

A PARATRANSIT SERVICE PLAN FOR DISABLED PERSONS: 1996 UPDATE/ MILWAUKEE COUNTY TRANSIT SYSTEM

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Special acknowledgment is due Mr. Albert A. Beck, Principal Planner,
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preparation of this report.

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SUBJECT: Certification of Amendment to the Adopted Regional
Transportation Plan for the Transportation-Handicapped

TO: The County Executive and Board of Supervisors of Milwaukee County

This is to certify that at a special meeting of the Southeastern Wisconsin Regional Planning Commission held at the Commission offices in Waukesha, Wisconsin, on the 24th day of January 1996, the Commission did by unanimous vote of all Commissioners present, being 16 ayes and 0 nays, and by appropriate Resolution, a copy of which is made a part hereof and incorporated by reference to the same force and effect as if it had been specifically set forth herein in detail, adopt an amendment to the regional transportation plan for the transportation-handicapped, which plan was adopted by the Commission on the 13th day of April 1978 as part of the master plan for the physical development of the Region. Said amendment to the regional transportation plan for the transportation-handicapped consists of the inventory findings, analyses, plans, and plan implementation recommendations contained in SEWRPC Memorandum Report No. 106, A Paratransit Service Plan for Disabled Persons: 1996 Update/Milwaukee County Transit System, published in January 1996, which is attached hereto and made a part hereof. Such action taken by the Commission is hereby recorded on, and is a part of, said plan; the plan, as amended, is hereby transmitted to Milwaukee County for implementation.

IN TESTIMONY WHEREOF, I have hereunto set my hand and seal and cause the Seal of the Southeastern Wisconsin Regional Planning Commission to be hereto affixed. Dated at the City of Waukesha, Wisconsin, this 25th day of January 1996.



David B. Falstad, Chairman
Southeastern Wisconsin Regional
Planning Commission

ATTEST:



Kurt W. Bauer, Deputy Secretary

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RESOLUTION NO. 96-2

**RESOLUTION OF THE SOUTHEASTERN WISCONSIN REGIONAL
PLANNING COMMISSION AMENDING A REGIONAL TRANSPORTATION
PLAN FOR THE TRANSPORTATION-HANDICAPPED IN SOUTHEASTERN
WISCONSIN, THE PLAN BEING A PART OF THE MASTER PLAN FOR THE
PHYSICAL DEVELOPMENT OF THE REGION COMPRISED OF THE COUNTIES
OF KENOSHA, MILWAUKEE, OZAUKEE, RACINE, WALWORTH, WASHINGTON,
AND WAUKESHA IN THE STATE OF WISCONSIN
(MILWAUKEE COUNTY TRANSIT SYSTEM—FEDERAL ADA REQUIREMENTS)**

WHEREAS, pursuant to Section 66.945(10) of the Wisconsin Statutes, a regional transportation plan for the transportation-handicapped was duly adopted at a meeting of the Southeastern Wisconsin Regional Planning Commission held on the 13th day of April 1978, as part of the master plan for the physical development of the Region, such plan being comprised of the inventory findings, analyses, forecasts, plans, programs, and descriptive and explanatory material contained in SEWRPC Planning Report No. 31, A Regional Transportation Plan for the Transportation-Handicapped in Southeastern Wisconsin: 1978-1982, published in April 1978; and

WHEREAS, the Secretary of the U.S. Department of Transportation on September 6, 1991, amended Final Rule 49 CFR Part 37 entitled, Transportation Services for Individuals with Disabilities (ADA), which includes provisions intended to implement the requirements of the Americans with Disabilities Act of 1990 pertaining to the provision of paratransit service for disabled individuals by each public entity operating a fixed-route transit system, and the development of a paratransit service plan by each such public entity documenting the proposed ADA paratransit service, such plan to be reviewed and updated annually, documenting the progress achieved in implementing the plan and any proposed changes to the plan; and

WHEREAS, Section 37.139(h) of the aforementioned Federal regulation requires paratransit service plans and annual updates developed by public entities to be approved by the Southeastern Wisconsin Regional Planning Commission as the metropolitan planning organization for Southeastern Wisconsin as being in conformance with the transportation plan developed under 49 CFR Part 613 and 23 CFR Part 450; and

WHEREAS, at a meeting held on the 15th day of January 1992, the Commission duly adopted an amendment to the regional transportation plan for the transportation-handicapped pertaining to the Federally required ADA paratransit service plan for disabled individuals for the Milwaukee County Transit System as documented in SEWRPC Memorandum Report No. 58, A Paratransit Service Plan for Disabled Persons: Milwaukee County Transit System, such program having been prepared to comply with the aforementioned Federal regulation; and

WHEREAS, annual updates of the paratransit service plan prepared in each year since 1992 to comply with the aforementioned Federal regulation have been adopted by the Commission as amendments to the regional transportation plan for the transportation-handicapped, with the most recent plan amendment pertaining to the Milwaukee County 1995 paratransit service plan update as set forth in SEWRPC Memorandum Report No. 96, A Paratransit Service Plan for Disabled Persons: 1995 Update/Milwaukee County Transit System, adopted by the Commission on January 25, 1995; and

WHEREAS, the 1996 update of the paratransit service plan for disabled individuals for the Milwaukee County Transit System, as set forth in SEWRPC Memorandum Report No. 106, A Paratransit Service Plan for Disabled Persons: 1996 Update/Milwaukee County Transit System, prepared in response to a standing request from the County for assistance in preparing its annual plan update and published in January 1996, is intended to comply with the aforementioned Federal regulations pertaining to the provision of paratransit service for disabled individuals; and

WHEREAS, the 1996 update of the paratransit service plan for disabled individuals for the Milwaukee County Transit System, as documented in the aforementioned SEWRPC Memorandum Report No. 106, was formally adopted by the Milwaukee County Board of Supervisors on January 18, 1996; and

WHEREAS, it is intended that the paratransit service plan update for disabled persons for the Milwaukee County Transit System, as set forth in SEWRPC Memorandum Report No. 106, amend, extend, and add to the regional transportation plan for the transportation-handicapped as set forth in the aforementioned SEWRPC Planning Report

No. 31, amending the paratransit service plan for disabled individuals as set forth in SEWRPC Memorandum Report No. 58; and

WHEREAS, Section 66.945(9) of the Wisconsin Statutes authorizes and empowers the Regional Planning Commission, as the work of making the whole master plan progresses, to amend, extend, or add to the master plan or carry any part or subject matter thereof into greater detail;

NOW, THEREFORE, BE IT HEREBY RESOLVED:

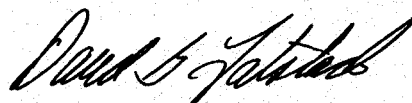
FIRST: That the regional transportation plan for the transportation-handicapped, being a part of the master plan for the physical development of the Region and comprised of SEWRPC Planning Report No. 31, which plan was adopted by the Commission as a part of the master plan on the 13th day of April 1978, be and the same hereby is amended, extended, and refined to include the 1996 update of the paratransit service plan for disabled individuals for the Milwaukee County Transit System as set forth in SEWRPC Memorandum Report No. 106.

SECOND: That the 1996 update of the paratransit service plan for disabled individuals for the Milwaukee County Transit System as set forth in SEWRPC Memorandum Report No. 106, has been reviewed by the Southeastern Wisconsin Regional Planning Commission and is found to be in conformance with the transportation plan developed under 23 CFR Part 450.

THIRD: That the said SEWRPC Memorandum Report No. 106, together with all maps, plats, charts, programs, and descriptive and explanatory matter therein contained, is hereby made a matter of public record, and the originals and true copies thereof shall be kept at all times at the offices of the Southeastern Wisconsin Regional Planning Commission, currently located at the Old Courthouse Building in the City of Waukesha, County of Waukesha, and State of Wisconsin, or at any subsequent office that the said Commission might occupy, for examination and study during regular Commission office hours by whomsoever may desire of the same.

FOURTH: That a true, correct, and exact copy of this resolution, together with a complete and exact copy of SEWRPC Memorandum Report No. 106, A Paratransit Service Plan for Disabled Persons: 1996 Update/Milwaukee County Transit System, published in January 1996, containing the said descriptive and explanatory matter, shall be forthwith distributed to each of the local legislative bodies of the governmental units within the Region entitled thereto, and to such other bodies, agencies, or individuals as the law may require or as the Commission or its Executive Committee or its Executive Director, at their discretion, shall determine and direct.

The foregoing resolution, upon motion duly made and seconded, was regularly adopted at the meeting of the Southeastern Wisconsin Regional Planning Commission held on the 24th day of January 1996, the vote being Ayes 16 and Nays 0.



David B. Falstad, Chairman

ATTEST:



Kurt W. Bauer, Deputy Secretary

**MEMORANDUM REPORT
NUMBER 106**

**A PARATRANSIT SERVICE PLAN FOR DISABLED
PERSONS: 1996 UPDATE/MILWAUKEE COUNTY TRANSIT SYSTEM**

Prepared by the

**Southeastern Wisconsin Regional Planning Commission
P. O. Box 1607
Old Courthouse
916 N. East Avenue
Waukesha, Wisconsin 53187-1607**

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January 1996

**Inside Region \$2.50
Outside Region \$5.00**

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Southeastern Wisconsin Regional Planning Commission
Memorandum Report No. 106

A PARATRANSIT SERVICE PLAN FOR DISABLED PERSONS:
1996 UPDATE/MILWAUKEE COUNTY TRANSIT SYSTEM

GENERAL INFORMATION

In January 1992, the Milwaukee County Transit System completed and submitted to the U.S. Department of Transportation, Federal Transit Administration (FTA), a proposed paratransit service plan for the County's fixed route transit system. The paratransit service plan was prepared to comply with regulations issued by the FTA to implement the requirements of the Americans With Disabilities Act of 1990. These regulations require each public entity operating a fixed route transit system to provide paratransit service to disabled individuals as a complement to its fixed route bus service, and to prepare and submit to the FTA a plan for providing the required complementary paratransit service.

The FTA regulations also require the preparation of annual updates of the initial paratransit service plan to document the progress which has been achieved in implementing the plan and any significant changes to the plan content or timetable. To date, Milwaukee County has completed and submitted to the FTA the 1993, 1994, and 1995 updates of the paratransit service plan.

The purpose of this report is to document the 1996 update of the paratransit service plan for the Milwaukee County Transit System. All Federally required forms and tables for the plan update are included in the Appendices to this report.

