

City of Waukesha Transit Commission

Title VI Submittal

February 15, 2016

INTRODUCTION

This submittal will assure that the City of Waukesha Transit Commission (Waukesha Metro Transit) and the Waukesha County Transit System (administered under contract by the City of Waukesha Transit Commission) has continued compliance with Title VI of the Civil Rights Act of 1964 and with U.S. Department of Transportation Title VI regulations (FTA Circular 4702.1B) concerning Federal Transit Administration grants. Per FTA Circular 4702.1B, this submittal only deals with the City of Waukesha Transit Commission and the Waukesha County Transit System and not the City of Waukesha or Waukesha County as a whole. A triennial review was conducted of Waukesha's Title VI program in 2014 and there were no findings.

The following pages include the general requirements for all recipients as well as specific requirements for fixed route transit providers. The City of Waukesha Transit Commission and the Waukesha County Transit System are small transit systems with an under 50 fixed route buses operating in peak service thus are exempt from the additional fare and service equity reporting requirements.

Passengers Civil Rights Notice

The City of Waukesha Transit Commission and Waukesha Metro Transit operates its programs without regard to race, sex, color, or national origin. Information on the City of Waukesha Transit Commission's nondiscrimination obligations and copies of documents related to Title VI, EEO, and ADA are available at the Downtown Transit Center customer service window, located at 212 E. St. Paul Avenue in Waukesha. If a member of the public wishes to file a discrimination complaint against the transit system, he/she should follow the Waukesha Metro Transit Civil Right Complaint procedures which can be found on all Metro buses, posted at the Transit Center and also available at www.waukeshametro.org.

Aviso de los Derechos Civiles de los Pasajeros

La Comisión del Tránsito de la Ciudad de Waukesha dirige sus programas sin consideración a raza, sexo, color u origen nacional. La información acerca de obligaciones no discriminatorias y las copias de los documentos relacionados con el Título VI, EEO y ADA de la Comisión del Tránsito de la Ciudad de Waukesha están disponibles en la ventanilla de servicio al consumidor en el Centro del Tránsito de Downtown, localizado en 212 E. St. Paul Avenue en Waukesha. Si algún miembro del público desea presentar una denuncia de discriminación en contra del sistema del tránsito, el/ella debe seguir los procesos del Tránsito de Waukesha Metro para la Queja de Derecho la cual puede ser encontrada en todos los autobuses del Metro, en el Centro del Tránsito y también disponible en www.waukeshametro.org.

Title VI Public Notification Description

The City of Waukesha Transit Commission notifies the public of their Title VI protections by posting its Title VI statement and complaint procedures in the lobby of its Transit Center in downtown Waukesha, on each bus, and on its website.

CITY OF WAUKESHA TRANSIT COMMISSION

TITLE VI STATEMENT

The City of Waukesha Transit Commission and Waukesha Metro Transit operates its programs without regard to race, sex, color, or national origin. Information on the City of Waukesha Transit Commission's nondiscrimination obligations and copies of documents related to Title VI, EEO, and ADA are available at the Downtown Transit Center customer service window, located at 212 E. St. Paul Avenue in Waukesha. If a member of the public wishes to file a discrimination complaint against the transit system, it should follow the procedures outlined below.

COMPLAINT PROCEDURE

Title VI Discrimination Equal Employment Opportunity (EEO) Americans with Disabilities Act (ADA)

The City of Waukesha Transit Commission and Waukesha Metro Transit have incorporated appropriate due process standards that provide for the prompt and equitable resolution of complaints alleging any action prohibited by federal, state, or local law or regulations, including, but not limited to, matters related to discrimination, Title VI, Equal Employment Opportunity, and the Americans with Disabilities Act. Resolution of complaints will be handled in the following manner:

1. A complaint may be submitted in writing on a Title VI Complaint Form (available at the Downtown Transit Center), by telephone, or in person with a description of the incident to the office of the Transit Manager at the office or telephone number listed below. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.
2. If the complaint is deemed incomplete, additional information will be request and the Complainant will be provided 30 days to submit required information. Failure to do so will deem the complaint unresponsive and the complaint will be dismissed.
3. Upon receipt of a complete complaint, the Transit Manager will investigate and respond to the complainant within 30 days.
4. If the complainant is not satisfied with the Transit Manager's resolution of the issue, the complainant may then appeal the decision to the City of Waukesha Transit Commission Board. The Board will schedule a hearing at a mutually convenient time with the complainant to consider the issue. If the resolution of the issue by the Board is not satisfactory to the complainant, an appeal may be made to the U.S. Department of Transportation, Federal Transit Administration.
5. The responsible employee to coordinate efforts to comply with this policy is:

Mr. Brian Engelking, Transit Manager
City of Waukesha Transit Commission
2311 Badger Drive
Waukesha, WI 53188-5932
Telephone: 262/524-3634
FAX: 262/524-3646

Comisión del Tránsito de la Ciudad de Waukesha

Declaración del título vi

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Procedimiento de quejas

Título VI

Discriminación

Igualdad de Oportunidades de Empleo (eoo)

Acto de Americanos con Discapacidades (ADA)

La Comisión del Tránsito de la Ciudad de Waukesha y el Tránsito Metro de Waukesha han incorporado correspondientes normas acerca del debido proceso para la pronta y equitativa resolución alegando cualquier acción prohibida por la ley federal, estatal o local o regulaciones, incluyendo, pero no limitadas a, problemas relacionados a discriminación, Título VI, Igualdad de Oportunidades de Empleo y el Acto de Americanos con Discapacidades. La Resolución de quejas será conducida de la siguiente manera:

1. Una queja puede ser presentada por escrito en una Forma de Quejas del Título VI (disponible en el Centro de Tránsito de Waukesha), por teléfono, o en persona con una descripción del incidente en la oficina del Director de Tránsito a la oficina o el teléfono listados abajo. Denuncias del Título VI deben ser presentadas dentro de 180 días de la fecha de la alegada discriminación.
2. Si la denuncia es considerada incompleta, información adicional será requerida y al Querellante se le dará 30 días para presentar la información peticionada. Fallo a lo requerido dará el hecho a que la queja se considere sin datos adecuados y la queja será rechazada.
3. Una vez la denuncia sea presentada, el Director del Transito investigará y responderá la denuncia dentro de 30 días.
4. Si la persona que presentó la queja no está satisfecho(a) con la resolución del problema hecha por el Director de Tránsito, éste deberá de entonces apelar por una decisión con la Junta de la Comisión del Tránsito de la Ciudad de Waukesha. La Junta programará una audiencia a una fecha mutuamente conveniente para considerar el problema. Si la resolución del problema de la Junta, no le satisface, una apelación puede ser hecha al Departamento de Transportación de EEUU, Administración Federal del Tránsito.
5. El empleado encargado de coordinar los esfuerzos para cumplir con esta póliza es:
Mr. Brian Engelking, Gerente de Transito
Comisión del Tránsito de la Ciudad de Waukesha
2311 Badger Drive
Waukesha, WI 53188-5932
Teléfono: 262/524-3634
FAX: 262/524-3646

Waukesha Transit Commission Title VI Complaint Form



Waukesha Metro Transit is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to processing your complaint. If you require any assistance in completing the form, please contact Metro at 262-524-3636. Completed forms must be returned to: Waukesha Metro Transit, 2311 Badger Drive, Waukesha, WI 53188.

-
1. Name: _____

 2. Address: _____

City: _____ State: _____ Zip: _____

 3. Telephone Number: _____ (Alt Phone): _____

 4. Person(s) discriminated against (if someone other than complainant):

 5. Which of the following best describes the reason for the alleged discrimination took place? (Check one)
___Race ___Color ___National Origin (Limited English Proficiency)

 6. Date of Incident: _____

Please describe the alleged discrimination incident. Provide the names and title of all Metro employees involved (if known). Explain what happened and whom you believe was responsible. Please use the back of this form if needed.

(Complete reverse side of form)

La Comisión del Tránsito de Waukesha Forma de Quejas del Título VI



Waukesha Metro Transit está comprometido a asegurar que ninguna persona sea excluida del participar en o a ser negado de los beneficios de sus servicios a bases de raza, color u origen nacional, proporcionado por el Título VI del Acta de Derechos Civiles del 1964, como es rectificado. Las quejas del Título VI deben ser completadas dentro de 180 días a partir de la fecha de la alegada discriminación.

La siguiente información es necesaria para procesar su queja. Si usted requiere de cualquier asistencia para completar esta forma, por favor contacte a Metro al 262-524-3636. Formularios completados deben ser regresados a la siguiente dirección: Waukesha Metro Transit, 2311 Badger Drive, Waukesha, WI 53188.

1. Nombre: _____
2. Dirección: _____
Ciudad: _____ Estado: _____ Código Postal: _____
3. Número de Teléfono: _____ (Tel. Alternativo): _____
4. Persona(s) discriminada (si es alguien que no sea el que esté presentando la queja):

5. ¿Cuál de los siguientes puntos es el que mejor describe la razón de la alegada discriminación? (Marque uno)
 Raza Color Origen Nacional (Habilidad Limitada del Inglés)
6. Fecha del Incidente: _____

Por favor describa el incidente de la alegada discriminación. Provea nombres y títulos de todos los trabajadores del Metro envueltos (si se conocen). Explique qué sucedió y quién usted cree que fue el responsable. Por favor utilice la parte posterior del formulario si es que lo necesita.

