

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

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Roland O. Tonn, AICP ..... Chief Community Assistance Planner

Special acknowledgement is due Mr. Albert A. Beck, Principal Planner,  
and Mr. Brian P. Zobel, Senior Engineer, for their contributions to the  
preparation of this report.



# SOUTHEASTERN WISCONSIN REGIONAL PLANNING COMMISSION

916 N. EAST AVENUE

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WAUKESHA, WISCONSIN 53187-1607

TELEPHONE (414) 547-8721  
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Serving the Counties of:

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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 Waukesha 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. 110, A Paratransit Service Plan for Disabled Persons: 1996 Update/Waukesha 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 Waukesha 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. 96-4**

**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  
(WAUKESHA 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 Waukesha County transit system as documented in SEWRPC Memorandum Report No. 62, A Paratransit Service Plan for Disabled Persons: Waukesha 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 Waukesha County 1995 paratransit service plan update as set forth in SEWRPC Memorandum Report No. 100, A Paratransit Service Plan for Disabled Persons: 1995 Update/Waukesha 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 Waukesha County transit system, as set forth in SEWRPC Memorandum Report No. 110, A Paratransit Service Plan for Disabled Persons: 1996 Update/Waukesha 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 Waukesha County transit system, as documented in the aforementioned SEWRPC Memorandum Report No. 110, was formally adopted by the Waukesha County Board of Supervisors on January 23, 1996; and

WHEREAS, it is intended that the paratransit service plan update for disabled persons for the Waukesha County transit system, as set forth in SEWRPC Memorandum Report No. 110, 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. 62; 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 Waukesha County transit system as set forth in SEWRPC Memorandum Report No. 110.

SECOND: That the 1996 update of the paratransit service plan for disabled individuals for the Waukesha County transit system as set forth in SEWRPC Memorandum Report No. 110, 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. 110, 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. 110, A Paratransit Service Plan for Disabled Persons: 1996 Update/Waukesha 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 110**

**A PARATRANSIT SERVICE PLAN FOR DISABLED  
PERSONS: 1996 UPDATE/WAUKESHA 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**

The preparation of this publication was financed in part through planning funds provided by the Wisconsin Department of Transportation and the U. S. Department of Transportation, Federal Transit Administration.

**January 1996**

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

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Southeastern Wisconsin Regional Planning Commission  
Memorandum Report No. 110

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

GENERAL INFORMATION

In January 1992, Waukesha County 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 fixed route transit systems to provide paratransit service to disabled individuals as a complement to 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, Waukesha 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 Waukesha County Transit System. All federally required information and certifications for the plan update are included in the text of and 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. 62, A Paratransit Service Plan for Disabled Persons: Waukesha County Transit System; No. 77, A Paratransit Service Plan for Disabled Persons: 1993 Update/Waukesha County Transit System; No. 92, A Paratransit Service Plan for Disabled Persons: 1994 Update/Waukesha County Transit System; and No. 100, A Paratransit Service Plan for Disabled Persons: 1995 Update/Waukesha 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.

It should be noted that, as with the County's original plan and the subsequent plan updates documented in the aforementioned SEWRPC reports, the 1996 plan update addresses only the County paratransit service for disabled persons which is provided within the major travel corridor between the City of Waukesha and the City of Milwaukee central business district to comply with Federal ADA regulations. The County provides additional paratransit services for both elderly and disabled persons throughout Waukesha County through the specialized transportation programs administered by the Waukesha County Department of Aging. These

other countywide paratransit services--including the Department of Aging's Ride-Line program and the user-side subsidy program--have not been, nor are they intended to be, addressed in this report. The other countywide paratransit services were addressed in a separate planning effort completed by SEWRPC at the request of Waukesha County in June 1992.<sup>1</sup>

#### Contact Person

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

Mr. Richard A. Bolte, Director  
Waukesha County Department of Transportation  
1320 Pewaukee Road  
Waukesha, Wisconsin 53188-3677

Telephone: (414) 548-7740  
FAX: (414) 896-8097  
TDD/Text  
Telephone: (414) 548-7948

#### Required Approvals

The 1996 update of the paratransit service plan for the Waukesha County Transit System documented in this report was adopted by the Waukesha County Board of Supervisors on January 23, 1996, and 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 Waukesha County Board of Supervisors and certification of plan conformance by SEWRPC (Federal Form 1), are provided in Appendix A.

#### COMPLIANCE STATUS

The County's 1992 paratransit service plan proposed that some modifications be made to the parallel commuter paratransit program in order for the program to meet the Federal ADA paratransit service requirements. The 1993 plan update included a revised timetable for implementing the proposed modifications which called for extending the timetable for implementing the modifications over a longer period from that set forth in the County's original paratransit service plan to allow the County additional time for further study of the recommendations of a Countywide specialized transportation service plan completed by SEWRPC in June 1992. The revised timetable called for the Waukesha County Transit System to achieve full compliance with the Federal ADA paratransit service requirements by January 1, 1995, and was approved by the FTA with its approval of the 1993

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<sup>1</sup>See SEWRPC Memorandum Report No. 71, A Specialized Transportation Service Plan For Elderly and Disabled Persons Within Waukesha County, June 1992.

plan update. The County's 1994 plan update, which was also approved by the FTA, reflected a change to private contractor operation of the paratransit service, indicated that the County had implemented all modifications to the parallel commuter bus program proposed to be implemented in the federally approved timetable except for accepting requests for use of the paratransit service during normal business hours on a "next day" basis, and continued to show that the County would reach full compliance by January 1, 1995.