The County's original paratransit service plan and the 1993, 1994, and 1995 updates are documented in SEWRPC Memorandum Reports No. 58, A Paratransit Service Plan for Disabled Persons: Milwaukee County Transit System; No. 73, A Paratransit Service Plan for Disabled Persons: 1993 Update/Milwaukee County Transit System; No. 88, A Paratransit Service Plan for Disabled Persons: 1994 Update/Milwaukee County Transit System; and No. 96, A Paratransit Service Plan for Disabled Persons: 1995 Update/Milwaukee County Transit System. Both the original plan and all of the subsequent plan updates have been determined to be in compliance with the Federal ADA regulations.

Contact Person

All questions and comments on the County's paratransit plan update documented in this report should be directed to:

Mr. Gary R. Weiher, Director
Transportation Division
Milwaukee County Department
of Public Works
907 North 10th Street
Milwaukee, Wisconsin 53233

Telephone: (414) 278-5096
FAX: (414) 223-1850
TDD/Text
Telephone: (414) 276-1096

Required Approvals

The 1996 update of the paratransit service plan for the Milwaukee County Transit System documented in this report was adopted in principle by the Milwaukee County Board of Supervisors on January 18, 1996, in accordance with the requirements of the Americans With Disabilities Act, subject to policy action on specific user-side subsidy program changes. The 1996 plan update was adopted by the Southeastern Wisconsin Regional Planning Commission--the metropolitan planning organization for Southeastern Wisconsin--on January 24, 1996. Copies of all federally required certifications of the plan by these bodies, including the resolution by the Milwaukee County Board of Supervisors and certification of plan conformance by SEWRPC (Federal Form 1), are provided in Appendix A.

PROGRESS REPORT ON PLAN IMPLEMENTATION

The 1992 paratransit service plan and the subsequent plan updates for the Milwaukee County Transit System proposed that the County comply with the current Federal regulations by making modifications to the County's existing paratransit service for disabled persons which is provided through the Milwaukee County user-side subsidy program. Under this program, eligible disabled users have their transportation publicly subsidized so that they can purchase service from participating private service providers of their choice. With the user-side subsidy program, the user has the freedom to choose the service provider and when and where he or she wishes to travel within Milwaukee County. During 1995, one private taxicab company and 13 private van carriers are under contract with the County to participate in the program. The operation of the user-side subsidy program with private service providers in this manner gives the County an extensive paratransit system without the need for a large outlay of funds for capital equipment.

The County's 1992 paratransit service plan proposed that some modifications be made to the user-side subsidy program in order for the program to meet the Federal ADA paratransit service requirements by January 1993. The 1993 plan update extended the timetable for implementing the proposed modifications, calling for the Milwaukee County Transit System to achieve full compliance with the Federal ADA paratransit service requirements by January 1, 1997. The revised timetable was approved by the FTA with its approval of the 1993 plan update. The County retained without modification the Federally approved revised timetable for the 1994 and 1995 plan updates.

Tables 1 through 3 and Form 2 in Appendix B are Federally required tables and forms which present a report on the progress made during 1995 in implementing the proposed modifications to the user-side subsidy program in accordance with the Federally approved timetable; an explanation for delays in implementing specific changes; revised dates for implementing delayed program changes; and a compliance checklist for the user-side subsidy program against the Federal ADA eligibility requirements and service criteria. As can be seen from this information, the County has implemented without significant delays all of the modifications to the user-side subsidy program proposed to be implemented by January 25, 1996, in the

Federally approved timetable, with the exception of the provision of additional capacity and accepting trip reservations on a next day basis.

The actual experience of the user-side subsidy program with providing service under the expanded ADA eligibility requirements and service criteria since April, 1993 has raised some questions regarding capacity. While these problems may be system-wide, some service providers are most frequently named in service complaints regarding "turn downs". In this respect, the user-side subsidy program monitors service complaints as an indicator of the ability to meet capacity. Complaints were evaluated to analyze capacity complaint data from the period of January 1 through October 27, 1995. There were 39 complaints recorded, representing a reported 96 "turn downs" of service requests of specific providers. Excessive lateness of 1 hour or more was considered a capacity concern. In this period, there were 76 complaints recorded about excessive lateness. In addition, there was 1 call regarding excessive ride duration and 6 calls regarding client's not being able to reach a company by telephone. Both the number of complaints and percentage of capacity related complaints have significantly increased over the last five years. The final two months of the year, bringing harsher weather, usually present capacity challenges when increased demand for service is placed upon the system. This is expected to be a continuing problem as long as the program continues to operate under an unrestricted user-choice model, that is, the user may choose to contact, or not contact, any of the 14 operators under contract. While the most popular operators experience capacity problems, other operators experience excess capacity which is not requested for service. A study is proposed to be undertaken in 1996 to determine whether ADA mandates can be met by continuing to use this model.

Other factors contributing to complaints and capacity concerns may include a slight reduction in the vehicle fleets of van service providers. No additional capacity was added to the program during 1994 or 1995. In 1996, additional contractors have been recommended to be added to the program to provide for continually increasing demand. County staff will continue to monitor overall program capacity through complaints concerning trip denials and on time performance.

With respect to accepting trip reservations on a next day basis, the County's approved timetable for implementing the required changes to the user-side subsidy program called for full implementation of a next day service policy by January 1996. Preliminary measures to implement a next day service policy were proposed in the 1996 budget for the program. However, this action was rejected due to severe fiscal constraints in effect for 1996 in virtually all County programs. The County will attempt to fully implement the next day service policy under the 1997 program budget. For 1996, the County has proposed to begin implementing one aspect of this policy which is to increase the amount of service available under the program by contracting with additional service providers.

A revised timetable for implementing the Federally required changes to the user-side subsidy program is set forth in Table 2 in Appendix B. The user-side subsidy program is currently in compliance with all Federal ADA eligibility requirements and with all but two ADA service criteria: those regarding coordination with contiguous/overlapping service areas, and scheduling service for trip requests on a "next day" basis. The County proposes to extend the timetable for implementing the required next day service policy by one year from January 1996 to January 1997. No changes have been proposed in the implementation

schedule for the other milestones in the existing timetable for the program. The revised timetable proposed in this 1996 plan update continues to call for the Milwaukee County Transit System to achieve full compliance with the Federal paratransit service requirements by January 1, 1997.

PROJECTED DEMAND

The five-year projected demand and vehicle estimates for the user-side subsidy program requested for FTA reporting purposes are presented in Table 4 in Appendix B. The table includes actual information for 1992 through 1994, estimated data for 1995, and projected data for 1996 and 1997. The ridership projections have been adjusted slightly from those presented in the 1995 paratransit plan update to reflect the experience of the user-side subsidy program with providing service under the ADA eligibility requirements and service criteria. As can be seen from this table, ridership on the program is reported to have increased from about 406,300 one-way trips in 1992 to about 530,000 one-way trips in 1995, representing a total increase of about 123,700 one-way trips, or about 30 percent. Ridership on the program by the end of 1997 is projected to increase to about 630,000 one-way trips, or by about 55 percent over 1992 ridership.

It should be noted that, while the ridership projections for the user-side subsidy program for 1992 through 1997 have been adjusted downward from those presented in the County's original paratransit service plan prepared in 1992¹, the County has not lost sight of the original ridership projections. The County's original plan projected an annual ridership of approximately 1,380,000 one-way trips for the user-side subsidy program by the end of 1996, which represents a total increase of about 240 percent over the 1992 ridership level and an average annual increase of about 36 percent per year. The County still believes that this ridership level will ultimately be attained on the paratransit service, but that it will take a longer period of time. Actual program ridership has increased since 1992 but at a slower than projected rate, with ridership increases of about 4 percent in 1993, about 13 percent in 1994, and about 10 percent in 1995. Based on the actual experience of the program under the ADA eligibility requirements and service criteria, the County now believes that it may take an additional five years to reach the projected ridership levels presented in the County's original paratransit service plan.

PROJECTED BUDGET AND VEHICLE ESTIMATES

Operating and Capital Budget

The five-year operating and capital budget summaries for the Milwaukee County user-side subsidy program and for the County's total public transit program--including fixed route and paratransit services--which have been requested for FTA reporting purposes are presented in Tables 5 and 6 in Appendix B. The operating expenses and revenues have been adjusted slightly from those presented in the 1995 paratransit plan update to reflect the actual experience of the user-side subsidy program with providing service under the ADA eligibility requirements and service criteria, and reflect the changes in the user-side subsidy program which have either been made or proposed to be implemented in response to Federal regulations. The total expenses for the user-side subsidy program during 1996 are estimated to be about \$8,585,100--including \$8,577,200 in operating expenses

¹See SEWRPC Memorandum Report No. 58, A Paratransit Service Plan for Disabled Persons-Milwaukee County Transit System, January 1992.

and about \$7,900 in capital expenses--and would represent an increase of about 59 percent over the total 1992 operating expenses for the program of about \$5,396,800--including \$5,394,000 in operating expenses and about \$2,800 in capital expenses. By the end of 1997, total expenses for the program are projected to be about \$9,878,400--including \$9,868,400 in operating expenses and about \$10,000 in capital expenses--and would represent an increase of 83 percent from the 1992 operating expenses.

Milwaukee County proposes to continue to contract for the paratransit service provided under the user-side subsidy program from private service providers. The vast majority of the equipment necessary to provide the paratransit service, including all vehicles and maintenance equipment or facilities, will be provided by the service providers under the terms of the service contracts with Milwaukee County. Consequently, the County anticipates that it will need to undertake only minor capital projects for the paratransit service in the future, such as the purchase of computer equipment and software for the program's trip management system.

Accessible Vehicles

The information which has been requested for FTA reporting purposes on the existing and forecast numbers of accessible fixed-route buses for the Milwaukee County Transit System and paratransit vehicles for the Milwaukee County user-side subsidy program is presented in Tables 7 and 8 in Appendix B.

The existing bus fleet of the Milwaukee County Transit System consists of 535 buses of which 27, or about 5 percent, are accessible. The County's fleet replacement and expansion program for the fixed-route transit system calls for the acquisition of 160 new buses by 1997--125 buses in 1996 and 35 buses in 1997 --to replace older buses in the fleet. Under this program, a total of 187, or about 35 percent, of the 535 buses in the planned vehicle fleet would be accessible in 1997. The purchase of the 160 buses proposed for 1996 and 1997 will be subject to the availability of Federal and County funds.

As noted in the County's original 1992 paratransit service plan, 15 of the County's accessible buses are full-size buses which are used primarily to provide express bus service over a major express bus route in the northwest corridor of Milwaukee County--MetroLink Route No. 1. The remaining 12 of the County's accessible buses are small buses which are used primarily on special feeder routes to provide shuttle bus service for Route No. 1. A plan for using the new accessible buses to be acquired by the County during 1996 has not yet been completed at this time. However, it is envisioned that the County would use the new accessible buses to provide a limited level of accessible bus service on the highest ridership routes in the system.