_____ (Complete la parte posterior)

Por favor describa el incidente de la alegada discriminación (continuación)

¿Ha completado alguna vez una queja con alguna otra agencia federal, estatal o local? (Marque una) Sí No

Si es cierto, liste la agencia (agencias) y la información de contacto abajo:

Agencia: _____ Nombre de Contacto: _____
Dirección, Ciudad, Estado & Código Postal: _____ Teléfono: _____

Agencia: _____ Nombre de Contacto: _____
Dirección, Ciudad, Estado & Código Postal: _____ Teléfono: _____

Yo afirmo que he leído la acusación citada anteriormente y que es cierta a mi mejor conocimiento, información y creencia.

Firma del Acusante

Fecha

Nombre del Acusante en Letra de Imprenta

Uso de Oficina Solamente

Fecha recibida: _____

Recibida por: _____

City of Waukesha Transit Commission

Listing of Complaints

A list of any Title VI investigations, complaints, or lawsuits filed with the agency since the time of the last submission. This list should include only those investigations, complaints, or lawsuits that pertain to the agency submitting the report, not necessarily the larger agency or department of which the entity is a part.

Complaint #1

Received 9/25/13 from an attorney representing a passenger involved with an incident with a driver on 8/23/13. The complaint alleged that the driver, African American, discriminated against the passenger, who was white, and made reference to the passenger's race when making rude comments to the passenger.

Action: An investigation occurred and the driver was disciplined. Correspondence was sent on 10/16/13 and no further correspondence occurred and the complaint was deemed resolved.

Complaint #2

Received 1/16/16 from a passenger alleging that the website does not meet ADA standards, nor to some of the commuter route bus stop signs and signage on the commuter route buses and that drivers do not call out the bus stops as required per the ADA.

Action: Correspondence was sent on February 9, 2016 responding to these allegations and included that the website was being converted to an ADA compliant platform prior to the complaint and would be rolled out this Spring. Also, the correspondence included other actions that were being taken to address the concerns raised. Given that the correspondence was sent 6 days ago, this complaint is considered pending.

Waukesha Transit Commission Public Participation Plan



The Waukesha Transit Commission (WTC) is committed to ensuring that no person is excluded from participation in the planning of its transportation services including but not limited to low income, minority and those with limited English proficiency persons. The following activities are conducted to ensure participation:

1. Public Hearings are held when considering major service reductions and/or fare increases. The public is offered the opportunity to speak at these hearings or may submit written comments prior to the meeting. The selected meeting locations are served by public transportation.
2. WTC conducts extensive outreach efforts in the community to ensure public participation. This includes training and educational sessions for English as a Second language students (both traditional and adult), low income, disabled and senior residents. These activities include opportunities for participants to ask questions and make comments and recommendations about transit service to WTC staff.
3. WTC is an active member of several community associations including the Waukesha Hispanic Collaborative Network and the Specialized Transportation Providers Network. Many of these associations are focused on assisting low income, disabled, minority and LEP individuals. Through these associations, WTC receives public comment from organizations that provide services to these underserved populations.
4. Public comments regarding WTC's service are welcome every service day and are accepted via US Mail, e-mail or by calling the WTC Customer Service line. Customer service staff forwards all comments regarding service changes to the Transit Manager for consideration.
5. Passengers have been afforded the opportunity to comment on WTC service when participating in onboard passenger surveys and have been taken into consideration when planning or altering service.

LIMITED ENGLISH PROFICIENCY PLAN
WAUKESHA METRO TRANSIT
February 2016

Introduction

Waukesha Metro Transit (WMT) has developed this Limited English Proficiency (LEP) Plan to identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to WMT transit and paratransit services as required under guidance published by the Federal Transit Administration (FTA). A limited English proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English. This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future plan updates. In developing the plan, WMT undertook a U.S. Department of Transportation four factor LEP analysis which considers the following: 1) The number or proportion of LEP persons eligible in the WMT service area who maybe served or likely to encounter an WMT program, activity, or service; 2) the frequency with which LEP individuals come in contact with an WMT service; 3) the nature and importance of the program, activity or service provided by the WMT to the LEP population; and 4) the resources available ton WMT and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following sections.

Four Factor Analysis

The FTA's LEP guidance¹ requires a four factor analysis to determine the level of assistance required to provide meaningful access. The analysis performed by WMT is contained below.

¹ See *“Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons--A Handbook for Public Transportation Providers,” Federal Transit Administration Office of Civil Rights, April 13, 2007*

The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population

Information on the size and location of the LEP population in the WMT service area was derived from the 2010-2014 U. S. Census population figures for questions on language use and English-speaking ability asked of persons aged 5 and over. The total population aged 5 and over for the years 2010-2014 in the census tracts representing the WMT service area was 101,051 persons. Of this total, 11,670, or about 12 percent, spoke a language other than English at home, with the majority (53 percent) speaking Spanish. A total of 1,897 persons, representing about 1.9 percent of the total service area population and about 16.3 percent of those speaking another language at home, indicated that they spoke English "not well" or "not at all." Persons who speak English "not well" or "not at all" are considered to be LEP persons for the purposes of this plan.

The figures and percentage of the population age 5 and over that are considered as LEP persons are shown in Tables 1 and 2. Map 1 displays the census tracts where the LEP population was greater than the average for the WMT service area of 1.9 percent noted above. About 72 percent of the LEP population is contained in the eight census tracts with above average concentrations of LEP persons. Both the absolute size of the LEP population and the percentage of the total population in these tracts are small. The number of LEP persons in these tracts ranged from 54 to 528 persons and represented from 2.0 to 8.6 percent of the population aged 5 and over in the census tracts representing the WMT service area. The vast majority (75 percent) of the LEP population for WMT speaks Spanish.

Frequency of Contact with LEP persons for WMT Programs, Activities, and Services

Metro has not received any requests for translated materials or interpreters.

The primary locations where the public comes into contact with Metro are as follows:

- Downtown Transit Center (fare media sales, general information, ADA eligibility and paratransit information, route and schedule information)
- Fixed Route and Paratransit vehicles (using system, fare payment, route and schedule information)
- Customer Information Line (route and schedule information, ADA eligibility and paratransit information, general information)
- Metro website (information on system).

Metro's staff has had limited contact with individuals with limited English skills in need of assistance in using the system or getting information about the system. Operations personnel have indicated limited contact with individuals whose English language skills were limited and they have been able to communicate sufficiently to provide assistance as needed. The vast majority of the individuals with limited English language skills that Metro has come in contact with are Spanish speaking. A few of

Metro's staff are Spanish speaking and are available if assistance is needed. Metro has only had some instances in the last few years at the Downtown Transit Center where a person with limited English required assistance and with the resources available, Metro assisted the person. Metro Customer Service personnel report that there are few telephone requests from non-English speaking individuals who they have not been able to assist. Metro has not received written correspondence nor electronic inquiries concerning this issue.

All onboard surveys conducted since 2005 include both English and Spanish surveys. About 5% of completed surveys from these studies are in Spanish which has been consistent with census data.

Importance of WMT's Programs, Activities, and Services to Persons of Limited English Proficiency

Metro operates fixed-route bus service and its Metrolift service, a demand-response paratransit service for people with disabilities.

Fixed-route service is used by the majority of people who ride Metro. The two most important areas in the use of fixed-route service which involve language skills are trip planning, and in-trip information. Essentially, in order to use fixed-route service, an individual first needs to determine bus stops, time, and bus routes to accomplish a particular trip, and then needs to wait at the correct bus stop, board the correct bus, and get off at the correct bus stop. A person that does not speak English may require assistance in trip planning, but this can occur before the time of the trip. During the trip, speaking and understanding English is not necessary, but may be required to deal with unusual situations.

Demand-responsive service has different requirements. In order to qualify, an individual must submit an application and, if approved, receive an identification card. English language skills are necessary for this process, but many agencies provide assistance in this process. In addition, family members provide assistance in this process for many applicants. Once approved, an individual must make a telephone reservation for each trip. Language skill is required for this process, but another person, such as a family

member or agency, can make the reservation for the individual. No language skills are necessary during the trip. The service is designed to provide service for persons with a wide variety of disabilities, including persons with severe cognitive disabilities who do not speak or understand any language. The rider must have their identification card to ride and their pick-up and drop-off locations are provided to the driver in the form of a Driver Manifest. Also, the Dispatch Department has access to information on each rider including if the passenger has an impairment that affects his/her ability to speak or hear, and an emergency contact person should the driver need assistance.

A final important area is participation in Metro's public input process. When an increase in fares or significant changes in service are being considered, Metro seeks input from riders and other members of the public. Language skills are necessary for participation. However, the Metro procedure provides a range of ways to make comments, ask questions, or make a suggestion.

Available Resources and Overall Costs for WMT Limited English Proficiency Plan

Metro has many informational pieces in Spanish including: signage inside buses, signage at bus shelters, posters at the Downtown Transit Center, Title VI notice and forms, Guide to Ride brochure and Transit Guide. Portions of Metro's bus schedules are translated to Spanish and the Metro website can also be translated to Spanish and other languages using Google Translate.

Metro also provides bilingual (English and Spanish) Customer Courtesy cards for passengers to fill out if they are witness to an incident while riding the bus. Metro does not provide verbal translation assistance but has utilized Spanish speaking staff for the rare times it has been needed. Metro also participates in Community Resource Days that occur at the Downtown Waukesha Campus of Waukesha County Technical College (WCTC). WCTC's Downtown Waukesha Campus is primarily devoted to GED and English as a Second Language programs. Metro has also given presentations on how to ride the bus to English as a Second Language classes at WCTC, groups from the Waukesha Hispanic Resource Center and ESL students from the School District of Waukesha. In addition, Metro is a member of the Waukesha Hispanic Collaborative Network (WHCN) which works to provide resources for the Hispanic community in the Waukesha area. Metro also is incorporating more use of pictograms and other symbols in lieu of text to where applicable to help reduce the need for translation.