Waukesha County's 1995 plan update reported that it had fully implemented the provision of "next-day" service during early 1994. However, during the summer of 1994, the quality of the service provided by the private contract operator began to diminish and a significant number of service related complaints, including complaints concerning missed trips and trip denials, began to surface. The private transit company which the County contracted with to provide its paratransit service--Nichols Medical Transports, Ltd.--ultimately defaulted on its contract with the County on September 15, 1994. Several contractors provided paratransit services on an emergency basis for Waukesha County until October 1, 1994, when Meda-Care Vans of Waukesha, Inc. began providing service under an interim short-term contract extending through March, 1995. However, as a cost-saving measure to stay within the County's 1994 operating budget, a decision was made to temporarily change the "next day" service policy back to a 24 hour advanced trip reservation policy under the interim service contract.

Meda-Care Vans of Waukesha, Inc. was ultimately awarded a final long-term paratransit service contract for the remainder of 1995 and 1996, which called for providing service on a "next day" basis. Waukesha County achieved full compliance with this Federal paratransit service requirement on September 15, 1995 when the contract was fully executed. Consequently, the county is currently in full compliance with all six ADA paratransit service requirements; and continues to meet the on-going requirements for the public participation of persons with disabilities.

#### PUBLIC COMMENTS ON PLAN UPDATE

A public hearing on the County's 1996 plan update was held at 1:30 p.m. on November 28, 1995, in the Waukesha County Administration Building, which is accessible to disabled individuals. A total of three persons, consisting of three staff persons, attended the public hearing. A summary of the plan was presented by SEWRPC staff. No individuals were in attendance to comment on the County's 1996 plan update. No written comments were received during the outreach effort or the official public comment period which pertained to the County's 1996 plan update. The minutes of the public hearing are included in Appendix B.

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## **APPENDICES**

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Appendix A  
FEDERALLY REQUIRED CERTIFICATIONS

Exhibit A-1

ENROLLED ORDINANCE 150-88

APPROVE 1996 ADA PARATRANSIT SERVICE PLAN UPDATE

WHEREAS the Americans with Disabilities Act (ADA) requires the County to prepare and implement a program to provide transit service for those individuals unable to use the fixed route bus system, and

WHEREAS the Southeastern Wisconsin Regional Planning Commission, in conjunction with staff from the Departments of Aging and Transportation, has prepared an updated ADA Paratransit Service Plan which is designed to meet Federal Transit Administration requirements, and

WHEREAS the updated plan was the subject of a public hearing held on November 28, 1995.

THE COUNTY BOARD OF SUPERVISORS OF THE COUNTY OF WAUKESHA DOES ORDAIN that the 1996 ADA Paratransit Service Plan Update, on file with the County Clerk, is hereby approved and the Director of the Transportation Department is hereby directed to submit the plan to the Federal Transit Administration as required by law and to sign all required documents on behalf of Waukesha County.

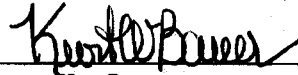
Kathleen L. Milbrath  
Kathleen L. Milbrath, Deputy  
County Clerk

A-4

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 Waukesha 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.



---

Kurt W. Bauer  
Executive Director

January 24, 1996



RESOLUTION NO. 96-4

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  
(WAUKESHA 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 Waukesha County transit system as documented in SEWRPC Memorandum Report No. 62, A Paratransit Service Plan for Disabled Persons: Waukesha 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 Waukesha County 1995 paratransit service plan update as set forth in SEWRPC

A-6

Memorandum Report No. 100, A Paratransit Service Plan for Disabled Persons: 1995 Update/Waukesha 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 Waukesha County transit system, as set forth in SEWRPC Memorandum Report No. 110, A Paratransit Service Plan for Disabled Persons: 1996 Update/Waukesha 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 Waukesha County transit system, as documented in the aforementioned SEWRPC Memorandum Report No. 110, was formally adopted by the Waukesha County Board of Supervisors on January 23, 1996; and

WHEREAS, it is intended that the paratransit service plan update for disabled persons for the Waukesha County transit system, as set forth in SEWRPC Memorandum Report No. 110, 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 Reports No. 62; 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 Waukesha County transit system as set forth in SEWRPC Memorandum Report No. 110.

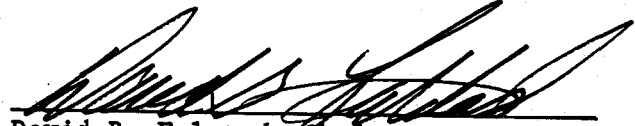
SECOND: That the 1996 update of the paratransit service plan for disabled individuals for the Waukesha County transit system as set forth in SEWRPC Memorandum Report No. 110, has been reviewed by the Southeastern Wisconsin Regional Planning Commission and is found to be in conformance with the transportation plan developed under 23 CFR Part 450.

