for disabled individuals traveling within the service area for the program, including a need for transportation service on weekday evenings and weekends, as well as a need for transportation for trips between Waukesha and Milwaukee Counties.
3. Waukesha County would take immediate actions which would begin to increase the daytime capacity of the Department of Aging's Ride-Line

Program. It is recommended that the vehicle fleet and operating budget for the Ride-Line Program be gradually expanded through the addition of up to four vehicles to the vehicle fleet used in providing the service between 1993 and 1996 with the additional vehicles and to expand the service provided by the Ride-Line Program principally during the period 8:00 a.m. to 5:00 p.m.. It is also recommended that the Department of Aging consider the potential for contracting for services provided through the Ride-Line Program for other Department of Aging or County programs which have the potential to be readily separated from the existing Ride-Line transportation service. This action could potentially free up Ride-Line Program vehicles during certain periods of the day to provide service for more general purposes, nonprogram-related trips, and could also be used as an initial test of the potential to reduce costs for the Ride-Line Program through contract service operation.

4. Waukesha County would also take actions to expand the hours when specialized transportation service would be available under the Ride-Line Program. It is recommended that beginning in 1993, the regular hours for the Ride-Line Program be expanded to include service on Saturdays between the hours of 11:00 a.m. and 10:00 p.m., to provide an opportunity for elderly and disabled individuals to make trips for shopping, personal business, and social-recreational purposes which cannot be accommodated on the Ride-Line Program during regular weekday hours. It is also recommended that the Ride-Line Program in 1993 begin providing service for group trips and special events sponsored by their agencies and organizations outside of normal program service hours. Service under the Ride-Line Program could thus be expanded on a limited basis to weekday evenings, weekends and holidays.
5. Waukesha County would also act to reduce the advance reservation requirements for the Ride-Line Program to increase the ease of use of the service by elderly and disabled individuals. It is recommended that the advance reservation requirements for the Ride-Line Program be reduced from 48 hours--two working days--to 24 hours--one working day--for all trip requests except those for advance-scheduled medical appointments. Advance reservation requirements for recurring non-emergency medical trips such as those for therapy or treatments, would be lengthened to four days to enable the Department to group such trips more effectively and allow more passengers to be carried for other trip purposes. In addition, it is recommended that the Department of Aging begin to computerize its trip reservation and scheduling activities to improve scheduling efficiency and, thereby, potentially increase the number of trips which can be served. It is recommended that the County allocate \$20,000 in the Community Development Block Grant funds available for plan implementation for computer equipment and software for automated trip reservation and scheduling capabilities; and that prior to purchase of any equipment or software, a thorough study be undertaken of the available technology for computerized scheduling and dispatching, and the potential future role which Waukesha County may play in centralized information

and dispatching services for all Waukesha County specialized transportation service providers.

6. Waukesha County would also assume a lead role in developing an improved system providing information to elderly and disabled individuals on the transportation options which are available to them. It is recommended that the County undertake immediately a major marketing and public informational campaign which would include the development of informational materials describing existing transportation services. These materials would be used by existing service providers to refer individuals they are unable to serve to other service providers, and to educate the elderly and disabled community on the use of the specialized transportation services available. It is recommended that the County allocate at least \$10,000 in 1992 for the development of the marketing campaign and informational materials from Community Development Block Grant funds available for plan implementation actions.

The actions recommended under the short-range plan discussed above will have the largest impact upon the ridership and expenditures for the Waukesha County Department of Aging's Ride-Line Program. It is estimated that between 1992 and 1996, the number of one-way trips made under the Ride-Line Program with the recommended service improvements may be expected to increase from about 25,000 trips in 1992, to about 34,000 trips in 1993, or by about 36 percent; and to about 46,000 trips by 1996, or by about an additional 35 percent over the entire period. During the same period, the total operating budget for the program is projected to increase from about \$329,000 in 1992, to about \$446,000 in 1993, or by about 36 percent; and to about \$576,000 by 1996, or by about an additional 29 percent over the entire period. The total operating deficit for the program is projected to increase from about \$276,000 in 1992, to about \$371,000 in 1993, or by about 34 percent; to about \$476,000 by 1996, or by about an additional 28 percent over the entire period. The vast majority of the total increase in the operating deficit for the program would be expected to be borne by Waukesha County, with the County's share of the deficit increasing from about \$105,000 in 1992, to about \$145,000 in 1993, or by about 38 percent; and to about \$219,000 in 1996, or by about an additional 51 percent.

The County will also need to acquire additional vehicles for the Ride-Line Program to provide for the expansion of service which has been proposed under the parallel commuter bus project and for the expansion of weekday daytime capacity for the service provided throughout the County. The vehicle fleet for the Ride-Line Program will need to be expanded by two vehicles to enable the Department to assure that adequate capacity will be available to provide the federally required transportation service for disabled individuals within the Waukesha-Milwaukee travel corridor under the parallel commuter bus project. The County would also need to acquire up to four additional vehicles for the Ride-Line Program between 1993 and 1996, to provide for additional weekday capacity. The total cost of these six vehicles is estimated at about \$226,500. Funds available through the Federal Transit Administration Section 9 formula transit assistance program could be used to offset about \$66,200 of the total costs. The remaining \$160,300 would need to be borne entirely by Waukesha County. Other potential Federal and State sources of funds to offset the purchase of operating equipment

for the Ride-Line Program are currently being fully utilized by the Department of Aging to support the operating expenses of the Ride-Line Program or the Department of Aging's community base services and congregate nutrition programs.

Waukesha County will be able to draw upon a total of \$40,000 in Community Development Block Grant Funds which have been allocated for use by the County toward implementing the recommendations of the specialized transportation service plan. It is recommended that Waukesha County utilize \$10,000 of these funds to subsidize the first year operating deficit of a shared-ride taxi service developed by a model community within the County. It is also recommended that Waukesha County allocate at least \$10,000 of these funds toward a major marketing and public informational campaign for the existing specialized transportation services. Finally, it is recommended that the remaining \$20,000 of these funds be used for computerizing the trip reservation and scheduling capability of the Department of Aging for the Ride Line Program.

The short-term actions discussed above are intended to be part of a long-range plan for developing specialized transportation services for elderly and disabled persons within Waukesha County. The long-range plan proposes that individual communities provide local transportation for elderly and disabled individuals through the establishment of local public transit services where feasible. This proposed decentralization of transportation services would promote the development of community transportation services which would be customized to meet specific local needs. Under the long-range plan, the County would then assume a principal responsibility for providing transportation for elderly and disabled individuals between communities within Waukesha County, and between Waukesha and Milwaukee Counties. The Ride-Line Program would principally focus on serving areas and trips not served by local public transportation services due to service area or eligibility limitations, or due to the need for passenger assistance from the driver which would not be provided by local transportation services. The user-side subsidy program would be used to provide for affordable transportation for elderly and disabled individuals and private and public taxi services, where appropriate. The long-range plan also envisions a need to continue the specialized transportation services provided by private nonprofit service providers within the County, in particular, for medical trips between Waukesha and Milwaukee Counties; and the development of transportation services by area hospitals. The final element of the long-range plan would be the development of a centralized information and dispatching service by Waukesha County under which the County would establish a single agency which elderly and disabled individuals could call to get information on available transportation service options, or assistance in scheduling service with an appropriate service provider.

It is recommended that Waukesha County assume responsibility for being the lead agency in perusing the implementation of all plan recommendations. As the achievement of some of the recommendations will require cooperation among the various public and private agencies and organizations currently providing specialized transportation services within the County, it is recommended that Waukesha County act immediately to create a county specialized transportation coordinating commission whose membership would include representation from the existing public and private providers of specialized transportation services within the County. The primary focus of the Commission would be expected to be upon the technical and institutional aspects of plan implementation which would

initially include the technical aspects related to the design of the marketing campaign and informational materials, and also the establishment of a centralized information and dispatching service. It is also recommended that the local units of government within the County which currently provide transportation services for elderly and/or disabled individuals, or which may develop such services in the future; the social service agencies in Waukesha County which provide for some part of the transportation needs of their clients; and private entities providing transportation services for elderly and disabled individuals within the County, cooperate with the County and the proposed specialized transportation coordinating commission in implementing the recommended plan actions. In addition, other plan implementation actions will be required from the Southeastern Wisconsin Regional Planning Commission; from the U.S. Department of Transportation, Federal Transit Administration; and from the Wisconsin Department of Transportation, to assure that Federal and State funds are available to support the implementation and subsequent annual operation of the recommended specialized transportation services.

Chapter V

SUMMARY AND CONCLUSIONS

By letter dated May 14, 1991, Waukesha County Executive, Daniel M. Finley, requested the Southeastern Wisconsin Regional Planning Commission to conduct a study of the need for, and means of best providing, an improved specialized transportation service to elderly and disabled residents of Waukesha County. The findings and recommendations of the requested study are documented in this report. The study recommendations are based upon a thorough inventory and analysis of the existing transportation services for elderly and disabled individuals within Waukesha County; analyses of the number and characteristics of potential trips by elderly and disabled County residents which are not being served by the existing transportation services available to these population groups; and an evaluation of alternative means for providing improved transportation services. The study recommends needed improvements in the existing services to more fully meet the needs of the elderly and disabled. The study identifies the public financial commitment and actions necessary by the various levels and units of government concerned to provide the recommended services.

STUDY ORGANIZATION

The conduct of the study was a joint effort of the staffs of Waukesha County and the Southeastern Wisconsin Regional Planning Commission. Additional staff assistance was obtained as necessary from certain other agencies concerned with transit development in the study area, including the Wisconsin Department of Transportation.

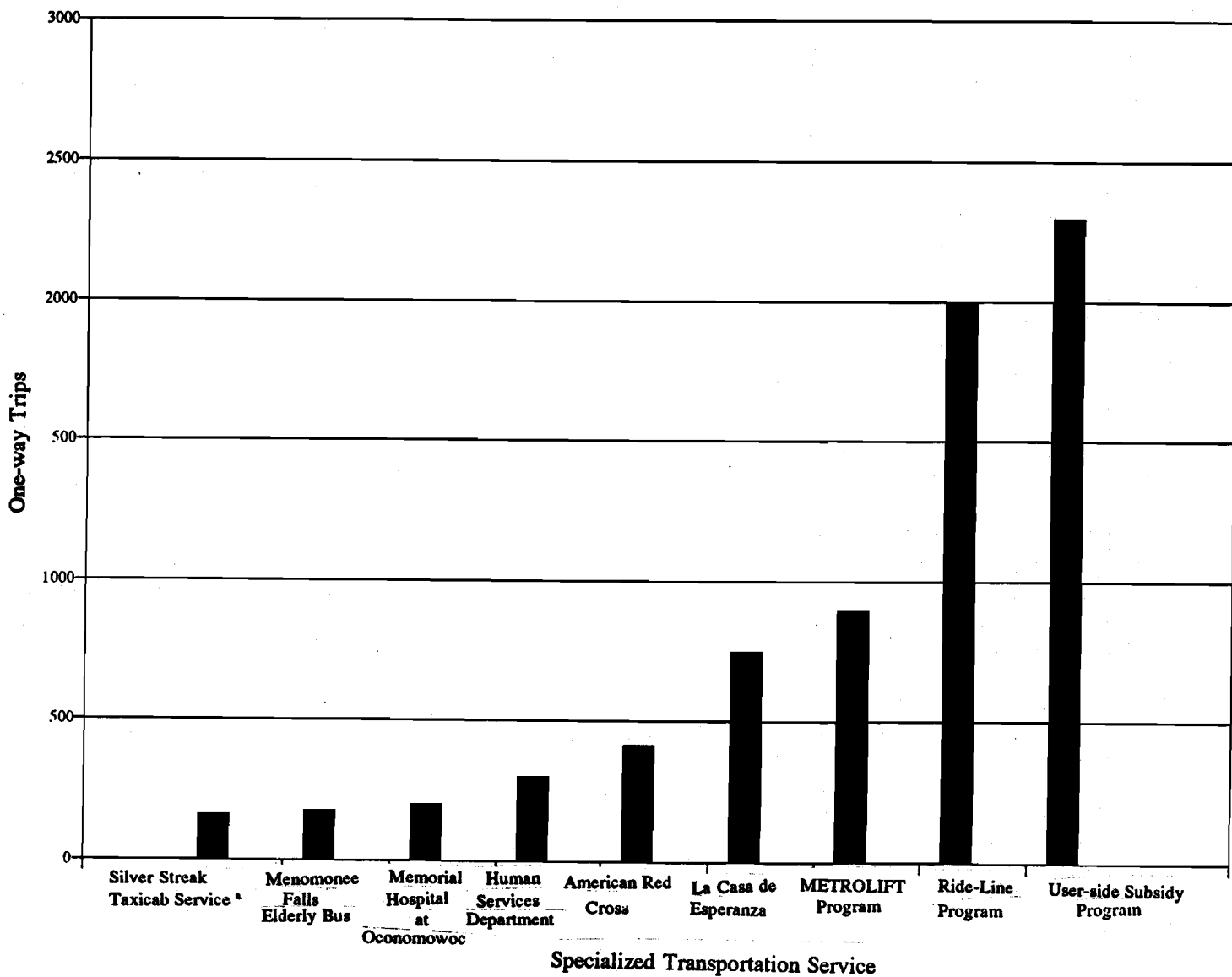
To provide guidance to the technical staffs in the preparation of this plan, and to more directly and actively involve concerned and affected public officials, representatives of agencies and organizations providing transportation and other services to elderly and disabled individuals, and concerned citizens in the development of specialized transportation service policies and improvement proposals, Waukesha County created the Waukesha County Specialized Transportation Advisory Committee. The full membership of this committee is listed on the inside front cover of this report.

EXISTING SPECIALIZED TRANSPORTATION SERVICES

Specialized transportation services for elderly and disabled individuals in Waukesha County were provided during 1992 by a number of public and private agencies and organizations, as well as by private for-profit transportation companies. There were about 7,200 one-way trips per month made during 1991 on the nine principal public or private nonprofit transportation services identified, as shown in Figure 5-1. The largest service provider was the Waukesha County Department of Aging which in 1992 provided elderly and disabled transportation services through five separate programs.

Figure 5-1

Average Monthly Ridership on the Principal
Public and Private Nonprofit Specialized
Transportation Services in Waukesha County: 1992



* Trips shown include only 160 trips per month which are not made through the user-side subsidy program. An additional 590 trips per month made on the service are included in the ridership for the user-side subsidy program.

Waukesha County Department of Aging's Specialized Transportation Programs

The Department of Aging's Ride-Line Program provided countywide advance reservation, door-to-door service for both elderly and nonelderly disabled individuals using accessible vehicles operated directly by the Department. In conjunction with the Ride-Line program, the Department operated the parallel commuter bus program, which provided accessible door-to-door transportation service for disabled individuals for trips made within the Waukesha-Milwaukee travel corridor served by the County's all-day fixed-route bus service. The Department also administered a user-side subsidy program which subsidizes fares for ambulatory elderly or disabled individuals using the available private taxicab services within the Cities of Waukesha and Oconomowoc. The Department also jointly funded with the School District of Menomonee Falls a local bus service for ambulatory elderly individuals which provided door-to-door service for trips made entirely within the Village of Menomonee Falls. Finally, the Department sponsored a volunteer driver escort program which provided transportation through the American Red Cross and the Retired Senior Volunteer program for Waukesha County residents including the frail elderly who were ambulatory but in need of personal assistance in completing their trip. A total of about 4,600 one-way trips per month were made on these specialized transportation services during 1991.

City of Waukesha's METROLIFT Program

Another major provider of specialized transportation services within the County was the City of Waukesha Transit System Utility. The City's METROLIFT program provided an accessible door-to-door transportation service for disabled individuals traveling within the service area of the City's fixed-route bus system. An average of approximately 900 one-way trips per month were served by the METROLIFT program during 1991.

La Casa de Esperanza, Inc. Specialized Transportation Program

Transportation service for elderly and disabled individuals was also provided by La Casa de Esperanza, Inc., a private, nonprofit organization which provides a number of services to the Hispanic community within the City of Waukesha and Waukesha County. Those services include accessible door-to-door transportation service for elderly and disabled individuals with limited proficiency in the English language and a need for transportation service. During 1991, approximately 700 one-way trips per month were made on the La Casa de Esperanza, Inc. transportation service.

American Red Cross Specialized Transportation Program

The American Red Cross in Waukesha County also provided transportation service through the use of volunteer staff to Waukesha County residents of any age who were unable to secure transportation through other sources. The service was primarily provided for medical trips by ambulatory individuals who have no other transportation system available to them. Approximately 400 one-way trips per month were made on this service during 1991.

Oconomowoc Silver Streak Taxicab Service

Within the City of Oconomowoc, the Oconomowoc Silver Streak Taxicab Service provided taxicab service to ambulatory elderly individuals for travel within the City. Eligible users of the service included any elderly and disabled individual including those participating in the user-side subsidy program sponsored by the

Department of Aging. The taxicab service was initiated in July 1991, and served approximately 750 one-way trips per month during 1991, including about 160 trips per month not made by participants in the County's user-side subsidy program.

