

# **City of Waukesha Transit Commission**

## **Title VI Submittal**

**March 16, 2022**

### **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 2021 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](http://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](http://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 requested 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**

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 llenar una queja de discriminación en contra del sistema de tránsito, entonces deberá seguir los pasos trazados a continuación.

## **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





# 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.

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(Complete la parte posterior)





**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.

No complaints were received since the last submittal.

# 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 e-mail, by calling the WTC Customer Service line or US mail. 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 2022

## 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 may be served or are likely to encounter a WMT program, activity, or service; 2) the frequency with which LEP individuals come in contact with a WMT service; 3) the nature and importance of the program, activity or service provided by WMT to the LEP population; and 4) the resources available to 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 guidance<sup>1</sup> requires a four factor analysis to determine the level of assistance required to provide meaningful access. The analysis performed by WMT is contained below.

### **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 2015-2019 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 2015-2019 in the census tracts representing the WMT service area was 103,814 persons. Of this total, 12,099, or about 12 percent, spoke a language other than English at home, with the majority (56 percent) speaking Spanish. A total of 1,619 persons 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. Within the WMT service area, LEP persons

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<sup>1</sup> Federal Transit Administration. Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients. October 1, 2012.

represent about 1.6 percent of the total population and about 11.7 percent of those speaking another language at home.

The figures and percentage of the population age 5 and over that are considered LEP persons are shown in Tables 1.1 and 1.2. Map 1 displays the census tracts where the LEP population was greater than the average for the WMT service area of 1.6 percent noted above. About 79 percent of the LEP population is contained in the six 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 relatively small. The number of LEP persons in these tracts ranged from 89 to 432 persons and represented from 1.9 to 8.6 percent of the LEP population in the WMT service area. The vast majority (78 percent) of the LEP population for WMT speaks Spanish.

## **FREQUENCY OF CONTACT WITH LEP PERSONS FOR WAUKESHA METRO TRANSIT 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 WAUKESHA METRO TRANSIT'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 on a tablet. 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 WAUKESHA METRO TRANSIT 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 many other languages by simply clicking an icon on the side of the page.

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 Waukesha County Technical College (WCTC). WCTC has programs 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 has incorporated 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 area social service agencies and other resources to have printed documents translated to Spanish. The documents are translated free of charge. 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 with just a click of a button.

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.

To better serve LEP Persons, Supervisory and Customer Service staff are being trained on basics of Spanish and what resources Metro has available to assistance LEP persons. As stated previously, some staff members are Spanish speaking and can be utilized if needed. In addition, flash cards have been developed that have major destinations listed and other important information on them that bus operators will be issued so that a LEP customer can simply point to a box on the card to communicate with the driver if needed. Last, if those resources along with Metro's written information is not sufficient, staff has been trained to contact the Hispanic Resource Center which is next to our Transit Center for further assistance.

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 1.1**  
**People with Limited English Proficiency (LEP) in the**  
**Service Area Waukesha Metro Transit System: 2015-2019**

	Total Population Age Five and Over	Percent of Total Population
Total Population	103,814	100.0
Population Speaking only English	91,715	88.3
Population Speaking Other Languages		
Speaking Spanish		
Total	6,818	6.6
With Limited English Proficiency <sup>a</sup>	1,265	1.2
Speaking Indo-European Languages		
Total	2,839	2.7
With Limited English Proficiency <sup>a</sup>	118	0.1
Speaking Asian and Pacific Islander Languages		
Total	2,204	2.1
With Limited English Proficiency <sup>a</sup>	216	0.2
Speaking Other Non-English Languages		
Total	238	0.2
With Limited English Proficiency <sup>a</sup>	20	< 0.1
All Non-English Languages		
Total	12,099	11.7
With Limited English Proficiency <sup>a</sup>	1,619	1.6

<sup>a</sup> Limited English Proficiency (LEP) people were those who indicated in the 2015-2019 American Community Survey that they did not speak English well or spoke no English.

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

**Table 1.2**

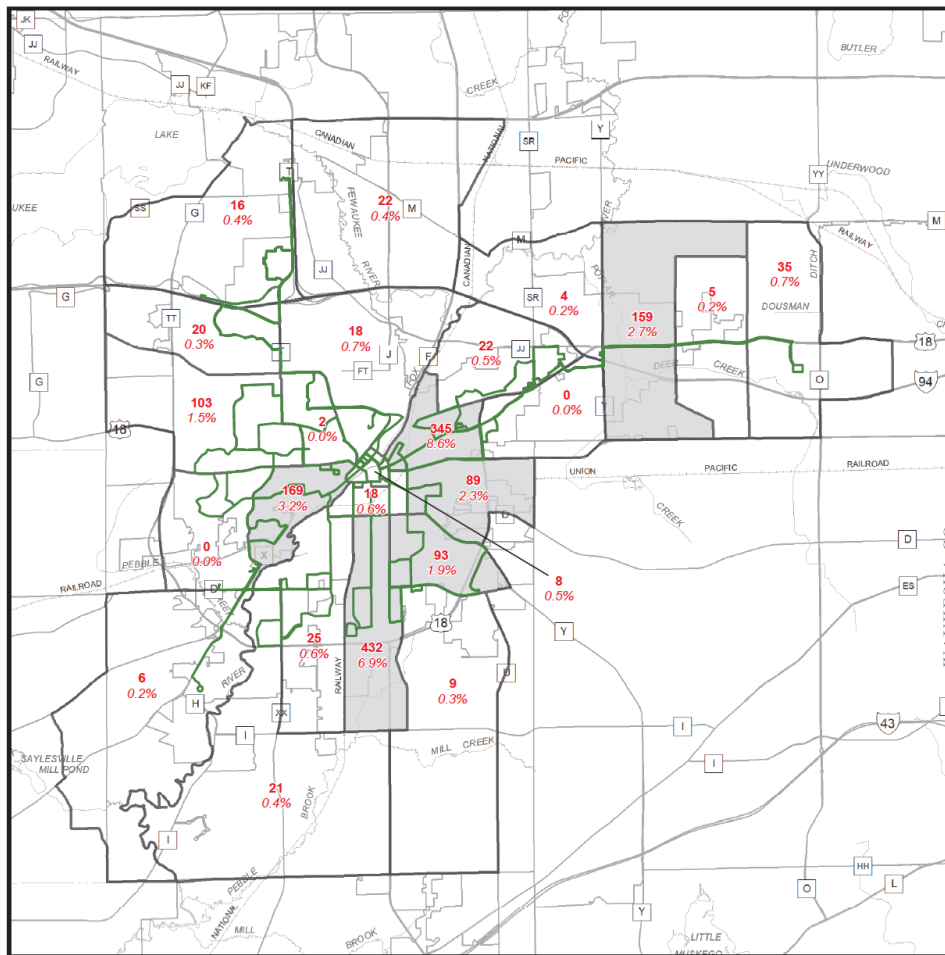
**People with Limited English Proficiency (LEP) in the Service Area for Waukesha Metro Transit System by Census Tract: 2015-2019**