Based on the analysis above, there is not a significant need for translated materials in additional languages beside Spanish. Given the relatively small size of the LEP population, it is not cost effective to create separate information pieces that are in Spanish only such as route schedules. To minimize the cost of

translation, Metro partners with a Spanish language professor from Carroll University to have printed documents translated to Spanish. The documents are translated by students free of charge as work study projects and are reviewed by the professor for accuracy. Additional information pieces will include information in Spanish when warranted and cost efficient to provide.

Metro through its partnership with the WHCN and other community organizations works to provide a broad network of transit information to LEP persons and refers LEP persons to one of these organizations should a LEP person need language assistance beyond what Metro can provide. Metro will continue to monitor the LEP population in its service area and will adjust its LEP Plan to meet the needs of the Metro community.

WMT LEP Implementation Plan

Metro has implemented the vast majority of its LEP plan which includes providing the following informational pieces in Spanish:

Signage inside buses (Fare structure, Half Fare card information, onboard policies, etc.), signage at bus shelters, posters at the Downtown Transit Center, Title VI notice and forms, Guide to Ride brochure and Transit Guide. Portions of Metro's bus schedules are translated to Spanish and the Metro website can also be translated to Spanish and other languages using Google Translate.

Metro also provides bilingual (English and Spanish) Customer Courtesy cards for passengers to fill out if they are witness to an incident while riding the bus. Metro does not provide verbal translation assistance but has utilized Spanish speaking staff for the rare times it has been needed. Metro also participates in Community Resource Days that occur at the Downtown Waukesha Campus of Waukesha County Technical College (WCTC). WCTC's Downtown Waukesha Campus is primarily devoted to GED and English as a Second Language programs. Metro has also given presentations on how to ride the bus to English as a Second Language classes at WCTC, groups from the Waukesha Hispanic Resource Center and ESL students from the School District of Waukesha. In addition, Metro is a member of the Waukesha Hispanic Collaborative Network (WHCN) which works to provide resources for the Hispanic community in the Waukesha area. Metro also is incorporating more use of pictograms and other symbols in lieu of text to where applicable to help reduce the need for translation.

Metro through its partnership with the WHCN and other community organizations works to provide a broad network of transit information to LEP persons and refers LEP persons to one of these organizations should a LEP person need language assistance beyond what Metro can provide.

In the future, Metro will continue to provide the resources it current provides and update LEP materials as warranted. In addition, Metro will continue to monitor the LEP population in its service area and their needs by reviewing updated demographic information as well reviewing feedback from its internal findings and community partners. Metro will adjust this LEP Plan to meet the needs of the Metro community accordingly.

Table 1

**PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP) IN
THE SERVICE AREA WAUKESHA METRO TRANSIT: 2014**

	Total Population Age Five and Over	Percent of Total Population
Total population	101,051	100.0
Population Speaking only English	89,381	88.5
Population Speaking Other Languages		
Speaking Spanish		
Total	6,214	6.1
With Limited English Proficiency ^a	1,420	1.4
Speaking Indo-European Languages		
Total	2,672	2.6
With Limited English Proficiency ^a	96	0.1
Speaking Asian and Pacific Islander Languages		
Total	2,401	2.4
With Limited English Proficiency ^a	324	0.3
Speaking Other Non-English Languages		
Total	383	0.4
With Limited English Proficiency ^a	57	0.1
All Other Non-English Languages		
Total	11,670	11.5
With Limited English Proficiency ^a	1,897	1.9

^a Limited English Proficiency (LEP) persons were those who indicated for the Census that they did not speak English well or spoke no English.

Source: U.S. Bureau of the Census, American Community Survey, and SEWRPC.

Table 2

PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP) IN THE SERVICE AREA FOR WAUKESHA METRO TRANSIT BY CENSUS TRACT: 2014

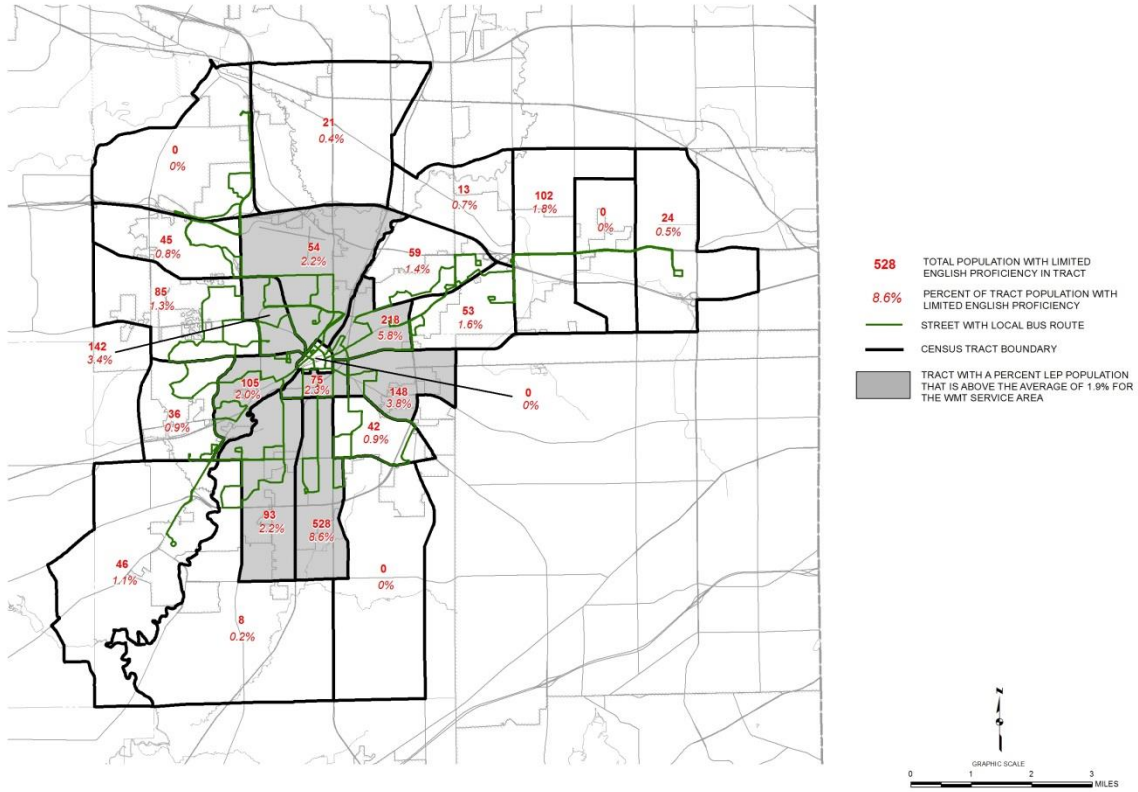
Census Tract	County	Population age 5 and over												
		Total	Speaking Only English	Speaking Languages other than English										Percent of Total Population Considered LEP ^a
				Speaking Spanish		Speaking Indo-European Languages		Speaking Asian and Pacific Islander Languages		Speaking Other Non-English Languages		All Non-English Languages		
				Total Persons	LEP ^a Persons	Total Persons	LEP ^a Persons	Total Persons	LEP ^a Persons	Total Persons	LEP ^a Persons	Total Persons	LEP ^a Persons	
2011.01	Waukesha	4,664	4,069	144	--	224	--	133	--	94	24	595	24	0.5
2012.01	Waukesha	1,985	1,804	25	--	126	13	22	--	8	--	181	13	0.7
2012.02	Waukesha	5,731	5,050	153	14	223	--	261	76	44	12	681	102	1.8
2012.03	Waukesha	3,217	2,704	17	--	302	--	176	--	18	--	513	--	--
2021.01	Waukesha	4,021	3,693	125	29	102	--	101	17	--	--	328	46	1.1
2021.02	Waukesha	4,478	4,248	127	8	68	--	35	--	--	--	230	8	0.2
2021.03	Waukesha	3,445	3,322	10	--	75	--	30	--	8	--	123	--	--
2022.01	Waukesha	3,883	3,693	59	17	106	19	25	--	--	--	190	36	0.9
2022.02	Waukesha	5,271	4,677	502	105	25	--	37	--	30	--	594	105	2.0
2023.01	Waukesha	4,291	3,802	184	86	208	--	24	7	73	--	489	93	2.2
2023.02	Waukesha	6,158	4,896	1,109	517	17	--	136	11	--	--	1262	528	8.6
2024	Waukesha	4,734	4,298	323	35	74	--	33	7	6	--	436	42	0.9
2025	Waukesha	3,889	3,395	414	118	51	9	--	--	29	21	494	148	3.8
2026	Waukesha	3,288	2,767	430	75	77	--	14	--	--	--	521	75	2.3
2027	Waukesha	1,621	1,529	14	--	78	--	--	--	--	--	92	--	--
2028	Waukesha	3,754	2,935	727	210	20	--	72	8	--	--	819	218	5.8
2029.01	Waukesha	4,167	3,398	252	31	254	--	199	28	64	--	769	59	1.4
2029.02	Waukesha	3,388	2,972	101	20	113	15	193	18	9	--	416	53	1.6
2030	Waukesha	2,407	1,958	371	33	35	--	43	21	--	--	449	54	2.2
2031.01	Waukesha	5,986	5,224	207	--	222	--	333	45	--	--	762	45	0.8
2031.02	Waukesha	6,656	5,958	495	--	70	20	133	65	--	--	698	85	1.3
2031.03	Waukesha	4,200	3,869	290	122	41	20	--	--	--	--	331	142	3.4
2033.05	Waukesha	3,841	3,638	53	--	88	--	62	--	--	--	203	--	--
2033.06	Waukesha	5,976	5,482	82	--	73	--	339	21	--	--	494	21	0.4
Total		101,051	89,381	6,214	1,420	2,672	96	2,401	324	383	57	11,670	1,897	1.9

^aLimited English Proficiency (LEP) persons were those who indicated in the Census that they did not speak English well or spoke no English. Tracts where the percent of the total population that is LEP is at or above the overall average of about 1.9 percent for the Waukesha Metro Transit service area are shown in **Bold** print.

