



A PARATRANSIT SERVICE PLAN FOR DISABLED PERSONS: 1996 UPDATE/ CITY OF WAUKESHA TRANSIT SYSTEM UTILITY

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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.

**MEMORANDUM REPORT
NUMBER 109**

**A PARATRANSIT SERVICE PLAN FOR DISABLED PERSONS: 1996
UPDATE/CITY OF WAUKESHA TRANSIT SYSTEM UTILITY**

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. 109

A PARATRANSIT SERVICE PLAN FOR DISABLED PERSONS:
1996 UPDATE/CITY OF WAUKESHA TRANSIT SYSTEM UTILITY

GENERAL INFORMATION

In January 1992, the City of Waukesha Transit System Utility completed and submitted to the U.S. Department of Transportation, Federal Transit Administration (FTA), a proposed paratransit service plan for the City'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, the City of Waukesha 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 City of Waukesha Transit System Utility. All federally required information and certifications for the plan update are included in the text of and Appendices to this report.

The City's paratransit service plan and the 1993, 1994, and 1995 updates are documented in SEWRPC Memorandum Reports No. 61, A Paratransit Service Plan for Disabled Persons: City of Waukesha Transit System Utility; No. 76, A Paratransit Service Plan for Disabled Persons: 1993 Update/City of Waukesha Transit System Utility; No. 91, A Paratransit Service Plan for Disabled Persons: 1994 Update/City of Waukesha Transit System Utility; and No. 99, A Paratransit Service Plan for Disabled Persons: 1995 Update/City of Waukesha Transit System Utility. 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 City's paratransit plan update documented in this report should be directed to:

Mr. Robert C. Johnson
Transit Coordinator
City of Waukesha Transit System Utility
2311 Badger Drive
Waukesha, Wisconsin 53188-5932

Telephone: (414) 524-3594
FAX: (414) 524-3646
TDD/Text
Telephone: (414) 524-3847

Required Approvals

The 1996 update of the paratransit service plan for the City of Waukesha Transit System Utility documented in this report was adopted by the City of Waukesha Common Council on December 5, 1995, 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, including the resolution by the City of Waukesha Common Council and certification of plan conformance by SEWRPC (Federal Form 1), are provided in Appendix A.

COMPLIANCE STATUS

The City's 1992 paratransit service plan proposed that some modifications be made to the 1991 METROLIFT program in order for the program to meet Federal ADA paratransit service requirements. The 1993, 1994, and 1995 plan updates proposed no further modifications and reported that all of the necessary paratransit service modifications had been implemented in accordance with the timetable originally set forth in the City's 1992 plan. The City of Waukesha achieved full compliance with the Federal paratransit service requirements on January 4, 1993, 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

Throughout the past year, the City of Waukesha's Transit Coordinator and transit system staff were available to meet with disabled individuals to address questions or issues relating to the paratransit service as well as the City's accessible fixed route bus service. The Transit Coordinator also presented the 1996 ADA plan update to the City of Waukesha Ad Hoc ADA Committee which comments on all City issues related to complying with the Americans with Disabilities Act of 1990, including the planning and development of the paratransit services provided by the METROLIFT program.

As part of the specific outreach activities for the 1996 plan update, transit system staff met with representatives, including both staff and disabled persons of the following organizations concerning Waukesha Metrolift: Waukesha County Human Services; LaCasa Village; LaCasa Seniors; Waukesha Training Center; Community Art Centers, Inc.; Full Citizenship Initiative; and the Adaptive Community Approach Program (ACAP). The significant public comments received from these organizations and the City responses may be summarized as follows:

Comment: METROLIFT riders do not get home at the same time every day. This represents problems for scheduling attendants to meet clients at the curb when they are discharged from the METROLIFT vehicle.

Response: Arrival times will vary, depending on the number of riders. Clients can always call to determine an arrival time based on the day's current schedule.

Comment: Reservations can only be made one day in advance.

Response: Reservations may be made up to 21 days in advance of the desired travel time.

Comment: METROLIFT should allow up to 50% subscription service. During times when capacity will be exceeded, subscription service should be allocated in such a manner that allows all subscription riders to receive some service.

Response: While subscription service is not required by the ADA paratransit regulations, and cannot exceed 50% of capacity unless there is excess capacity, subscription service does make it easier to schedule trips. Therefore, in 1996, METROLIFT will attempt a limited subscription service on a first come, first served basis.