Milwaukee County does not own or lease a paratransit vehicle fleet for the user-side subsidy program. All paratransit vehicles are owned and operated by the private companies under contract with the County to provide the paratransit service offered under the program. During 1995 the vehicle fleet for the private companies was comprised of a total of 330 vehicles, including 169 accessible vans/minivans and 161 taxicabs. Of the 169 accessible vehicles, 33 vans/minivans were equipped with wheelchair lifts. Notably, none of the paratransit vehicles used by the contractors are dedicated to providing service exclusively for the user-side subsidy program. The user-side subsidy program shares the contractor's vehicles with the other business needs of contract companies. The County has historically expanded the capacity of the user-side subsidy program as demand has

increased and will likely continue this practice in the future if it is determined to be warranted and sufficient funds are made available.

PUBLIC PARTICIPATION PROGRAM AND PUBLIC REACTION TO PLAN UPDATE

Outreach Efforts

Milwaukee County undertook extensive outreach activities related to the user-side subsidy program throughout 1995. These activities are documented in Appendix C. A County staff person from the user-side subsidy program serves as a member of the Transportation Committee of the Older Adult Service Providers Consortium which includes representatives from public and private social service agencies, paratransit service providers, and groups representing elderly and disabled individuals. Information on the policies, practices, and service characteristics of the user-side subsidy program were provided on at the regular monthly meetings of the Transportation Committee. County staff also made several presentations during 1995 to disabled groups on the paratransit service offered under the user-side subsidy program, and indicated that staff was available to make such presentations in correspondence sent out to organizations requesting user applications for the program. The user-side subsidy program staff also distributed information on the program at several "health fairs" held throughout the year.

Milwaukee County also undertook special outreach activities specifically for its 1996 paratransit service plan update. This outreach effort was conducted during the Fall of 1995 and was intended to solicit comments on the County's user-side subsidy program for consideration in preparing the 1996 paratransit plan update. Under this outreach effort, the County prepared a special notice which announced the plan update effort and asked for comments and ideas concerning the paratransit service provided to disabled persons by the Milwaukee County user-side subsidy program; on the fixed route bus service provided to disabled persons by the Milwaukee County Transit System; and on the progress made to date toward implementing the County's paratransit service plan. The outreach notice was distributed using a mailing list developed by the Milwaukee County Executive Office for Persons with Disabilities. The mailing list included all local newspaper, radio, and television media; all public libraries; all public and private agencies serving disabled individuals within the County; special education instructors within the County; all local elected officials within the County; and numerous disabled individuals and organizations representing such individuals. In total, approximately 2,700 public notices were directly distributed using this mailing list. Public comments were accepted through December 15, 1995. The distribution of these notices occurred in early November after the federally required public hearing on the plan update had been scheduled.

Consultation Activities

Throughout 1995, staff from the Milwaukee County Department of Public Works, along with SEWRPC staff, have been available to meet with disabled individuals or groups representing the disabled community to answer questions or take comments and suggestions on the County's paratransit plan and the user-side subsidy program. In particular, both County and SEWRPC staff were available to meet with disabled individuals, groups, or their representatives to discuss the plan and paratransit service during the outreach efforts undertaken for the 1996 plan update and during the public comment period for the draft 1996 paratransit plan update. Disabled individuals or groups had only to request a meeting or

presentation on the paratransit service from these agencies and one would be arranged. The consultation activities which occurred during 1995 are documented in Appendix C.

On-Going Public Participation Activities

Milwaukee County maintains a public participation process for the its user-side subsidy program which provides for an active role for the Milwaukee County disabled community in the planning and development of the paratransit service. Activities undertaken during 1995 related to this process are documented in Appendix C. The process includes regular meetings of the Milwaukee County Commission for Persons with Disabilities, which oversees the planning and development of the paratransit services provided by the Milwaukee County Department of Public Works through the user-side subsidy program. The membership of this Commission includes a broad spectrum of representatives of the Milwaukee County disabled community and from private and public social service agencies serving disabled individuals. The meetings of this Commission are generally scheduled on a monthly basis to address various County issues affecting the disabled community. In this capacity, this Commission assists the County staff in developing policy, responding to citizen complaints, addressing service and funding issues, and planning future paratransit services for the County paratransit program. Its meetings are open to the general public and are held in an accessible facility.

Public Comments on Plan Update

During the conduct of the outreach effort in November 1995, County staff, assisted by the staff of the Southeastern Wisconsin Regional Planning Commission (SEWRPC), began work on developing the 1996 paratransit service plan update, including documenting the implementation status of the original plan recommendations and determining if any changes to the plan would be proposed. A draft report documenting the information requested in FTA guidelines was then prepared and was available for public review and comment as of November 21, 1995.

The official public comment period for the County's 1996 paratransit service plan update extended from November 21, 1995 through December 15, 1995. The public hearing on the County's 1996 plan update was held on December 1, 1995, from 2:30 p.m. to 4:30 p.m. in the Washington Park Senior Center in the City of Milwaukee. The center is both a transit- and a disabled-accessible facility. A legal notice announcing the public hearing was advertised in The Milwaukee Journal Sentinel on November 19, 1995. An announcement of the public hearing was also carried in the Community Calendar on local network and cable television channels for seven days prior to the public hearing. In addition, the special outreach notice distributed by the Milwaukee County Executive Office for Persons with Disabilities identified the date, time and place of the public hearing.

Copies of the preliminary draft report documenting the County's 1996 plan update were made available by County staff to disabled individuals and other interested parties. Provisions were made to provide upon request a copy of the report in large print accessible format, Braille, on cassette tape, or in electronic computer readable format to anyone requesting such formats. A total of 13 copies of the County's 1996 paratransit plan update were distributed, including 12 in standard format, and one in electronic computer-readable format.

A total of 9 persons--including members of the Milwaukee County Commission for Persons with Disabilities, County and SEWRPC staff, and the general public--attended the public hearing on the County's 1996 paratransit service plan update.

Of those in attendance, three persons made comments or asked questions on the draft 1996 paratransit plan update or the paratransit service. Three written comments were also received during the public comment period. A summary of the oral comments and copies of the correspondence received providing comments are provided in Appendix C to this report.

Some of the public comments received were complimentary of the existing user-side subsidy program and indicated an appreciation by the users of the availability of the service, which includes both van and taxi service. In this respect, individuals indicated that without the service provided by the program, they would not have the independence in daily living which they now enjoy.

Two of the comments received were complaints concerning the van service available through the program. The first complaint concerned a denial of a service request when the individual informed the company that she did not use that company exclusively for all the trips she made under the program. The individual was informed by the County staff that denial of service for a trip request was allowed under program policy only if the provider did not have adequate capacity to serve a specific trip request. County staff collected information on the service provider involved and when the potential policy violation occurred, and worked with the individual to resolve her complaint.

The second complaint concerned excessive lateness and ride duration and was based upon problems experienced by a single user for a trip made with one provider. Service complaints such as this one have made the County aware of increases in capacity-related problems over the past 5 years. Additional contractors have been recommended to be added to the program in 1996 in response to continually increasing demand. County staff worked with the individual to resolve her complaint against the particular service provider.

Two other comments were directed toward the County's proposal to increase the amount of service available under the program by contracting with additional service providers. One of these comments supported this proposal and believed that it should improve the quality of service provided by giving program participants more providers from which to choose from. The other comment suggested that increasing the number of paratransit providers would not necessarily result in better service quality. Instead, the commentor believed that a better quality service would be achieved if providers could pay their paratransit drivers a higher wage. The commentor suggested this could be achieved through an increase in the amount the County reimburses paratransit van providers for each ride, noting that while van service provider's costs have increased steadily in the last three years, the County reimbursement has remained constant at \$11.75 per trip.

The County acknowledges that the ride reimbursement rate has remained constant over several years. However, severe fiscal constraints placed upon virtually all County programs in the recent past have made it impossible to increase County reimbursement rates for service providers under the program. At this time, the only fiscally responsible option the County has for increasing service quality is to contract with additional service providers.

Conclusion

Based upon careful consideration of the comments received, it was determined that no significant changes were required to be made in the County's proposed 1996 plan update as it was presented for public review and comment.

UNRESOLVED ISSUES

There were no unresolved issues presented in the FTA letter stating that Milwaukee County's 1995 Paratransit Service Plan Update was in compliance with Federal requirements.

OTHER ISSUES

Changes to the Paratransit Fare

Changes in the fares for the user-side subsidy program will be implemented in 1996. The full adult cash fare for fixed route bus service on the Milwaukee County Transit System will be increased from \$1.25 to \$1.35 for a one-way trip on January 1, 1996. The fares charged to all eligible users of the user-side subsidy program will also be increased effective February 1, 1996, from \$2.25 per one-way trip to \$2.50 per one-way trip, an increase of \$0.25 per one-way trip. The new, higher fare for the user-side subsidy program was deemed as necessary to offset the rising costs to the County of providing public transportation services. However, it is still below the maximum paratransit fare allowed under Federal ADA regulations of twice the base fare for fixed route transit service.

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APPENDICES

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Appendix A
FEDERALLY REQUIRED CERTIFICATIONS

Exhibit A-1

RESOLUTION BY THE MILWAUKEE COUNTY BOARD OF SUPERVISORS
APPROVING THE 1996 PARATRANSIT SERVICE PLAN UPDATE



COUNTY CLERK

Milwaukee County

ROD LANSER • County Clerk
MARK E. RYAN • Deputy County Clerk

STATE OF WISCONSIN)
)SS
COUNTY OF MILWAUKEE)

I, Rod Lanser, County Clerk in and for the County of Milwaukee, State of Wisconsin, do hereby certify that the attached copy of File No. 96-78 is a true and correct copy of the original resolution duly adopted by the Milwaukee County Board of Supervisors at a meeting held on 1-18-96 and approved by Co. Executive F. Thomas Ament on 1-23-96.

Given under my hand and official seal, at the Milwaukee County Courthouse, in the City of Milwaukee, this 24th day of January, 1996.