Source: U.S. Bureau of the Census, American Community Survey, and SEWRPC.

Map 1

WAUKESHA METRO TRANSIT (WMT) LIMITED ENGLISH PROFICIENCY (LEP) POPULATION: 2014



Source: SEWRPC

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**LIMITED ENGLISH PROFICIENCY PLAN
WAUKESHA COUNTY TRANSIT SYSTEM
February 2016**

Introduction

The Waukesha County transit system (WCTS) is administered by Waukesha Metro Transit (Metro) and contracts all its operations to 4 contractors: Wisconsin Coach Lines (WCL), Milwaukee County Transit System (MCTS), Metro and Transit Express. The services each contractor provides WCTS is listed below:

WCL

4 Commuter routes (From various communities in Waukesha County to downtown Milwaukee)

MCTS

1 Commuter route (From Menomonee Falls to downtown Milwaukee)

1 Local route (Extension of the Gold Line- From Waukesha County Line to Brookfield Square)

Metro

1 Local route (Extension of Rt. 1- From Goerkes Corners to Brookfield Square)

Transit Express

Paratransit Provider (Route 901 Parallel Corridor Service)

Metro acts as the umbrella organization for WCTS and provides general information about all the services WCTS provides. Each contractor is responsible for providing specific information on the services they provide for WCTS.

The Waukesha County transit system (WCTS) has developed this Limited English Proficiency (LEP) Plan to identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to WCTS transit and paratransit services as required under guidance published by the Federal Transit Administration (FTA). A limited English proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English. This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and

information for future plan updates. In developing the plan, WCTS undertook a U.S. Department of Transportation four factor LEP analysis which considers the following: 1) The number or proportion of LEP persons eligible in the WCTS service area who maybe served or likely to encounter an WCTS program, activity, or service; 2) the frequency with which LEP individuals come in contact with an WCTS service; 3) the nature and importance of the program, activity or service provided by the WCTS to the LEP population; and 4) the resources available to WCTS and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following sections.

Four Factor Analysis

The FTA's LEP guidance¹ requires a four factor analysis to determine the level of assistance required to provide meaningful access. The analysis performed by WCTS is contained below.

The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population

Information on the size and location of the LEP population in the WCTS service area was derived from 2010-2014 U. S. Census population figures for questions on language use and English-speaking ability asked of persons aged 5 and over. The total population aged 5 and over in the years 2010-2014 in the census tracts in Waukesha, Washington, and Milwaukee Counties representing the WCTS service area was 344,678 persons. Of this total, 29,457, or about 8.5 percent, spoke a language other than English at home, with Spanish being the most prevalent language spoken (43.2 percent). A total of 3,825 persons, representing about 1.1 percent of the total service area population and about 13.0 percent those speaking another language at home, indicated that they spoke English "not well" or "not at all." Persons who speak English "not well" or "not at all" are considered to be LEP persons for the purposes of this plan.

The figures and percentage of the population age 5 and over that are considered as LEP persons are shown in Tables 1 and 2. Maps 1 and 2 display the census tracts in Waukesha, Washington, and Milwaukee Counties where the LEP population was equal to or greater than the average of 1.1 percent for the WCTS service area noted above. About 76.5 percent of the LEP population is contained in the 27 census tracts with above average concentrations of LEP persons. Both the absolute size of the LEP population and the percentage of the total population in these tracts are small. The number of LEP persons in these tracts ranged from 17 to 528 persons and represented from 1.1 to 9.5 percent of the population aged 5 and over in the census tracts representing the WCTS service area. The majority (56.7 percent) of the LEP population for WCTS speaks Spanish.

¹ See *“Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons--A Handbook for Public Transportation Providers,” Federal Transit Administration Office of Civil Rights, April 13, 2007*

Frequency of Contact with LEP persons for WCTS Programs, Activities, and Services

WCTS has not received any requests for translated materials or requests for interpreters for its services.

The primary locations where the public comes into contact with WCTS are as follows:

- Metro Downtown Transit Center (fare media sales, general information, route and schedule information)
- Fixed Route and Paratransit vehicles of each contractor (using system, fare payment, route and schedule information)
- Customer Information Lines for each contractor (route and schedule information, ADA eligibility and paratransit information, general information)
- Each contractor's website (information on system).

Staff of all contractors report very limited contact with individuals with limited English skills in need of assistance when getting information or using WCTS. Operations personnel of these services have indicated very limited contact with individuals whose English language skills were limited and they have been able to communicate sufficiently to provide assistance as needed. Metro, who administers WCTS and processes Paratransit IDs for WCTS, has not had very few instances at the Transit Center where a person with limited English required assistance for WCTS services. Customer Service personnel at all contractors report that there are very few telephone requests from non-English speaking individuals requesting information about WCTS services. Metro has not received written correspondence nor electronic inquiries concerning this issue about WCTS.

Importance of WCTS's Programs, Activities, and Services to Persons of Limited English Proficiency

As previously state WCTS operates fixed-route bus service and paratransit service operated by contractors.

Fixed-route service is used by the vast majority of people who ride WCTS. The two most important areas in the use of fixed-route service which involve language skills are trip planning, and in-trip information. Essentially, in order to use fixed-route service, an individual first needs to determine bus stops, time, and bus routes to accomplish a particular trip, and then needs to wait at the correct bus stop, board the correct

bus, and get off at the correct bus stop. A person that does not speak English may require assistance in trip planning, but this can occur before the time of the trip. During the trip, speaking and understanding English is not necessary, but may be required to deal with unusual situations.

Demand-responsive service has different requirements. In order to qualify, an individual must submit an application and, if approved, receive an identification card. English language skills are necessary for this process, but many agencies provide assistance in this process. In addition, family members provide assistance in this process for many applicants. Once approved, an individual must make a telephone reservation for each trip. Language skill is required for this process, but another person, such as a family member or agency, can make the reservation for the individual. No language skills are necessary during the trip. The service is designed to provide service for persons with a wide variety of disabilities, including persons with severe cognitive disabilities who do not speak or understand any language. The rider must have their identification card to ride and their pick-up and drop-off locations are provided to the driver in the form of a pick up and drop off list. Also, Transit Express has access to information on each rider including if the passenger has an impairment that affects his/her ability to speak or hear, and an emergency contact person should the driver need assistance.

A final important area is participation in WCTS's public input process. When an increase in fares or significant changes in service are being considered, WCTS seeks input from riders and other members of the public. Language skills are necessary for participation. However, the WCTS procedure provides a range of ways to make comments, ask questions, or make a suggestion.

Available Resources and Overall Costs for WCTS Limited English Proficiency Plan

WCTS has some informational pieces in Spanish including: signage at bus shelters, posters at the Downtown Transit Center, and Transit Guide. The Metro website, which has all of WCTS route information, also may be translated to Spanish and other languages using Google Translate.

Given the relatively small number of individuals needing assistance and the very low frequency of contact of LEP persons to WCTS, major efforts would not be cost efficient. The analysis indicates that of the few that need assistance, Spanish is the predominant language spoken and there is not a significant need for translated materials in additional languages besides Spanish.

In the future, other information pieces may include information in Spanish when warranted and cost efficient to provide. WCTS will continue to monitor the LEP population in its service area and will adjust its LEP Plan to meet the needs of the community.

WCTS LEP Implementation Plan

Metro, which administers WCTS, incorporates the WCTS services into many of its LEP activities and information pieces. This includes providing the following information in Spanish: signage at bus shelters, posters at the Downtown Transit Center, and Transit Guide. The Metro website, which has all of WCTS route information, also may be translated to Spanish and other languages using Google Translate. Metro also is incorporating more use of pictograms and other symbols in lieu of text to where applicable to help reduce the need for translation.

In addition, Metro incorporates WCTS into many of its outreach activities to the LEP communities and also works with the same LEP community resources on behalf of WCTS. Given the relatively small number of individuals needing assistance and the very low frequency of contact of LEP persons to WCTS, the LEP measures taken are sufficient. In the future, Metro will continue to provide the resources it current provides for WCTS and update LEP materials as warranted. In addition, Metro will continue to monitor the LEP population in its service area and their needs by reviewing updated demographic information as well reviewing feedback from its internal findings and community partners. Metro will adjust this LEP Plan to meet the needs of the WCTS customers accordingly.