Comment: Publish a METROLIFT brochure with all of the current rules.

Response: A METROLIFT brochure is currently in production and should be available for distribution by January, 1996.

Comment: Some paratransit vehicles arrive 15 to 35 minutes late for a scheduled appointment.

Response: This is an unusual occurrence. The City is striving to operate the METROLIFT service absolutely on time. One of the many barriers to operating the service on time is riders who are not ready and waiting for the paratransit vehicle when it arrives. METROLIFT then has to wait for these passengers, and this puts the bus behind schedule. METROLIFT has recently established a policy of allowing a maximum wait time of five minutes for any METROLIFT pick-up. The rider must appear within five minutes of the bus arrival, or the bus will leave.

Comment: Volunteers should be allowed to serve as attendants on the buses. How about using Huber work-release prisoners as attendants on the paratransit vehicles?

Response: City staff will consider this proposal. There are questions concerning training and liability that the City would need to resolve before allowing volunteers or Huber work-release prisoners to act as attendants on the paratransit vehicles.

Comment: The Community Art Center is willing to change its hours of operation to accommodate more paratransit trips.

Response: This would certainly help to improve the timeliness of paratransit trips. The service currently becomes filled to capacity between the hours of 7:00 a.m. to 9:00 a.m. and 2:00 p.m. to 4:00 p.m. when passengers from the Waukesha Training

Center, the Community Art Center, and the Adaptive Community Approach Program arrive and depart.

The public hearing on the City's 1996 plan update was held at 3:30 p.m. on November 30, 1995, in the Waukesha City Hall, which is accessible to disabled individuals. A total of 13 persons--including members of the Waukesha Transit System Utility Board, City and SEWRPC staff, and the general public--attended the public hearing. A summary of the plan was presented by City staff. No individuals were in attendance to comment on the city's 1996 plan update. No written comments were received during the official public comment period which pertained to the City's 1996 plan update. The lack of formal public comment on the 1996 plan update at the hearing was expected given that City staff had met previously with representatives from the disabled community as part of this year's outreach effort (comments provided above). The minutes of the public hearing are included in Appendix B.

* * *

APPENDICES

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Appendix A
FEDERALLY REQUIRED CERTIFICATIONS

Exhibit A-1

**RESOLUTION OF THE WAUKESHA COMMON COUNCIL
APPROVING THE 1996 PARATRANSIT SERVICE PLAN UPDATE**

IN THE OFFICE OF THE CLERK OF THE CITY OF WAUKESHA,
COUNTY OF WAUKESHA, STATE OF WISCONSIN

I, THOMAS E. NEILL, Clerk-Treasurer of the City of Waukesha, of the County of Waukesha, of the State of Wisconsin do hereby certify that the attached Resolution R 81-95 Adopting SEWRPC Staff Memorandum A Paratransit Service Plan for Disabled Persons: 1996 Update/City of Waukesha Transit System Utility has been compared by me with the original on file in the office of the Clerk of said City of Waukesha, and that the same is a true and correct copy of the original, and of the whole thereof, as the same now remains on file and of record in the Office of said City Clerk.

In testimony whereof I have hereunto set my hand and affixed the seal of said City of Waukesha, in said County and State this 8th day of December, 1995.

Thomas E. Neill

Thomas E. Neill, Clerk-Treasurer of the
City of Waukesha, of the County of
Waukesha, of the State of Wisconsin



Resolution No. 81-95

**RESOLUTION ADOPTING SEWRPC STAFF MEMORANDUM
A PARATRANSIT SERVICE PLAN FOR DISABLED PERSONS:
1996 UPDATE/CITY OF WAUKESHA TRANSIT SYSTEM UTILITY**

WHEREAS, regulations issued by the U.S. Department of Transportation require the preparation of a paratransit plan update annually to meet the requirements of the Americans with Disabilities Act; and

WHEREAS, the City of Waukesha Transit System Utility Board requested the assistance of the Southeastern Wisconsin Regional Planning Commission in the preparation of the paratransit plan update; and

WHEREAS, the recommendations contained in the plan update were approved by the City of Waukesha ADA Advisory Committee and the Waukesha Transit System Utility Board after conducting an extensive outreach effort to solicit public input and after the conducting of a formal public hearing.

NOW, THEREFORE, BE IT RESOLVED that, the City of Waukesha Common Council hereby adopts the paratransit plan update as a guide to the provision of paratransit service within the Waukesha area.