ROD LANSER
MILWAUKEE COUNTY CLERK

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File No. 96-78
(Journal, January 18, 1996)

1-18-96
Adopted
21-0

(ITEM 4) From the Director, Department of Public Works, requesting authorization and adoption of the 1996 Milwaukee County Paratransit Service Plan Update, by recommending adoption of the following:

A RESOLUTION

WHEREAS, the Americans with Disabilities Act (ADA) became Public Law 101-336 on July 26, 1990; and

WHEREAS, the U.S. Department of Transportation, Urban Mass Transit Administration, now named Federal Transit Administration (FTA), issued final rules and regulations, FR Part 37 - Transportation Services for Individuals with Disabilities, September 6, 1991, for implementation of the ADA as it pertains to transportation; and

WHEREAS, the regulations require a public entity operating a fixed route transit system, such as Milwaukee County, to provide paratransit service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route transit system; and

WHEREAS, a plan for the provision of complementary paratransit service was developed in accordance with the ADA regulations and adopted in principle by the County Board; and

WHEREAS, full compliance with the regulations must be provided by no later than January 26, 1997 unless a waiver based on undue financial burden has been granted; and

WHEREAS, the regulations further require the submittal of annual plan updates identifying significant changes and revisions to the implementation schedule; and

WHEREAS, the Southeastern Wisconsin Regional Planning Commission has developed the required 1996 plan update for Milwaukee County and presented the plan update for public comment at a public hearing as required; and

WHEREAS, the plan update identifies the date of full compliance with ADA as January, 1997; now, therefore

BE IT RESOLVED, that the Milwaukee County Board of Supervisors does hereby authorize and direct that the Southeastern Wisconsin Regional Planning

34 Commission Memorandum Report Number 106, A Paratransit Service Plan for
35 Disabled Persons: 1996 Update/Milwaukee County Transit System, be adopted in
36 principle, in accordance with the requirements of the Americans with Disabilities
37 Act, subject to policy action on specific User-Side Subsidy Program changes.


38 **FISCAL NOTE:** Sufficient funds have been provided in the 1996 User-Side
39 Subsidy Program budget to implement the 1996 element of the
40 Updated Paratransit Service Plan.

41 :SF
42 January 16, 1996
43 96-78.WPD

Exhibit A-2

CERTIFICATION OF THE 1996 PARATRANSIT SERVICE PLAN UPDATE
BY THE SOUTHEASTERN WISCONSIN REGIONAL PLANNING COMMISSION

The Southeastern Wisconsin Regional Planning Commission hereby certifies that it has reviewed the 1996 ADA paratransit plan update for the Milwaukee County Transit System as required under 49 CFR 37.139(h) and finds it to be in conformance with the transportation plan developed under 49 CFR part 613 and 23 CFR part 450. This certification is valid for one year.

A handwritten signature in dark ink, appearing to read "Kurt W. Bauer", is written over a horizontal line.

Kurt W. Bauer
Executive Director

January 24, 1996

RESOLUTION NO. 96-2

RESOLUTION OF THE SOUTHEASTERN WISCONSIN REGIONAL PLANNING COMMISSION
AMENDING A REGIONAL TRANSPORTATION PLAN FOR THE TRANSPORTATION HANDICAPPED
IN SOUTHEASTERN WISCONSIN, THE PLAN BEING A PART OF THE MASTER PLAN FOR THE
PHYSICAL DEVELOPMENT OF THE REGION COMPRISED OF THE COUNTIES OF KENOSHA,
MILWAUKEE, OZAUKEE, RACINE, WALWORTH, WASHINGTON, AND WAUKESHA
IN THE STATE OF WISCONSIN
(MILWAUKEE COUNTY TRANSIT SYSTEM--FEDERAL ADA REQUIREMENTS)

WHEREAS, pursuant to Section 66.945(10) of the Wisconsin Statutes, a regional transportation plan for the transportation handicapped was duly adopted at a meeting of the Southeastern Wisconsin Regional Planning Commission held on the 13th day of April 1978, as part of the master plan for the physical development of the Region, such plan being comprised of the inventory findings, analyses, forecasts, plans, programs, and descriptive and explanatory material contained in SEWRPC Planning Report No. 31, A Regional Transportation Plan for the Transportation Handicapped in Southeastern Wisconsin: 1978-1982, published in April 1978; and

WHEREAS, the Secretary of the U.S. Department of Transportation on September 6, 1991, amended Final Rule 49 CFR Part 37 entitled, Transportation Services for Individuals with Disabilities (ADA), which includes provisions intended to implement the requirements of the Americans with Disabilities Act of 1990 pertaining to the provision of paratransit service for disabled individuals by each public entity operating a fixed route transit system, and the development of a paratransit service plan by each such public entity documenting the proposed ADA paratransit service, such plan to be reviewed and updated annually, documenting the progress achieved in implementing the plan and any proposed changes to the plan; and

WHEREAS, Section 37.139(h) of the aforementioned Federal regulation requires paratransit service plans and annual updates developed by public entities to be approved by the Southeastern Wisconsin Regional Planning Commission as the metropolitan planning organization for Southeastern Wisconsin as being in conformance with the transportation plan developed under 49 CFR Part 613 and 23 CFR Part 450; and

WHEREAS, at a meeting held on the 15th day of January 1992, the Commission duly adopted an amendment to the regional transportation plan for the transportation handicapped pertaining to the Federally required ADA paratransit service plan for disabled individuals for the Milwaukee County Transit System as documented in SEWRPC Memorandum Report No. 58, A Paratransit Service Plan for Disabled Persons: Milwaukee County Transit System, such program having been prepared to comply with the aforementioned Federal regulation; and

WHEREAS, annual updates of the paratransit service plan prepared in each year since 1992 to comply with the aforementioned Federal regulation have been adopted by the Commission as amendments to the regional transportation plan for the transportation handicapped, with the most recent plan amendment pertaining to the Milwaukee County 1995 paratransit service plan update as set forth in SEWRPC

Memorandum Report No. 96, A Paratransit Service Plan for Disabled Persons: 1995 Update/Milwaukee County Transit System, adopted by the Commission on January 25, 1995; and

WHEREAS, the 1996 update of the paratransit service plan for disabled individuals for the Milwaukee County Transit System, as set forth in SEWRPC Memorandum Report No. 106, A Paratransit Service Plan for Disabled Persons: 1996 Update/Milwaukee County Transit System, prepared in response to a standing request from the County for assistance in preparing its annual plan update and published in January 1996, is intended to comply with the aforementioned Federal regulations pertaining to the provision of paratransit service for disabled individuals; and

WHEREAS, the 1996 update of the paratransit service plan for disabled individuals for the Milwaukee County Transit System, as documented in the aforementioned SEWRPC Memorandum Report No. 106, was formally adopted by the Milwaukee County Board of Supervisors on January 18, 1996; and

WHEREAS, it is intended that the paratransit service plan update for disabled persons for the Milwaukee County Transit System, as set forth in SEWRPC Memorandum Report No. 106, amend, extend, and add to the regional transportation plan for the transportation handicapped as set forth in the aforementioned SEWRPC Planning Report No. 31, amending the paratransit service plan for disabled individuals as set forth in SEWRPC Memorandum Report No. 58; and

WHEREAS, Section 66.945(9) of the Wisconsin Statutes authorizes and empowers the Regional Planning Commission, as the work of making the whole master plan progresses, to amend, extend, or add to the master plan or carry any part or subject matter thereof into greater detail.

NOW, THEREFORE, BE IT HEREBY RESOLVED:

FIRST: That the regional transportation plan for the transportation handicapped, being a part of the master plan for the physical development of the Region and comprised of SEWRPC Planning Report No. 31, which plan was adopted by the Commission as a part of the master plan on the 13th day of April 1978, be and the same hereby is amended, extended, and refined to include the 1996 update of the paratransit service plan for disabled individuals for the Milwaukee County Transit System as set forth in SEWRPC Memorandum Report No. 106.

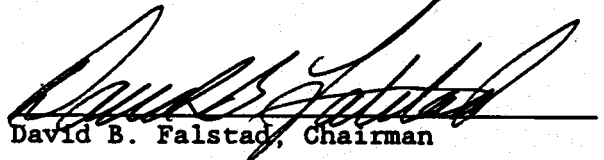
SECOND: That the 1996 update of the paratransit service plan for disabled individuals for the Milwaukee County Transit System as set forth in SEWRPC Memorandum Report No. 106, has been reviewed by the Southeastern Wisconsin Regional Planning Commission and is found to be in conformance with the transportation plan developed under 23 CFR Part 450.

THIRD: That the said SEWRPC Memorandum Report No. 106, together with all maps, plats, charts, programs, and descriptive and explanatory matter therein contained, is hereby made a matter of public record, and the originals and true copies thereof shall be kept at all times at the offices of the Southeastern Wisconsin Regional Planning Commission presently located at the Old Courthouse Building in the City of Waukesha, County of Waukesha, and State of Wisconsin, or

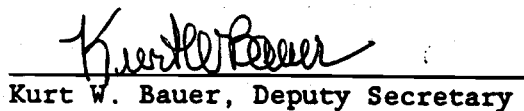
at any subsequent office that the said Commission might occupy, for examination and study during regular Commission office hours by whomsoever may desire of the same.

FOURTH: That a true, correct, and exact copy of this resolution, together with a complete and exact copy of SEWRPC Memorandum Report No. 106, A Paratransit Service Plan for Disabled Persons: 1996 Update/Milwaukee County Transit System, published in January 1996, containing the said descriptive and explanatory matter, shall be forthwith distributed to each of the local legislative bodies of the governmental units within the Region entitled thereto, and to such other bodies, agencies, or individuals as the law may require or as the Commission or its Executive Committee or its Executive Director, at their discretion, shall determine and direct.

The foregoing resolution, upon motion duly made and seconded, was regularly adopted at the meeting of the Southeastern Wisconsin Regional Planning Commission held on the 24th day of January 1996, the vote being Ayes 16; and Nays 0.


David B. Falstad, Chairman

ATTEST:


Kurt W. Bauer, Deputy Secretary

Appendix B

FEDERALLY REQUIRED TABLES AND FORMS

B-2

SYSTEM NAME: Milwaukee County Transit System CITY: Milwaukee County STATE: Wisconsin

Table 1

1995-1997 ADA PARATRANSIT PLAN
TIMETABLE AND PROGRESS REPORT*

1995 UPDATE TARGET DATE (MM/YY)	1995 MILE- STONE MET? (Y/N)	1995 MILESTONE PROGRESS REPORT - as of Jan. 1996 (period January 26, 1995 - January 25, 1996)	1996 UPDATE NEW DATE? (MM/YY)
1/96	N	1. Implement any measures recommended to alleviate capacity problems caused by newly eligible users. If necessary, complete evaluation and recommendation of long-range measures needed to provide adequate capacity to meet projected service demands for user-side subsidy program.	1/97 (See Form 2)
1/96	N	2. Implement "next day" service policy under which a trip request made during the hours of 8:00 a.m. to 5:00 p.m. on the previous day would guarantee service.	1/97 (See Form 2)
1/97	N/A	3. Provide sufficient capacity for the user-side subsidy program to assure that it is able to respond to expanded eligibility and ridership.	
1/97	N/A	4. Expand service area for user-side subsidy program into small portions of adjacent Waukesha and Ozaukee Counties so as to include all areas within three-quarters of a mile of the regular routes operated by the Milwaukee County Transit System which are subsidized by Milwaukee County.	
1/97	N/A	5. Full Compliance with all ADA paratransit service requirements.	