Public and Private Agencies Providing Case-Specific Specialized Transportation Services

A number of other specialized transportation services were also provided within the County in 1992, which were designed for, and intended to serve, individuals on a more case-specific basis than the services described above. The use of such services was generally limited to specific individuals or clients of sponsoring public and private agencies or organizations, who were in need of and participated in the specific services, activities, and programs offered by the sponsoring agency. Such services were provided by the Waukesha County Department of Human Services for its clients using volunteer drivers; the Waukesha Memorial Hospital for patients of the Regional Cancer Treatment Center; the Memorial Hospital at Oconomowoc for hospital patients and individuals enrolled in hospital adult daycare programs; the Waukesha Training Center, Goodwill Industries, Inc. and The Ranch, Inc. for disabled clientele participating in the rehabilitation and training programs or employment services provided at facilities operated by these private nonprofit organizations; the Adaptive Community Approach Program of Career Industries of Waukesha, Inc. for disabled individuals participating in programs or activities sponsored by the organization; and by the public school districts within Waukesha County for disabled students enrolled in regular and special education programs provided by or through each school district.

Limitations of Existing Specialized Transportation Services

The inventory of existing specialized transportation services indicated that the characteristics of the existing services generally limit the use of the services by elderly and disabled individuals. In this respect, all the services have constraints on the type of users or trips which are served, generally in the form of specific restrictions on eligibility, trip purposes, or the number of trips which can be made. The existing services also have accessibility constraints which limit their use by disabled individuals, as not all of the services can accommodate individuals using wheelchairs. Services using wheelchair accessible vehicles were provided only by the Waukesha County Department of Aging's Ride-Line and parallel commuter bus programs, the Waukesha METROLIFT program, and the La Casa de Esperanza, Inc. transportation service.

The existing services also operated under capacity constraints, as many programs were not able to provide service for all trip requests at the time desired causing proposed trips to be rescheduled or not made. Only the Waukesha County Department of Aging's user-side subsidy program, a Menomonee Falls elderly localized bus service, the Waukesha METROLIFT program, and the Silver Streak Taxicab Service indicated that they could accommodate all trip requests.

The existing transportation services also operated under constraints with respect to the days and hours when service was available, with most services operated only on weekdays during daytime hours. Services operated outside of the weekday daytime period included the Department of Aging's user-side subsidy program, which provided for service through taxicab companies on weekday evenings and on

weekends, and the Waukesha METROLIFT program, which also operated on Saturdays.

Finally, the existing services operated under constraints on the area served with many services restricted to specific local communities. Countywide service was provided only by the Department of Aging's Ride-Line and volunteer driver escort programs, the La Casa de Esperanza, Inc. transportation program, the American Red Cross transportation program, and the Waukesha County Human Services Department transportation program. Service which was available for travel between Waukesha and Milwaukee Counties also limited by the number of available providers, as well as by restrictions on the number and purposes of trips which could be made.

Comparison of Existing Specialized Transportation Services Within Waukesha County With Programs in Other Counties

A comparative evaluation was conducted of the total annual ridership, service utilization, cost efficiency, and sources of funds for the principal specialized transportation services for elderly and disabled individuals in Waukesha County with those identified in other counties within the Southeastern Wisconsin Region and within Dodge and Fond du Lac Counties. The purpose of this comparison was to identify aspects of the various specialized transportation programs examined which might be of use in developing improved specialized transportation services in Waukesha County. The comparison indicated that there were important differences with respect to ridership, service utilization, service efficiency, and sources of nonlocal funds which are used to support the principal specialized transportation services within Waukesha County compared to those provided in other counties within Southeastern Wisconsin. Based upon this comparison, the following conclusions were drawn.

1. There are a variety of approaches currently being taken to providing specialized transportation services to elderly and disabled individuals within the counties examined. Where a higher utilization of the specialized transportation services was found than in Waukesha County, this higher utilization was attributed to the types of individuals served and the levels of service provided, along with the charges for each service, rather than the method of service provision. In this respect, programs in counties which included client-oriented case-specific transportation services provided to developmentally disabled individuals to provide access to training and rehabilitation programs had a higher ridership per capita than those in other counties such as Waukesha County where such services were provided by a different means. Similarly, those programs in counties which kept the charges to users to low levels--either through low cash fares or suggested donations, or by directly billing other public agencies or county departments for the cost of serving the individual--generated a higher ridership than the program in Waukesha County, where the fares charged to service users were higher and generally paid directly by the user.
2. While the overall efficiency of the principal specialized transportation services provided within Waukesha County was found to be about average when compared to the efficiency of the services within the other counties examined, it may be possible to improve the efficiency of the existing service within Waukesha County by increasing the amount of service that is provided through service contracts. In

particular, contracting opportunities should be explored for the services provided under the Waukesha County Department of Aging Ride-Line Program such as the program-related transportation provided for the County's adult day care program and for the parallel commuter bus project.

3. The practices followed within Dodge and Fond du Lac Counties of allowing County vehicles to be used for group trips by clients of other agencies or organizations were found to have potential for serving the weekday evening and weekend trips, both within Waukesha County and between Waukesha and Milwaukee Counties, which were identified as unmet transportation needs in the study. The use of vehicles in this manner within both Dodge and Fond du Lac Counties during their off-hours of use under the County program, and at only the actual direct cost incurred for the use, has proven to be successful in both Dodge and Fond du Lac Counties.
4. It would appear that there are some Federal and State funding programs which are not being fully utilized by Waukesha County, including the Federal Title XIX Medical Assistance Program and the State Urban Mass Transportation Operating Assistance Program. Waukesha County should explore how these funds could be used to increase the transportation services available to elderly and disabled County residents.
5. Consideration should be given to the role which local transit services for the general public can plan in providing for needed transportation for elderly and disabled individuals. In this respect, publicly subsidized local shared-ride taxicab systems currently exist within four of eight counties examined within Southeastern Wisconsin which, while open for use by the general public, are generally used largely by elderly and disabled individuals. The potential for establishing local shared-ride taxicab systems within the County should also be considered as one means of addressing the local transportation needs of elderly and disabled County residents.

ASSESSMENT OF EXISTING UNMET TRANSPORTATION NEEDS OF ELDERLY AND DISABLED WAUKESHA COUNTY RESIDENTS

One purpose of the study was to assess the existing unmet transportation needs of the elderly and disabled population of Waukesha County. This assessment was made by conducting a special survey designed to gather information about the trips elderly and disabled County residents currently have difficulty making. As part of the survey effort, an extensive outreach effort was undertaken to make the survey as widely known as possible to elderly and disabled residents throughout Waukesha County, as well as their family, guardians, and friends.

The survey was intended to quantify the number and location of the elderly and disabled persons in Waukesha County who believe they were not being adequately served by existing public and private transportation services; and to quantify the number and characteristics of the trips which these individuals would like to make, but presently either cannot make at all or for which they experience

difficulty in arranging transportation. There were two parts to the survey. The first consisted of the direct distribution of survey forms, and the second consisted of a survey publicity and outreach effort. Survey forms were mailed directly to current users of three public specialized transportation service programs and to subscribers of a newsletter directed to County disabled residents. The outreach effort included the distribution of notices announcing the survey effort to places used by large numbers of elderly or disabled individuals and also included distribution of press releases to local news media including local newspapers, specialized newsletters, and selected radio stations.

Characteristics of Survey Respondents

A total of 604 completed survey forms were received from elderly and nonelderly disabled survey respondents with unmet transportation needs. Of the surveys received, 50 percent were received from individuals that were mailed surveys directly and the remaining 50 percent were received from individuals who had been notified of the survey through survey outreach and publicity efforts. As shown in Figure 5-2, about 74 percent of the surveys received were from elderly individuals--age 55 and over--and 26 percent were received from non-elderly disabled individuals. Of the elderly survey respondents, 72 percent were disabled. All nonelderly survey respondents were disabled.

In general, elderly survey respondents were less restricted in their mobility than non-elderly disabled survey respondents. The largest percentage of elderly--36 percent--indicated that they required a cane, crutches, walker, leg braces, or a guide dog; and 26 percent used either a wheelchair or motorized scooter when travelling outside their residence. In contrast, the largest percentage of non-elderly disabled--43 percent--indicated that they required wheelchairs or motorized scooters when travelling outside of their residence. About one-quarter of the disabled survey respondents with unmet transportation needs indicated that they required the assistance of another person when travelling outside their home. Elderly and disabled survey respondents with unmet transportation needs tended to be concentrated in the eastern, urbanized portion of Waukesha County. This portion of the Waukesha County includes approximately 75 percent of the elderly population. The largest number of respondents with unmet transportation needs were located in the Cities of Waukesha, New Berlin, and Oconomowoc, and the Village of Menomonee Falls.

Use of Existing Specialized Transportation Services by Survey Respondents

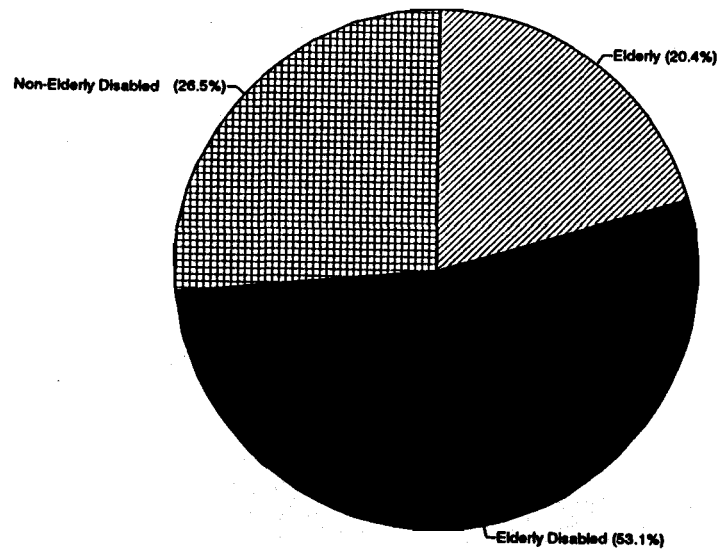
Of all survey respondents, 69 percent indicated that they were are currently using at least one of the existing public, private non-profit or private for-profit specialized transportation services available within Waukesha County. Fifty percent of all survey respondents indicated that they used at least one of the principal public or private non-profit transportation services identified within the County. The one-half of survey respondents that were not currently using at least one of the principal public or private non-profit transportation services could represent potential "new" users who would directly benefit from expanded or improved services.

Characteristics of Unmet Trips Indicated by Survey Respondents

The elderly and non-elderly disabled respondents surveyed had a total of 6,300 one-way trips per month which they would like to make but presently either could not make at all or, if they could, experienced difficulty in arranging

Figure 5-2

Proportion of Waukesha County Residents Indicating Unmet Needs
who were Elderly and Disabled: Fall 1991



Source: SEWRPC

transportation for the trip. Of these 6,300 unmet trips, 62 percent were indicated by elderly survey respondents, representing about 9 one-way trips per month for each individual elderly survey respondent; and 38 percent were indicated by non-elderly disabled survey respondents, representing about 14 one-way trips per month for each individual nonelderly disabled survey respondent. From this information, it would appear that nonelderly disabled individuals may have a greater need for transportation service than elderly individuals based upon the average number of unmet one-way trips per month indicated.

The greatest unmet transportation needs for both elderly and non-elderly disabled individuals is for travel within Waukesha County. Figure 5-3 summarizes the location of the origins and destinations of the unmet trips indicated by elderly and non-elderly survey respondents. Elderly and nonelderly survey respondents indicated similar needs with respect to the location of the origin and destinations for their trips. Of the 6,300 total unmet trips indicated by all survey respondents, 46 percent were for trips entirely within the respondent's home community, including 29 percent for trips entirely within the City of Waukesha; 35 percent were for trips between communities in Waukesha County; and 19 percent were for trips outside Waukesha County, principally to Milwaukee County. The current unmet needs of elderly and disabled County residents needing transportation to Milwaukee County are significant when compared with the limited service currently available between Milwaukee and Waukesha County.

The purposes of the unmet transportation needs varied between elderly and nonelderly disabled survey respondents. Figure 5-4 summarizes the purposes for unmet trips indicated by elderly and non-elderly survey respondents. Elderly and disabled survey respondents indicated different needs with respect to the purpose of their trips. For elderly respondents, 29 percent of the unmet trips would be for medical/dental/therapy purposes, and 20 percent would be for social/recreational purposes. For nonelderly disabled respondents, 24 percent of the unmet trips would be for work purposes, and 24 percent would be for social/recreational purposes.

The greatest unmet transportation needs for both elderly and nonelderly disabled survey respondents with respect to time and day is on weekdays during midday periods. Figure 5-5 summarizes the preferred trip day and time for unmet trips indicated by elderly and non-elderly survey respondents. Elderly and disabled survey respondents indicated somewhat different needs with respect to the day and time of their trips. Of the 6,300 total unmet trips reported by all survey respondents, 5,100, or 81 percent, were for trips on weekdays, of which 3,100 trips were indicated by elderly survey respondents and 2,000 were indicated by nonelderly disabled survey respondents. Of the 3,100 unmet trips indicated by elderly survey respondents for weekdays, 2,800, or 73 percent, would be made between the hours of 8:00 a.m. and 5:00 p.m. with most of these trips for medical or social/recreational purposes. Of the 2,000 unmet trips indicated by nonelderly disabled survey respondents for weekdays, 1,200, or 50 percent, would be made between the hours of 8:00 a.m. and 5:00 p.m., principally for medical purposes, and the remaining 800 unmet trips would be made before 8:00 a.m. or after 5:00 p.m., principally for social/recreational purposes.

Of the 6,300 unmet trips reported by survey respondents, 1,200, or 19 percent, were for trips on weekends, of which 800 trips were indicated by elderly survey

Figure 5-3

Location of Trip Origins and Destinations
for Unmet Trips Indicated by Elderly and
Disabled County Residents: Fall 1991

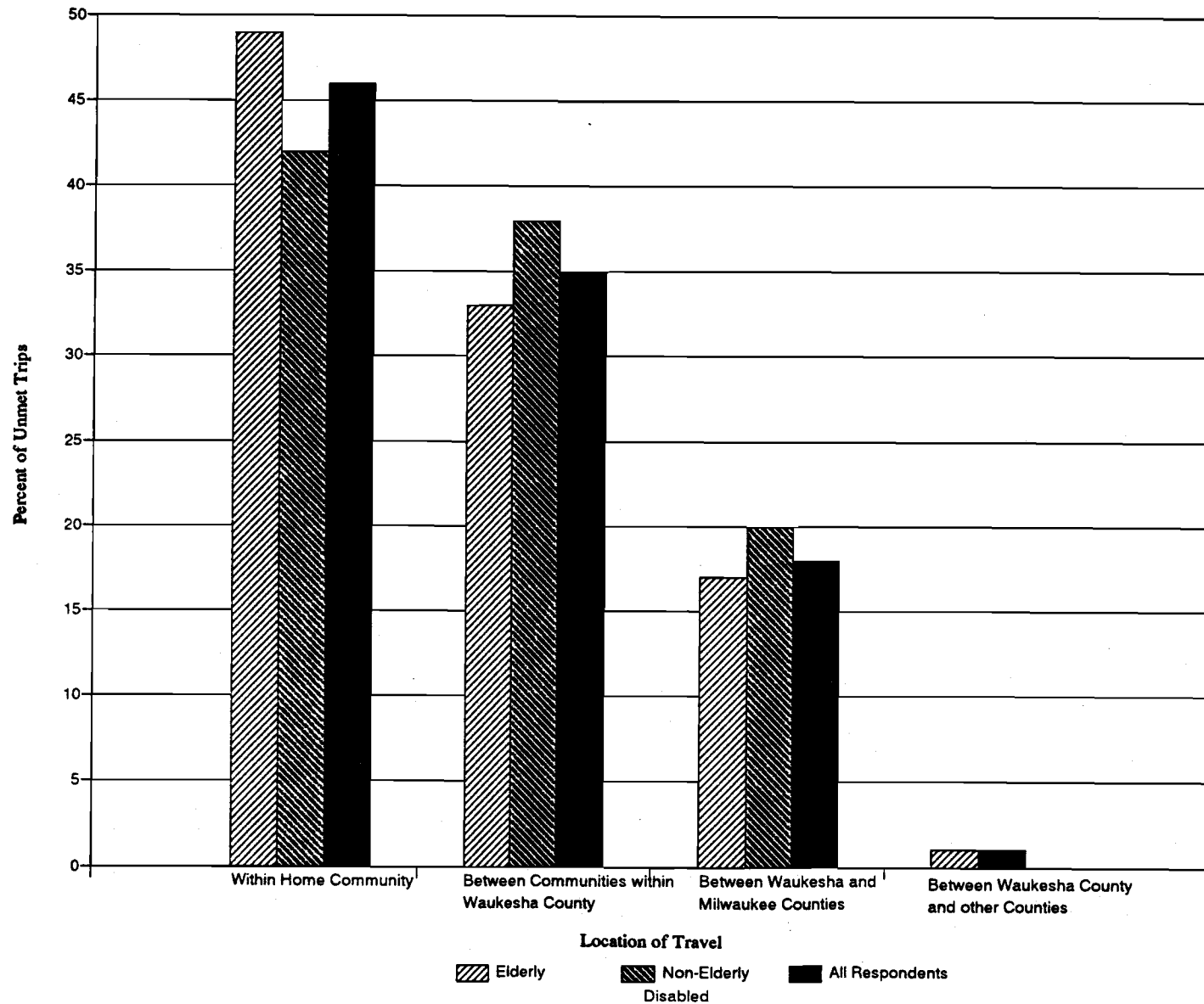


Figure 5-4

Purpose of Unmet Trips Indicated by
Elderly and Disabled County Residents: Fall 1991