BE IT FURTHER RESOLVED that the Transit Coordinator of the City of Waukesha transmit a certified copy of this resolution to the Southeastern Wisconsin Regional Planning Commission.

PASSED THIS 5th DAY OF DECEMBER 1995.

APPROVED THIS 6th DAY OF DECEMBER 1995.

Carol A. Opel
Carol A. Opel, Mayor

ATTEST:

Thomas E. Neill
Thomas E. Neill, Clerk/Treasurer

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 City of Waukesha Transit System Utility 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. 96-5

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
(CITY OF WAUKESHA TRANSIT SYSTEM UTILITY-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 City of Waukesha Transit System Utility as documented in SEWRPC Memorandum Report No. 61, A Paratransit Service Plan for Disabled Persons: City of Waukesha Transit System Utility, 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 City of Waukesha 1995 paratransit service plan update as set forth in SEWRPC

Memorandum Report No. 99, A Paratransit Service Plan for Disabled Persons: 1995 Update/City of Waukesha Transit System Utility, adopted by the Commission on January 25, 1995; and

WHEREAS, the 1996 update of the paratransit service plan for disabled individuals for the City of Waukesha transit system, as set forth in SEWRPC Memorandum Report No. 109, A Paratransit Service Plan for Disabled Persons: 1996 Update/City of Waukesha Transit System Utility, prepared in response to a standing request from the City 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 City of Waukesha Transit System Utility, as documented in the aforementioned SEWRPC Memorandum Report No. 109, was formally adopted by the City of Waukesha Common Council on December 5, 1995; and

WHEREAS, it is intended that the paratransit service plan update for disabled persons for the City of Waukesha Transit System Utility, as set forth in SEWRPC Memorandum Report No. 109, 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. 61; 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 City of Waukesha Transit System Utility as set forth in SEWRPC Memorandum Report No. 109.

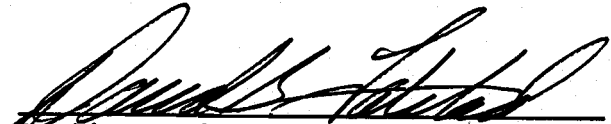
SECOND: That the 1996 update of the paratransit service plan for disabled individuals for the City of Waukesha transit system as set forth in SEWRPC Memorandum Report No. 109, has been reviewed by the Southeastern Wisconsin Regional Planning Commission and is found to be in conformance with the transportation plan developed under 23 CFR Part 450.

THIRD: That the said SEWRPC Memorandum Report No. 109, 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

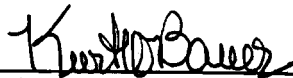
at any subsequent office that the said Commission might occupy, for examination and study during regular Commission office hours by whomsoever may desire of the same.

FOURTH: That a true, correct, and exact copy of this resolution, together with a complete and exact copy of SEWRPC Memorandum Report No. 109, A Paratransit Service Plan for Disabled Persons: 1996 Update/City of Waukesha Transit System Utility, 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

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Appendix B

PUBLIC COMMENTS AND RELATED MATERIALS

Exhibit B-1

**PROCEEDINGS OF THE PUBLIC HEARING ON THE WAUKESHA TRANSIT SYSTEM UTILITY
PARATRANSIT SERVICE PLAN UPDATE
NOVEMBER 30, 1995 AT 3:30 P.M.**

REGISTRATION

Transit Board Present:

Paul A. Feller, Chairman
Leonard Smith
James Brostrom
Emy Llanas Wood
Alderman Jerome Seidl
Alderman Paul J. Pronold
Clarence Stoehl

Staff Present:

Robert C. Johnson, Transit Coordinator
Donald G. Jans, General Manager

Guests Present:

Albert A. Beck, SEWRPC
Brian Zobel, SEWRPC
Alderman James Ripplinger
Jack Burke, Waukesha Freeman Reporter

MINUTES OF THE PARATRANSIT PLAN UPDATE PUBLIC HEARING

Chairman Feller began the hearing with introductions, then turned the meeting over to Mr. Johnson. Mr. Johnson summarized the plan update contents and noted that no written comments had been received. Mr. Johnson also summarized outreach meetings that had been held with various disabled persons and groups.

Mr. Feller than asked if anyone from the audience wished to provide comments on the paratransit plan update. No one appeared.

Mr. Feller then declared the hearing closed.