Table 1

**PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP) IN
THE SERVICE AREA FOR THE WAUKESHA COUNTY TRANSIT SYSTEM: 2014**

	Total Population Age Five and Over	Percent of Total Population
Total population	344,678	100.0
Population Speaking only English	315,221	91.5
Population Speaking Other Languages		
Speaking Spanish		
Total	12,714	3.7
With Limited English Proficiency ^a	2,167	0.6
Speaking Indo-European Languages		
Total	9,360	2.7
With Limited English Proficiency ^a	681	0.2
Speaking Asian and Pacific Islander Languages		
Total	6,359	1.8
With Limited English Proficiency ^a	897	0.3
Speaking Other Non-English Languages		
Total	1,024	0.3
With Limited English Proficiency ^a	80	Less than 0.05
All Other Non-English Languages		
Total	29,457	8.5
With Limited English Proficiency ^a	3,825	1.1

^a Limited English Proficiency (LEP) persons were those who indicated in the Census that they did not speak English well or spoke no English.

Source: U.S. Bureau of the Census, American Community Survey, and SEWRPC.

Table 2

**PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP) IN THE SERVICE AREA
FOR THE WAUKESHA COUNTY TRANSIT SYSTEM BY CENSUS TRACT: 2014**

Census Tract	County	Population age 5 and over												
		Total	Speaking Only English	Speaking Languages other than English										
				Speaking Spanish		Speaking Indo-European Languages		Speaking Asian and Pacific Islander Languages		Speaking Other Non-English Languages		All Non-English Languages		
				Total Persons	LEP ^a Persons	Total Persons	LEP ^a Persons	Total Persons	LEP ^a Persons	Total Persons	LEP ^a Persons	Total Persons	LEP ^a Persons	Total
73	Milwaukee	2,342	2,302	11	--	12	--	17	--	--	--	40	--	--
74	Milwaukee	3,619	3,389	95	6	107	--	25	--	3	--	230	6	0.2
75	Milwaukee	2,325	2,116	61	--	118	7	14	7	16	--	209	14	0.6
76	Milwaukee	3,366	2,913	147	--	180	62	126	18	--	--	453	80	2.4
77	Milwaukee	3,767	3,498	60	--	106	--	93	29	10	--	269	29	0.8
78	Milwaukee	3,433	3,071	95	8	129	30	79	8	59	--	362	46	1.3
108	Milwaukee	2,268	2,107	34	7	120	37	--	--	7	--	161	44	1.9
110	Milwaukee	3,226	2,879	144	--	90	24	75	--	38	--	347	24	0.7
111	Milwaukee	1,571	1,397	84	14	73	--	10	3	7	--	174	17	1.1
123	Milwaukee	961	898	25	--	4	--	34	--	--	--	63	--	--
125	Milwaukee	1,957	1,760	71	--	116	8	10	--	0	--	197	8	0.4
126	Milwaukee	2,236	2,107	58	--	26	--	45	31	0	--	129	31	1.4
127	Milwaukee	1,143	1,083	44	3	14	--	2	--	0	--	60	3	0.3
128	Milwaukee	2,926	2,456	297	46	105	25	68	29	0	--	470	100	3.4
133	Milwaukee	970	749	94	--	18	--	109	55	0	--	221	55	5.7
134	Milwaukee	2,172	1,575	351	115	--	--	246	81	0	--	597	196	9.0
135	Milwaukee	1,817	1,613	192	103	--	--	--	--	12	--	204	103	5.7
136	Milwaukee	2,153	2,009	95	--	49	22	--	--	--	--	144	22	1.0
137	Milwaukee	1,457	952	189	70	46	28	195	22	75	18	505	138	9.5
143	Milwaukee	2,388	2,095	124	--	149	7	20	--	--	--	293	7	0.3
144	Milwaukee	2,735	2,357	91	--	145	--	137	--	5	--	378	--	--
146	Milwaukee	3,601	3,188	89	--	118	--	198	8	8	--	413	8	0.2
147	Milwaukee	2,912	2,455	201	--	126	--	130	--	--	--	457	--	--
148	Milwaukee	1,960	1,690	107	--	24	--	46	10	93	--	270	10	0.5
149	Milwaukee	1,262	990	150	39	61	--	50	--	11	--	272	39	3.1
906	Milwaukee	4,650	4,247	190	--	95	15	103	--	15	--	403	15	0.3
912	Milwaukee	4,161	3,916	81	--	43	--	70	--	51	--	245	--	--
913	Milwaukee	3,323	3,196	24	8	68	--	35	--	--	--	127	8	0.2
914	Milwaukee	2,059	1,957	72	22	25	--	5	--	--	--	102	22	1.1
1853	Milwaukee	3,405	3,260	17	--	17	--	70	24	41	--	145	24	0.7
1863	Milwaukee	2,892	2,725	101	--	44	--	11	--	11	--	167	--	--
1864	Milwaukee	1,477	1,268	122	--	3	--	71	10	13	--	209	10	0.7
1869	Milwaukee	2,340	1,918	137	8	143	8	125	--	17	--	422	16	0.7
1870	Milwaukee	3,164	2,721	46	--	267	54	127	18	3	--	443	72	2.3
1874	Milwaukee	2,678	2,477	40	--	154	--	7	--	--	--	201	--	--

Table 2 (continued)

PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP) IN THE SERVICE AREA

Census Tract	County	Population age 5 and over													
		Total	Speaking Only English	Speaking Languages other than English										All Non-English Languages	
				Speaking Spanish		Speaking Indo-European Languages		Speaking Asian and Pacific Islander Languages		Speaking Other Non-English Languages					
				Total Persons	LEP ^a Persons	Total Persons	LEP ^a Persons	Total Persons	LEP ^a Persons	Total Persons	LEP ^a Persons	Total Persons	LEP ^a Persons	Total	Percent of Total Persons
9800	Milwaukee	--	--	--	--	--	--	--	--	--	--	--	--	--	--
2001.01	Waukesha	4,440	4,087	141	31	134	--	69	--	9	--	353	31	0.7	
2001.02	Waukesha	5,164	4,955	79	5	52	--	68	43	10	5	209	53	1.0	
2001.03	Waukesha	2,893	2,696	47	--	60	--	90	--	--	--	197	--	--	
2002.01	Waukesha	3,490	3,337	8	--	145	7	--	--	--	--	153	7	0.2	
2002.02	Waukesha	3,887	3,624	--	--	118	8	145	64	--	--	263	72	1.9	
2010	Waukesha	5,867	5,437	92	--	235	--	103	31	--	--	430	31	0.5	
2011.01	Waukesha	4,664	4,069	144	--	224	--	133	--	94	24	595	24	0.5	
2011.02	Waukesha	2,791	2,590	51	7	141	--	9	--	--	--	201	7	0.3	
2012.01	Waukesha	1,985	1,804	25	--	126	13	22	--	8	--	181	13	0.7	
2012.02	Waukesha	5,731	5,050	153	14	223	--	261	76	44	12	681	102	1.8	
2012.03	Waukesha	3,217	2,704	17	--	302	--	176	--	18	--	513	--	--	
2013	Waukesha	4,749	4,389	112	--	160	15	88	--	--	--	360	15	0.3	
2014.02	Waukesha	4,579	4,227	109	--	194	--	49	--	--	--	352	--	--	
2014.03	Waukesha	3,758	3,389	77	--	162	20	95	18	35	--	369	38	1.0	
2014.04	Waukesha	3,725	3,427	53	--	116	18	70	--	59	--	298	18	0.5	
2015.03	Waukesha	6,281	5,756	81	--	160	64	284	39	--	--	525	103	1.6	
2015.04	Waukesha	5,984	5,544	56	--	285	--	99	--	--	--	440	--	--	
2015.05	Waukesha	2,733	2,686	--	--	47	--	--	--	--	--	47	--	--	
2015.06	Waukesha	4,708	4,398	110	17	175	--	25	--	--	--	310	17	0.4	
2020.01	Waukesha	4,887	4,765	61	9	61	--	--	--	--	--	122	9	0.2	
2020.02	Waukesha	3,824	3,725	34	--	50	--	12	--	3	--	99	--	--	
2022.01	Waukesha	3,883	3,693	59	17	106	19	25	--	--	--	190	36	0.9	
2022.02	Waukesha	5,271	4,677	502	105	25	--	37	--	30	--	594	105	2.0	
2023.01	Waukesha	4,291	3,802	184	86	208	--	24	7	73	--	489	93	2.2	
2023.02	Waukesha	6,158	4,896	1,109	517	17	--	136	11	--	--	1,262	528	8.6	
2024	Waukesha	4,734	4,298	323	35	74	--	33	7	6	--	436	42	0.9	
2025	Waukesha	3,889	3,395	414	118	51	9	--	--	29	21	494	148	3.8	
2026	Waukesha	3,288	2,767	430	75	77	--	14	--	--	--	521	75	2.3	
2027	Waukesha	1,621	1,529	14	--	78	--	--	--	--	--	92	--	--	
2028	Waukesha	3,754	2,935	727	210	20	--	72	8	--	--	819	218	5.8	
2029.01	Waukesha	4,167	3,398	252	31	254	--	199	28	64	--	769	59	1.4	
2029.02	Waukesha	3,388	2,972	101	20	113	15	193	18	9	--	416	53	1.6	
2030	Waukesha	2,407	1,958	371	33	35	--	43	21	--	--	449	54	2.2	
2031.01	Waukesha	5,986	5,224	207	--	222	--	333	45	--	--	762	45	0.8	

Table 2 (continued)

PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP) IN THE SERVICE AREA

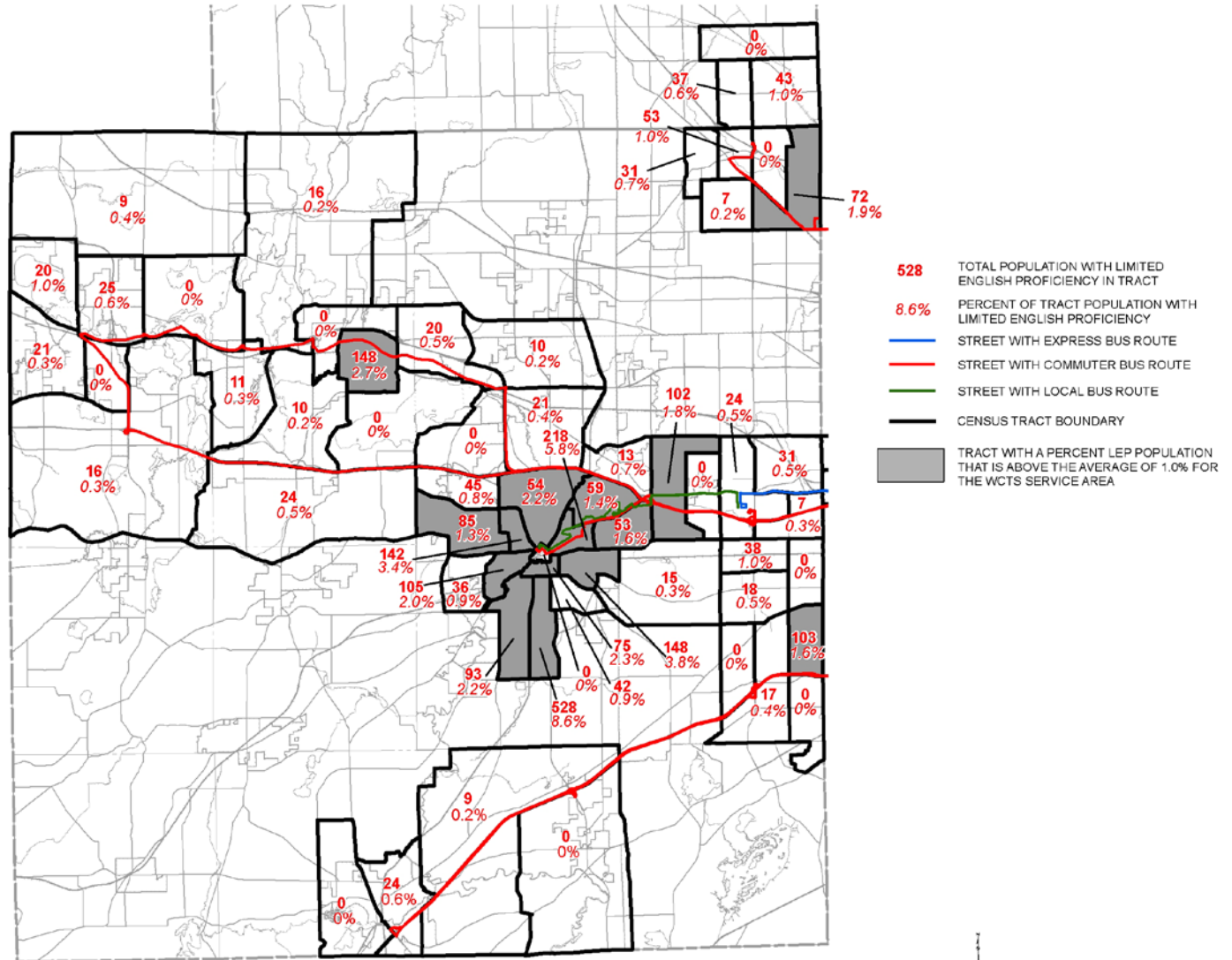
Census Tract	County	Population age 5 and over													
		Total	Speaking Only English	Speaking Languages other than English										All Non-English Languages	
				Speaking Spanish		Speaking Indo-European Languages		Speaking Asian and Pacific Islander Languages		Speaking Other Non-English Languages					
				Total Persons	LEP ^a Persons	Total Persons	LEP ^a Persons	Total Persons	LEP ^a Persons	Total Persons	LEP ^a Persons	Total Persons	LEP ^a Persons	Total	Percent of Total Persons
2031.02	Waukesha	6,656	5,958	495	--	70	20	133	65	--	--	698	85	1.3	
2031.03	Waukesha	4,200	3,869	290	122	41	20	--	--	--	--	331	142	3.4	
2032	Waukesha	4,053	3,905	19	--	129	--	--	--	--	--	148	--	--	
2033.03	Waukesha	3,799	3,638	70	20	73	--	18	--	--	--	161	20	0.5	
2033.04	Waukesha	4,210	4,035	16	--	33	--	126	10	--	--	175	10	0.2	
2033.05	Waukesha	3,841	3,638	53	--	88	--	62	--	--	--	203	--	--	
2033.06	Waukesha	5,976	5,482	82	--	73	--	339	21	--	--	494	21	0.4	
2035	Waukesha	6,417	6,182	130	11	95	5	4	--	6	--	235	16	0.2	
2036.01	Waukesha	3,790	3,621	22	--	86	--	61	--	--	--	169	--	--	
2036.02	Waukesha	5,479	4,992	173	126	202	22	86	--	26	--	487	148	2.7	
2037.02	Waukesha	5,061	4,744	223	24	94	--	--	--	--	--	317	24	0.5	
2037.03	Waukesha	3,341	3,156	56	9	93	2	36	--	--	--	185	11	0.3	
2037.04	Waukesha	4,723	4,532	7	--	131	10	53	--	--	--	191	10	0.2	
2039.01	Waukesha	4,103	4,059	26	--	18	--	--	--	--	--	44	--	--	
2039.02	Waukesha	3,735	3,618	27	--	66	--	24	24	--	--	117	24	0.6	
2041	Waukesha	4,935	4,774	59	9	74	--	22	7	6	--	161	16	0.3	
2042	Waukesha	6,861	6,136	549	21	128	--	48	--	--	--	725	21	0.3	
2043.01	Waukesha	4,479	4,336	38	--	95	25	10	--	--	--	143	25	0.6	
2043.02	Waukesha	3,456	3,339	110	--	7	--	--	--	--	--	117	--	--	
2044	Waukesha	2,002	1,944	44	19	13	--	1	1	--	--	58	20	1.0	
2045.01	Waukesha	2,184	2,077	44	--	63	9	--	--	--	--	107	9	0.4	
2045.02	Waukesha	5,999	5,807	65	--	127	--	--	--	--	--	192	--	--	
4702.02	Washington	5,961	5,882	19	19	60	18	--	--	--	--	79	37	0.6	
4702.03	Washington	4,090	3,780	190	--	97	--	23	--	--	--	310	--	--	
4702.04	Washington	4,417	4,180	25	8	159	35	53	--	--	--	237	43	1.0	
Total		344,678	315,221	12,714	2,167	9,360	681	6,359	897	1,024	80	29,457	3,825	1.1	

^a Limited English Proficiency (LEP) persons were those who indicated in the 2010 to 2014 Census that they did not speak English well or spoke no English. Tracts where the percent of the total population that is LEP is at or above the overall average of about 1.1 percent for the Waukesha County Transit System service area are shown in **Bold print**.

Source: U.S. Bureau of the Census, American Community Survey, and SEWRPC.

Map 1

WAUKESHA COUNTY TRANSIT SYSTEM (WCTS) LIMITED ENGLISH PROFICIENCY (LEP) POPULATION IN WAUKESHA AND WASHINGTON COUNTIES: 2014



Source: SEWRPC

FILE: 3/26/15
I:\Tran\WOR\Waukesha Transit\Waukesha Title V\LEP\2016\Map1 - LEP Census Tract WCTS WASH end



Title VI Committee Membership

The City of Waukesha Transit Commission is overseen by the City of Waukesha Transit Board which is an advisory board to the City of Waukesha Common Council. The Transit Board consists of 5 members including 2 Council members and 3 citizen members. This board also serves as the Board of Public Works and requires at least 1 member to be a Professional Engineering. All members are appointed by the Mayor of the City of Waukesha. Citizen members of the board are nominated to the Mayor for consideration. The Transit Commission solicits for interested minority candidates through its association of various community groups including the Waukesha Hispanic Collaborative Network for the citizen member appointments.

Transit Board Members as of February 3, 2016

Elected-Aldermen (2)	Caucasian (2)
Citizen Members (3)	Caucasian (2), Hispanic (1)

City of Waukesha Transit Commission

Monitoring of Subrecipients

The City of Waukesha Transit Commission and the Waukesha County Transit System do not have subrecipients thus the monitoring of subrecipient requirement does not apply.

Waukesha Transit Commission

Title VI Construction Project Statement

The Waukesha Transit Commission did not undertake any construction projects during the current reporting period.

Waukesha Transit Commission
Summary of Service Standards for Title VI
 (Complete List of Standards attached to this document)



Vehicle Load

Standard

Public transit service should provide adequate service and vehicle capacity to meet existing and projected demand. The average maximum load factor, measured as the ratio of passengers to seats at that point where passenger loads are highest, should not exceed the following during any one-hour period:

Average Maximum Load Factor		
Service Type	Peak Periods	All Other Times
Local	1.25	1.00
Express	1.00	1.00

Performance Measure

Maximum load factor (adjusted to account for day-to-day variability in ridership.)