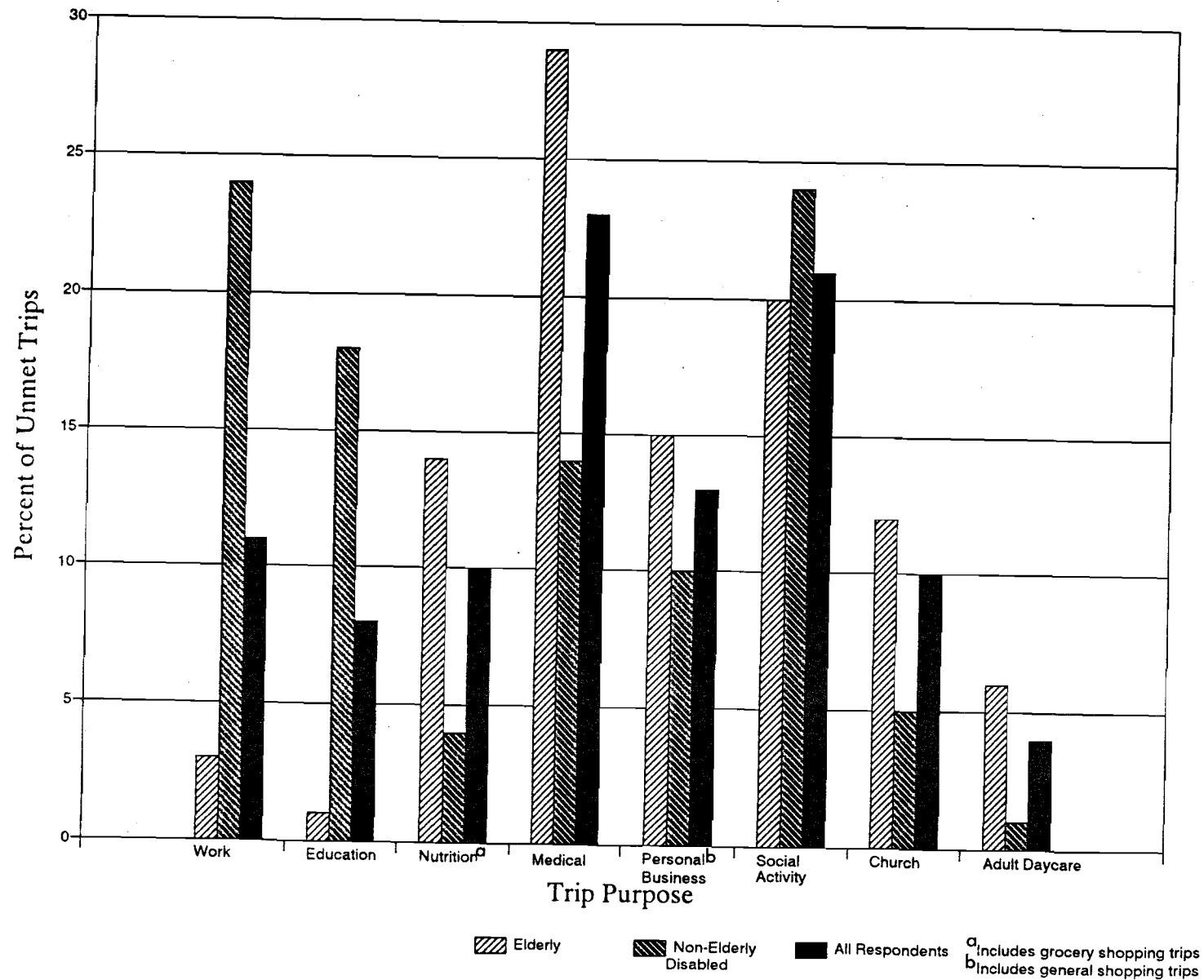
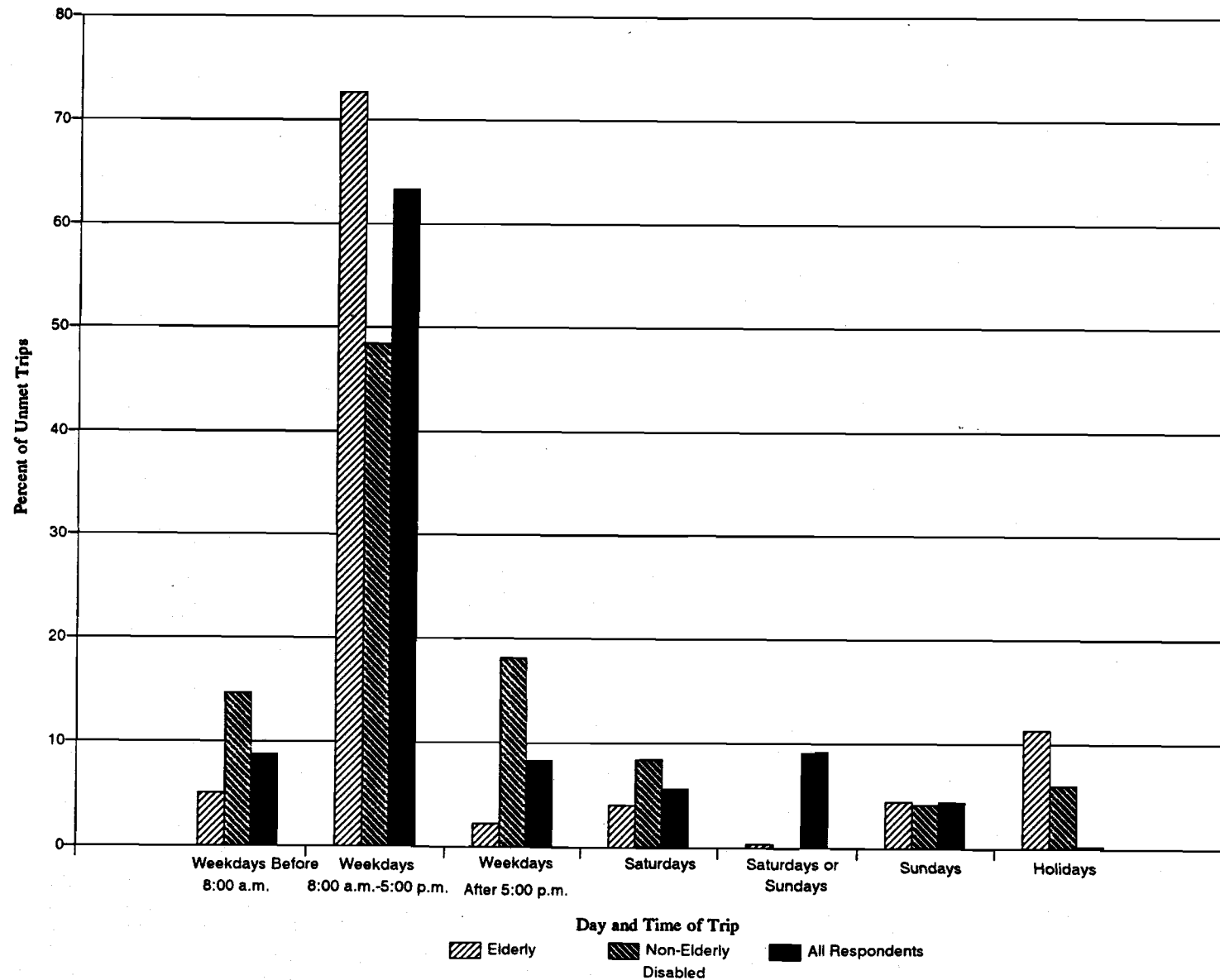


Figure 5-5

Day and Time of Unmet Trips Indicated by
Elderly and Disabled County Residents: Fall 1991



Source: SEWRPC

respondents and 400 were indicated by nonelderly disabled survey respondents. The majority of these unmet trips were for social/recreational or religious purposes. The unmet trip needs of elderly and disabled County residents needing transportation on weekends are significant when compared with the limited service currently available on weekends.

Survey Respondents' Opinions Regarding Specialized Transportation Fares

Survey respondents generally indicated that they were willing to pay the fares which are currently charged for specialized transportation service, although a higher proportion of elderly survey respondents (80 percent) were willing to pay current fare than nonelderly disabled survey respondents (58 percent). Both elderly and nonelderly survey respondents indicated they were not, however, willing to pay higher fares for improved services.

Conclusions Regarding Transportation Needs Drawn from Survey Effort

Following are the principal conclusions which were drawn from the above findings of the survey of unmet transportation needs:

1. There was a significant unmet transportation need among elderly and disabled Waukesha County residents. Survey respondents indicated a total unmet transportation need of about 6,300 one-way trips per month, which were not being adequately met by the existing specialized transportation services within the County, or by transportation provided by family and friends. This unmet need was considered to be significant, in particular when it was compared with the 7,200 one-way trips per month which are currently made on the principal public and private nonprofit specialized transportation services available within the County. This would indicate that there was a need to almost double the capacity of the existing services in order to fully meet the identified unmet needs.
2. The substantial proportion of unmet transportation needs which were identified for weekday midday periods indicated that there was insufficient awareness of the existing specialized transportation services among elderly and disabled County residents, as well as insufficient capacity in the existing services to meet all existing demands. Approximately 4,000, or 63 percent, of the 6,300 total unmet one-way trips per month would be made weekdays between 8:00 a.m. and 5:00 p.m. which is within the current days and hours of operation for virtually all existing services. With regard to service awareness, there would appear to be a need for an improved system of providing information to elderly and disabled individuals in need of specialized transportation service on the transportation options which are available to them. With respect to existing capacity problems, the current system is constrained in the number of trips it could adequately serve. Information on the characteristics and use of existing services gathered from existing service providers indicated that existing services were operating with little, if any, excess capacity which could be used to accommodate the additional unmet needs identified through the survey. Consequently, some expansion of service capacity and funding would be required to adequately address the weekday unmet transportation needs.

3. A substantial unmet transportation need also was identified beyond the present days and hours of operation for the existing specialized transportation services. In this respect, the survey identified approximately 1,200 one-way trips per month on weekends and holidays, and approximately 1,100 one-way trips per month on weekdays in the early mornings or evenings, which represent periods which were poorly served or not served at all by the existing specialized transportation service providers as a whole.
4. There was also a need by elderly and disabled individuals for travel between Waukesha and Milwaukee Counties which was not being met. In this respect, survey respondents indicated that travel between Waukesha and Milwaukee Counties was a significant unmet transportation need amounting to approximately 1,200 one-way trips per month. The ability of elderly and disabled individuals who use existing specialized transportation services to make such trips is severely limited at the present time.

RECOMMENDED SPECIALIZED TRANSPORTATION SERVICE IMPROVEMENTS

The recommended specialized transportation service improvements were developed to respond to the major transportation needs identified through the assessment of existing unmet transportation needs of the elderly and disabled population, and also to the potential changes in service provision and funding identified through the comparative examination of specialized transportation services within Waukesha County and other counties within Southeastern Wisconsin. The recommended transportation service plan for elderly and disabled persons within Waukesha County consists of a short-range plan which proposes a specific set of improvements which could be implemented as the first phase of a long-range plan for providing transportation services to elderly and disabled County residents.

Recommended Short-Range Plan

Recommended Service Improvements: As the first phase of its specialized transportation service plan, it is recommended that Waukesha County pursue implementation of a short-range plan which would include the following actions.

1. Waukesha County would encourage the development of local transportation services by individual communities with such transportation services assuming a major role in providing local transportation to elderly and disabled individuals. To enable local communities to reduce the local financial requirements for providing such services, the plan recommends that they be developed primarily as transit services for the general public which would allow them to qualify for Federal and State transit assistance programs for general public transit services. The potential areas where such local public transit services may be feasible are shown on Map 4-1 in Chapter IV. Within the eastern urbanized portions of the County, transportation services for elderly and disabled persons would be expected to be provided as a supplement to fixed-route transit services extended from Milwaukee County or the City of Waukesha. Specialized transportation services for disabled individuals unable to use fixed-route bus service will be

required to be provided as a complement to publicly subsidized fixed-route transit services in accordance with Federal requirements. Within the western nonurbanized portions of the County, it is envisioned that such transportation will be provided principally through local, shared-ride taxi systems established to serve individual communities and immediately surrounding areas. In serving the local transportation needs of the general public, such shared-ride taxi systems would also provide service to the elderly and disabled population within each community which, based upon the experience of existing shared-ride taxi systems within Wisconsin, would constitute their principal ridership market. Local communities that may initially be reluctant to establish such shared-ride taxi systems for the general public would be encouraged to initiate taxi-type services for only the elderly and disabled population similar to the Silver Streak Taxicab Service within the City of Oconomowoc. Such specialized taxi systems could ultimately be converted to full service public transit systems as such communities grow and the need for a general public transit service is recognized.

Such shared-ride taxi service would provide a demand-responsive door-to-door transportation service to elderly and disabled individuals along with the general public for trips within the immediate environs of sponsoring communities. Such shared-ride taxi service would also be provided with a low response time--usually within 30 minutes of the time the trip is requested compared with response times of 24 hours or longer for existing specialized transportation services. In order for the services to fully address the identified unmet transportation needs, it is recommended that such local transportation services developed by individual communities be accessible to disabled individuals.

Local communities desiring to establish and provide transit service for the general public would be eligible to apply for transit assistance funds currently available under Federal and State programs to help offset the operating and capital costs of such transit services. While these Federal and State funding programs could potentially be expected to cover up to 70 percent of the operating costs of newly developed transit services for the general public in the western nonurbanized portion of the County, these funding programs would be expected to cover a significantly smaller amount of operating expenses for the portion of the County within the Milwaukee urbanized area. Federal funds available for operating assistance within the portion of the County within the Milwaukee urbanized area are currently being fully utilized to support the public transit programs of Waukesha County and the City of Waukesha.

It is recommended that Waukesha County take an active role in encouraging the development of shared-ride taxi service by individual communities by providing up to \$10,000 in 1992, in community development block grant program funds to subsidize the first year local operating deficit for a general public shared-ride service developed by a model community. It is also recommended that the County continue

with a similar level of financial support during 1993 through 1996 for other model communities subject to the availability of funds through the community development block grant program.

2. The County would make significant modifications to the transportation service which it provides for disabled individuals who are unable to use the all-day bus service for the general public provided by the County within the Waukesha-Milwaukee travel corridor through the parallel commuter bus program. Significant changes to this transportation service, which is provided in combination with the Department of Aging's Ride-Line Program, have been proposed to be implemented in January 1993, in response to Federal regulations issued to implement the requirements of the Americans With Disabilities Act of 1990. The proposed changes include: an expansion of the current eligibility for the service to include any disabled individual whose impairment prohibits him/her from using the County's fixed-route bus service; an expansion of the availability of the service to include early morning and evening periods on weekdays, as well as extensive service on weekends and holidays; reducing advance reservation requirements to provide for "next-day service"; eliminating current trip restrictions, including the current priorities given to trips for medical, nutritional and employment purposes, and the limits on the number of trips which can be made into Milwaukee County; and the provision of adequate capacity to enable the program to respond to all trip requests. The proposed modifications to the parallel commuter bus program are expected to address many of the unmet transportation needs identified on the study for disabled individuals traveling within the service area for the program, including the need for transportation service on weekday evenings and weekends, as well as the need for transportation for trips between Waukesha and Milwaukee Counties.
3. Waukesha County would take immediate actions which would begin to increase the daytime capacity of the Department of Aging's Ride-Line Program. It is recommended that the vehicle fleet and operating budget for the Ride-Line Program be gradually expanded through the addition of up to four vehicles to the vehicle fleet for providing the service between 1993 and 1996. The additional vehicles would be used to expand the service provided by the Ride-Line Program principally during the period 8:00 a.m. to 5:00 p.m., beginning with calendar year 1993 and potentially extending through calendar year 1996. In this respect, it is recommended that two vehicles be acquired in 1993 for the Ride-Line Program to provide for expanded weekday daytime service capacity during 1993 and 1994. Two additional vehicles could also be acquired by the County in 1995 and 1996, one vehicle in each year, if the County finds that the Ride-Line Program continues to experience problems in accommodating all the weekday trip requests it receives. It is also recommended that the Department of Aging consider the potential for contracting for services provided through the Ride-Line Program for other Department of Aging or County programs which have the potential to be readily separated from the existing Ride-Line transportation service. This action could potentially free up Ride-Line Program vehicles during certain periods of the day to provide

service for more general purpose, nonprogram-related trips, and could also be used as an initial test of the potential to reduce costs for the Ride-Line Program through contract service operation.