Census Tract	County	Population age 5 and over													
		Total	Speaking Only English	Speaking Languages Other Than English											Percent of Total Population Considered LEP <sup>a</sup>
				Speaking Spanish		Speaking Indo-European Languages		Speaking Asian and Pacific Islander Languages		Speaking Other Non-English Languages		All Non-English Languages			
				Total	LEP <sup>a</sup> Population	Total	LEP <sup>a</sup> Population	Total	LEP <sup>a</sup> Population	Total	LEP <sup>a</sup> Population	Total	LEP <sup>a</sup> Population	LEP <sup>a</sup>	
2011.01	Waukesha	4,992	3,991	54	15	537	10	361	10	49	0	1,001	35	0.7	
2012.01	Waukesha	1,851	1,654	41	0	60	4	86	0	10	0	197	4	0.2	
<b>2012.02</b>	<b>Waukesha</b>	<b>5,936</b>	<b>4,991</b>	<b>33</b>	<b>0</b>	<b>562</b>	<b>42</b>	<b>275</b>	<b>97</b>	<b>75</b>	<b>20</b>	<b>945</b>	<b>159</b>	<b>2.7</b>	
2012.03	Waukesha	2,910	2,405	61	2	331	3	113	0	0	0	505	5	0.2	
2021.01	Waukesha	4,000	3,920	29	6	26	0	18	0	7	0	80	6	0.2	
2021.02	Waukesha	4,975	4,759	96	14	43	0	77	7	0	0	216	21	0.4	
2021.03	Waukesha	3,437	3,214	58	0	107	0	42	9	16	0	223	9	0.3	
2022.01	Waukesha	4,249	4,202	41	0	6	0	0	0	0	0	47	0	0.0	
<b>2022.02</b>	<b>Waukesha</b>	<b>5,294</b>	<b>4,239</b>	<b>908</b>	<b>158</b>	<b>70</b>	<b>11</b>	<b>77</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,055</b>	<b>169</b>	<b>3.2</b>	
2023.01	Waukesha	4,002	3,695	139	8	44	0	124	17	0	0	307	25	0.6	
<b>2023.02</b>	<b>Waukesha</b>	<b>6,256</b>	<b>4,850</b>	<b>1,277</b>	<b>405</b>	<b>43</b>	<b>0</b>	<b>86</b>	<b>27</b>	<b>0</b>	<b>0</b>	<b>1,406</b>	<b>432</b>	<b>6.9</b>	
<b>2024</b>	<b>Waukesha</b>	<b>4,784</b>	<b>4,309</b>	<b>419</b>	<b>93</b>	<b>26</b>	<b>0</b>	<b>25</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>475</b>	<b>93</b>	<b>1.9</b>	
<b>2025</b>	<b>Waukesha</b>	<b>3,888</b>	<b>3,522</b>	<b>339</b>	<b>89</b>	<b>13</b>	<b>0</b>	<b>14</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>366</b>	<b>89</b>	<b>2.3</b>	
2026	Waukesha	3,152	2,891	213	18	17	0	31	0	0	0	261	18	0.6	
2027	Waukesha	1,598	1,390	133	8	34	0	18	0	23	0	208	8	0.5	
<b>2028</b>	<b>Waukesha</b>	<b>3,996</b>	<b>2,919</b>	<b>1,011</b>	<b>334</b>	<b>4</b>	<b>0</b>	<b>53</b>	<b>11</b>	<b>9</b>	<b>0</b>	<b>1,077</b>	<b>345</b>	<b>8.6</b>	
2029.01	Waukesha	4,471	3,516	178	0	414	22	354	0	9	0	955	22	0.5	
2029.02	Waukesha	3,568	3,301	77	0	55	0	135	0	0	0	267	0	0.0	
2030	Waukesha	2,352	2,119	189	16	24	0	19	0	1	0	233	16	0.7	
2031.01	Waukesha	6,004	5,628	248	20	96	0	32	0	0	0	376	20	0.3	
2031.02	Waukesha	6,995	6,487	430	77	78	26	0	0	0	0	508	103	1.5	
2031.03	Waukesha	4,614	4,139	393	2	65	0	17	0	0	0	475	2	0.0	
2033.05	Waukesha	4,237	3,997	130	0	62	0	38	16	10	0	240	16	0.4	
2033.06	Waukesha	6,253	5,577	321	0	122	0	209	22	24	0	676	22	0.4	
	Total	103,814	91,715	6,818	1,265	2,839	118	2,204	216	238	20	12,099	1,619	1.6	