THIRD: That the said SEWRPC Memorandum Report No. 110, 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. 110, A Paratransit Service Plan for Disabled Persons: 1996 Update/Waukesha 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

Exhibit A-3

CERTIFICATION OF EQUIVALENT SERVICE

Waukehsa County certifies that its demand-responsive service offered to individuals with disabilities, including individuals who use wheelchairs, will be equivalent to the level and quality of service offered to individuals without disabilities. Such service, when viewed in its entirety, will be provided in the most integrated setting feasible and will be equivalent with respect to:

- (1) Response time;
- (2) Fares;
- (3) Geographic service areas;
- (4) Hours and days of service;
- (5) Restrictions on trip purpose;
- (6) Availability of information and reservation capability; and
- (7) Constraints on capacity or service availability.

In accordance with 49 CFR 37.77, public entities operating demand-responsive systems for the general public which receive financial assistance under section 18 of the Urban Mass Transportation (UMT) Act through the Federal Transit Administration (FTA) must file this certification with the appropriate state program office before procuring any inaccessible vehicle. Such public entities not receiving FTA funds shall also file the certification with the appropriate state program office. Such public entities receiving FTA funds under any other section of the UMT Act must file the certification with the appropriate FTA regional office. This certification is valid for no longer than one year from its date of filing.

Name of Authorized Official: Richard A. Bolte

Signature: Richard A. Bolte

Title: Director, Waukesha County Transportation Department

Date: 1/3/96

## Appendix B

### PUBLIC COMMENTS AND RELATED MATERIALS

Exhibit B-1

PUBLIC HEARING MINUTES

1996 PARATRANSIT SERVICE PLAN UPDATE  
FOR THE WAUKESHA COUNTY TRANSIT SYSTEM  
NOVEMBER 28, 1995 1:30 p.m. Room G-59  
WAUKESHA COUNTY ADMINISTRATION CENTER  
1320 PEWAUKEE ROAD  
WAUKESHA, WI. 53188

Proceedings and testimony from this hearing are reported by Robert A. Haines, P.E., Senior Transportation Engineer, Waukesha County Transportation Dept.

**Appearances:**

Robert A. Haines, P.E., Senior Transportation Engineer, Waukesha County Transportation Department, 1320 Pewaukee Road, Waukesha, WI. 53188.

Albert A. Beck, Principal Planner, Southeastern Wisconsin Regional Planning Commission, 916 North East Avenue, P.O. Box 1607, Waukesha, WI. 53187-1607.

**Proceedings:**

Robert Haines - Robert began the hearing by introducing himself as the public hearing officer and declaring the hearing open at 1:30 p.m. Robert explained that the purpose of the hearing was to comply with the requirements of the Americans With Disabilities Act (ADA) and to receive public comment on the 1996 Paratransit Service Plan Update for the Waukesha County Transit System. Robert introduced Albert Beck as the plan update preparer and asked that Al give a brief overview of the 1996 plan update.

Albert Beck - Al began by explaining the general characteristics of the Waukesha County Transit System's Paratransit Service, and the requirements of the ADA. Al reviewed the 1995 plan update and indicated that although the target date for full compliance with the ADA was missed, the Waukesha County Transit System did achieve full compliance on September 15, 1995. The target date for full compliance as listed in the 1995 plan update was June 1, 1995.

Beginning in January, 1994, Waukesha County began providing it's Paratransit Service through a contractor procured through a competitive bidding process. The service was operated by Nichols Medical Transports, LTD. until September, 1994 when they defaulted on their contract. A temporary contractor, Meda-Care Vans of Waukesha, Inc. was awarded a contract to operate the service until another competitive bidding process could be completed. Because of the contractors default, two milestone slippages had occurred that delayed full compliance with the ADA. These milestone slippages were: 1) The scheduling of service for trip requests on a next day service basis; and 2) Expand capacity so that no substantial number of trip denials or missed trips occur. Both of these milestones had target dates of January, 1995.

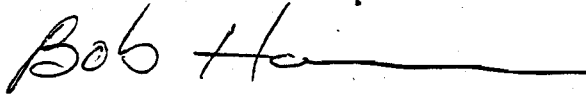


Upon completion of the competitive bidding process it was determined that the temporary contractor, Meda-Care Vans of Waukesha, Inc., would be retained as the paratransit service operator. A new long-term contract was awarded and the Waukesha County Transit System came into full compliance with the ADA upon execution of that contract on September 15, 1995.

Robert Haines - Robert indicated that if there were any members of the public present who wished to address the hearing, they may do so now, and seeing no one, Robert declared the hearing closed at 1:40 p.m.

I, Robert A. Haines, do hereby certify that I was present at the foregoing hearing and that I recorded the said proceedings as notations consisting of pages 1 and 2, and that this record is a true and correct copy of my original notations taken at said hearing.

Dated this 28th day of November, 1995.

A handwritten signature in cursive script, appearing to read "Bob Haines", followed by a horizontal line.

Robert A. Haines, P.E.  
Senior Transportation Engineer  
Waukesha County Transportation Department