4. Waukesha County would also take actions to expand the hours when specialized transportation service would be available under the Ride-Line Program. It is recommended that beginning in 1993, the regular hours for the Ride-Line Program be expanded to include service on Saturdays between the hours of 11:00 a.m. and 10:00 p.m., to provide an opportunity for elderly and disabled individuals to make trips for shopping, personal business, and social-recreational purposes which cannot be accommodated on the Ride-Line Program during regular weekday hours. It is also recommended that the Ride-Line Program in 1993 begin providing service for group trips and special events sponsored by their agencies and organizations outside of normal program service hours. Service under the Ride-Line Program could thus be expanded on a limited basis to weekday evenings, weekends and holidays.
5. Waukesha County would also act to reduce the advance reservation requirements for the Ride-Line Program to increase the ease of use of the service by elderly and disabled individuals. It is recommended that the advance reservation requirements for the Ride-Line Program be reduced from 48 hours--two working days--to 24 hours--one working day--for all trip requests except those for advance-scheduled medical appointments. Advance reservation requirements for recurring non-emergency medical trips such as those for therapy or treatments, would be lengthened to four days to enable the Department to group such trips more effectively and allow more passengers to be carried for other trip purposes. In addition, it is recommended that the Department of Aging begin to computerize its trip reservation and scheduling activities to improve scheduling efficiency and, thereby, potentially increase the number of trips which can be served. It is recommended that the County allocate \$20,000 in the community development block grant funds available for plan implementation for computer equipment and software for automated trip reservation and scheduling capabilities; and that prior to purchase of any equipment or software, a thorough study be undertaken of the available technology for computerized scheduling and dispatching, and the potential future role which Waukesha County may play in centralized information and dispatching services for all Waukesha County specialized transportation service providers.
6. Waukesha County would also assume a lead role in developing an improved system providing information to elderly and disabled individuals on the transportation options which are available to them. It is recommended that the County undertake immediately a major marketing and public information campaign which would include the development of informational materials describing existing transportation services for use by existing service providers to refer individuals they are unable to serve to other service providers, and to educate the elderly and disabled community on the use of the specialized transportation services available. Materials developed initially would include a

directory of service providers which would describe the existing transportation services within the County in terms of service area, eligibility requirements, service characteristics, and the names and telephone numbers of individuals to contact for additional information or trip reservations. It is recommended that the County allocate at least \$10,000 in 1992 for the development of the marketing campaign and informational materials from community development block grant funds available for plan implementation actions.

Proposed Implementation Schedule: The proposed schedule for implementing the above actions assumes that one of the first actions taken by the County during 1992 would be to promote the development of local transportation services within the County and identify a community which would volunteer to serve as a model in the development of a shared-ride taxi system for the general public. The schedule also envisions that Waukesha County would immediately begin work during 1992 on the proposed major marketing and public informational campaign, including the development of informational materials describing the existing specialized transportation services within the County. The implementation of the actual marketing campaign would, however, be timed to coincide with the provisions of expanded service under the Ride-Line Program in 1993.

The timetable also assumes that the County would begin implementing the proposed modifications to the transportation service provided under the Ride-Line Program in January 1993, when the modifications to the transportation service provided under the parallel commuter bus program would be implemented, along with the provision of regular Saturday service and service for group trips outside of regular program hours. The provision of additional daytime capacity and the reduction in advance reservation requirements for the Ride-Line Program would be phased in beginning in mid- to late-1993 due to the lead time which is envisioned as needed to acquire the necessary vehicles, and computer equipment and software. The proposed timetable also assumes that Waukesha County would at least initially continue to provide transportation service through the Ride-Line Program for the Department of Aging's adult daycare program and for the federally required paratransit service within the Waukesha-Milwaukee travel corridor under the parallel commuter bus project. Contracting for such services could, however, be initiated at any time by the County during the planning period.

Projected Ridership and Costs: The actions recommended under the short-range plan discussed above will have the largest impact upon the ridership and expenditures for the Waukesha County Department of Aging's Ride-Line Program. It is estimated that between 1992 and 1996, the number of one-way trips made under the Ride-Line Program with the recommended service improvements may be expected to increase from about 25,000 trips in 1992, to about 34,000 trips in 1993, or by about 36 percent; and to about 46,000 trips by 1996, or by about an additional 35 percent over the entire period. During the same period, the total operating budget for the program is projected to increase from about \$329,000 in 1992, to about \$446,000 in 1993, or by about 36 percent; and to about \$576,000 by 1996, or by about an additional 29 percent over the entire period. The total operating deficit for the program is projected to increase from about \$276,000 in 1992, to about \$371,000 in 1993, or by about 34 percent; to about \$476,000 by 1996, or by about an additional 28 percent over the entire period. The vast majority of the total increase in the operating deficit for the program would be

expected to be borne by Waukesha County, with the County's share of the deficit increasing from about \$105,000 in 1992, to about \$145,000 in 1993, or by about 38 percent; and to about \$219,000 in 1996, or by about an additional 51 percent.

A significant portion of the projected increase in the operating budget and County funding requirement for the Ride-Line Program may be attributable to the additional service which must be provided under the parallel commuter bus project to meet Federal requirements. Federally required modifications to the project, which will substantially increase the ridership and costs for this service, will be implemented in January 1993. With these changes, ridership under the parallel commuter bus project is expected to increase from just over 1,000 one-way trips in 1992, to about 6,000 one-way trips in 1993, and to about 8,000 one-way trips in 1996. Operating expenses for the parallel commuter bus project may be expected to increase from about \$13,000 in 1992, to about \$72,000 in 1993, or by about 450 percent; and to about \$104,000 in 1996, or by about an additional 44 percent over the full planning period. The operating deficit for the project may be expected to increase from about \$10,000 in 1992, to about \$57,000 in 1993, or by about 470 percent; and to about \$84,000 by 1996, or by about an additional 47 percent. The County operating subsidy for the parallel commuter bus project may be expected to increase from about \$10,000 in 1992, to about \$27,000 in 1993, or by about 170 percent; and to about \$40,000 by 1996, or by about an additional 48 percent over the full planning period.

It should be noted that the above projections assume that no changes in the existing fares for the Ride-Line Program will be made over the planning period. This assumption was made to promote increased use of the specialized transportation service over the planning period, and also reflects the response of elderly and disabled individuals in the unmet needs assessment which found that elderly and disabled individuals would not be willing to pay higher fares for improved services. Based upon the significant increases which have been projected in both the total operating deficit and the County funds required for the program, some changes in passenger fares over the planning period may, however, be warranted to reduce County subsidy levels. Existing fares under the Ride-Line Program range from \$1.25 per one-way trip for trips within a single community to \$2.50 per one-way trip for trips between communities. It is anticipated that implementing fare increases of \$0.25 for trips within a single community and \$0.50 for trips between communities in 1993 and again in 1995, along with establishing an additional charge of \$0.50 per one-way trip for service between Waukesha and Milwaukee Counties, could potentially reduce the County subsidy for the Ride-Line Program by a total of about \$10,000, or about 7 percent, in 1993, and by a total of about \$25,000, or about 11 percent, in 1996.

The County will also need to acquire additional vehicles for the Ride-Line Program to provide for the expansion of service which has been proposed under the parallel commuter bus project and for the expansion of weekday daytime capacity for the service provided throughout the County. In this respect, the vehicle fleet for the Ride-Line Program will need to be expanded by two vehicles to enable the Department to assure that adequate capacity will be available to provide the federally required transportation service for disabled individuals within the Waukesha-Milwaukee travel corridor under the parallel commuter bus project. The total cost of these vehicles is estimated at about \$73,500. As these vehicles would be dedicated to providing the federally required paratransit

service complementing the County's fixed-route bus service for the general public, about \$66,200, or 90 percent, of the total costs would be eligible for funding through the Federal Transit Administration Section 9 formula transit assistance program. The remaining \$7,300, or 10 percent, would need to be funded by Waukesha County.

The County would also need to acquire up to four additional vehicles for the Ride-Line Program between 1993 and 1996, to provide for additional weekday capacity. The County would acquire two vehicles in 1993 to provide for additional weekday service capacity during 1993 and 1994, and monitor the impact which these two vehicles, and other recommended actions, would have on the demand for service which cannot currently be accommodated by the Ride-Line Program. If the County finds that the Ride-Line Program continues to experience problems in serving all weekday trip requests, then the County may find the purchase of up to two additional vehicles, one each year in 1995 and 1996, to be warranted. The total cost of the four vehicles is estimated at about \$173,000. These costs would need to be borne entirely by Waukesha County, as other potential Federal and State sources of funds to offset the purchase of operating equipment for the Ride-Line Program are currently being fully utilized by the Department of Aging to support the operating expenses of the Ride-Line Program or the Department of Aging's community base services and congregate nutrition programs.

Waukesha County will also be able to draw upon a total of \$40,000 in community development Block Grant Funds which have been allocated for use by the County in implementing the recommendations of the specialized transportation service plan. It is recommended that Waukesha County utilize \$10,000 of these funds to subsidize the first year operating deficit of a shared-ride taxi service developed by a model community within the County. It is also recommended that Waukesha County allocate at least \$10,000 of these funds toward a major marketing and public informational campaign for the existing specialized transportation services. Finally, it is recommended that the remaining \$20,000 of these funds be used for computerizing the trip reservation and scheduling capability of the Department of Aging for the Ride Line Program.

Recommended Long-Range Plan

The short-term actions discussed above are intended to be part of a long-range plan for developing specialized transportation services for elderly and disabled persons within Waukesha County. The long-range plan proposes that individual communities provide local transportation for elderly and disabled individuals through the establishment of local public transit services where feasible. This proposed decentralization of transportation services would promote the development of community-based transportation services which would be customized to meet specific local needs. Under the long-range plan, the County would then assume a principal responsibility for providing transportation for elderly and disabled individuals between communities within Waukesha County, and between Waukesha and Milwaukee Counties. The Ride-Line Program would principally focus on serving areas and trips not served by local public transportation services due to service area or eligibility limitations, or due to the need for passenger assistance from the driver which would not be provided by local transportation services. The user-side subsidy program would be used to provide for affordable transportation for elderly and disabled individuals and private and public taxi services, where appropriate.

The long-range plan also envisions a need to continue the specialized transportation services provided by private nonprofit service providers within the County, in particular, for medical trips between Waukesha and Milwaukee Counties. As the medical-related transportation needs of elderly and disabled individuals receiving medical treatment and services at hospitals within the County may be expected to increase in the future as a result of a continuation of recent changes in health care and medical treatment practices, the long-range plan also envisions the development of transportation services by area hospitals. Such hospital transportation services would be for hospital clients for which other transportation options are not available, and could be modeled on the service currently being provided within the County by Memorial Hospital at Oconomowoc which privately provides a service for patients receiving medical services at the hospital, or having appointments with doctors, offices in the area immediately surrounding the hospital.

A final element of the long-range plan would be the development of a centralized information and dispatching service by Waukesha County under which the County would establish a single agency which elderly and disabled individuals could call to get information on available transportation service options, or assistance in scheduling service with an appropriate service provider.

PLAN IMPLEMENTATION

It is recommended that Waukesha County assume responsibility for being the lead agency in perusing the implementation of all plan recommendations. As the achievement of some of the recommendations will require cooperation among the various public and private agencies and organizations currently providing specialized transportation services within the County, it is recommended that Waukesha County act immediately to create a county specialized transportation coordinating commission whose membership would include representation from the existing public and private providers of specialized transportation services within the County. The primary focus of the Commission would be expected to be upon the technical and institutional aspects of plan implementation which would initially include the technical aspects related to the design of the marketing campaign and informational materials, and also the establishment of a centralized information and dispatching service.

It is also recommended that the local units of government within the County which currently provide transportation services for elderly and/or disabled individuals, or which may develop such services in the future; the social service agencies in Waukesha County which provide for some part of the transportation needs of their clients; and private entities providing transportation services for elderly and disabled individuals within the County, cooperate with the County and the proposed specialized transportation coordinating commission in implementing the recommended plan actions. In addition, other plan implementation actions will be required from the Southeastern Wisconsin Regional Planning Commission, from the U.S. Department of Transportation's General Transit Administration, and from the Wisconsin Department of Transportation, to assure that Federal and State funds are available to support the implementation and subsequent annual operation of the recommended specialized transportation services.

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APPENDICES

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Appendix A

**CHARACTERISTICS OF PRINCIPAL SPECIALIZED TRANSPORTATION
SERVICE PROVIDERS WITHIN SOUTHEASTERN WISCONSIN: 1992**

Table A-1

CHARACTERISTICS OF THE PRINCIPAL SPECIALIZED TRANSPORTATION PROGRAMS FOR ELDERLY AND
DISABLED PERSONS IN OTHER COUNTIES WITHIN THE SOUTHEASTERN WISCONSIN REGION: 1992

County/Service Provider	Type of Service	Eligible Users	Days and Hours of Operation	Service Area	Restrictions on Trip Purposes
Kenosha County: Kenosha County Department of Aging - Care-A-Van Program*	Advance reservation, door- to-door	Kenosha County residents 60 years of age and older, and disabled County residents of any age who are unable to use other means of transporta- tion.	Urban Service: Weekdays: 7:30am - 7:00pm (ex- cept on Tuesdays and the fourth Wednesday of every month when service is extended to 9:00pm) Saturdays: 9:00am - 5:30pm Rural Service: Monday thru Thursday: 9:00am - 3:00pm Friday and Saturday: 9:00am - 6:00pm	Urban Service: Kenosha County east of IH 94 and commercial devel- opment west of IH 94 at inter- section of IH 94 and STH 50 Rural Service: Kenosha County west of IH 94	None
Redi-Wheels Volunteer Driver Escort Program	Advance reservation, door- to-door	Kenosha County residents 60 years of age and older, and disabled County residents of any age who are unable to use other means of transporta- tion.	Seven days a week de- pending upon volunteer availability.	Kenosha County and surrounding counties	None

Table A-1 (continued)

County/Service Provider	Type of Service	Eligible Users	Days and Hours of Operation	Service Area	Restrictions on Trip Purposes
Milwaukee County: User-Side Subsidy Program ^b	Advance reservation, van and taxicab, door-to-door	Milwaukee County disabled residents who require the use of a wheelchair, walker, crutches, or leg braces to gain mobility; or who is legally blind.	Taxicab service provided 24 hours a day, seven days a week. Wheelchair van service provided generally seven days a week between 6:00am and 10:00pm with service outside these hours upon request	Milwaukee County	None
Milwaukee County Department on Aging Individualized, Group, and Nursing Home Visitation Transportation Service ^c	Advance reservation, door-to-door	Frail elderly, ambulatory or semiambulatory Milwaukee County residents 60 years of age and older who are unable to use regular public transit service.	Weekdays: 8:00am - 4:30pm	Milwaukee County	Trips for medical, nutritional (including grocery shopping), and adult day-care purposes have highest priority
Ozaukee County: Ozaukee County Office of Aging Services	Advance reservation, door-to-door	Ozaukee County residents 60 years of age and older, and disabled County residents of any age who are unable to use other means of transportation. Individuals are required to use services provided by the Cities of Port Washington and Cedarburg, if possible.	Weekdays: 7:45am - 5:00pm	Ozaukee County with service for trips outside County as follows: 1. Work trips - within 5 miles of County 2. Medical trips - within 10 miles of County 3. Shopping trips - to Northridge Shopping Center	Medical, nutritional, and employment trips have highest priority

-continued-

Table A-1 (continued)

County/Service Provider	Type of Service	Eligible Users	Days and Hours of Operation	Service Area	Restrictions on Trip Purposes
Ozaukee County (continued): City of Cedarburg Senior Center	Advance reservation, door-to-door	City of Cedarburg residents 60 years of age and older, and disabled City residents of any age.	Weekdays: 8:00am - 4:00pm	City of Cedarburg principally but will serve trips up to 20 miles outside the City limits	Medical trips have highest priority
City of Port Washington Senior Center	Advance reservation, door-to-door	City of Port Washington residents 55 years of age and older.	Mondays, Wednesdays, Fridays: 10:00am - 4:00pm	City of Port Washington	Medical trips have highest priority
Racine County: Racine County Human Services Department - Transportation Handicapped Service ^d	Advance reservation, door-to-door	Any disabled person whose disability prevents them from using other modes of transportation, including public transportation or private automobile.	Monday thru Thursday: 6:00am - 7:00pm Friday: 6:00am - 10:00pm Saturday: 7:30am - 10:00pm	Racine County and the University of Wisconsin-Parkside	None
Developmentally Disabled Service ^d	Fixed schedule, door-to-door	Developmentally disabled clients of the Racine County Opportunity Center and Careers for Retarded Adults	Weekdays: 6:00am - 5:00pm	Racine County	Trips for agency programs only

Table A-1 (continued)

County/Service Provider	Type of Service	Eligible Users	Days and Hours of Operation	Service Area	Restrictions on Trip Purposes
Walworth County: Walworth County Department of Human Services	Advance reservation, door-to-door	Elderly persons 60 years of age and older; individuals with permanent or temporary disabilities; and clients of the Human Services Department, Lakeland Nursing Home, and medical assistance.	Weekdays: 7:00am - 5:00pm	Walworth County with different areas served on different days; also trips to surrounding counties in Wisconsin	Medical trips have highest priority followed by trips for nutritional, shopping and personal business. Social/recreational trips are served only if they can be easily accommodated within the schedule for priority trips.
Washington County: Washington County Office on Aging - Handicare Van Service*	Advance reservation, door-to-door	Washington County residents 60 years of age and older, and individuals of any age with permanent or temporary disabilities.	Hartford Area - Tuesday and Thursday: 10:00am - 3:00pm West Bend Area - Tuesday and Wednesday: 9:00am - 3:00pm Friday: 8:00am - 4:00pm Germantown Area - Monday and Wednesday: 10:00am - 3:30pm	Washington County with different areas served on different days	Medical, nutritional, work-related, and social/recreational trips have highest priority.