<sup>a</sup> Limited English Proficiency (LEP) people were those who indicated in the 2015–2019 American Community Survey that they did not speak English well or spoke no English. Tracts where the percent of the total population that is LEP is above the average of 1.6 percent for the entire WMT 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: 2015-2019**



- 345** TOTAL POPULATION WITH LIMITED ENGLISH PROFICIENCY IN TRACT
- 8.6%** PERCENT OF TRACT POPULATION WITH LIMITED ENGLISH PROFICIENCY
- STREET WITH LOCAL BUS ROUTE
- CENSUS TRACT BOUNDARY
- TRACT WITH A PERCENT LEP POPULATION THAT IS ABOVE THE AVERAGE OF 1.6 PERCENT FOR THE WMT SERVICE AREA



Source: SEWRPC

Map Document: I:\Tran\WORK\Waukesha Transit\Waukesha Transit Title VII LEP 2022\WaukMetro - LEP Census Tract WMT - 2022.mxd

**LIMITED ENGLISH PROFICIENCY PLAN  
WAUKESHA COUNTY TRANSIT SYSTEM  
February 2022**

**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**

3 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 may be served or are likely to encounter a WCTS program, activity, or service; 2) the frequency with which LEP individuals come in contact with a WCTS service; 3) the nature and importance of the program, activity or

service provided by 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 guidance<sup>2</sup> requires a four factor analysis to determine the level of assistance required to provide meaningful access. The analysis performed by WCTS is contained below.

### **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 2015-2019 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 2015-2019 in the census tracts in Waukesha, Washington, and Milwaukee Counties representing the WCTS service area was 314,153 persons. Of this total, 28,017, or about 8.9 percent, spoke a language other than English at home, with Spanish being the most prevalent language spoken (44.4 percent). A total of 2,872 persons 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. Within the WCTS service area, LEP persons represent about 0.9 percent of the total population and about 10.3 percent of those speaking another language at home.

The figures and percentage of the population age 5 and over that are considered LEP persons are shown in Tables 1.1 and 1.2. 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 0.9 percent for the WCTS service area noted above. About 80.4 percent of the LEP population is contained in the 25 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 21 to 432 persons and represented from 0.9 to 8.6 percent of the LEP population in the WCTS service area. The majority (62.4 percent) of the LEP population for WCTS speaks Spanish.

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<sup>1</sup>Federal Transit Administration. Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients. October 1, 2012.

## **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 with a single click on an icon. Metro also has incorporated 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 1.1**  
**People with Limited English Proficiency (LEP) in the**  
**Service Area for the Waukesha County Transit System: 2015-2019**

	<b>Total Population Age Five and Over</b>	<b>Percent of Total Population</b>
Total Population	314,153	100.0
Population Speaking only English	286,136	91.1
Population Speaking Other Languages		
Speaking Spanish		
Total	12,429	4.0
With Limited English Proficiency <sup>a</sup>	1,792	0.6
Speaking Indo-European Languages		
Total	8,551	2.7
With Limited English Proficiency <sup>a</sup>	379	0.1
Speaking Asian and Pacific Islander Languages		
Total	5,969	1.9
With Limited English Proficiency <sup>a</sup>	606	0.2
Speaking Other Non-English Languages		
Total	1,068	0.3
With Limited English Proficiency <sup>a</sup>	95	< 0.1
All Non-English Languages		
Total	28,017	8.9
With Limited English Proficiency <sup>a</sup>	2,872	0.9

<sup>a</sup> Limited English Proficiency (LEP) people were those who indicated in the 2015-2019 American Community Survey that they did not speak English well or spoke no English.

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

**Table 1.2**

**People with Limited English Proficiency (LEP) in the Service Area for the Waukesha County Transit System by Census Tract (WCTS): 2015-2019**