Note: Using Form 2, provide detailed written explanation on milestone slippage greater than one full year (12 months).

*List all 1995-1997 ADA paratransit milestones; then indicate progress (Y/N) on milestones targetted to be achieved prior to 1/26/96; include additional accomplishments.

Source: Milwaukee County Department of Public Works; and SEWRPC.

B-3

SYSTEM NAME: Milwaukee County Transit System

Jan. 1996

Form 2

EXCEPTION REPORT: MILESTONE SLIPPAGE EXPLANATION*

MILESTONE OR FULL COMPLIANCE DELAYS:	Target Date 95 Update	New Target Date 96 Update
<p>1. Implement any measures recommended to alleviate capacity problems caused by newly eligible users. If necessary, complete evaluation and recommendation of long-range measures needed to provide adequate capacity to meet projected service demands for user-side subsidy program.</p> <p><u>Explanation:</u> This milestone was included in the timetable because of the potential for capacity problems to occur for the user-side subsidy program with the influx of newly eligible users under the ADA eligibility criteria used in the new certification process implemented in April 1993. A recommendation for the funding of additional trips in 1996 was put forward in the 1996 budget request. Final approval for this budget is currently pending. A recommendation was also put forward to increase the amount of service available by contracting with additional service providers. This method of achieving additional capacity is also pending. This milestone has been retained for the 1996 plan in the event that the recommendations advanced do not receive the necessary approvals.</p>	1/96	1/97
<p>2. Implement "next day" service policy under which a trip request made during the hours of 8:00 a.m. to 5:00 p.m. on the previous day would guarantee service.</p> <p><u>Explanation:</u> Preliminary measures to implement a "next day" service policy were proposed in the 1996 budget request and rejected due to fiscal constraints. However, one aspect of implementation, increasing the amount of service available with additional service providers, is a pending issue.</p>	1/96	1/97

*Note: A narrative explanation, using Form 2, must accompany Table 1, when there is significant milestone slippage. During the 1995-1997 period, "significant milestone slippage" exists (1) when the target date for Plan full compliance is delayed or (2) when individual milestones slip by a year (a full 12 months). If there are no milestone or full compliance delays, no explanation is required, and Form 2 can be omitted.

Source: Milwaukee County Department of Public Works; and SEWRPC.

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SYSTEM NAME: Milwaukee County Transit System CITY: Milwaukee County STATE: Wisconsin

Table 2

REVISED 1996-1997 ADA PARATRANSIT PLAN TIMETABLE

1996-1997 TARGET DATE (MM/YY)	MILESTONES-JANUARY 1996 UPDATE
1/97	1. Implement any measures recommended to alleviate capacity problems caused by newly eligible users. If necessary, complete evaluation and recommendation of long-range measures needed to provide adequate capacity to meet projected service demands for user-side subsidy program.
1/97	2. Implement "next day" service policy under which a trip request made during the hours of 8:00 a.m. to 5:00 p.m. on the previous day would guarantee service.
1/97	3. Provide sufficient capacity for the user-side subsidy program to assure that it is able to respond to expanded eligibility and ridership.
1/97	4. Expand service area for user-side subsidy program into small portions of adjacent Waukesha and Ozaukee Counties so as to include all areas within three-quarters of a mile of the regular routes operated by the Milwaukee County Transit System which are subsidized by Milwaukee County.
1/97	5. Full Compliance with all ADA paratransit service requirements.

Source: Milwaukee County Department of Public Works; and SEWRPC.

B-5

SYSTEM NAME: Milwaukee County Transit System CITY: Milwaukee County STATE: Wisconsin

Table 3

ELIGIBILITY, SIX SERVICE CRITERIA, AND FULL COMPLIANCE DATE

COMPLIANCE ITEM	IN FULL COMPLIANCE NOW (Y/N)	IF NO, EXPECTED DATE OF FULL COMPLIANCE (MM/YY)
ELIGIBILITY PROCESS		
1. Requests for certification being accepted and all aspects of policy (appeals, documentation, etc.) established	Y	
2. Compliance with companion and personal care attendant requirements	Y	
3. Compliance with visitor requirements	Y	
SIX SERVICE CRITERIA		
SERVICE AREA:		
4. Service to all origins and destinations within the defined area	Y	
5. Coordination with contiguous/overlapping service areas, if applicable	N	1/97
RESPONSE TIME:		
6. Requests accepted during normal business hours on "next day" basis	N	1/97
7. Requests accepted on all days prior to days of service (e.g., weekends/holidays)	Y	
8. Requests accepted at least 14 days in advance	Y	
9. Trips scheduled within one hour of requested pickup time	Y	
FARES:		
10. No more than twice the base fixed route fare for eligible individuals	Y	
11. Compliance with companion fare requirement	Y	
12. Compliance with personal care attendant fare requirement	Y	

- continued -

SYSTEM NAME: Milwaukee County Transit System CITY: Milwaukee County STATE: Wisconsin

Table 3 (continued)

COMPLIANCE ITEM	IN FULL COMPLIANCE NOW (Y/N)	IF NO, EXPECTED DATE OF FULL COMPLIANCE (MM/YY)
DAYS AND HOURS OF SERVICE:		
13. Paratransit provided during all days and hours when fixed route service is in operation	Y	
TRIP PURPOSES:		
14. No restriction on types of trip purposes	Y	
15. No prioritization by trip purpose in scheduling	Y	
CAPACITY CONSTRAINTS:		
16. No restrictions on the number of trips an individual will be provided	Y	
17. No waiting lists for access to the service	Y	
18. No substantial number of significantly untimely pickups for initial or return trip	Y	
19. No substantial numbers of trip denials or missed trips	Y	
20. No substantial numbers of trips with excessive trip lengths	Y	
21. When capacity is unavailable, subscription trips are less than 50 percent	Y	

DATE TARGETED IN PLAN FOR "FULL COMPLIANCE" WITH ALL "ADA PARATRANSIT" REQUIREMENTS:

In 1995 Update Submission..... 1/1/97

In 1996 Update Submission..... 1/1/97

Source: Milwaukee County Department of Public Works; and SEWRPC.

SYSTEM NAME: Milwaukee County Transit System

CITY: Milwaukee County

STATE: Wisconsin

Table 4

ADA PARATRANSIT DEMAND AND SERVICE ESTIMATES

DEMAND (Thousands of one-way trips):	Actual 1992	Actual 1993	Actual 1994	Estimated 1995	Projected 1996	Projected 1997
NUMBER OF TRIPS/YEAR:						
1. ADA Paratransit Trips Provided/Year	406.3	423.5	480.4	530.0	575.0	630.0
2. Total Paratransit Trips Provided/Year (Total ADA and non-ADA)	406.3	423.5	480.4	530.0	575.0	630.0
3. Total Paratransit Revenue Hours/Year (Total ADA and non-ADA - Sec. 15 definition)	280.3	333.3	331.4	365.6	396.7	434.6
In 1991, total paratransit trips (line 2) were: <u>388,200</u>						
ADA PARATRANSIT SERVICE: <u>Purchased Transportation.</u>						
4. For 1995, estimate the number of trips on line 1 that were provided by contracted taxi service.				106,000		
5. For 1995, estimate the number of trips on line 1 that your system purchased (contracted out) rather than provide in-house: (include contracted taxi service from line 4 and other service owned or operated by the contractors).				530,000		

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- continued -

SYSTEM NAME: Milwaukee County Transit System

CITY: Milwaukee County

STATE: Wisconsin

Table 4 (continued)

DEMAND (Thousands of one-way trips):	Estimated 1995	Projected 1997
ADA PARATRANSIT SERVICE (continued):		
6. <u>SSA Clients</u> : In 1995, estimate the number of trips on line 1 that you provided to clients of social service agencies (SSA) who, prior to ADA, provided paratransit service for their clients. Provide an estimate for 1997. (Optional)		
7. <u>Trip Denials</u> : In 1995, estimate the number of requested ADA paratransit trips that were "denied" because of capacity limitations. (Please do not include trips missed because of traffic or vehicle breakdowns, trips negotiated outside the 1-hour window, "no-shows", ect.). How many by 1997? (Required)	NA	NA
8. <u>Destinations</u> : Clearly, it is discrimination under the ADA to prioritize trip requests based on trip purpose. However, for 1995 please estimate the percent of <u>trips</u> on line 1 that were for the following purposes: (Optional)		
Work trips	16.0 %	
Dialysis	unk %	
Educational	1.8 %	
Food/shopping	2.7 %	
Medical trips (other than dialysis)	18.1 %	
Other trips	61.4 %	
Total	100.0 %	

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Source: Milwaukee County Department of Public Works; and SEWRPC.

SYSTEM NAME: Milwaukee County Transit System

CITY: Milwaukee County

STATE: Wisconsin

Table 5

ADA PARATRANSIT CAPITAL & OPERATING BUDGET SUMMARY
(projections in thousands of 1995 dollars)

Cost Element	Actual 1992	Actual 1993	Actual 1994	Estimated 1995 (1)	Projected 1996 (2)	Projected 1997 (3)	6-Year Total 92-97
ADA PARATRANSIT EXPENSES*							
1. Capital Expenses	\$2.8	\$41.2	\$27.4	\$23.8	\$7.9	\$10.0	\$113.1
2. Operating Expenses	5,394.0	6,061.4	7,008.8	7,316.0	8,577.2	9,868.4	44,225.8
3. Subtotal ADA Paratransit Expenses (lines 1 + 2)	\$5,396.8	\$6,102.6	\$7,036.2	\$7,339.8	\$8,585.1	\$9,878.4	\$44,338.9
TOTAL PARATRANSIT EXPENSES**							
4. Capital Expenses	\$2.8	\$41.2	\$27.4	\$23.8	\$7.9	\$10.0	\$113.1
5. Operating Expenses	5,394.0	6,061.4	7,008.8	7,316.0	8,577.2	9,868.4	44,225.8
6. TOTAL PARATRANSIT EXPENSES (sum of lines 4 and 5)	\$5,396.8	\$6,102.6	\$7,036.2	\$7,339.8	\$8,585.1	\$9,878.4	\$44,338.9

B-9

IN 1991, TOTAL PARATRANSIT COSTS FOR OUR TRANSIT SYSTEM WERE: \$4,434,736

*Using a ratio to break out ADA from total paratransit expenses is acceptable.