A-5

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Table A-1 (continued)

County/Service Provider	Type of Service	Eligible Users	Days and Hours of Operation	Service Area	Restrictions on Trip Purposes
Washington County (continued) User-Side Subsidy Program ^f	Taxicab	Washington County residents 60 years of age and older, and individuals of any age with permanent or temporary disabilities.	Weekdays: 5:00am - 7:00pm Saturday: 5:00am - 7:00pm	City of West Bend and environs	Work, medical, nutritional, and shopping trips have highest priority

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Table A-1 (continued)

County/Service Provider	Capacity Constraints	Regular Fares	Vehicles Used	Drivers	Average Monthly One-Way Trips: 1991	Medical Assistance Certified
Kenosha County: Kenosha County Department of Aging - Care-A-Van Program ^a	Trips occasionally re-scheduled or refused due to insufficient capacity	\$0.50 per one-way trip to and from nutrition sites; \$1.00 per one-way trip for all other trips.	Personal automobiles	Paid drivers	1,500	No ^a
Redi-Wheels Volunteer Driver Escort Program	Service dependent upon the availability of volunteer drivers	\$3.00 per one-way trip for local trips; additional mileage charge for out-of-county trips.	Personal automobiles	Volunteers	60	No
Milwaukee County: User-Side Subsidy Program ^b	Some reported problems with timeliness of service during peak service times and severe weather. Some problems with insufficient capacity to handle all requests due to service provided to standing requests by non-program participants.	\$2.00 - \$3.00 per one-way trip for wheelchair van service. Minimum \$2.00 per one-way trip for taxicab service	170 accessible vans and buses; 150 taxicabs	Paid drivers	32,400	No ^a
Milwaukee County Department on Aging Individualized, Group and Nursing Home Visitation & Transportation Service ^c	Trips occasionally re-scheduled or refused due to insufficient capacity.	\$2.00 per one-way trip for medical trips. \$1.00 per one-way trip suggested donation for nonmedical trips.	Mixed fleet of 51 vehicles including buses, vans, and automobiles of which 12 are accessible and 39 are nonaccessible	Paid drivers	4,700	No

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Table A-1 (continued)

County/Service Provider	Capacity Constraints	Regular Fares	Vehicles Used	Drivers	Average Monthly One-Way Trips: 1991	Medical Assistance Certified
Ozaukee County: Ozaukee County Office of Aging Services	Trips occasionally re-scheduled or refused due to insufficient capacity.	\$1.50 to \$5.00 per one-way trip depending upon distance.	3 accessible vans; 2 nonaccessible vans	Paid drivers	950	Yes
City of Cedarburg Senior Center	Trips occasionally re-scheduled or refused due to insufficient capacity.	\$0.50 per one-way trip for local trips; \$1.50 to \$3.75 per one-way trip for trips outside City.	1 accessible van	Volunteers	350	No
City of Port Washington Senior Center	Trips occasionally re-scheduled or refused due to insufficient capacity.	\$0.50 per one-way trip.	1 nonaccessible van	Paid drivers	475	No
Racine County: Racine County Human Services Department - Transportation Handicapped Service ^d	None	\$1.20 per one-way trip Monday thru Thursday and before 7:00 p.m. on Friday and Saturday. \$1.75 per one-way trip after 7:00 p.m. on Friday and Saturday. \$3.50 per one-way trip for cross-county trips. Donated fee only basis for trips to and from elderly adult daycare and nutrition sites.	11 accessible buses	Paid drivers	3,850	No ^e
Developmentally Disabled Service ^d	None	\$0.50 per one-way trip based upon ability to pay.	6 accessible buses; 6 nonaccessible buses	Paid drives	5,000	No

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Table A-1 (continued)

County/Service Provider	Capacity Constraints	Regular Fares	Vehicles Used	Drivers	Average Monthly One-Way Trips: 1991	Medical Assistance Certified
Walworth County: Walworth County Department of Human Services	None	\$1.00 per trip within one community; \$2.00 per trip between communities within Walworth County; \$5.00 to \$10.00 per trip to locations outside Walworth County.	3 accessible vans; 1 accessible bus; 8 nonaccessible vans; 2 nonaccessible minivans	Paid and volunteer drivers	4,300	Yes
Washington County: Washington County Office on Aging - Handicare Van Service ^a	None	\$1.00 per one-way trip within service area; \$2.00 per one-way trip outside service area.	1 accessible bus; 1 accessible van; 2 nonaccessible automobiles	Paid drivers	350	No ^c
User-Side Subsidy Program ^f	Trips occasionally rescheduled or refused due to insufficient capacity.	\$1.00 per one-way trip for trips up to 3 miles long, and \$1.25 per mile for any additional distance.	1 nonaccessible automobile	Paid drivers	850	No

A-9

^aService is provided by the Kenosha Achievement Center, Inc.

^bService is provided by one private taxicab company and 10 wheelchair van carriers.

^cService is provided by Elder Care Lines, Inc.

^dService is provided by Jelco Wisconsin, Inc.

^eService is provided by Handicare Transportation and Riteway Bus Service, Inc.

^fService is provided by Veterans Cab.

^gContract service provider(s) are certified for medical assistance transportation but do not serve medical assistance trips under the program.

Source: SEWRPC

Table A-2

CHARACTERISTICS OF SPECIALIZED TRANSPORTATION PROGRAMS FOR ELDERLY AND
DISABLED PERSONS IN DODGE AND FOND DU LAC COUNTIES: 1992

County/Service Provider	Type of Service	Eligible Users	Days and Hours of Operation	Service Area	Restrictions on Trip Purposes
Dodge County: Dodge County Human Services Department Countywide Van Service	Advance reservation, door-to-door	County residents 55 years of age and older, with permanent or temporary disabilities.	Weekdays: 7:00am - 5:00pm Evenings and Weekends: By special arrangement for group activities.	Dodge County with out-of-county service for priority trips.	Medical, employment, and nutritional trips have highest priority.
Volunteer Driver Escort Program	Advance reservation, door-thru-door	County residents 55 years of age and older, and individuals with permanent or temporary disabilities who need personal assistance to complete the business of their trip.	Weekdays: 7:00am - 5:00pm	Dodge County with out-of-county service for priority trips.	Medical trips have highest priority.
Fond du Lac County: Fond du Lac County Department of Senior Services Elderly Transportation Service	Advance reservation, door-to-door	County residents 60 years of age and older.	<u>Urban Service:</u> Weekdays: 8:00am - 4:30pm <u>Rural and Out-of-County Service:</u> Weekdays: 9:00am - 4:30pm <u>Evening and Weekend Service:</u> By special arrangement for group activities.	<u>Urban Service:</u> Fond du Lac and North Fond du Lac area. <u>Rural and Out-of-County Service:</u> Different portions of County outside urban service area served on different days; also trips to surrounding counties.	Medical/therapy, employment, and nutrition trips have highest priority.

Table A-2 (continued)

County/Service Provider	Type of Service	Eligible Users	Days and Hours of Operation	Service Area	Restrictions on Trip Purposes
Fond du Lac County (continued): Handi-Van Transportation Service	Advance reservation, door-to-door	County residents of any age with permanent or temporary disabilities who do not have access to or are unable to use public transit service.	<u>Urban Service:</u> Weekdays: 7:00am - 10:00pm Saturdays: 9:00am - 5:00pm <u>Rural and Out-of-County Service:</u> Weekdays: 8:00am - 5:00pm <u>Evening and Weekend Service:</u> By special arrangement for group activities.	<u>Urban Service:</u> Fond du Lac and North Fond du Lac area. <u>Rural and Out-of-County Service:</u> Entire portion of county outside urban service area; also trips to surrounding counties.	None
Developmentally Disabled Transportation Service	Regularly scheduled, door-to-door	Individuals participating in program for Brook Industries, Inc. and Association for Retarded Citizens.	Weekdays: 6:30am - 8:30am 2:30pm - 5:00pm	Fond du Lac County	Trips for agency programs only.
Volunteer Driver Escort Service	Advance reservation, door-thru-door	Frail elderly, mobility-limited nonelderly persons and members of general public who need personal assistance to complete the business of their trip.	Weekdays: 8:00am - 4:30pm Evenings and Weekends: By special arrangement.	Fond du Lac County and surrounding counties.	Medical/therapy, personal business/shopping, and personal living have highest priority.

-continued-

Table A-2 (continued)

County/Service Provider	Capacity Constraints	Regular Fares	Vehicles Used	Drivers	Average Monthly One-Way Trips: 1991	Medical Assistance Certified
Dodge County: Dodge County Human Services Department Countywide Van Service	None	Suggested donations of \$2.00 per round trip for trips under 10 miles, and \$3.00-\$14.50 per round trip for trips between 10 and 100 miles. Required fees of \$15.00 to \$35.00 per round trip for trips over 100 miles.	2 accessible vans 1 nonaccessible van (1 accessible van on order)	Paid drivers for regular service; volunteer drivers for evening and weekend service by special arrangement.	1,775	Yes
Volunteer Driver Escort Program	None	Suggested donations of \$2.00 per round trip for trips under 10 miles, and \$3.00-\$14.50 per round trip for trips between 10 and 100 miles. Required fees of \$15.00 to \$35.00 per round trip for trips over 100 miles.	Personal automobiles	Volunteer drivers	N/A ^a	Yes

A-12

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Table A-2 (continued)

County/Service Provider	Capacity Constraints	Regular Fares	Vehicles Used	Drivers	Average Monthly One-Way Trips: 1991	Medical Assistance Certified
Fond du Lac County: Fond du Lac County Department of Senior Services Elderly Transportation Service	None	<u>Urban and Rural Service:</u> \$0.35 per one-way trip within local service area and \$0.75 per one-way trip outside area. Fee is suggested donation for medical, work, and nutrition trips.	5 nonaccessible vans	Paid drivers for regular service; other drivers for evening and weekend service by special arrangement.	2,500	Yes
Handi-Van Transportation Service	Unable to handle all trip requests during peak hours	<u>Urban Service:</u> \$0.60 per one-way trip for trips made before 6:40 p.m. and \$1.60 per one-way trip for trips made after 6:40 p.m. <u>Rural and Out-of-County Service:</u> \$0.50 per one-way trip. Fee is a suggested donation for medical, work, and nutrition trips.	5 accessible vans	Paid drivers for regular service; other drivers for evening and weekend service by special arrangement.	1,925	Yes
Developmentally Disabled Transportation Service	Unable to handle all trip requests	Based upon ability to pay.	4 nonaccessible vans; personal automobiles	Paid drivers	2,475	No
Volunteer Driver Escort Program	None	\$5.00 per one-way trip suggested donation.	Personal automobiles	Volunteer drivers	N/A*	No

*Included in figures for countywide advance reservation service for elderly and disabled.
Source: SEWRPC

Table A-3

**AVAILABILITY OF SPECIAL FARES FOR INDIVIDUALS UNABLE TO AFFORD
REGULAR FARES CHARGED BY PRINCIPAL SPECIALIZED TRANSPORTATION
PROGRAMS WITHIN SOUTHEASTERN WISCONSIN COUNTIES: 1992**

County/Service Provider	Fares	
	Regular Fares	Special Provisions for Individuals Unable to Afford Regular Fares
Kenosha County: Kenosha County Department of Aging - Care-A-Van Program	\$0.50 per one-way trip to and from nutrition sites; \$1.00 per one- way trip for all other trips	None
Redi-Wheels Volunteer Driver Escort Program	\$3.00 per one-way trip for local trips; addi- tional mileage charge for out-of-county trips	None
Milwaukee County: User-Side Subsidy Program	\$2.00 - \$3.00 per one- way trip for wheelchair van service. Minimum \$2.00 per one-way trip for taxicab service plus mileage costs where applicable	Hardship program for low income individuals under which County will fund mileage costs in excess of \$10.00 per week added to \$2.00 base fare for taxicab service
Milwaukee County Depart- ment on Aging Independent Living Unit Transportation Services	\$2.00 per one-way trip for medical trips. \$1.00 per one-way trip suggested donation for nonmedical trips	Individuals making trips for non-medical purposes are not required to pay a fare. Individuals making trips for medical purposes may qualify for specialized transportation service for low income persons provided by Senior Services Unit
Senior Services Unit Specialized Transpor- tation	Donations suggested	Payment of a fare is not required

Table A-3 (continued)

County/Service Provider	Fares	
	Regular Fares	Special Provisions for Individuals Unable to Afford Regular Fares
<p>Ozaukee County Ozaukee County Office of Aging Services</p> <p>City of Cedarburg Senior Center</p> <p>City of Port Washington Senior Center</p>	<p>\$1.50 to \$5.00 per one-way trip depending upon distance.</p> <p>\$0.50 per one-way trip for local trips; \$1.50 to \$3.75 per one-way trip for trips outside City.</p> <p>\$0.50 per one-way trip.</p>	<p>Hardship policy under which fare schedule may be adjusted for extenuating circumstances for low income individuals. Decided on a case-by-case basis by Commission on Aging following submittal of financial status information by individual.</p> <p>Decided on a case-by-case basis.</p> <p>Decided on a case-by-case basis.</p>
<p>Racine County Racine County Human Services Department Transportation Handicapped Service</p> <p>Developmentally Disabled Service</p>	<p>\$1.20 per one-way trip Monday thru Thursday and before 7:00 p.m. on Friday and Saturday. \$1.75 per one-way trip after 7:00 p.m. on Friday and Saturday. \$3.50 per one-way trip for cross-county trips. Donated fee only basis for trips to and from elderly adult daycare and nutrition sites.</p> <p>\$0.50 per one-way trip based upon ability to pay.</p>	<p>Payment of fares are not required for trips to and from adult day care and nutrition program sites. No hardship policy for fares on trips for all other purposes.</p> <p>Hardship policy under which fares may be waived on a case-by-case basis for low income individuals as decided by case worker.</p>
<p>Walworth County Walworth County Department of Human Services</p>	<p>\$1.00 per trip within one community; \$2.00 per trip between communities within Walworth County; \$5.00 to \$10.00 per trip to locations outside Walworth County.</p>	<p>None (most low income individuals using program are clients of County departments and are not required to pay a fare)</p>

Table A-3 (continued)

County/Service Provider	Fares	
	Regular Fares	Special Provisions for Individuals Unable to Afford Regular Fares
Washington County Washington County Office on Aging Handicare Van Service	\$1.00 per one-way trip within service area; \$2.00 per one-way trip outside service area.	Hardship policy under which low income individuals may be provided with coupons from County to pay for service in lieu of cash
User-Side Subsidy Program	\$1.00 per one-way trip for trips up to 3 miles long, and \$1.25 per mile for any additional distance.	Hardship policy under which low income individuals may be provided trip vouchers for taxicab trips at reduced or no cost
Waukesha County Department of Aging Ride-Line Program	\$1.25 per one-way trip within community; \$2.50 per one-way trip between communities	Individuals unable to pay fares are referred to benefit specialist within Department to determine reasons and make special arrangements for needed transportation
User-Side Subsidy Program	Varies by distance or community; \$1.25 per one-way trip subsidized by Waukesha County	None
City of Waukesha METROLIFT Program	\$1.20 per one-way trip	None (fares for individuals may be subsidized by other social service agencies)
La Casa de Esperanza Transportation Service	\$2.00 per one-way trip between City of Waukesha; higher fares based on mileage outside City	Exemptions for fares are granted depending on the ability of each individual to pay as determined through a review of the financial resources of each individual

Table A-3 (continued)