Census Tract	County	Population age 5 and over												
		Total	Speaking Only English	Speaking Languages Other Than English										Percent of Total Population Considered LEP <sup>a</sup>
				Speaking Spanish		Speaking Indo-European Languages		Speaking Asian and Pacific Islander Languages		Speaking Other Non-English Languages		All Non-English Languages		
				Total	LEP <sup>a</sup> Population	Total	LEP <sup>a</sup> Population	Total	LEP <sup>a</sup> Population	Total	LEP <sup>a</sup> Population	Total	LEP <sup>a</sup> Population	
2001.01	Waukesha	4,275	4,038	109	5	35	0	93	0	0	0	237	5	0.1
2001.02	Waukesha	4,828	4,621	58	0	149	15	0	0	0	0	207	15	0.3
2001.03	Waukesha	3,044	2,920	22	0	52	6	50	0	0	0	124	6	0.2
2002.01	Waukesha	3,554	3,502	25	0	27	0	0	0	0	0	52	0	0.0
<b>2002.02</b>	<b>Waukesha</b>	<b>4,063</b>	<b>3,736</b>	<b>42</b>	<b>1</b>	<b>142</b>	<b>0</b>	<b>143</b>	<b>40</b>	<b>0</b>	<b>0</b>	<b>327</b>	<b>41</b>	<b>1.0</b>
2004.00	Waukesha	6,078	5,475	131	0	171	0	245	0	56	0	603	0	0.0
2010.00	Waukesha	5,870	5,571	51	0	60	0	188	38	0	0	299	38	0.6
2011.01	Waukesha	4,992	3,991	54	15	537	10	361	10	49	0	1,001	35	0.7
<b>2011.02</b>	<b>Waukesha</b>	<b>2,833</b>	<b>2,538</b>	<b>53</b>	<b>2</b>	<b>148</b>	<b>8</b>	<b>94</b>	<b>30</b>	<b>0</b>	<b>0</b>	<b>295</b>	<b>40</b>	<b>1.4</b>
2012.01	Waukesha	1,851	1,654	41	0	60	4	86	0	10	0	197	4	0.2
<b>2012.02</b>	<b>Waukesha</b>	<b>5,936</b>	<b>4,991</b>	<b>33</b>	<b>0</b>	<b>562</b>	<b>42</b>	<b>275</b>	<b>97</b>	<b>75</b>	<b>20</b>	<b>945</b>	<b>159</b>	<b>2.7</b>
2012.03	Waukesha	2,910	2,405	61	2	331	3	113	0	0	0	505	5	0.2
2013.00	Waukesha	4,784	4,619	35	0	102	0	13	0	15	0	165	0	0.0
2014.02	Waukesha	4,754	4,332	67	15	167	0	181	19	7	0	422	34	0.7
2014.03	Waukesha	3,822	3,582	35	0	163	11	42	0	0	0	240	11	0.3
<b>2014.04</b>	<b>Waukesha</b>	<b>3,274</b>	<b>3,032</b>	<b>20</b>	<b>0</b>	<b>118</b>	<b>0</b>	<b>104</b>	<b>34</b>	<b>0</b>	<b>0</b>	<b>242</b>	<b>34</b>	<b>1.0</b>
2022.01	Waukesha	4,249	4,202	41	0	6	0	0	0	0	0	47	0	0.0
<b>2022.02</b>	<b>Waukesha</b>	<b>5,294</b>	<b>4,239</b>	<b>908</b>	<b>158</b>	<b>70</b>	<b>11</b>	<b>77</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,055</b>	<b>169</b>	<b>3.2</b>
2023.01	Waukesha	4,002	3,695	139	8	44	0	124	17	0	0	307	25	0.6
<b>2023.02</b>	<b>Waukesha</b>	<b>6,256</b>	<b>4,850</b>	<b>1,277</b>	<b>405</b>	<b>43</b>	<b>0</b>	<b>86</b>	<b>27</b>	<b>0</b>	<b>0</b>	<b>1,406</b>	<b>432</b>	<b>6.9</b>
<b>2024.00</b>	<b>Waukesha</b>	<b>4,784</b>	<b>4,309</b>	<b>419</b>	<b>93</b>	<b>26</b>	<b>0</b>	<b>25</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>475</b>	<b>93</b>	<b>1.9</b>
<b>2025.00</b>	<b>Waukesha</b>	<b>3,888</b>	<b>3,522</b>	<b>339</b>	<b>89</b>	<b>13</b>	<b>0</b>	<b>14</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>366</b>	<b>89</b>	<b>2.3</b>
2026.00	Waukesha	3,152	2,891	213	18	17	0	31	0	0	0	261	18	0.6
2027.00	Waukesha	1,598	1,390	133	8	34	0	18	0	23	0	208	8	0.5
<b>2028.00</b>	<b>Waukesha</b>	<b>3,996</b>	<b>2,919</b>	<b>1,011</b>	<b>334</b>	<b>4</b>	<b>0</b>	<b>53</b>	<b>11</b>	<b>9</b>	<b>0</b>	<b>1,077</b>	<b>345</b>	<b>8.6</b>
2029.01	Waukesha	4,471	3,516	178	0	414	22	354	0	9	0	955	22	0.5
2029.02	Waukesha	3,568	3,301	77	0	55	0	135	0	0	0	267	0	0.0
2030.00	Waukesha	2,352	2,119	189	16	24	0	19	0	1	0	233	16	0.7
2031.01	Waukesha	6,004	5,628	248	20	96	0	32	0	0	0	376	20	0.3

Table continued on next page.