Headways

Operating headways should be capable of accommodating passenger demand at the specified load standards. Headways should not exceed the following maximum headways if service is offered during a period:

Maximum Headway (minutes)		
	Weekday	Off-Peak Periods/ Peak Periods
Service Type	Weekends/Holidays	
Rapid	30	60
Express	30	60
Local/Shuttle	30	60

On Time Performance

Standard

The service provided by the public transit system should closely adhere to published timetables. Service should be “on time” at least 90 percent of the time. On time is defined as departing from scheduled stops within the range of zero minutes early and three minutes late.

Performance Measure

Percent of scheduled bus trips on time

Service Availability

1. Public transit service should serve the travel and mobility needs generated by contiguous areas of high- and medium-density urban development. The highest levels of service availability, frequency, coverage, and connectivity to major destinations should be provided in such areas.
2. Public transit services should address the varied travel and mobility needs within the service area. The service types that should be considered include:
 - a. Express bus service designed to reduce travel times for the longest trips in the transit service area and to connect areas of urban development to the largest major activity centers within the service area or in immediately adjacent areas.
 - b. Local fixed-route bus or demand-responsive services designed to provide transit within and between residential areas, to link residential areas with nearby major activity centers, and to provide for transfer connections with other transit services.

- c. Local flexibly-routed transit services designed to serve areas where conventional bus service not be cost-effective.
 - d. Local shuttle services designed to connect major activity centers with rapid, express, and other local transit services.
 - e.. Paratransit service designed to meet the needs of people with disabilities who are unable to use fixed-route bus service.
3. Public transit service should be provided, where possible, to major activity centers within the transit service area or in immediately adjacent areas including:
 - a. Shopping centers
 - b. Educational institutions
 - c. Medical centers
 - d. Major employers with 100 or more employees
 - e. Governmental and public institutional centers
 - f. Facilities serving elderly persons and people with disabilities
 - g. Facilities serving low-income individuals
 4. Paratransit service should be available within the transit service area to meet the needs of people with disabilities who are unable to use fixed-route bus service.

Transit Amenities

Consideration should be given to providing passenger shelters of an attractive design at all bus stops where:

1. The location serves major facilities designed specifically for the use of, or is frequently used by, elderly persons or people with disabilities.
2. The location has a boarding passenger volume of 50 or more passengers per day.
3. The location is a major passenger transfer point between bus routes.
4. The location is in a wide open space where waiting patrons are unprotected from harsh weather conditions.

Vehicle Assignment

Consideration should be given to rehabilitating or replacing each public transit vehicle at the end of its normal service life as defined below for different types of transit vehicles:

Normal Service Life

Vehicle Type	Length (feet)	Years	Mileage
Heavy-duty bus	35 or more	12	500,000
Heavy-duty bus	25-30	10	350,000
Medium-duty bus	25-30	7	200,000
Light-duty bus	25-30	5	150,000
Cars and Vans	- -	4	100,000

PUBLIC TRANSIT SERVICE OBJECTIVES AND STANDARDS

INTRODUCTION

One of the critical steps in the preparation of a transit system development plan is the articulation of the objectives to be served by public transit, together with the identification of supporting standards that can be used to measure the degree of attainment of the objectives. The objectives and standards provide the basis for assessing the performance of the existing transit system, identifying unmet transit service needs, designing and evaluating alternative transit system plans, and recommending service changes and improvements. The objectives and standards formulated under this study are intended to represent the level of transit performance desired in the City of Waukesha.

OBJECTIVES

The following objectives envision a transit system that will effectively serve transit travel by City of Waukesha residents in the City and its immediate environs:

1. Public transit should serve those areas of the City and its immediate environs which can be efficiently served, including those areas which are fully developed to medium or high densities and, in particular, the transit-dependent population in those areas;
2. The public transit system should promote utilization of its service by being safe, reliable, convenient, and comfortable;

3. The public transit system should be economical and efficient, meeting all other objectives at the lowest possible cost.

PRINCIPLES AND STANDARDS

Complementing each of the above transit service objectives is a planning principle and a set of service standards, as displayed in Table 3-1. The planning principle explains the concepts behind the objective. The set of service standards is directly related to the transit service objective and serves several purposes. The service *design and operating standards* are intended to primarily provide guidelines for the design of new and improved services, the operation of the transit system, and the acquisition of capital equipment and construction of facilities. The service *performance standards* primarily facilitate the evaluation of the performance of the existing transit system and of alternative service improvements. For each performance standard, one or more criteria are identified which can be used to quantify the performance of the transit service for measurement against the standard.

The performance standards also include the transit system performance measures which the Wisconsin Department of Transportation utilizes to assess the performance of Wisconsin transit systems on a regular basis, and which the State requires be included in the multi-year service and performance goals identified in annual applications for State operating assistance. Such measures include operating ratio, or farebox recovery rate; operating expense per passenger; passengers per capita; passengers per revenue vehicle hour of service; operating expenses per revenue vehicle hour of service; and revenue vehicle hours of service per capita. The performance standards and evaluation findings of this study can, therefore, provide guidance to the City of Waukesha in establishing the required multi-year service and performance goals.

The following table presents the full set of public transit service objectives, principles, and standards that the City may use to guide in the design, operation, and review of its transit services. Due to the limited nature of the current study, the performance evaluation of Waukesha Metro Transit will not include assessments of transit performance for every measure in the table. The performance measures that Commission staff intend to evaluate in the current planning effort are marked with an asterisk (*).

* * *

Table 3-1

PUBLIC TRANSIT SERVICE OBJECTIVES, PRINCIPLES, STANDARDS, AND PERFORMANCE MEASURES FOR THE WAUKESHA METRO TRANSIT SYSTEM

Objective	Principle	Standards	Performance Measure
<p>1. Public transit should serve those areas of the City and its immediate environs which can be efficiently served, including those areas which are fully developed to medium or high densities and, in particular, the transit-dependent population in those areas</p>	<p>Public transit services can provide an important means of mobility for all segments of the population in urban areas and particularly for persons residing in low- to middle-income households, students, seniors, and people with disabilities. Transit services can also be important to businesses and the economy by providing transit access to job opportunities. Fixed-route public transit services generally are best suited for large and medium-size urban areas developed to medium or high densities such as the City of Waukesha and its immediate environs. Flexibly-routed and demand-responsive transit services can be a cost-effective alternative to conventional bus service in areas where, or during time periods when, demand for fixed-route service is low</p>	<p><u>Design and Operating Standards</u></p> <p>1. Public transit service should serve the travel and mobility needs generated by contiguous areas of high- and medium-density urban development. The highest levels of service availability, frequency, coverage, and connectivity to major destinations should be provided in such areas</p>	<p>1. --</p>
		<p>2. Public transit services should address the varied travel and mobility needs within the service area. The service types that should be considered include:</p> <ul style="list-style-type: none"> a. Express bus service designed to reduce travel times for the longest trips in the transit service area and to connect areas of urban development to the largest major activity centers within the service area or in immediately adjacent areas b. Local fixed-route bus or demand-responsive services designed to provide transit within and between residential areas, to link residential areas with nearby major activity centers, and to provide for transfer connections with other transit services c. Local flexibly-routed transit services designed to serve areas where conventional bus service would not be cost-effective d. Local shuttle services designed to connect major activity centers with rapid, express, and other local transit services e. Paratransit service designed to meet the needs of people with disabilities who are unable to use fixed-route bus service 	<p>2. --</p>
		<p>3. Public transit service should be provided, where possible, to major activity centers within the transit service area or in immediately adjacent areas including:</p> <ul style="list-style-type: none"> a. Shopping centers b. Educational institutions c. Medical centers d. Major employers with 100 or more employees e. Governmental and public institutional centers f. Facilities serving elderly persons and people with disabilities g. Facilities serving low-income individuals 	<p>3. Number of major activity centers in each category within one-quarter mile of a bus route*</p>
		<p>4. Paratransit service should be available within the transit service area to meet the needs of people with disabilities who are unable to use fixed-route bus service</p>	<p>4. --</p>
		<p><u>Performance Standards</u></p> <p>1. The population served should be maximized, particularly the transit-dependent population</p>	<p>1a. Total population within one-quarter mile of a bus route*</p> <p>1b. Transit-dependent population concentrations within one-quarter mile of a bus route*</p>
		<p>2. The number of jobs served should be maximized</p>	<p>2. Number of jobs within one-quarter mile of a bus route*</p>
		<p>3. The transit-supportive land area served should be maximized. To be considered transit-supportive, an area should have a density of at least 4 dwelling units per net residential acre, or at least 4 jobs per gross acre</p>	<p>3. The proportion of the transit-supportive land area located within one-quarter mile of a local bus route*</p>

Table 3-1 (continued)