**If non-ADA paratransit service is provided, add ADA to non-ADA costs to obtain Total Paratransit Expenses.

(1) 1995 data is budgeted data.

(2) Based on executive budget and county board recommendations.

(3) For 1997, operating expenses assumed to be \$14.00 per trip plus administrative costs of 12% annually.

Source: Milwaukee County Department of Public Works; and SEWRPC.

SYSTEM NAME: Milwaukee County Transit System

CITY: Milwaukee County

STATE: Wisconsin

Table 6

TOTAL TRANSIT SYSTEM COST ESTIMATES
(projections in thousands of 1995 dollars)

TOTAL TRANSIT SYSTEM COSTS*	Actual 1992	Actual 1993	Actual 1994	Estimated 1995	Projected 1996	Projected 1997	6-Year Total 92-97
1. Capital Expenses	\$8,984.0	\$5,986.2	\$3,027.4	\$3,023.8	\$28,757.9	\$8,060.0	\$57,839.3
2. Operating Expenses	82,678.0	90,941.4	98,796.8	101,303.5	104,854.6	108,868.4	587,442.7
3. TOTAL SYSTEM COSTS (lines 1 + 2)	91,662.0	96,927.6	101,824.2	104,327.3	133,612.5	116,928.4	645,282.0
4. ADA PARATRANSIT EXPENSES (line 3, Table 5)	\$5,396.8	\$6,102.6	\$7,036.2	\$7,339.8	\$8,585.1	\$9,878.4	\$44,338.9
5. ADA PARATRANSIT AS PERCENT OF TOTAL COSTS (line 4 divided by line 3)	5.9%	6.3%	6.9%	7.0%	6.4%	8.4%	6.9%

IN 1991, TOTAL SYSTEM COSTS FOR OUR TRANSIT SYSTEM WERE: \$81,864,736

*Total transit system costs encompass all system costs, not just ADA-related costs. These transit system costs must include: 1) all fixed-route costs (bus, rail, etc.), plus 2) all paratransit expenses (ADA and non-ADA).

Source: Milwaukee County Department of Public Works; and SEWRPC.

SYSTEM NAME: Milwaukee County Transit System

CITY: Milwaukee County

STATE: Wisconsin

Table 7

ADA ACCESSIBILITY: FIXED-ROUTE BUSES

BUSES IN ACTIVE FLEET	Actual 1990	Actual 1991	Actual 1992	Actual 1993	Actual 1994	Est. 1995	Projected 1996	Projected 1997
1. Total Number of Buses	535	582	582	582	582	535	535	535
2. Buses Without Lifts/Ramps	535	555	555	555	555	508	383	348
3. Buses With Pre-ADA Lifts/Ramps	0	0	0	0	0	0	0	0
4. Buses With ADA Lifts/Ramps (meets Part 38 lift specifications) (Note: The sum of lines 2, 3, and 4 should equal line 1.)	0	27	27	27	27	27	152	187
5. Percent With Lifts/Ramps (sum of lines 3 and 4, divided by line 1)	0.0%	4.6%	4.6%	4.6%	4.6%	5.0%	28.4%	35.0%

B-11

For 1995, provide an approximate estimate of the number of boardings where lifts/ramps were deployed on the fixed route system: 100

For an average day, can you estimate the total number of persons with disabilities that use your fixed route service? (Do not include customers who normally use ADA paratransit service) (Optional): _____

Source: Milwaukee County Department of Public Works; and SEWRPC.

SYSTEM NAME: Milwaukee County Transit System

CITY: Milwaukee County

STATE: Wisconsin

Table 8

TOTAL "PARATRANSIT" VEHICLES USED BY YOUR SYSTEM *

PARATRANSIT FLEET VEHICLES	Actual 1991	Actual 1992	Actual 1993	Actual 1994	Est. 1995	Projected 1996	Projected 1997
TOTAL NUMBER IN ACTIVE FLEET							
1. All Paratransit - Vans and Minivans*	199	205	184	173	169	172	204
2. All Paratransit - Buses*	0	0	0	0	0	0	0
3. Paratransit - Sedans/Wagons* (other than taxis)	0	0	0	0	0 ^a	0	0
LIFT EQUIPPED PARATRANSIT VEHICLES							
4. Paratransit - Buses, Vans, and Minivans* (with lifts/ramps from lines 1 and 2)	199	205	184	173	169	172	204
CONTRACTOR VEHICLES							
4. For 1995 and 1997, from lines 1 and 2 estimate the number of buses, vans, and minivans, etc., "OWNED" by your contractors that routinely provide paratransit (ADA and non-ADA) for your system.					169 ^a		204

* Please include all paratransit vehicles your system owns or leases, as well as vehicles used from your contractor's fleet. Do not include any accessible vehicles used on the fixed route.

^a Not reported in this table are 161 taxicab vehicles in the fleet of the taxicab operator currently participating in the user-side subsidy program. With these taxicab vehicles, a total of 330 vehicles were available to provided service under the program.

Note: None of the vehicles listed provide dedicated service to the ADA paratransit program.

Source: Milwaukee County Department of Public Works; and SEWRPC.

SYSTEM NAME: Milwaukee County Transit System CITY: Milwaukee County STATE: Wisconsin

Table 9

YOUR ADA "PARATRANSIT" CUSTOMERS

(Please make an estimate based on Actual Eligibility Determinations)

CHARACTERISTIC	Number or Percent
1. By 1995, how many persons had been certified as ADA paratransit eligible by your system? By 1997, please project how many people will be certified?	<u>12,514</u> <u>19,000</u>
2. Using the 1990 census, what is the total population of your service area?	<u>959,275</u>
3. Of those certified, can you estimate the percent who are ages: (Optional) 0 to 16 years old 17 to 61 years old 62 to 70 years old Over 70 years old Total	<u>1</u> % <u>21</u> % <u>11</u> % <u>67</u> % <u>100</u> %
4. Of those eligible for ADA paratransit, how many are employed? (Optional)	<u> </u>
5. Of those ADA paratransit eligible, what percent have as their most limiting or qualifying impairment: (Optional) Sensory impairments (visual, hearing) Mobility impairments requiring adaptive devices (devices: wheelchairs, walkers, ect.) Mental, cognitive, or developmental impairments (including alzheimers) Health impairments (heart disease, MS, CP, arthritis, kidney dysfunction, ect.) Total	<u> </u> % <u> </u> % <u> </u> % <u> </u> % <u>100</u> %

Source: Milwaukee County Department of Public Works; and SEWRPC.

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Appendix C

PUBLIC COMMENTS AND RELATED MATERIALS

Exhibit C-1

SUMMARY OF THE PROCEEDINGS OF THE
PUBLIC HEARING ON THE 1996 UPDATE OF
THE MILWAUKEE COUNTY PARATRANSIT SERVICE PLAN

Milwaukee County Executive Office for Persons
with Disabilities Public Hearing
December 1, 1995
Washington Park Senior Center

OPENING REMARKS

The public hearing was officially opened at 2:30 p.m. Opening remarks were presented by Mr. Donald Natzke, Chairman, Milwaukee County Commission for Handicapped and Disabled Persons, who briefly explained the paratransit planning requirements of the Americans With Disabilities Act of 1990 and the process involved in preparing the 1996 update of the Milwaukee County's paratransit service plan. Other members of the Milwaukee County Commission for Handicapped and Disabled Persons present at the public hearing were introduced.

A summary of the 1996 update of the County's paratransit service plan was given by Mr. Albert A. Beck, Principle Planner, for the Southeastern Wisconsin Regional Planning Commission. He provided a status report on what was proposed in the original paratransit service plan and where each of those proposals stood as of December 1995. A handout which summarized the status of the user-side subsidy program, in terms of the compliance with the Federal ADA eligibility and service criteria, was provided. Mr. Beck noted that the County has proposed to extend the timetable for implementing the required next day service policy by one year from January 1996 to January 1997. The proposed date for achieving full compliance with the ADA paratransit service requirements continues to be January 1, 1997, in the 1996 paratransit plan update.

TESTIMONY

Mr. Natzke then opened the floor to those persons who wished to comment on the County's paratransit service for the proposed 1996 update of the County's paratransit service plan. Of the 9 persons in attendance, a total of 3 persons chose to provide testimony. Following is a summary of the substantive comments made by these persons:

1. Theresa Dalhoe stated that as a user of the User Side Subsidy program she has observed capacity problems with the paratransit provider she utilizes. These capacity problems require her to routinely wait an extra five minutes for a ride and have occasionally kept her from scheduling a ride for "next-day" service. Ms. Dalhoe urged

the User Side Subsidy program to solve these capacity problems by contracting with additional paratransit service providers. Ms. Dalhoe also reported that she was denied service by a specific paratransit company when she informed them that she did not use that company exclusively for all the trips she made under the program.

2. George Stanivuk, a representative of Best Town Transport Company, agreed with Ms. Dalhoe that the User Side Subsidy program has serious capacity problems such as timeliness and not being able to accommodate reservations. He further stated that he supported the County's proposal to increase the amount of service available under the program by contracting with additional service providers and believed that it should improve the quality of service provided by giving program participants more providers to choose from.

3. John Doherty, a representative of Meda-Care Vans, Inc., stated that Milwaukee County has done an excellent job to date in respect to bringing the User Side Subsidy program into compliance with ADA regulations. However, he also stated that the County's proposal to increase the number of paratransit providers would not necessarily result in better service quality. Instead, Mr. Doherty believes that a better quality service would be achieved if providers could pay their paratransit drivers a higher wage. He suggested this could be achieved through an increase in the amount the County reimburses paratransit van providers for each ride, noting that while van service provider's costs have increased steadily in the last three years, the County reimbursement has remained constant at \$11.75 per trip.

(Several recesses were taken in receiving testimony in case additional individuals wished to attend and give testimony.)

ADJOURNMENT

After all individuals present had been given the opportunity to speak, Mr. Natzke closed testimony on the paratransit plan update. He thanked everyone for taking the time to come to the public hearing and to register their interest. He noted that written comments on the County's paratransit service and the plan update would be accepted through December 15, 1995. The public hearing was officially closed at 4:30 p.m.