**Table 1.2 (Continued)**

Census Tract	County	Population age 5 and over												
		Total	Speaking Only English	Speaking Languages Other Than English										Percent of Total Population Considered LEP <sup>a</sup>
				Speaking Spanish		Speaking Indo-European Languages		Speaking Asian and Pacific Islander Languages		Speaking Other Non-English Languages		All Non-English Languages		
				Total	LEP <sup>a</sup> Population	Total	LEP <sup>a</sup> Population	Total	LEP <sup>a</sup> Population	Total	LEP <sup>a</sup> Population	Total	LEP <sup>a</sup> Population	
<b>2031.02</b>	<b>Waukesha</b>	<b>6,995</b>	<b>6,487</b>	<b>430</b>	<b>77</b>	<b>78</b>	<b>26</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>508</b>	<b>103</b>	<b>1.5</b>
2031.03	Waukesha	4,614	4,139	393	2	65	0	17	0	0	0	475	2	0.0
2032.00	Waukesha	4,392	4,178	121	9	77	0	16	0	0	0	214	9	0.2
2033.03	Waukesha	3,539	3,446	48	0	21	0	14	0	10	0	93	0	0.0
2033.04	Waukesha	4,663	4,375	51	0	137	0	79	0	21	0	288	0	0.0
2033.05	Waukesha	4,237	3,997	130	0	62	0	38	16	10	0	240	16	0.4
2033.06	Waukesha	6,253	5,577	321	0	122	0	209	22	24	0	676	22	0.4
2035.00	Waukesha	6,391	6,177	55	5	116	17	25	0	18	0	214	22	0.3
2036.01	Waukesha	3,842	3,647	119	5	37	2	39	0	0	0	195	7	0.2
2036.02	Waukesha	5,222	4,980	169	0	35	0	28	0	10	0	242	0	0.0
2037.02	Waukesha	4,474	4,291	108	0	75	0	0	0	0	0	183	0	0.0
2037.03	Waukesha	3,225	3,076	40	3	64	0	45	0	0	0	149	3	0.1
2037.04	Waukesha	4,996	4,716	86	10	130	0	45	0	19	0	280	10	0.2
2041.00	Waukesha	5,163	4,995	104	0	55	8	9	0	0	0	168	8	0.2
2042.00	Waukesha	6,495	6,425	34	0	22	0	0	0	14	0	70	0	0.0
2043.01	Waukesha	5,673	5,492	0	0	181	0	0	0	0	0	181	0	0.0
2043.02	Waukesha	3,947	3,852	42	0	42	8	11	0	0	0	95	8	0.2
<b>2044.00</b>	<b>Waukesha</b>	<b>2,035</b>	<b>1,947</b>	<b>49</b>	<b>20</b>	<b>34</b>	<b>7</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>88</b>	<b>27</b>	<b>1.3</b>
2045.02	Waukesha	6,093	5,912	66	0	102	10	6	0	7	0	181	10	0.2
4702.02	Washington	5,604	5,358	42	0	84	15	76	12	44	0	246	27	0.5
4702.04	Washington	3,990	3,696	74	0	110	0	110	8	0	0	294	8	0.2
73.00	Milwaukee	2,711	2,510	58	12	89	0	54	0	0	0	201	12	0.4
74.00	Milwaukee	3,848	3,651	103	0	74	0	5	0	15	0	197	0	0.0
75.00	Milwaukee	2,464	2,168	84	14	123	0	31	5	58	0	296	19	0.8
<b>76.00</b>	<b>Milwaukee</b>	<b>3,531</b>	<b>3,194</b>	<b>61</b>	<b>9</b>	<b>243</b>	<b>64</b>	<b>29</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>337</b>	<b>73</b>	<b>2.1</b>
77.00	Milwaukee	3,626	3,330	76	8	125	14	66	0	29	0	296	22	0.6
<b>78.00</b>	<b>Milwaukee</b>	<b>3,150</b>	<b>2,717</b>	<b>206</b>	<b>95</b>	<b>128</b>	<b>0</b>	<b>66</b>	<b>9</b>	<b>33</b>	<b>22</b>	<b>433</b>	<b>126</b>	<b>4.0</b>
<b>108.00</b>	<b>Milwaukee</b>	<b>2,644</b>	<b>2,417</b>	<b>82</b>	<b>13</b>	<b>88</b>	<b>8</b>	<b>57</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>227</b>	<b>30</b>	<b>1.1</b>
<b>110.00</b>	<b>Milwaukee</b>	<b>2,471</b>	<b>2,222</b>	<b>70</b>	<b>0</b>	<b>110</b>	<b>36</b>	<b>55</b>	<b>0</b>	<b>14</b>	<b>0</b>	<b>249</b>	<b>36</b>	<b>1.5</b>
111.00	Milwaukee	1,478	1,273	29	0	78	0	55	11	43	0	205	11	0.7

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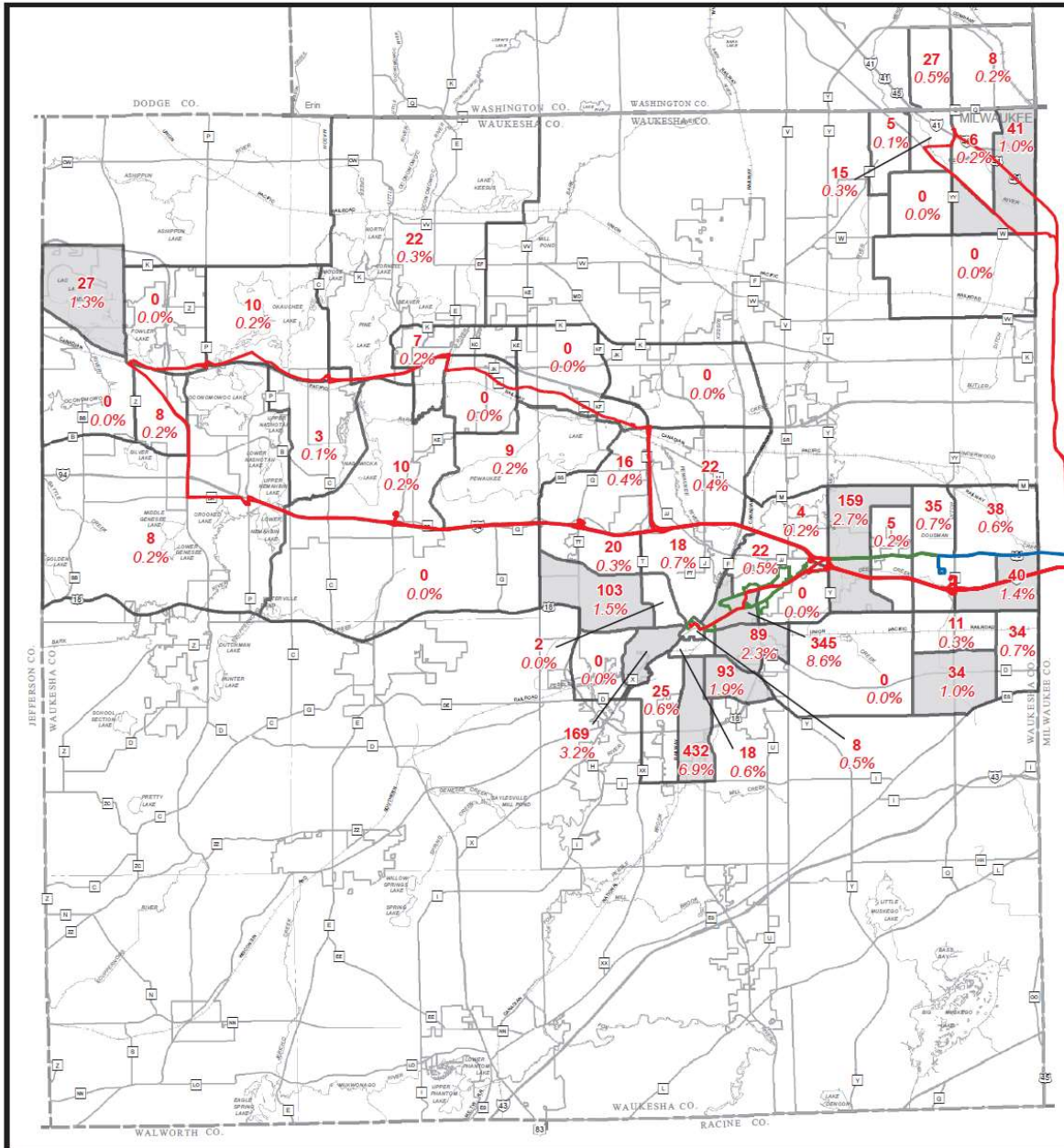
**Table 1.2 (Continued)**