Objective	Principle	Standards	Performance Measure										
2. The public transit system should promote utilization of its service by being safe, reliable, convenient, and, comfortable.	The benefits of a public transit system are greatly related to the degree to which it is used. Ridership is a function of the degree to which people have access to services that are reliable and provide for quick, convenient, comfortable, and safe travel. Riders view transit services with these attributes as an effective and attractive alternative to the private automobile.	<u>Design and Operating Standards</u>											
		1. Public transit routes should be direct in alignment, with a minimum of turns, and arranged to minimize duplication of service and unnecessary transfers, which would discourage transit use	1. --										
		2. Local routes should be spaced one-half mile apart in high-density and medium-density areas	2. --										
		3. Express fixed-route bus service should be provided as necessary to reduce travel times for the longest trips in the service area, or to connect to other major activity centers in immediately adjacent communities	3. --										
		4. Public transit stops should be located two to three blocks apart along the entire length of local routes; and at intersecting transit routes, signalized intersections, and major activity centers along express transit routes	4. --										
		5. All public transit stops should be clearly marked by easily recognized signs and should be paved whenever possible	5. --										
		6. Consideration should be given to providing passenger shelters of an attractive design at all bus stops where: <ul style="list-style-type: none"> a. The location serves major facilities designed specifically for the use of, or is frequently used by, elderly persons or people with disabilities b. The location has a boarding passenger volume of 50 or more passengers per day c. The location is a major passenger transfer point between bus routes d. The location is in a wide open space where waiting patrons are unprotected from harsh weather conditions 	6. --										
		7. Public transit service should provide adequate service and vehicle capacity to meet existing and projected demand. The average maximum load factor, measured as the ratio of passengers to seats at that point where passenger loads are highest, should not exceed the following during any one-hour period: <u>Average Maximum Load Factor</u> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th><u>Service Type</u></th> <th><u>Peak Periods</u></th> <th><u>All Other Times</u></th> </tr> </thead> <tbody> <tr> <td>Local</td> <td>1.25</td> <td>1.00</td> </tr> <tr> <td>Express</td> <td>1.00</td> <td>1.00</td> </tr> </tbody> </table>	<u>Service Type</u>	<u>Peak Periods</u>	<u>All Other Times</u>	Local	1.25	1.00	Express	1.00	1.00	7. Average maximum load factor by route for the weekday peak hour of service*	
		<u>Service Type</u>	<u>Peak Periods</u>	<u>All Other Times</u>									
Local	1.25	1.00											
Express	1.00	1.00											
8. Operating headways should be capable of accommodating passenger demand at the specified load standards. Headways should not exceed the following maximum headways if service is offered during a period: <u>Maximum Headway (minutes)</u> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th><u>Service Type</u></th> <th><u>Peak Periods</u></th> <th><u>Off-Peak Periods/Weekends/Holidays</u></th> </tr> </thead> <tbody> <tr> <td>Rapid</td> <td>30</td> <td>60</td> </tr> <tr> <td>Express</td> <td>30</td> <td>60</td> </tr> <tr> <td>Local/Shuttle</td> <td>30</td> <td>60</td> </tr> </tbody> </table>	<u>Service Type</u>	<u>Peak Periods</u>	<u>Off-Peak Periods/Weekends/Holidays</u>	Rapid	30	60	Express	30	60	Local/Shuttle	30	60	8. --
<u>Service Type</u>	<u>Peak Periods</u>	<u>Off-Peak Periods/Weekends/Holidays</u>											
Rapid	30	60											
Express	30	60											
Local/Shuttle	30	60											
9. Public transit service should be designed and operated so as to achieve the following minimum overall travel speeds by area based on average weekday conditions: <u>Travel Speed (miles per hour)</u> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th><u>Service Type</u></th> <th><u>CBD</u></th> <th><u>Other Areas</u></th> </tr> </thead> <tbody> <tr> <td>Local</td> <td>5-10</td> <td>15-20</td> </tr> <tr> <td>Express</td> <td>5-10</td> <td>18-23</td> </tr> </tbody> </table>	<u>Service Type</u>	<u>CBD</u>	<u>Other Areas</u>	Local	5-10	15-20	Express	5-10	18-23	9. --			
<u>Service Type</u>	<u>CBD</u>	<u>Other Areas</u>											
Local	5-10	15-20											
Express	5-10	18-23											

Table 3-1 (continued)

Objective	Principle	Standards	Performance Measure																											
2. (continued)		<p>10. Consideration should be given to rehabilitating or replacing each public transit vehicle at the end of its normal service life as defined below for different types of transit vehicles:</p> <table border="1" data-bbox="727 338 1133 533"> <thead> <tr> <th rowspan="2">Vehicle Type</th> <th colspan="3">Normal Service Life</th> </tr> <tr> <th>Length (feet)</th> <th>Years</th> <th>Mileage</th> </tr> </thead> <tbody> <tr> <td>Heavy-duty bus</td> <td>35 or more</td> <td>12</td> <td>500,000</td> </tr> <tr> <td>Heavy-duty bus</td> <td>25-30</td> <td>10</td> <td>350,000</td> </tr> <tr> <td>Medium-duty bus</td> <td>25-30</td> <td>7</td> <td>200,000</td> </tr> <tr> <td>Light-duty bus</td> <td>25-30</td> <td>5</td> <td>150,000</td> </tr> <tr> <td>Cars and Vans</td> <td>--</td> <td>4</td> <td>100,000</td> </tr> </tbody> </table> <p><u>Performance Standards</u></p> <p>1. Ridership on the public transit system and the overall effectiveness of the service provided should be maximized</p> <p>2. Public transit routes with ridership and service effectiveness levels which are less than 80 percent of the average for all routes of the public transit system should be reviewed for potential service changes unless special circumstances warrant otherwise³</p> <p>3. The service provided by the public transit system should closely adhere to published timetables. Service should be "on time" at least 90 percent of the time. On time is defined as departing from scheduled stops within the range of zero minutes early and three minutes late</p> <p>4. Travel times for public transit patrons should be kept reasonable in comparison to travel times by automobile for trips made in the service area</p>	Vehicle Type	Normal Service Life			Length (feet)	Years	Mileage	Heavy-duty bus	35 or more	12	500,000	Heavy-duty bus	25-30	10	350,000	Medium-duty bus	25-30	7	200,000	Light-duty bus	25-30	5	150,000	Cars and Vans	--	4	100,000	<p>10. --</p> <p>1a. Total passengers*</p> <p>1b. Total passengers per capita*</p> <p>1c. Revenue vehicle hours per capita*</p> <p>1d. Total passengers per revenue vehicle hour*</p> <p>1e. Total passengers per revenue vehicle mile*</p> <p>2a. Total passengers*</p> <p>2b. Total passengers per revenue vehicle hour*</p> <p>2c. Total passengers per revenue vehicle-mile*</p> <p>2d. Percent of weekday passengers riding on Saturday or Sunday*</p> <p>2e. Percent of weekday passengers riding in evenings*</p> <p>3. Percent of scheduled bus trips on time</p> <p>4a. Ratio of transit to highway distance</p> <p>4b. Difference between transit and highway travel time</p>
Vehicle Type	Normal Service Life																													
	Length (feet)	Years	Mileage																											
Heavy-duty bus	35 or more	12	500,000																											
Heavy-duty bus	25-30	10	350,000																											
Medium-duty bus	25-30	7	200,000																											
Light-duty bus	25-30	5	150,000																											
Cars and Vans	--	4	100,000																											
3. The public transit system should be economical and efficient, meeting all other objectives at the lowest possible cost	The total resources available to be expended on public transit services by the City are limited. Therefore, total transit system costs should be minimized for the desired level of transit service, and transit revenues should be maximized to maintain the financial stability of the system. The attainment of this objective may at times conflict with, and require the modification or elimination of other standards	<p><u>Design and Operating Standards</u></p> <p>1. The total operating and capital investment for the public transit system should be minimized and reflect efficient utilization of resources</p> <p>2. The fare policy for the public transit system should provide for premium fares for premium transit services, as well as special or discounted fares for priority population groups, including transit-dependent individuals and frequent riders</p> <p>3. Periodic increases in passenger fares should be considered to maintain the financial stability of the public transit system when:</p> <p>a. The farebox recovery rate for the public transit system goes below levels determined to be acceptable by local officials</p> <p>b. Operating expenses for the public transit system have increased by 10 to 15 percent since fares were last raised</p> <p>c. Projected levels of Federal and State operating assistance funds would require an increase in projected local operating assistance levels above that determined to be acceptable by local officials</p>	<p>1. --</p> <p>2. --</p> <p>3. --</p>																											

Table 3-1 (continued)

Objective	Principle	Standards	Performance Measure
3. (continued)		<p><u>Performance Standards</u></p> <p>1. The operating expense per unit of transit service, the operating expense per passenger, and the total operating assistance per passenger should be minimized for the system as a whole. Annual increases in such costs should not exceed the average percentage increase experienced by comparable urban bus systems</p>	<p>1a. Operating expense per total vehicle mile*</p> <p>1b. Operating expense per revenue vehicle hour*</p> <p>1c. Operating expense per passenger*</p> <p>1d. Total operating assistance per passenger*</p>
		<p>2. Public transit system operating revenues generated from passenger fares and sources other than public operating assistance should be maximized</p>	<p>2. Percent of operating expenses recovered through passenger and other operating revenues, excluding public operating assistance*</p>
		<p>3. Public transit routes with financial performance levels which are less than 80 percent of the average for all routes of the public transit system should be reviewed for service changes, unless special circumstances warrant otherwise^a</p>	<p>3a. Operating expense per boarding passenger*</p> <p>3b. Total operating assistance per boarding passenger*</p> <p>3c. Percent of operating expenses recovered through passenger and other operating revenues, excluding public operating assistance*</p>

^aA reasonable period of time should be allowed for ridership to develop and stabilize before evaluating the performance of new public transit services to determine if the service is to be continued, modified, or eliminated. Performance goals should be for new public transit services to achieve 30 percent of average performance levels for existing service after six months of operation; 60 percent of average performance levels for existing service after one year of operation; and 100 percent of average performance levels for existing service after two years of operation.

Source: SEWRPC.