County/Service Provider	Fares	
	Regular Fares	Special Provisions for Individuals Unable to Afford Regular Fares
Dodge County Dodge County Human Services Department Countywide Van Service	Suggested donations of \$2.00 per round trip for trips under 10 miles, and \$3.00-\$14.50 per round trip for trips between 10 and 100 miles. Required fees of \$15.00 to \$35.00 per round trip for trips over 100 miles	Payment of fare is not required for round trips under 100 miles. User fees for longer trips may be waived based upon a determination of financial hardship
Volunteer Driver Escort Program	Suggested donations of \$2.00 per round trip for trips under 10 miles, and \$3.00-\$14.50 per round trip for trips between 10 and 100 miles. Required fees of \$15.00 to \$35.00 per round trip for trips over 100 miles	Payment of fare is not required for round trips under 100 miles. User fees may be waived for longer trips based upon a determination of financial hardship
Fond du Lac County Fond du Lac County Department of Senior Services Elderly Transportation Service	<u>Urban and Rural Service</u> : \$0.35 per one-way trip within local service area and \$0.75 per one-way trip outside area. Fee is suggested donation for medical, work, and nutrition trips	Payment of fare is not required for medical, work, and nutrition trips. Hardship policy for fares for other trip purposes under which fares are reduced or waived for low income individuals

Table A-3 (continued)

County/Service Provider	Fares	
	Regular Fares	Special Provisions for Individuals Unable to Afford Regular Fares
Fond du Lac County Fond du Lac County Department of Senior Services Elderly Transportation Service (continued)	<p><u>Urban Service</u>: \$0.60 per one-way trip for trips made before 6:40 p.m. and \$1.60 per one-way trip for trips made after 6:40 p.m.</p> <p><u>Rural and Out-of-County Service</u>: \$0.50 per one-way trip. Fee is a suggested donation for medical, work, and nutrition trips.</p>	<p>None (fares may be subsidized by other social service agencies)</p>
Developmentally Disabled Transportation Service	Based upon ability to pay	Payment of fare is not required
Volunteer Driver Escort Program	\$50.00 per one-way trip suggested donation	Payment of fare is not required

Source: SEWRPC

Appendix B

**SURVEY FORMS AND OUTREACH MATERIALS USED IN
ASSESSMENT OF UNMET TRANSPORTATION NEEDS OF
ELDERLY AND DISABLED WAUKESHA COUNTY RESIDENTS**

B-2
OFFICE OF THE WAUKESHA COUNTY EXECUTIVE
WAUKESHA COUNTY SPECIALIZED TRANSPORTATION ADVISORY COMMITTEE

DANIEL M. FINLEY
County Executive

515 West Moreland Blvd.
Waukesha, Wisconsin 53188-2428
(414) 548-7902

ATTENTION: ELDERLY OR DISABLED CITIZENS--IF YOU HAVE PROBLEMS
FINDING OR ARRANGING TRANSPORTATION TO TAKE YOU
WHERE YOU WANT TO GO, PLEASE READ THIS LETTER

ADVISORY COMMITTEE MEMBERS

Sandra A. Wolff, Chairman
Waukesha County Supervisor
Kathryn C. Bloomberg
Mayor, City of Brookfield
Michael J. DeMares
Manager, Intake/Public
Information Division,
Waukesha County Department
of Human Services
James F. Dowd
Chairman,
First Bank Oconomowoc
Rene R. Farias
Executive Director,
La Casa de Esperanza, Inc.
Dennis Farrell
Citizen Member, Menomonee Falls
Marlene Fox
Citizen Member, Okauchee
Cheri A. Frederick
Waukesha County Supervisor
Robert C. Johnson
Transit Coordinator,
City of Waukesha
Carol Ann Kay
Director, Adaptive
Community Approach Program
of Career Industries, Inc.
Leigh Ann Kramer
Advocacy Coordinator,
Full Citizenship Initiative
John N. Macisak
Director of
Materials Management,
Waukesha Health System
Daniel F. Meissner
Waukesha County Supervisor
William T. Miller
District Transit
Coordinator, Wisconsin
Department of Transportation
Gary W. Portenier
Transit Coordinator,
Milwaukee County
Department of Aging
Rosalie Powell
UW-Extension Home Economist
Gail Sauter
Director of Planning and
Allocations, United Way
in Waukesha County
Marsha A. Skotzke
Director, Waukesha County
Department of Aging
Barbara Stauss
Manager, Waukesha County
Region, American Red Cross
Duane Thornton
Citizen Member, Mukwonago
Gregory Urban
Executive Director,
Waukesha Training Center

October 14, 1991

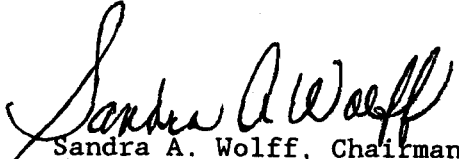
Dear County Resident:

At the request of Waukesha County Executive Daniel M. Finley, a survey of Waukesha County senior citizens and disabled residents is being conducted. The purpose of this survey is to identify those trips for which individuals such as yourself, or someone you may know, have difficulty in finding or arranging transportation. By filling out this survey, you can help Waukesha County plan to improve and expand the existing public and private transportation services and create new transportation services for the elderly and disabled residents of Waukesha County.

We ask that you take a few minutes to fill out the enclosed survey form and return it, using the accompanying self-addressed postage-paid envelope. Please return the survey form by November 15, 1991. You should describe only those trips for which you presently have difficulty in finding or arranging transportation. This is important if the Waukesha County Executive's office is to accurately identify what kinds of services may be needed.

Thank you for your cooperation.

Sincerely,


Sandra A. Wolff, Chairman
Waukesha County Specialized
Transportation Advisory
Committee

P.S. Your completion of the
attached survey is
essential to our success.



OFFICE OF THE WAUKESHA COUNTY EXECUTIVE
WAUKESHA COUNTY SPECIALIZED TRANSPORTATION ADVISORY COMMITTEE

DANIEL M. FINLEY
County Executive

515 West Moreland Blvd.
Waukesha, Wisconsin 53188-2428
(414) 548-7902

QUESTIONS AND ANSWERS ABOUT
THE ELDERLY AND DISABLED TRANSPORTATION SURVEY

Q. WHO SHOULD RESPOND TO THIS SURVEY?

A. All elderly or disabled persons--or their relatives, guardians, and friends--who believe they have trips for which they have difficulty finding or arranging transportation. These may be trips which they currently make with some difficulty by relying on friends and relatives, or by using existing public and private transportation sources; or which they would like to make but cannot because of transportation problems.

Q. WHAT IS MEANT BY ELDERLY AND DISABLED PERSONS?

A. For this survey, an elderly person is anyone 55 years of age or older. A disabled person is anyone who, by reason of illness, injury, congenital malfunction, or other permanent or temporary disability, is physically unable to use regular bus services.

Q. WHAT ARE SPECIALIZED TRANSPORTATION SERVICES?

A. These are transit services that are designed to be used by specific portions of the general population such as the elderly or disabled. These services normally do not operate over established routes with specific stops but are provided on a door-to-door basis in response to a specific request from an individual. In Waukesha County examples include transportation service provided by the Waukesha County Department of Aging such as the countywide Ride-Line service and the user side subsidy program for Waukesha and Oconomowoc taxicab services; by the City of Waukesha through its METROLIFT program; by the American Red Cross; by La Casa de Esperanza; by the RSVP driver escort program; by the Menomonee Falls elderly localized bus; by the Oconomowoc Silver Streak elderly and disabled taxicab service; by the Kettle Moraine Ambulance Service; and by the Kettle Moraine Van Service.

Q. WHAT ARE REGULAR BUS SERVICES?

A. These are the transit services where buses operate over established routes with specific stops on a regular schedule. Within Waukesha County,

examples include bus service provided within the City of Waukesha by Waukesha Metro Transit, and bus service provided between Waukesha and Milwaukee Counties by Wisconsin Coach Lines, Inc. and the Milwaukee County Transit System.

Q. WHO IS CONDUCTING THE SURVEY?

A. This survey is being conducted by the Southeastern Wisconsin Regional Planning Commission for Waukesha County at the request of County Executive Daniel M. Finley. The County Executive created the 21-member Waukesha County Specialized Transportation Advisory Committee to provide guidance to the survey.

Q. WILL MY SURVEY RESPONSE BE CONFIDENTIAL?

A. All responses to this survey will be kept entirely confidential. Any information that is obtained from this survey will be presented only after it is combined with information from other persons so that individual responses cannot be identified. Individual responses to the survey will not be reported or released by any office.

Q. HOW DO I GET MORE SURVEY FORMS OR GET ASSISTANCE IN COMPLETING THE SURVEY?

A. Please call Ms. Rhonda Hosey at the Southeastern Wisconsin Regional Planning Commission in the City of Waukesha at (414) 547-6721, or toll free at 1-800-491-1061 if you would otherwise need to make a long-distance call. The Regional Planning Commission staff is helping with this survey, and their offices are located in the City of Waukesha.

Q. WHO DO I RETURN THE SURVEY FORM TO?

A. Use the self-addressed, postage paid envelope attached to the survey form or return the survey form to:

Waukesha County Specialized Transportation Advisory Committee

Waukesha County Executive's Office

515 W. Moreland Boulevard

Waukesha, WI 53188-2428



**OFFICE OF THE WAUKESHA COUNTY EXECUTIVE
WAUKESHA COUNTY SPECIALIZED TRANSPORTATION ADVISORY COMMITTEE**

DANIEL M. FINLEY
County Executive

515 West Moreland Blvd.
Waukesha, Wisconsin 53188-2428
(414) 548-7902

**WAUKESHA COUNTY ELDERLY
AND DISABLED TRANSPORTATION SURVEY**

(Reproduced at 77% of original size.)

This survey should be completed by the elderly and disabled residents of Waukesha County—or their relatives, guardians, and friends—who have a problem finding or arranging transportation for some trips. Your cooperation is essential. All replies will be kept entirely confidential. **IF YOU NEED HELP IN COMPLETING THIS FORM, PLEASE CALL MS. RHONDA HOSEY AT SEWRPC IN THE CITY OF WAUKESHA AT 547-6721, OR TOLL FREE AT 1-800-491-1061. Thank you.**

Please tell us a little about yourself:

1. What is your age?

- | | | |
|--------------------------------------|--------------------------------|--------------------------------------|
| <input type="checkbox"/> 18 or under | <input type="checkbox"/> 55-59 | <input type="checkbox"/> 65 and over |
| <input type="checkbox"/> 19-54 | <input type="checkbox"/> 60-64 | |

2. Are you disabled?

- ☐ Yes ☐ No

If you answered yes, how does this affect how you get around?

- | | |
|---|--|
| <input type="checkbox"/> Use a wheelchair and <u>must</u> travel in a vehicle equipped with a lift or ramp | <input type="checkbox"/> Use aid other than a wheelchair or motorized scooter, (such as a cane, walker, crutches, brace, or guide dog) |
| <input type="checkbox"/> Use a wheelchair but can travel in a vehicle <u>not</u> equipped with a lift or ramp | <input type="checkbox"/> Can walk but have trouble getting around |
| <input type="checkbox"/> Use a motorized scooter | <input type="checkbox"/> Other (please describe) _____ |
| <input type="checkbox"/> Require the assistance of another person | _____ |

3. Where do you live?

- ☐ City of _____
- ☐ Village of _____
- ☐ Town of _____

Please tell us about your use of public and private specialized transportation services during the last year (October 1990 through September 1991).

4. Have you made any trips using public or private specialized transportation services during the past year?

- ☐ Yes ☐ No

(If you answered no, skip Questions 5 and 6, and continue on the other side.)

5. Which specialized transportation services have you used in the past year? _____

(Please name the services)

6. Why did you use these services?

- | | |
|---|---|
| <input type="checkbox"/> Work | <input type="checkbox"/> Personal Business/General Shopping |
| <input type="checkbox"/> Education/Training | <input type="checkbox"/> Recreational/Social Activity |
| <input type="checkbox"/> Nutrition/Grocery Shopping | <input type="checkbox"/> Church/Synagogue |
| <input type="checkbox"/> Medical/Dental/Therapy Appointment | <input type="checkbox"/> Other Trip _____ |
| | (please specify) |

WE NEED TO LEARN ABOUT ALL TRIPS FOR WHICH YOU HAVE A PROBLEM FINDING OR ARRANGING TRANSPORTATION. WE ONLY HAVE SPACE ON THIS SURVEY FORM TO ASK ABOUT ONE OF THESE TRIPS, PERHAPS THE TRIP YOU WOULD MOST LIKE TO HAVE TRANSPORTATION FOR. BUT WE ALSO NEED TO HEAR ABOUT THE OTHER TRIPS YOU HAVE TROUBLE MAKING. THIS CAN BE DONE IN ONE OF THE FOLLOWING WAYS:

- **We can call you so you can tell us about your other trips.**

7. Do you want us to call you? ☐ Yes ☐ No

8. When is the best time to call? _____

- **You can call us to request additional survey forms or to tell us about your other trips.** To do this, please call Ms. Rhonda Hosey at SEWRPC in the City of Waukesha between 8:00 a.m. and 5:00 p.m., Monday thru Friday at 547-6721, or toll-free at 1-800-491-1061.

WHICHEVER YOU DO, PLEASE PROVIDE US WITH YOUR NAME AND PHONE NUMBER. This information will only be used if an explanation of your survey response is required, or if you indicate that we should call you.

Name: _____ Phone: _____

Now, tell us about one of your trips for which finding or arranging transportation is a problem. Perhaps this trip is the one you would most like to have transportation for.

9. This trip would be made: ☐ Completely within the city, town, or village where you live.

☐ Between where you live and somewhere else in Waukesha County
(Please specify place within Waukesha County): _____

☐ Between where you live and somewhere else outside Waukesha County
(Please specify other place outside Waukesha County): _____

☐ Other _____

10. Why would you make this trip?

☐ Work

☐ Education/Training

☐ Nutrition/Grocery Shopping

☐ Medical/Dental/Therapy Appointment

☐ Personal Business/General Shopping

☐ Recreational/Social Activity

☐ Church/Synagogue

☐ Other Trip (please specify): _____

11. What day would you typically make this trip?

☐ Weekday

☐ Saturday

☐ Sunday

☐ Holiday

12. What time would you typically make this trip?

☐ Early morning (before 8:00 a.m.)

☐ Afternoon (12:00 noon to 5:00 p.m.)

☐ Morning (8:00 a.m. to 12:00 noon)

☐ Evening (after 5:00 p.m.)

13. How many times per month would you typically make this trip? _____

14. Fares on the existing specialized transportation services in Waukesha County currently range from up to \$2 per one-way trip for local trips under 5 miles within one community, to \$5 or more per one-way trip over 5 miles between communities.

a. Would you be able to pay what is currently charged? ☐ Yes ☐ No

b. Would you be willing to pay more to get the service you want? ☐ Yes ☐ No

15. How many other trips per month are you currently unable to make or having difficulty finding or arranging transportation? _____ (Reminder: We want you to tell us about these trips, too, as described at the top of this page.)

Please return all survey forms by November 15, 1991, to: Specialized Transportation Advisory Committee, Waukesha County Executive's Office, 515 W. Moreland Boulevard—Room 168, Waukesha, Wisconsin 53188-2428.



Thank you for your response



**OFFICE OF THE WAUKESHA COUNTY EXECUTIVE
WAUKESHA COUNTY SPECIALIZED TRANSPORTATION ADVISORY COMMITTEE**

DANIEL M. FINLEY
County Executive

515 West Moreland Blvd.
Waukesha, Wisconsin 53188-2428
(414) 548-7902

**WAUKESHA COUNTY ELDERLY
AND DISABLED TRANSPORTATION SURVEY
ADDITIONAL TRIPS SURVEY FORM
(Reproduced at 77% of original size.)**

This survey form should be filled out by those elderly and disabled residents of Waukesha County who have already described one of their trips on the first survey form, but who need to describe other trips for which finding or making arrangements for transportation is a problem. **IF YOU NEED HELP IN COMPLETING THIS FORM, PLEASE CALL MS. RHONDA HOSEY AT SEWRPC IN THE CITY OF WAUKESHA AT 547-6721, OR TOLL FREE AT 1-800-491-1061. Thank you.**

Please answer the questions below so that we can match this form with your original survey form.

1. Enter the ID number in the upper left-hand corner on your original survey form in the space provided. _____
2. PLEASE PROVIDE US WITH YOUR NAME AND PHONE NUMBER. This information will only be used if an explanation of your survey response is required.

Name: _____ Phone: _____

Please tell us about a second trip for which finding or arranging transportation is a problem.

3. This trip would be made: ☐ Completely within the city, town, or village where you live.

<input type="checkbox"/> Between where you live and somewhere else in Waukesha County (Please specify place within Waukesha County): _____ _____ _____	<input type="checkbox"/> Between where you live and somewhere else outside Waukesha County (Please specify other place outside Waukesha County): _____ _____ _____
---	---

☐ Other _____
4. Why would you make this trip?