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	LEP <sup>a</sup> Population	Total	LEP <sup>a</sup> Population	Total	LEP <sup>a</sup> Population	Total	LEP <sup>a</sup> Population	Total	LEP <sup>a</sup> Population	Percent of Total Population Considered LEP <sup>a</sup>
<b>123.00</b>	<b>Milwaukee</b>	<b>1,005</b>	<b>872</b>	<b>109</b>	<b>21</b>	<b>18</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>133</b>	<b>21</b>	<b>2.1</b>
125.00	Milwaukee	1,920	1,803	69	0	48	1	0	0	0	0	117	1	0.1
126.00	Milwaukee	2,382	2,268	50	0	14	1	50	0	0	0	114	1	0.0
127.00	Milwaukee	1,139	1,038	51	0	10	0	6	0	34	0	101	0	0.0
<b>128.00</b>	<b>Milwaukee</b>	<b>3,123</b>	<b>2,786</b>	<b>113</b>	<b>13</b>	<b>30</b>	<b>0</b>	<b>173</b>	<b>40</b>	<b>21</b>	<b>0</b>	<b>337</b>	<b>53</b>	<b>1.7</b>
<b>133.00</b>	<b>Milwaukee</b>	<b>861</b>	<b>675</b>	<b>115</b>	<b>45</b>	<b>13</b>	<b>0</b>	<b>38</b>	<b>8</b>	<b>20</b>	<b>0</b>	<b>186</b>	<b>53</b>	<b>6.2</b>
<b>134.00</b>	<b>Milwaukee</b>	<b>2,143</b>	<b>1,712</b>	<b>280</b>	<b>16</b>	<b>43</b>	<b>16</b>	<b>108</b>	<b>21</b>	<b>0</b>	<b>0</b>	<b>431</b>	<b>53</b>	<b>2.5</b>
<b>135.00</b>	<b>Milwaukee</b>	<b>1,621</b>	<b>1,481</b>	<b>121</b>	<b>29</b>	<b>19</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>140</b>	<b>29</b>	<b>1.8</b>
136.00	Milwaukee	1,825	1,663	138	10	15	0	9	0	0	0	162	10	0.5
<b>137.00</b>	<b>Milwaukee</b>	<b>1,296</b>	<b>893</b>	<b>20</b>	<b>12</b>	<b>155</b>	<b>0</b>	<b>84</b>	<b>12</b>	<b>144</b>	<b>42</b>	<b>403</b>	<b>66</b>	<b>5.1</b>
143.00	Milwaukee	2,332	1,998	114	0	113	0	107	6	0	0	334	6	0.3
144.00	Milwaukee	2,820	2,338	227	0	131	0	124	0	0	0	482	0	0.0
146.00	Milwaukee	3,557	3,105	125	0	154	0	170	0	3	0	452	0	0.0
147.00	Milwaukee	2,552	2,130	86	0	152	0	164	0	20	7	422	7	0.3
<b>148.00</b>	<b>Milwaukee</b>	<b>2,087</b>	<b>1,650</b>	<b>280</b>	<b>28</b>	<b>106</b>	<b>0</b>	<b>51</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>437</b>	<b>40</b>	<b>1.9</b>
<b>149.00</b>	<b>Milwaukee</b>	<b>1,334</b>	<b>1,020</b>	<b>283</b>	<b>89</b>	<b>13</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>13</b>	<b>0</b>	<b>314</b>	<b>89</b>	<b>6.7</b>
906.00	Milwaukee	4,267	3,955	134	0	131	0	26	0	21	0	312	0	0.0
<b>912.00</b>	<b>Milwaukee</b>	<b>5,397</b>	<b>4,888</b>	<b>67</b>	<b>0</b>	<b>200</b>	<b>0</b>	<b>215</b>	<b>66</b>	<b>27</b>	<b>0</b>	<b>509</b>	<b>66</b>	<b>1.2</b>
913.00	Milwaukee	3,560	3,279	71	0	117	1	93	13	0	0	281	14	0.4
914.00	Milwaukee	2,181	2,090	22	0	24	0	10	5	35	4	91	9	0.4
1853.00	Milwaukee	3,575	3,263	31	0	91	0	180	0	10	0	312	0	0.0
1863.00	Milwaukee	4,221	3,836	253	17	73	0	27	8	32	0	385	25	0.6
1864.00	Milwaukee	1,398	1,216	86	0	63	0	33	0	0	0	182	0	0.0
1869.00	Milwaukee	2,349	2,131	65	0	83	13	70	0	0	0	218	13	0.6
<b>1870.00</b>	<b>Milwaukee</b>	<b>3,552</b>	<b>3,079</b>	<b>122</b>	<b>41</b>	<b>240</b>	<b>0</b>	<b>55</b>	<b>0</b>	<b>56</b>	<b>0</b>	<b>473</b>	<b>41</b>	<b>1.2</b>
1874.00	Milwaukee	3,408	3,134	137	0	118	0	19	0	0	0	274	0	0.0
9800.00	Milwaukee	0	0	0	0	0	0	0	0	0	0	0	0	0.0
Total		314,153	286,136	12,429	1,792	8,551	379	5,969	606	1,068	95	28,017	2,872	0.9