Exhibit C-2

ATTENDANCE RECORD FOR THE PUBLIC HEARING ON THE 1996 UPDATE OF
THE MILWAUKEE COUNTY TRANSIT SYSTEM PARATRANSIT SERVICE PLAN

Washington Park Senior Center
4420 W. Vliet Street
December 1, 1995; 2:30 p.m.

Staff

Albert A. Beck
Donald R. Natzke

Timothy J. Ochinoski

RoseMary Oliveira
Nancy Senn

Brian P. Zobel

Principal Planner, SEWRPC
Director, Milwaukee County Commission for
Handicapped and Disabled Persons
Acting Director, Milwaukee County Executive
Office on Handicapped and Disabled Persons
Research Analyst, Milwaukee County Board
Paratransit Manager, Milwaukee County User
Side Subsidy Program
Senior Engineer, SEWRPC

General Public

Theresa Dalhoe
John Doherty
George Stanivuk

2905 W. Ramsey Avenue, Greenfield
Meda-Care Vans, Inc.
Best Town Transport Co.

NOTICE OF PUBLIC HEARING

Office of County Executive F. Thomas Ament

Handi-NEWS & NOTES

November 1995

PUBLIC HEARING

PUBLIC TRANSPORTATION SERVICES
(User Side Subsidy Program and Fixed Route)
as it relates to the
AMERICANS with DISABILITIES ACT (ADA)
and
MILWAUKEE COUNTY'S RESPONSE

Friday, December 1, 1995
Washington Park Senior Center
(4420 W. Vliet Street)
2:30 P.M. to 4:30 P.M.

Come and make your concerns and ideas heard on this important issue. All comments welcome. Written comments also welcome.

The open comment period is November 1, 1995 through December 1, 1995. Direct any written comments to: Milwaukee County Office on Handicapped, 235 W. Galena Street, Rm. 100, Milwaukee, WI 53212.

Sign language interpreters are available for persons who are hearing impaired.

For more information contact:

Milwaukee County Office on Handicapped
289-6767 (Voice) or 289-6701 (TDD)

Independence First
291-7520 (Voice) or 291-7525 (TDD)

United Cerebral Palsy
272-4500 (Voice) or 272-1077 (TDD)

Wisconsin Chapter, National Multiple Sclerosis Society
547-8999 (Voice)

Wisconsin Coalition for Advocacy
342-8700 (Voice & TDD)

Copies of the ADA Paratransit Plan Update will be available Friday, November 3, 1995 from the Office on Handicapped.



32331

ADA

AFFIDAVIT OF PUBLICATION

Milwaukee County
 Department of Administration
 901 North 9 Street
 Room 301
 Milwaukee, Wisconsin 53233

A public hearing on the American with Disabilities Act (ADA) Paratransit Plan Update for the Milwaukee County User Side Subsidy Program and the Milwaukee County Transit System will be held on Friday, December 15, 1995 at the Washington Park Senior Center, 4420 W. Vliet St., from 2:30 p.m. to 4:30 p.m. The Plan update provides a program to support the implementation of eligibility and service changes to the Milwaukee County User Side Subsidy Program. For a copy of the plan update, contact the Milwaukee County Office on Handicapped at 289-8787 (Voice) or 289-5501 (TDD) or telephone 289-8787. Come and make your comments known on this important issue. All oral and written comments are welcome; prior to the public hearing. Please write comments on the draft plan update to the Milwaukee County Office on Handicapped, 235 W. Galena St., Room 100, Milwaukee, WI 53212. Interpreters for the hearing impaired will be available at the public hearing.

Mary Ann Kaczmarek hereby states that she is authorized by Journal Sentinel Inc. to certify on behalf of Journal Sentinel Inc., publisher of the Milwaukee Journal Sentinel and The Sunday Journal Sentinel, public newspapers of general circulation, printed and published in the city and county of Milwaukee; that a notice of which the printed one hereto attached is a true copy, was published in The Sunday Journal Sentinel on the nineteenth day of November, 1995; that the date of such publications was the 19th day of November, 1995. That the Milwaukee Journal Sentinel and The Sunday Journal Sentinel are newspapers printed in the English language and that said printed copy was taken from said printed newspaper(s).

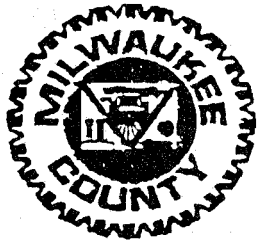
Mary Ann Kaczmarek
 Mary Ann Kaczmarek

State of Wisconsin)
) SS:
 County of Milwaukee)

Subscribed and sworn before me this 22 day of November, 1995.

Kim Pickard
 Notary Public State of Wisconsin
 My Commission Expires 3-1-1999

DEPARTMENT OF PUBLIC WORKS



Milwaukee County

PARATRANSIT SERVICES

November 13, 1995

Community Calendar
c/o Milwaukee Cable Advertising
Attn: Jim Radmann
1610 N. 2 St.
Milwaukee, WI 53212

Re: Advertisement on the Community Calendar
Milwaukee County User Side Subsidy Program

We are requesting that the attached Milwaukee County ADA Paratransit Plan Update be advertised on the Community Calendar. The notification should run for seven(7) days on the eleven(11) cable networks. The last run date must be prior to December 1, 1995.

Please contact me when this notification will appear on the Community Calendar. My telephone number is 278-4841.

Sincerely,

A handwritten signature in cursive script that reads "Kathy G. Angeli".

Kathy G. Angeli
Program Analyst

Enclosure

Cable Television Network Community Calendar Notice

**MILWAUKEE COUNTY
ADA PARATRANSIT UPDATE**

A public hearing on the Americans with Disabilities Act(ADA) Paratransit Plan Update for the Milwaukee County User Side Subsidy Program and the Milwaukee County Transit System will be held on Friday, December 1, 1995 at the Washington Park Senior Center, 4420 W. Vliet St., from 2:30 p.m. to 4:30 p.m. The Plan update provides a progress report on the implementation of eligibility and service changes to the Milwaukee County User Side Subsidy Program. For a copy of the plan update, contact the Milwaukee County Office on Handicapped at 289-6767(voice) or 289-6701(TDD-text telephone).

Come and make your concerns and ideas known on this important issue. All oral and written comments are welcome prior to the public hearing. Direct any written comments on the draft plan update to the Milwaukee County Office on Handicapped, 235 W. Galena St., Room 100, Milwaukee, WI 53212.

Interpreters for the hearing impaired will be available at the public hearing.

CORRESPONDENCE PERTAINING TO MILWAUKEE COUNTY'S
1996 PARATRANSIT SERVICE PLAN UPDATE

11/5/95

Gentlemen,

My husband suffered a massive stroke over 10 years ago - I don't know what we would have done with out the User Side Subsidy Program since I cannot put him in a car -

He is now at a nursing home and this program allows him to go to outside activities and also I can have him home one day a week -

Please continue with this program -

Husband:

Edward P Milner

Esther Milner
8040 N Mohawk Rd
Milw WI 53217

ANDREW W. KANE & ASSOCIATES, S. C.
CLINICAL, CONSULTING & FORENSIC PSYCHOLOGY
2815 NORTH SUMMIT AVENUE
MILWAUKEE, WISCONSIN 53211-3439

November 25, 1995

John F. Clark, Director
Milwaukee County Commission for Handicapped and Disabled Persons
235 West Galena Street
Milwaukee, WI 53212-3925

Dear Mr. Clark,

I'm writing to urge that public transportation services be maintained for handicapped and disabled persons.

One of my patients is legally blind, and has been dependent on the use of taxis for much of her mobility. While she tries to take a bus whenever she is able, bus schedules often make it impossible to do so, assuming there is a bus that goes where she needs to go.

Further complicating matters is that she is a single parent, who therefore has limited freedom of time or movement. Again, limited bus schedules and bus routes make it difficult, and often impossible, for her to do those things she must do for herself and her children.

It has been difficult for her to maintain her self-esteem and a feeling of being a productive person and parent as her vision has diminished in recent years. The ability to use taxis for part of her transportation has been an important component in her ability to feel competent and productive. I would expect this to be true for many other handicapped and disabled persons as well.

I would therefore strongly urge that taxis remain available as an essential and integral part of the transportation services, particularly for people who are blind.

Sincerely yours,

A handwritten signature in dark ink, appearing to read "Andrew W. Kane Ph.D.", enclosed within a large, loopy circular flourish.

Andrew W. Kane, Ph.D.
Licensed Psychologist

CYNTHIA K. PETERSON
c/o 9130 North Spruce Road
Milwaukee, Wisconsin 53217
phone (414) 351-5378

December 9, 1995

Ms Nancy Senm
c/o Milwaukee User Side Subsidy Program
Department of Public Works - Transportation
907 N. 10th St.
Courthouse Annex
Room 3
Milwaukee, WI 53233

Dear Ms. Senm:

As a brief introduction to you, my family has been recently introduced to the "world of the physically challenged". Over the summer of 1995, my 67 year old mother was diagnosed at the Mayo Clinic with what appears to be a sudden and aggressive case of Multiple Sclerosis. When we initially returned from Rochester to Milwaukee, Mom was capable of doing transfers relatively independently into her children's vehicles. Within the last few months, however, there has been a marked deterioration in her mobility (whether this is permanent or not is not medically predictable), which has resulted in Mom's reliance on the County's User Side system, and her children's reliance on this system as well. My mother needs frequent transportation assistance from her apartment in a nursing care unit at a retirement center to numerous medically required appointments throughout Milwaukee County. My mother's dependence upon your system at this time, combined with experiences I have heard of or have been a part of with Mom, have propelled me to write this letter and to attempt to become an advocate for Mom and similarly positioned people. I understand that a public forum was held on exactly this matter on December 1. I was unaware of such meeting, and obviously therefore unable to attend, so I am using this letter to state my opinions for their inclusion in your review.

Without naming the specific Company, in November Mom was scheduled to visit a doctor in the City of Milwaukee. I attended on the ride. The doctor's appointment was for 1:30 p.m. We were in the lobby of the mom's retirement center at 12:30, when the driver was due. But the Company was a half hour late. I understand this is acceptable to Users and can appreciate this given the unknowns of wheelchairs, finding access, traffic, etc.

But I do not find it acceptable that once the transportation arrived, the driver did not know how to locate the doctor's office. In fact, he did not know north from south on Lake Drive. I convinced him to pull over and ask workmen on the side of the road. They informed him that indeed he was driving the correct way, as I had insisted upon, south on Lake.

Needless to say, we were very late for the appointment. The doctor, being a professional, did make time for Mom. Then we had to face the return trip. It was, to say the least, even more eventful. We called for the van, and waited 1 1/2 hours. This is unacceptable.