<input type="checkbox"/> Work <input type="checkbox"/> Education/Training <input type="checkbox"/> Nutrition/Grocery Shopping <input type="checkbox"/> Medical/Dental/Therapy Appointment	<input type="checkbox"/> Personal Business/General Shopping <input type="checkbox"/> Recreational/Social Activity <input type="checkbox"/> Church/Synagogue <input type="checkbox"/> Other Trip (please specify): _____ _____
--	---

5. What day would you typically make this trip?

☐ Weekday ☐ Saturday ☐ Sunday ☐ Holiday

6. What time would you typically make this trip?

☐ Early morning (before 8:00 a.m.) ☐ Afternoon (12:00 noon to 5:00 p.m.)
☐ Morning (8:00 a.m. to 12:00 noon) ☐ Evening (after 5:00 p.m.)

7. How many times per month would you typically make this trip? _____

If you need to, tell us about a third trip for which finding or arranging transportation is a problem.

8. This trip would be made: ☐ Completely within the city, town, or village where you live.

<input type="checkbox"/> Between where you live and somewhere else in Waukesha County (Please specify place within Waukesha County): _____ _____ _____	<input type="checkbox"/> Between where you live and somewhere else outside Waukesha County (Please specify other place outside Waukesha County): _____ _____ _____
---	---

☐ Other _____

(Turn Page Over)

9. Why would you make this trip?

- | | |
|---|---|
| <input type="checkbox"/> Work | <input type="checkbox"/> Personal Business/General Shopping |
| <input type="checkbox"/> Education/Training | <input type="checkbox"/> Recreational/Social Activity |
| <input type="checkbox"/> Nutrition/Grocery Shopping | <input type="checkbox"/> Church/Synagogue |
| <input type="checkbox"/> Medical/Dental/Therapy Appointment | <input type="checkbox"/> Other Trip (please specify): _____ |

10. What day would you typically make this trip?

- | | | | |
|----------------------------------|-----------------------------------|---------------------------------|----------------------------------|
| <input type="checkbox"/> Weekday | <input type="checkbox"/> Saturday | <input type="checkbox"/> Sunday | <input type="checkbox"/> Holiday |
|----------------------------------|-----------------------------------|---------------------------------|----------------------------------|

11. What time would you typically make this trip?

- | | |
|--|--|
| <input type="checkbox"/> Early morning (before 8:00 a.m.) | <input type="checkbox"/> Afternoon (12:00 noon to 5:00 p.m.) |
| <input type="checkbox"/> Morning (8:00 a.m. to 12:00 noon) | <input type="checkbox"/> Evening (after 5:00 p.m.) |

12. How many times per month would you typically make this trip? _____

If you need to, tell us about a fourth trip for which finding or arranging transportation is a problem.

13. This trip would be made: ☐ Completely within the city, town, or village where you live.

- | | |
|---|---|
| <input type="checkbox"/> Between where you live and somewhere else in Waukesha County
(Please specify place within Waukesha County): _____ | <input type="checkbox"/> Between where you live and somewhere else outside Waukesha County
(Please specify other place outside Waukesha County): _____ |
| _____ | _____ |
| _____ | _____ |
| <input type="checkbox"/> Other _____ | |

14. Why would you make this trip?

- | | |
|---|---|
| <input type="checkbox"/> Work | <input type="checkbox"/> Personal Business/General Shopping |
| <input type="checkbox"/> Education/Training | <input type="checkbox"/> Recreational/Social Activity |
| <input type="checkbox"/> Nutrition/Grocery Shopping | <input type="checkbox"/> Church/Synagogue |
| <input type="checkbox"/> Medical/Dental/Therapy Appointment | <input type="checkbox"/> Other Trip (please specify): _____ |

15. What day would you typically make this trip?

- | | | | |
|----------------------------------|-----------------------------------|---------------------------------|----------------------------------|
| <input type="checkbox"/> Weekday | <input type="checkbox"/> Saturday | <input type="checkbox"/> Sunday | <input type="checkbox"/> Holiday |
|----------------------------------|-----------------------------------|---------------------------------|----------------------------------|

16. What time would you typically make this trip?

- | | |
|--|--|
| <input type="checkbox"/> Early morning (before 8:00 a.m.) | <input type="checkbox"/> Afternoon (12:00 noon to 5:00 p.m.) |
| <input type="checkbox"/> Morning (8:00 a.m. to 12:00 noon) | <input type="checkbox"/> Evening (after 5:00 p.m.) |

17. How many times per month would you typically make this trip? _____

Please return all survey forms by November 15, 1991, to: Specialized Transportation Advisory Committee, Waukesha County Executive's Office, 515 W. Moreland Boulevard—Room 168, Waukesha, Wisconsin 53188-2428.

Thank you for your response



**OFFICE OF THE WAUKESHA COUNTY EXECUTIVE
WAUKESHA COUNTY SPECIALIZED TRANSPORTATION ADVISORY COMMITTEE**

DANIEL M. FINLEY
County Executive

515 West Moreland Blvd.
Waukesha, Wisconsin 53188-2428
(414) 548-7902

ATENCION: CIUDADANOS CON 55 O MÁS AÑOS DE EDAD Ó MINUSVÁLIDOS--SI USTED TIENE PROBLEMAS EN ENCONTRAR O ARREGLAR TRANSPORTACION QUE LE LLEVE A DONDE UD. QUIERE IR, LEA ESTA CARTA POR FAVOR.

ADVISORY COMMITTEE MEMBERS

Sandra A. Wolff, Chairman
Waukesha County Supervisor
Kathryn C. Bloomberg
Mayor, City of Brookfield
Michael J. DeMares
Manager - Intake/Public
Information Division,
Waukesha County Department
of Human Services
James F. Dowd
Chairman,
First Bank Oconomowoc
Rene R. Farias
Executive Director,
La Casa de Esperanza, Inc.
Dennis Farrell
Citizen Member, Menomonie Falls
Marlene Fox
Citizen Member, Okauchee
Cheri A. Frederick
Waukesha County Supervisor
Robert C. Johnson
Transit Coordinator,
City of Waukesha
Carol Ann Kay
Director, Adaptive
Community Approach Program
of Career Industries, Inc.
Leigh Ann Kramer
Advocacy Coordinator,
Full Citizenship Initiative
John N. Macisak
Director of
Materials Management,
Waukesha Health System
Daniel F. Meissner
Waukesha County Supervisor
William T. Miller
District Transit
Coordinator, Wisconsin
Department of Transportation
Gary W. Portenier
Transit Coordinator,
Milwaukee County
Department of Aging
Rosalie Powell
UW-Extension Home Economist
Gail Sauter
Director of Planning and
Allocations, United Way
in Waukesha County
Marsha A. Skotzke
Director, Waukesha County
Department of Aging
Barbara Stauss
Manager, Waukesha County
Region, American Red Cross
Duane Thornton
Citizen Member, Mukwonago
Gregory Urban
Executive Director,
Waukesha Training Center

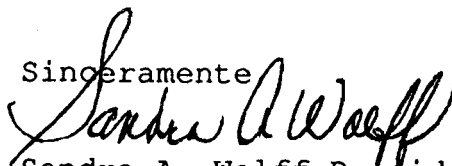
Octubre 14, 1991

Estimado Residente Del Condado:

A petición del ejecutivo del condado de Waukesha Daniel M. Finley, se esta llevando a cabo una encuesta entre los ciudadanos-minusválidos y ancianos del condado de Waukesha. El proposito de esta encuesta es, identificar aquellos viajes en los cuales individuos como Ud. u otra persona que Ud. conozca, tienen dificultad para encontrar o arreglar la transportación. Al completar esta encuesta, Ud. puede ayudar al condado de Waukesha para mejorar, entender y planear los servicios actuales de transportación publica y privada y crear servicios nuevos de transportacion para ancianos y personas minusválidas que residen en el condado de Waukesha. Le pedimos que tome unos pocos minutos para llenar la forma de la encuesta y devolverla, usando el sobre que le acompaña con correo ya pagado. Favor de enviar la encuesta antes de Noviembre 15, 1991. Ud. deberá únicamente de mencionar los viajes con los que tiene dificultad actualmente para encontrar y arreglar la transportación. Esto es importante para que así la oficina del ejecutivo del condado de Waukesha identifique exactamente que tipo de servicios se necesitan.

Gracias por su cooperación.

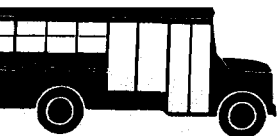
Sinceramente



Sandra A. Wolff-Presidente
Comite Asesor Para la
Transportación Especializada
del Condado de Waukesha

P.D. El completar la encuesta que va adjunta, es esencial para nuestro exito.

(Traduccion Cortesia de La Casa de Esperanza)



**OFFICE OF THE WAUKESHA COUNTY EXECUTIVE
WAUKESHA COUNTY SPECIALIZED TRANSPORTATION ADVISORY COMMITTEE**

DANIEL M. FINLEY
County Executive

515 West Moreland Blvd.
Waukesha, Wisconsin 53188-2428
(414) 548-7902

PREGUNTAS Y RESPUESTAS ACERCA DE LA ENCUESTA SOBRE LA TRANSPORTACION DE ANCIANOS Y DE PERSONAS MINUSVALIDAS.

P : PREGUNTA ----- R : RESPUESTA

P.-Quién debe de contestar ésta encuesta?

R.-Todas las personas ancianas o minusválidas--o sus parientes, tutores, y amistades--que creen que tienen viajes que presentan dificultad para encontrar y arreglar la transportación. Estos pueden ser viajes que hacen actualmente con dificultades, contando con amigos o parientes, o utilizando los medios existentes de transportacion pública o privada; o los que desearían hacer, pero no pueden debido a problemas de transportación.

P.-A quiénes se les considera como "anciano" o "persona minusválida" -elderly-o-disabled-?

R.-En ésta encuesta, una persona anciana es: aquella que tiene o es mayor de 55 años de edad. Una persona minusválida es: la persona que, por motivos de enfermedad, lesiones, defectos congénitos, u otro tipo de incapacidad ya sea permanente o temporal, se encuentra físicamente incapacitado-(a) para utilizar los servicios regulares de transportación ("bus") publicas.

P.-Cuáles son los servicios especializados de transportación?

R.-Estos son los servicios de tránsito que estan diseñados para el uso de segmentos específicas de la población en general, tales como los ancianos o minusválidos. Estos servicios normalmente, no operan sobre una ruta ya establecida, con paradas específicas. Si no que se proporcionan de manera específica al ser requeridos por un individuo, y con servicio de puerta a puerta. En el condado de Waukesha por ejemplo se cuenta con la transportación que proporciona el departamento para persona avanzadas de edad del condado de Waukesha, como el servicio "ride-line" para todo el condado y el programa de servicio subsidiado junto con los usuarios de Waukesha y Oconomowoc por medio de taxi; el programa de la ciudad de Waukesha "metrolift"; el de la Cruz Roja; La Casa de Esperanza; el programa de acompañantes de chofer de RSVP; el "bus" local para ancianos de Menomonee Falls; el servicio de taxi franja plateada de Oconomowoc, para ancianos y minusválidos; el servicio de ambulancia Kettle Moraine; y el servicio de van Kettle Moraine.

P.-Cuáles son los servicios regulares de "bus" (autobus)?

R.-Estos son los servicios de tránsito en donde los "bus" (guagua-autobus) operan sobre rutas establecidas y con un horario y paradas específicas, en forma regular. Dentro del condado de Waukesha, incluimos como ejemplos el servicio de autobus que proporciona dentro de la ciudad de Waukesha el "Metro Transit" (Transito Metropolitano), el servicio de "bus" entre las ciudades de Waukesha y Milwaukee proporcionado por "Wisconsin Coachlines, Inc." y el sistema de tránsito del condado de Milwaukee.

P.-Quién esta dirigiendo ésta encuesta?

R.-Esta encuesta es dirigida por la Comisión de Planeación Regional del Sureste de Wisconsin. A petición del ejecutivo del condado Daniel M. Finley que creo un comité asesor con 21 miembros, para proporcionar la conducción de la encuesta sobre la transportación especializada del condado.

P.-Se mantendrán mis contestaciones de la encuesta en forma confidencial?

R.-Todas las respuestas en ésta encuesta se mantendrán totalmente confidenciales. Y se presentarán solo después de haber sido combinadas con la información de las demás personas, para que así las respuestas individuales no puedan ser identificadas. Las respuestas en esta encuesta no se le comunicarán o entregarán a ninguna otra oficina.

P.-Cómo obtenemos más formas o ayuda para llenar la encuesta?

R.-Comuníquese por favor con la Srta. Rhonda Hosey de la Comisión de Planeación Regional para el Sureste de Wisconsin en la ciudad de Waukesha. Al teléfono (414) 547-6721 o al número gratis de larga distancia 1-800-491-1061, si es que Usted necesita hacer la llamada por larga distancia o llamen a La Casa de Esperanza al 547-0887. El personal de la Comisión de Planeación Regional le ayudara con esta encuesta, en sus oficinas en la ciudad de Waukesha.

P.-A quién le entrego la forma de la encuesta?

R.-Utilize el sobre con la dirección impresa, y el costo del correo ya pagado, que viene adjunto a la forma de la encuesta o envíe la encuesta a:

Waukesha County Specialized Transportation Advisory Committee
Waukesha County Executive's Office
515 W. Moreland Boulevard
Waukesha, WI 53188-2428

(Traducción Cortesía de La Casa de Esperanza)



**OFFICE OF THE WAUKESHA COUNTY EXECUTIVE
WAUKESHA COUNTY SPECIALIZED TRANSPORTATION ADVISORY COMMITTEE**

DANIEL M. FINLEY
County Executive

515 West Moreland Blvd.
Waukesha, Wisconsin 53188-2428
(414) 548-7902

**ENCUESTA SOBRE LA TRANSPORTACION DE ANCIANOS
Y PERSONAS MINUSVALIDAS DEL CONDADO DE WAUKESHA**

(Reproduced at 77% of original size.)

Esta encuesta deberá ser llenada por los ancianos o por las personas minusválidas residentes en el condado de Waukesha—o sus parientes, guardianes legales, y amigos—para aquellos que tienen problemas en encontrar o arreglar transportación para ciertos viajes. Su cooperación es esencial. Todas las contestaciones se mantendrán totalmente confidenciales. **SÍ NECESITA AYUDA PARA LLENAR ESTA FORMA**, favor de llamar a la Srta. Rhonda Hosey en SEWRPC, en la ciudad de Waukesha al teléfono #547-6721, o larga distancia **GRATIS AL #1-800-491-1061** o llamen a La Casa de Esperanza al 547-0887. Gracias.

POR FAVOR, CUENTENOS UN POCO ACERCA DE UD.

1. Cuántos años tiene?

- | | | |
|-------------------------------------|--------------------------------|-----------------------------------|
| <input type="checkbox"/> 18 ó menos | <input type="checkbox"/> 55-59 | <input type="checkbox"/> 65 o más |
| <input type="checkbox"/> 19-54 | <input type="checkbox"/> 60-64 | |

2. Usted está incapacitado (a) minusválido?

- ☐ Sí ☐ No

Si contesto sí, cómo le afecta esto para poder ir en un lugar a otro?

- | | |
|--|--|
| <input type="checkbox"/> Uso silla de ruedas y tengo que viajar en vehículo especial, equipado con: rampa y elevador | <input type="checkbox"/> Uso otro tipo, no uso silla de ruedas o silla motorizada. (Como bastón, caminador, muletas, aparato ortopédico o un perro guía) |
| <input type="checkbox"/> Uso silla de ruedas, pero puedo viajar en un vehículo sin rampa o elevador | <input type="checkbox"/> Puedo caminar, pero tengo dificultad al trasladarme de un lugar a otro |
| <input type="checkbox"/> Uso motoneta ó (silla de ruedas motorizada) | <input type="checkbox"/> Otro (favor de explicar) _____ |
| <input type="checkbox"/> Necesita la ayuda de otra persona? | _____ |

3. Donde vive?

- ☐ Ciudad de _____
- ☐ Pueblo de _____
- ☐ Poblado de _____

Relate por favor acerca de los servicios de transportación públicos o privados que uso el año pasado (de Octubre 1990 a Septiembre 1991).

4. Ha tenido UD. viajes por medio de transportación especializada; pública o privada, durante el año pasado?

- ☐ Sí ☐ No

(Si contesto no, salte las preguntas 5 y 6, y continúe al reverso de esta página.)