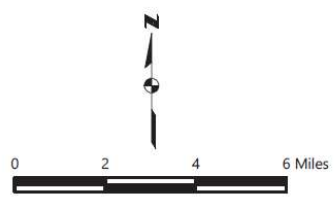
<sup>a</sup> Limited English Proficiency (LEP) people were those who indicated in the 2015-2019 American Community Survey that they did not speak English well or spoke no English. Tracts where the percent of the total population that is LEP is above the average of 0.9 percent for the entire WCTS service 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: 2015-2019**



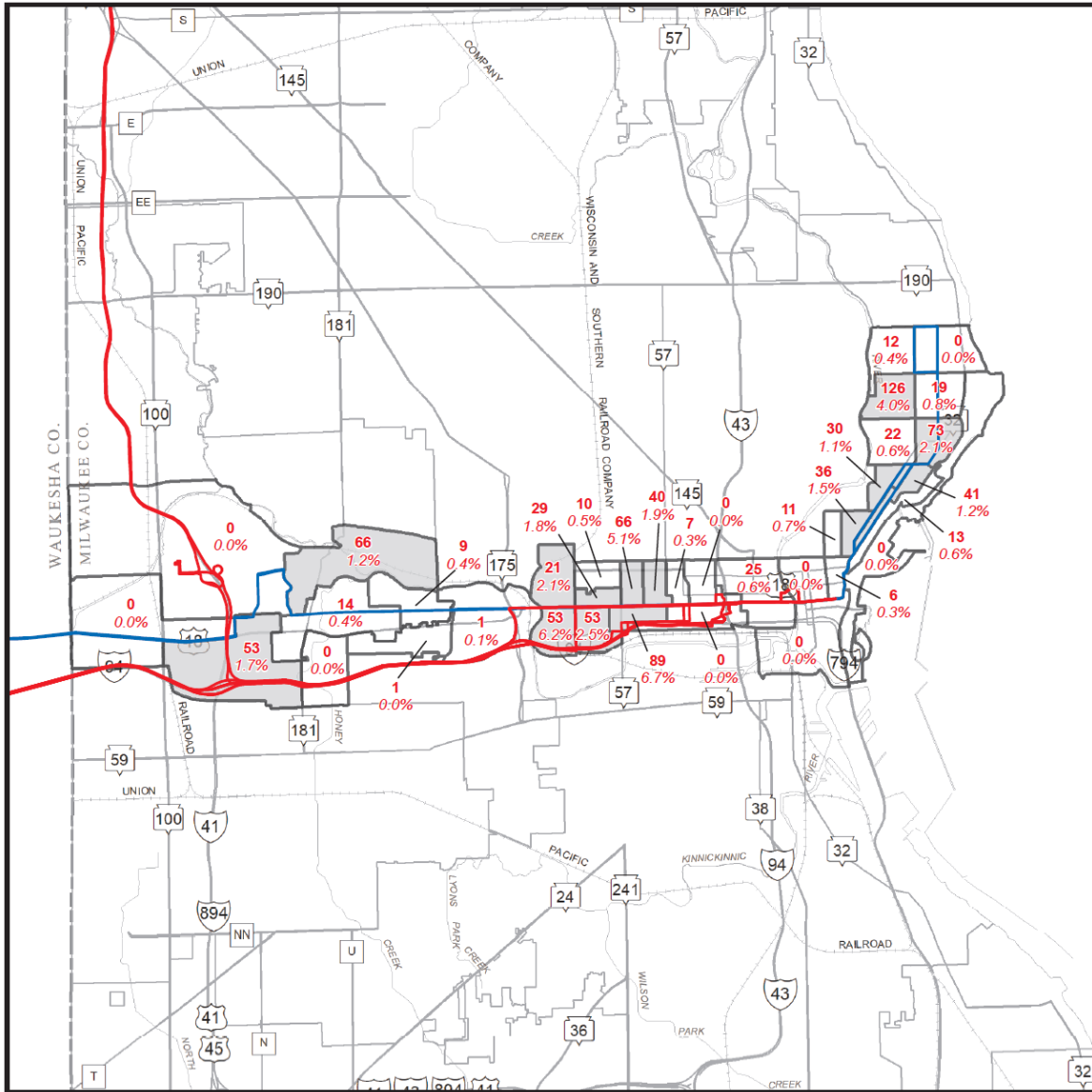
- 345** TOTAL POPULATION WITH LIMITED ENGLISH PROFICIENCY IN TRACT
- 8.6%** PERCENT OF TRACT POPULATION WITH LIMITED ENGLISH PROFICIENCY
- STREET WITH EXPRESS BUS ROUTE
- STREET WITH COMMUTER BUS ROUTE
- STREET WITH LOCAL BUS ROUTE
- CENSUS TRACT BOUNDARY
- TRACT WITH A PERCENT LEP POPULATION THAT IS ABOVE THE AVERAGE OF 0.9 PERCENT FOR THE WCTS SERVICE AREA