Then, with three "challenged" individuals in the van and myself, we ventured back, by order of Capitol Drive, Silver Spring and finally Brown Deer, near Mom's retirement community. The driver dropped his Capitol Drive passenger off in an alley. I assume this was for accessibility. The alley was not plowed thoroughly and the ride through the alley was a bumpy, jerky and generally unpleasant ride. For the driver and all the other passengers, save Mom, this was probably nothing remarkable. With Mom's manifestation of MS, however, this kind of motion brought her almost unbearable pain.

By now it was getting dark. Then, still in the alley, the van runs out of gas! The driver left the van to looking for a gas station (to no avail) and also contacted his headquarters asking for assistance. Apparently, the company thought this was business as usual, because no emergency procedure was set up. Instead, we waited in a cold, dark, uncomfortable van for approximately 1 1/2 hours until another van arrived. During this time, my mother was crying in fear and dread both because of the fatigue (another symptom of MS) and her anxiety about being transferred from van to van in an icy alley. Also, my mother uses a leg catheter. So, besides comforting her, I located an old Pepsi cup, drained her catheter into it, and dumped the cup's contents in the alley. I also asked the driver to relay to his headquarters an instruction that they contact mom's retirement center to tell them we were being delayed. I heard him do so and I heard the contact voice say "A OKAY".

When at last the back-up vehicle arrived, the transfers were made. Our driver was ready to move mom up the second vehicles ramp when it was not locked, or in other words straight, due to a snow bank. The second driver and myself insisted that the accessibility be proper before the transfer. Mom and I arrived at her retirement center extremely traumatized at approximately 6:30PM. Because mom has now become a "challenged citizen", it took 6 1/2 hours for transportation for a brief doctor's appointment. This is contraindicated to her medical condition and required care, and her medicine regime was disrupted that day. The final ineptitude became apparent when I discovered that the Company had not contacted the retirement center as requested; in fact, the center had been calling the doctor, my sister, etc. to try to locate her.

I wish I could say this is an isolated situation, but I have learned that it is not. Following my experience, I was angered, and I made a few phone calls to agencies,

friends and nursing home staff members. At this point in time, and I would love to stand to be corrected, I have come to the conclusion that there is a systemic problem with the handicapped transportation system in Milwaukee County that conflicts with the well known federal regulation that demands equal access for the challenged under the American Disabilities Act. I have heard rumors that the Mass Transit Committee for the County Board assigns contracts to Users on the basis of the lowest bid. In fact, I have learned that once a company improves its service by providing increased benefits to its employees (thus motivating better service), then found that its next year's bid was slightly higher, the County Board denied them the contract. If you only pay for the lowest price service, and do not set acceptable standards of behavior, you are bound to end up with the lowest service level imaginable. This I have now personally witnessed.

I have talked to the owner of the van company referred to above. I have heard his view. He points out that the general non-handicapped public receives service from union, well-paid, benefited employees who have little, if none, of the physical work entailed with wheelchairs and such. Apparently this excuses behavior that would to me appear intrinsic in any transport system: the ability to show up when scheduled, the ability to know where you're going, and the foresight to not run out of gas. None of this has anything to do with whether your passengers are wheelchair bound or not.

I have heard from what I believe to be a State employee, that User bids are evaluated on the merits of their quality by the County Board. As he pointed out, I also recognize that transportation systems in general are being funded less throughout the country. However, it would only follow, that "if" the current handicapped accessibility program in Milwaukee is failing, lacking or below the standards of what is currently being offered to Milwaukee County general population residents at this moment, then any budget cuts should come from already thriving programs and not the flailing-sister programs.

Even if there is no additional money for these programs, certainly there is a way to contract with these companies for dependable service. Both my sister and I have now used the van system several times. It is extremely cumbersome, and absolutely incomparable to the general taxi or bus service, to which we are both very accustomed. The handicapped van program is not that different from taxi service, which runs quite smoothly. If the van owners are receiving public money, then they need to be told clearly what standards are expected of them, and their contracts must be terminated if they fail to meet these standards. I got the distinct impression that the van drivers didn't care what their customers thought about their services. Why should they, they have a captive audience. When I spoke to a Users' clerk, she implied that there were no reviews of complaints nor overseeing of the contracted service.

Based on the price my mother paid for her fare, I am sure that these companies are highly subsidized by the government. If this is the case, I would far prefer that the government save the money it pays the User-side van companies and give it to me; I

will find a competent company to transport my mother by van, and I will set rules and pay them a rate that ensures effective service.

I have spoken to an agency which has informed me of a meeting to be held January 23, 1996 at the Interfaith for the Elderly. I understand the focus is to develop a model for the Milwaukee County Handicap Transportation System. I intend to attend as a concerned public observer. I will not leave this issue until it is satisfactorily resolved. I would appreciate any communication from you on any further meetings or other information pertinent to this subject.

In summary, my initial impression is that the handicapped do not receive comparable quality treatment in the area of transportation as the non-handicapped. The concept of having a single, unified, comparably paid and benefitted company for the handicapped on par with the non-handicapped is tantalizing. I would appreciate your explanation of why this approach was not enacted initially in Milwaukee County and of its financial feasibility in the future.

Sincerely,.



Cynthia Peterson

cc: Mr. Albert Beck
S.E. Wisconsin Regional Planning Center
P.O. Box 1607
Waukesha, Wisconsin 53187-1607

Exhibit C-5

OUTREACH ACTIVITIES FOR THE MILWAUKEE COUNTY
USER-SIDE SUBSIDY PROGRAM: 1995

Activity	Dates	Number of Participants
Meetings:		
Transportation Committee of the Older Adult Service Provider Consortium	January 24, 1995 February 27, 1995 March 27, 1995 May 1, 1995 June 12, 1995 August 29, 1995 October 2, 1995	6-12 6-12 6-12 6-12 6-12 6-12 6-12
Presentations:		
1. Interfaith	March 28, 1995 September 19, 1995	N/A N/A
2. Spanish Center (Council for Spanish Speaking)	February 17, 1995	N/A
3. Village at Manor Park	March 6, 1995	N/A
4. Adult Services Transition Group	May 18, 1995	N/A
5. Clinton Rose Senior Center	September 18, 1995	N/A
6. Adult Services Group	November 14, 1995	N/A
Solicitation of comments on 1996 paratransit plan update:		
1. Notices published in <u>The Milwaukee Journal Sentinel</u>	November 19, 1995	Approximate newspaper circulation of 600,000
2. Advertised on 11 cable network stations as a Public Service Announcement with voice-over	November 24-30, 1995	N/A
4. Announcement distributed using mailing list of Milwaukee County Executive Office for Persons with Disabilities	November 3, 1995	Mailing list includes 2,700 names

Exhibit C-5
(continued)

Activity	Dates	Number of Participants
Marketing Materials/Brochures:		
1. "Speaker Availability" letter sent with organizational requests for applications	January 1-June 1, 1995	N/A
2. Contact with hospitals and groups regarding health fairs	February 14-22, 1995	N/A
3. Pleasant View School Transition Forum	March 23, 1995	N/A
4. Froederdt Memorial Lutheran Hospital Health Fair	March 29, 1995	N/A
5. Get A Life / Mobility Training	May 6, 1995	N/A
6. San Camillus Health Fair	June 28, 1995	N/A
7. VA Hospital Resource Fair	November 30, 1995	N/A

Source: Milwaukee County Department of Public Works and SEWRPC.

Exhibit C-6

ACTIVITIES FOR ONGOING PARTICIPATION BY DISABLED INDIVIDUALS
 IN THE PLANNING AND DEVELOPMENT OF THE MILWAUKEE COUNTY
 USER-SIDE SUBSIDY PROGRAM: 1995

Activity	Dates	Number of Participants
Meetings: Milwaukee County Commission for Persons with Disabilities	January 9, 1995 February 13, 1995 March 13, 1995 April 10, 1995 May 8, 1995 June 12, 1995 July 17, 1995 September 11, 1995 October 9, 1995 November 13, 1995	15-20 15-20 15-20 15-20 15-20 15-20 15-20 15-20 15-20 15-20

Source: Milwaukee County Department of Public Works and SEWRPC.

Exhibit C-7

CONSULTATION ACTIVITIES FOR THE MILWAUKEE COUNTY
USER-SIDE SUBSIDY PROGRAM: 1995

Activity	Dates	Number of Participants
Meetings:		
1. Paratransit Study Coordinating Committee	February 22, 1995 March 2, 1995 March 21, 1995 April 25, 1995	10-15 10-15 10-15 10-15
2. Paratransit Study Advisory Committee	October 12, 1995 November 13, 1995	10-15 15-20
3. Paratransit Study Technical Committee	December 11, 1995	8-10
4. Wisconsin Project ACTION Steering Committee	June 16, 1995 July 25, 1995 August 24, 1995 September 28, 1995	N/A N/A N/A N/A
5. USSP Work Group on Driver Wages	July 27, 1995 September 13, 1995 November 29, 1995	N/A N/A N/A
6. TRB Panel, Computerized Paratransit Dispatching, Irvine, CA	February 13-14, 1995	N/A
7. Milwaukee County Transit System/ Half Fare Consultation and Application Development	February 27, 1995 March 2, 1995 April 12, 1995 June 5, 1995	N/A N/A N/A N/A
8. Orange County Transportation Authority, Orange County, CA	February 13, 1995	N/A
9. Metro Mobility, Minneapolis, MN	July 13, 1995	N/A

Exhibit C-7
(Continued)

Activity	Dates	Number of Participants
Telephone calls/conferences:		
1. Transportation Research Board Annual Meeting	January 25-28, 1995	300
2. Coalition for Advocacy	February 13, 1995	N/A
3. Badger Association Needs Assessment Work Group	March 21, 1995	N/A
4. Solving ADA Paratransit Problems: Addressing the Cost of Compliance, Irvine, CA	September 22-24, 1995	N/A
5. Sacred Heart Institute Brain Injury Seminar	October 26, 1995	N/A
6. Center for Transportation Studies	December 6, 1995	N/A
7. Dr. James Cobb, Bureau of Health Care Financing	February 2, 1995	N/A
8. APTA Integrated Service Design, Minneapolis, MN	July 12, 1995	N/A
9. Broward County Paratransit	July 28, 1995	N/A
10. New York Transit Authority	August 29, 1995	N/A
Other activities:		
1. Transit NOW	November 30, 1995	N/A
2. National Public Radio Interview re Mobility Training	May 1, 1995	N/A

Source: Milwaukee County Department of Public Works and SEWRPC.