5. Qué tipo de servicios de transportación especializada usó a través del año pasado? _____

(Indique por favor los servicios)

6. Porqué usó estos servicios?

- | | |
|---|--|
| <input type="checkbox"/> Trabajo | <input type="checkbox"/> Asuntos Personales/Compras En General |
| <input type="checkbox"/> Educación/Entrenamiento | <input type="checkbox"/> Recreación/Actividades Sociales |
| <input type="checkbox"/> Nutrición/Comprar Alimentos | <input type="checkbox"/> Templo Iglesia/Sinagoga |
| <input type="checkbox"/> Médico/Dentista/Citas Para Terapia | <input type="checkbox"/> Otros Viajes _____ |
| | (favor de especificar) |

(dar vuelta a la pagina)

NOSOTROS NECESITAMOS CONOCER ACERCA DE TODOS LOS VIAJES, CON LOS QUE UD. HA TENIDO PROBLEMAS PARA ENCONTRAR O ARREGULAR SU TRANSPORTACIÓN. EN ESTA FORMA DE LA ENCUESTA, SOLO CONTAMOS CON ESPACIO PARA PREGUNTARLES ACERCA DE UNO DE LOS VIAJES, QUIZAS EL VIAJE QUE UD. NECESITA O GUSTARÍA MÁS, EL HABER TENIDO LA TRANSPORTACIÓN. PERO TAMBIÉN NECESITAMOS OIR ACERCA DE LOS OTROS VIAJES, CON LOS QUE UD. ENCUENTRA PROBLEMAS A CONTINUACIÓN:

- Podemos llamarle para que nos relate acerca de sus otros viajes?

7. Quiere que le llamemos? ☐ Sí ☐ No

8. Cual es la mejor hora para hablarle? _____

- UD. puede solicitar mas formas de la encuesta o informarnos sobre sus otros viajes. Para hacer esto, favor de llamar a la Srta. Rhonda Hosey en SEWRPC en la ciudad de Waukesha entre las 8:00 a.m. y las 5:00 p.m. de lunes a viernes al teléfono #547-6721, o larga distancia gratis al #1-800-491-1061.

POR FAVOR, COMO LO HAGA, PROPORCIONENOS SU NOMBRE Y NÚMERO DE TELÉFONO. Esta información será únicamente utilizada si se requiere que se le llame a UD.

Nombre: _____ Teléfono #: _____

Ahora, relate acerca de uno de sus viajes para el cual es un problema; encontrar o arreglar su transportación. Quizá este es el viaje al que a UD. mas le gustaría tener transportación.

9. Este viaje se haría: ☐ Por completo dentro de la ciudad, pueblo, o población donde vive.

☐ Entre donde UD. vive y algún otro lugar en el condado de Waukesha (Por favor especifique el lugar dentro del condado de Waukesha): _____

☐ Entre donde vive y algún otro lugar fuera del condado de Waukesha (Por favor especifique el otro lugar fuera del condado de Waukesha): _____

☐ Otro _____

10. Porque le gustaría hacer este viaje?

☐ Trabajo

☐ Educación/Entrenamiento

☐ Nutrición/Comprar Alimentos

☐ Médico/Dentista/Citas Para Terapia

☐ Asuntos Personales/Compras En General

☐ Recreación/Actividades Sociales

☐ Templo Iglesia/Sinagoga

☐ Otros Viajes _____
(favor de especificar)

11. Normalmente en que día haría este viaje?

☐ Entre Semana ☐ Sábado ☐ Domingo ☐ Día Festivo

12. Normalmente en que hora haría este viaje?

☐ Temprano de Mañana (antes de las 8:00 a.m.) ☐ Por la Tarde (12:00 p.m. a 5:00 p.m.)
☐ Por la Mañana (de 8:00 a.m. a 12:00 p.m.) ☐ Por la Noche (después de las 5:00 p.m.)

13. Normalmente cuantas veces por mes UD. haría este viaje? _____

14. Las tarifas de la transportación especializada con servicios existentes en el condado de Waukesha varían de; \$2 por cada viaje de ida, en viajes locales, con menos de 5 millas dentro de una comunidad (ciudad, pueblo), o \$5 o mas por cada viaje de ida, con 5 millas o mas entre comunidades.

a. Podría pagar UD. las tarifas actuales? ☐ Sí ☐ No

b. Estaría dispuesto (a), a pagar mas para obtener el servicio que quiere? ☐ Sí ☐ No

15. Cuantos viajes más por mes no puede actualmente hacer, o tiene dificultad en encontrar o arreglar la transportación? _____ (Un recordatorio: Queremos que nos relate tambien, acerca de estos otros viajes como es explica en la parte superior de esta página.)

Favor de enviar las formas de la encuesta antes de Noviembre 15, 1991, a: Comité Asesor para la Transportación Especializada, Oficina del Ejecutivo del Condado de Waukesha, 515 W. Moreland Boulevard—Room 168, Waukesha, Wisconsin 53188-2428.



Gracias por sus respuestas
Traducción Cortesia de La Casa de Esperanza



OFFICE OF THE WAUKESHA COUNTY EXECUTIVE
WAUKESHA COUNTY SPECIALIZED TRANSPORTATION ADVISORY COMMITTEE

DANIEL M. FINLEY
County Executive

515 West Moreland Blvd.
Waukesha, Wisconsin 53188-2428
(414) 548-7902

News Release

October 9, 1991

ELDERLY AND DISABLED TRANSPORTATION NEEDS TO BE STUDIED IN WAUKESHA COUNTY

At the request of Waukesha County Executive Daniel M. Finley, the Southeastern Wisconsin Regional Planning Commission is undertaking a study of the unmet transportation needs of the elderly and disabled persons residing within the County. An important part of this study is a survey to be conducted from October 14 through November 15, 1991. The information collected in the survey will be used to determine the unmet transportation needs of the elderly and disabled, and to assist in planning for improvements in existing transportation services for these groups.

There are several specialized transportation services that presently operate within Waukesha County to serve the needs of elderly and disabled. In general, these specialized services do not use fixed routes or regular schedules, and provide service on demand, but only when advance reservations are made and only during certain hours, on certain days, or for certain travel purposes. Some services are provided by public agencies; some by various private-nonprofit social service agencies, many of whom rely on volunteer staff; and some by private-for-profit companies that may participate in publicly supported transportation programs.

All persons aged 55 or older and all disabled persons residing in Waukesha County who believe they have trips for which they have difficulty finding or arranging transportation are encouraged to participate in this survey. Survey forms will be sent directly to all elderly and disabled County residents who are already enrolled in several publicly sponsored transportation programs. All other residents of Waukesha County who are 55 years of age or older, or who are disabled regardless of age, are encouraged to obtain a copy of this survey form if they have difficulty in finding or arranging transportation to

take them where they want to go, when they want to go. Any elderly or disabled person who does not receive a survey form in the mail, but wishes to participate in the survey, can do so by picking up a survey form at many places frequently used by elderly and disabled persons within their community. Individuals may also request a survey form from, or complete a survey over the telephone with, the Southeastern Wisconsin Regional Planning Commission in the City of Waukesha by calling (414) 547-6721, or toll free at 1-800-491-1061 if a long-distance call would otherwise be required. Each person participating will be asked on the survey form to provide a description of the trips that he or she is unable to make, or for which they have difficulty finding or arranging transportation. Survey forms should be completed and returned, if possible, by November 15, 1991.

The cooperation of Waukesha County senior citizens and disabled persons will be greatly appreciated. The information that will be obtained is vital to the consideration of improved services to the elderly and disabled in Waukesha County.

* * *

For additional information, please contact Ms. Susan N. Dreyfus, Executive Assistant, Waukesha County Executive's Office at 548-7902; or Mr. Kurt W. Bauer, Executive Director, Southeastern Wisconsin Regional Planning Commission at 547-6721.

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OFFICE OF THE WAUKESHA COUNTY EXECUTIVE
WAUKESHA COUNTY SPECIALIZED TRANSPORTATION ADVISORY COMMITTEE

DANIEL M. FINLEY
County Executive

515 West Moreland Blvd.
Waukesha, Wisconsin 53188-2428
(414) 548-7902

MEMORANDUM

DATE: October 14, 1991

TO: (see list following page)

FROM: Sandra A. Wolff, Chairman
Waukesha County Specialized
Transportation Advisory Committee

SUBJECT: Waukesha County Elderly and
Disabled Transportation Survey

At the request of Waukesha County, the Southeastern Wisconsin Regional Planning Commission (SEWRPC) is undertaking an important survey of elderly and disabled residents of Waukesha County who may have difficulty finding or arranging transportation. This survey is part of a study designed to help Waukesha County find ways to improve and expand existing public and private transportation services and create new transportation services to meet the needs of the County's elderly and disabled residents. We are asking your assistance which is vital to the successful conduct of the survey and the study.

Included with this letter is a notice to be posted announcing the survey; a question-and-answer sheet to be posted; an initial supply of survey forms; a reorder form and self-addressed, postage paid envelopes. The question-and-answer sheet should be posted with the notice so that readers are aware that only those elderly and disabled individuals who have trips for which finding or arranging transportation is difficult need to fill out the survey.

In addition to posting information on the survey, we would ask that you encourage elderly or disabled residents that have unmet transportation needs --or their relatives, guardians, and friends--to complete a survey form.

We very much appreciate your assistance in the conduct of this survey, which is intended to assist in improving the mobility of elderly and disabled citizens in Waukesha County. Should you desire further information about the enclosed materials or about the survey and study, please do not hesitate to call Ms. Rhonda A. Hosey of the Southeastern Wisconsin Regional Planning Commission staff at (414) 547-6721.

Thank you.



The letter on the preceding page announcing the survey effort and distributing survey forms and public notices was sent to the following individuals:

- 1) Managers of retirement homes, elderly housing complexes, community-based residential facilities, and group homes within Waukesha County.
- 2) Directors of nursing homes and adult day care centers within Waukesha County.
- 3) Managers of senior citizen centers and rehabilitation/training centers within Waukesha County.
- 4) Managers of Waukesha County elderly congregate nutrition sites.
- 5) Presidents or representatives of senior citizens clubs and organizations within Waukesha County.
- 6) Staff of social service agencies within Waukesha County with programs for elderly and disabled individuals.
- 7) Public relations and discharge planning staff at hospitals in Waukesha County.
- 8) Pastors and Rabbis at churches and synagogues within Waukesha County.
- 9) Doctors and dentists within Waukesha County.
- 10) Librarians at all libraries within Waukesha County.

OFFICE OF THE WAUKESHA COUNTY EXECUTIVE
WAUKESHA COUNTY SPECIALIZED TRANSPORTATION ADVISORY COMMITTEE

DANIEL M. FINLEY
County Executive

515 West Moreland Blvd.
Waukesha, Wisconsin 53188-2428
(414) 548-7902

**ATTENTION: ELDERLY OR DISABLED CITIZENS--IF YOU HAVE PROBLEMS FINDING OR
ARRANGING TRANSPORTATION TO TAKE YOU WHERE YOU WANT TO GO,
PLEASE READ THIS NOTICE.**

If you are a senior citizen or are disabled and have problems finding or arranging transportation to take you places, or if you know of such a person, you should be aware that a survey is now being conducted to help identify these problems. This survey, which is going on through November 15, 1991, is part of a study which is trying to identify the number and types of trips that elderly or disabled residents of Waukesha County such as yourself are unable to make. If you have already filled out one of these surveys, thank you. If you do have problems finding or arranging transportation and have not yet filled out a survey, please do so. By filling out a survey, you can help Waukesha County plan to improve and expand the existing public and private transportation services and create new transportation services designed for the elderly and disabled.

A quantity of survey forms has been left at this location with this notice and should be available for you to pick up and complete. If survey forms are no longer available here, you can obtain a survey form by contacting Ms. Rhonda Hosey at the Southeastern Wisconsin Regional Planning Commission in the City of Waukesha at (414) 547-6721, or 1-800-491-1061 if a long-distance call would otherwise be required. Survey forms should be completed and returned by November 15, 1991.

Thank you for your help with this survey.

* * *



ADDITIONAL SURVEY REQUEST FORM

To receive additional survey packages for the Waukesha County Elderly and Disabled Transportation Survey, fill out the information below and return this form in the attached self-addressed postage-paid envelope or mail it to:

Specialized Transportation Advisory Committee
Waukesha County Executive's Office
515 W. Moreland Blvd. - Room 168
Waukesha, Wisconsin 53188-2428

Contact Name: _____

Name of Organization: _____

Street Address: _____

City: _____

Zip Code: _____

Telephone: _____

Indicate the number of additional survey forms you need in the space provided below.

We need ____ additional survey forms mailed to us.

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Appendix C

**DETAILED PROJECTIONS OF RIDERSHIP AND FINANCIAL
REQUIREMENTS FOR THE WAUKESHA DEPARTMENT
OF AGING RIDE-LINE PROGRAM**

Table C-1

**PROJECTED RIDERSHIP AND OPERATING BUDGET FOR
WAUKESHA COUNTY DEPARTMENT OF AGING RIDE-LINE PROGRAM
WITH RECOMMENDED SERVICE IMPROVEMENTS: 1992-1996**

Characteristic	1992 Budget	Projected With Recommended Service Improvements ^a							
		Increment over prior year				Total Program			
		1993	1994	1995	1996	1993	1994	1995	1996
Vehicle Hours									
Existing Program.....	18,280	—	—	—	—				
Parallel Commuter Bus Project.....	720	3,820	840	540	300				
Additional Weekday Capacity.....	—	1,100	3,500	—	—				
Saturday Service.....	—	1,700	—	—	—				
Off Hour Group Service.....	—	200	—	—	—				
Total	19,000	6,820	4,340	540	300	25,820	30,160	30,700	31,000
One-way Trips									
Existing Program.....	23,700	500	1,000	1,000	1,000				
Parallel Commuter Bus Project.....	1,300	4,800	1,100	700	400				
Additional Weekday Capacity.....	—	1,400	4,800	500	300				
Saturday Service.....	—	2,200	500	300	200				
Off Hour Group Service.....	—	400	—	—	—				
Total	25,000	9,300	7,200	2,500	1,900	34,300	41,500	44,000	45,900
Operating Expenses									
Existing Program.....	\$318,600	\$12,700	\$13,200	\$13,700	\$14,200				
Parallel Commuter Bus Project.....	12,500	59,000	14,400	10,500	7,300				
Additional Weekday Capacity.....	—	14,900	49,200	2,000	2,000				
Saturday Service.....	—	23,000	900	1,000	1,000				
Off Hour Group Service.....	—	7,200	300	300	300				
Total	\$329,100	\$116,800	\$78,000	\$27,500	\$24,800	\$445,900	\$523,900	\$551,400	\$576,200
Operating Revenues									
Existing Program.....	\$50,200	\$1,100	\$2,100	\$2,100	\$2,100				
Parallel Commuter Bus Project.....	2,800	11,900	2,600	1,700	1,000				
Additional Weekday Capacity.....	—	3,000	9,800	1,100	600				
Saturday Service.....	—	4,700	1,100	600	400				
Off Hour Group Service.....	—	1,700	—	—	—				
Total	\$53,000	\$22,400	\$15,600	\$5,500	\$4,100	\$75,400	\$91,000	\$96,500	\$100,600
Operating Deficit									
Existing Program.....	\$266,400	\$11,600	\$11,100	\$11,600	\$12,100				
Parallel Commuter Bus Project.....	9,700	47,100	11,800	8,800	6,300				
Additional Weekday Capacity.....	—	11,900	39,400	900	1,400				
Saturday Service.....	—	18,300	(200)	400	600				
Off Hour Group Service.....	—	5,500	300	300	300				
Total	\$276,100	\$94,400	\$62,400	\$22,000	\$20,700	\$370,500	\$432,900	\$454,900	\$475,600
Distribution of Total Operating Deficit Among Funding Sources									
Federal Share	—	—	—	—	—	—	—	—	—
State Share									
85.20 Program ^b	—	\$30,000	\$6,100	\$4,400	\$3,100	\$30,000	\$36,100	\$40,500	\$43,600
85.21 Program ^c	\$170,800	24,500	5,900	6,000	6,200	195,300	201,200	207,200	213,400
Subtotal	\$170,800	\$54,500	\$12,000	\$10,400	\$9,300	\$225,300	\$237,300	\$247,700	\$257,000
County Share	\$105,300	\$39,900	\$50,400	\$11,600	\$11,400	\$145,200	\$195,600	\$207,200	\$218,600
Total	\$276,100	\$94,400	\$62,400	\$22,000	\$20,700	\$370,500	\$432,900	\$454,900	\$475,600

^a Assumes inflationary increases in operating expenses of 4 percent per year over the period; no change in current fares; and increases in State specialized transportation assistance funds of 14 percent in 1993 and 3 percent annually thereafter.

^b Reflects funds available under the State urban mass transit operating assistance program. Such funds are currently available to cover 42 percent of the operating expenses of general public transit services and associated transportation services for disabled individuals required to be provided by federal regulations. The operating expenses of the parallel commuter bus project have been assumed to be funded with such funds beginning in 1993.

^c Reflects funds available under the State specialized transportation assistance program for counties. Waukesha County's total allocation of such funds will increase in 1993 to \$231,600 and has been assumed to increase to about \$253,100 by 1996. It has been assumed that about 84 percent of these funds would continue to be allocated for countywide transportation service under the Ride-Line Program as in 1992.

Source: Waukesha County Department of Aging and SEWRPC.