Source: SEWRPC

Map Document: I:\Tran\WORK\Waukesha Transit\Waukesha Transit Title VI\LEP 2022\WaukMetro - LEP Census Tract WCTS&WASH - 2022.mxd

**Map 2**  
**Waukesha County Transit System (WCTS) Limited English Proficiency (LEP)**  
**Population in Milwaukee County: 2015-2019**



- 126** TOTAL POPULATION WITH LIMITED ENGLISH PROFICIENCY IN TRACT
- 4.0%** PERCENT OF TRACT POPULATION WITH LIMITED ENGLISH PROFICIENCY
- STREET WITH EXPRESS BUS ROUTE
- STREET WITH COMMUTER BUS ROUTE
- CENSUS TRACT BOUNDARY
- TRACT WITH A PERCENT LEP POPULATION THAT IS ABOVE THE AVERAGE OF 0.9 PERCENT FOR THE WCTS SERVICE AREA



Source: SEWRPC

Map Document: I:\Tran\WORK\Waukesha Transit\Waukesha Transit Title VI\LEP 2022\WaukMetro - LEP Census Tract Milw - 2022.mxd

### 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 January 20, 2022

Elected-Aldermen (2)	Caucasian (2)
Citizen Members (3)	Caucasian (3)



## **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)

Service Type	Weekday Peak Periods	Off-Peak Periods/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**

Vehicles with higher capacity should be assigned to routes that have higher daily ridership. Assignments should be made separately for Weekdays, Saturdays and Sundays as a route's ridership may fluctuate based on the type of day.

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"> <li>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</li> <li>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</li> <li>c. Local flexibly-routed transit services designed to serve areas where conventional bus service would not be cost-effective</li> <li>d. Local shuttle services designed to connect major activity centers with rapid, express, and other local transit services</li> <li>e. Paratransit service designed to meet the needs of people with disabilities who are unable to use fixed-route bus service</li> </ul>	<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"> <li>a. Shopping centers</li> <li>b. Educational institutions</li> <li>c. Medical centers</li> <li>d. Major employers with 100 or more employees</li> <li>e. Governmental and public institutional centers</li> <li>f. Facilities serving elderly persons and people with disabilities</li> <li>g. Facilities serving low-income individuals</li> </ul>	<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										
<p>2. The public transit system should promote utilization of its service by being safe, reliable, convenient, and, comfortable.</p>	<p>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.</p>	<p><u>Design and Operating Standards</u></p>											
		<p>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</p>	<p>1. --</p>										
		<p>2. Local routes should be spaced one-half mile apart in high-density and medium-density areas</p>	<p>2. --</p>										
		<p>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</p>	<p>3. --</p>										
		<p>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</p>	<p>4. --</p>										
		<p>5. All public transit stops should be clearly marked by easily recognized signs and should be paved whenever possible</p>	<p>5. --</p>										
		<p>6. Consideration should be given to providing passenger shelters of an attractive design at all bus stops where:</p> <ul style="list-style-type: none"> <li>a. The location serves major facilities designed specifically for the use of, or is frequently used by, elderly persons or people with disabilities</li> <li>b. The location has a boarding passenger volume of 50 or more passengers per day</li> <li>c. The location is a major passenger transfer point between bus routes</li> <li>d. The location is in a wide open space where waiting patrons are unprotected from harsh weather conditions</li> </ul>	<p>6. --</p>										
		<p>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:</p> <p style="text-align: center;"><u>Average Maximum Load Factor</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;"><u>Service Type</u></th> <th style="text-align: center;"><u>Peak Periods</u></th> <th style="text-align: center;"><u>All Other Times</u></th> </tr> </thead> <tbody> <tr> <td>Local</td> <td style="text-align: center;">1.25</td> <td style="text-align: center;">1.00</td> </tr> <tr> <td>Express</td> <td style="text-align: center;">1.00</td> <td style="text-align: center;">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	<p>7. Average maximum load factor by route for the weekday peak hour of service*</p>	
		<u>Service Type</u>	<u>Peak Periods</u>	<u>All Other Times</u>									
Local	1.25	1.00											
Express	1.00	1.00											
<p>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:</p> <p style="text-align: center;"><u>Maximum Headway (minutes)</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;"><u>Service Type</u></th> <th style="text-align: center;"><u>Peak Periods</u></th> <th style="text-align: center;"><u>Off-Peak Periods/ Weekends/Holidays</u></th> </tr> </thead> <tbody> <tr> <td>Rapid</td> <td style="text-align: center;">30</td> <td style="text-align: center;">60</td> </tr> <tr> <td>Express</td> <td style="text-align: center;">30</td> <td style="text-align: center;">60</td> </tr> <tr> <td>Local/Shuttle</td> <td style="text-align: center;">30</td> <td style="text-align: center;">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	<p>8. --</p>
<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											
<p>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:</p> <p style="text-align: center;"><u>Travel Speed (miles per hour)</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;"><u>Service Type</u></th> <th style="text-align: center;"><u>CBD</u></th> <th style="text-align: center;"><u>Other Areas</u></th> </tr> </thead> <tbody> <tr> <td>Local</td> <td style="text-align: center;">5-10</td> <td style="text-align: center;">15-20</td> </tr> <tr> <td>Express</td> <td style="text-align: center;">5-10</td> <td style="text-align: center;">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	<p>9. --</p>			
<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 otherwise<sup>3</sup></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																											
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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<sup>a</sup></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>

<sup>a</sup>A 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.