City of Waukesha Transit Commission

Title VI Submittal

May 28, 2019

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 2017 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 Titulo 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

Revised December 2013

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 Titulo 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
Titulo VI
Discriminación
Igualdad de Oportunidades de Empleo (eeo)
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, Titulo 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 mutualmente 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.

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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.

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_____ (Complete reverse side of form)

Please describe the alleged discrimination incident (continued)

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Have you filed a complaint with any other federal, state or local agencies?
(Check one)_____Yes ____No

If so, list agency (agencies) and contact information below:
Agency:_____Contact Name: _____
Street Address, City, State & Zip Code: Phone:

_____

Agency:_____Contact Name: _____
Street Address, City, State & Zip Code: Phone:

_____

I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

_____
Complainant's Signature Date

_____
Print Name of Complainant

Office Use Only
Date received: _____ Received by: _____

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 Titulo 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.

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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)

\\Client\O$\Title VI\2013 Plan\Title VI Complaint Form - SPANISH.doc

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

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¿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.

Note: All of these complaints were informally made, however, they were all investigated as potential Title VI complaints in case the passenger wished to file a formal complaint at a later date.

Complaint #1
3-15-17
A passenger e-mailed in a complaint that the he was discriminated against because of his race (Caucasian). The passenger claims the driver (also Caucasian) did not say hi to him yet said hi to all of the other passengers when boarding. The passenger claims this was done intentionally because he is a better looking person then her.

Action: In reviewing the video from the alleged discrimination and other available evidence, there was no evidence that the driver discriminated against the passenger. The driver was courteous to the passenger in question during his trip in question. This was communicated to the passenger and he was given the steps for an appeal. No appeal was received. Case was considered closed.

Complaint #2
6-28-18
A passenger called and claimed that the driver who was African American did not let him board because he was white.

Action: In reviewing the video from the alleged discrimination and other available evidence, there was no evidence that the driver discriminated against the passenger. The passenger boarded without incident and the driver was courteous to the passenger. Case was considered closed.

Complaint #3
10-9-18
A passenger called and claimed that the driver (white) drove passed him at a stop because he was black and that the driver picked up four white passengers at the next stop.

Action: In reviewing the video from the alleged discrimination and other available evidence, there was no evidence that the driver discriminated against the passenger. The driver did miss the passenger at the stop but there was no indication that it was racially motivated. In addition, the claim that the driver picked up four white passengers at the next stop was false as no passenger was picked up at any subsequent stops in the next minute of available video. The driver was disciplined for missing the passenger. Case was considered closed.

Complaint #4

10-24-18

A passenger came to the Customer Service window at the Transit Center at claimed that she was within 10 feet of the bus stop waving her arms and the bus passed her up because she was black.

Action: In reviewing the video from the alleged discrimination and other available evidence, there was no evidence that the driver discriminated against the passenger. The passenger was more than 75 feet from the bus stop and did not make any motion to the bus. Another bus driver behind the bus the passenger claimed passed her up saw her and picked her up and brought her to the Transit Center which was her intended destination. Case was considered closed.

12-13-18

A passenger called and claimed that the bus never came through at the Health and Human Services building and it always happens because she is black.

Action: In reviewing the video from the alleged discrimination and other available evidence, there was no evidence that the driver discriminated against the passenger. The bus was late to the stop but there was no one at the stop nor coming to the stop. Another bus was dispatched 12 minutes after her call due to the fact she had a baby with her. There was no evidence of discrimination by any member of the staff. Case was considered closed.

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
June 2019

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 guidance[1] requires a four factor analysis to determine the level of assistance required to provide meaningful access. The analysis performed by WMT is contained below.

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[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 2013-2017 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 2013-2017 in the census tracts representing the WMT service area was 102,591 persons. Of this total, 12,024, or about 12 percent, spoke a language other than English at home, with the majority (55 percent) speaking Spanish. A total of 1,406 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 represent about 1.4 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 and 2. Map 1 displays the census tracts where the LEP population was greater than the average for the WMT service area of 1.4 percent noted above. About 68 percent of the LEP population is contained in the seven 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 64 to 320 persons and represented from 1.6 to 7.7 percent of the LEP population in the WMT service area. The vast majority (73 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 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 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 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 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.

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
Persons with Limited English Proficiency (LEP) in the Service Area Waukesha Metro Transit: 2017

	Total Population Age Five and Over	Percent of Total Population
Total Population	102,591	100.0
Population Speaking only English	90,567	88.3
Population Speaking Other Languages		
Speaking Spanish		
Total	6,637	6.5
With Limited English Proficiency[a]	1,021	1.0
Speaking Indo-European Languages		
Total	3,215	3.1
With Limited English Proficiency[a]	109	0.1
Speaking Asian and Pacific Islander Languages		
Total	1,725	1.7
With Limited English Proficiency[a]	228	0.2
Speaking Other Non-English Languages		
Total	447	0.4
With Limited English Proficiency[a]	48	0.0
All Non-English Languages		
Total	12,024	11.7
With Limited English Proficiency[a]	1,406	1.4

[a] *Limited English Proficiency (LEP) persons were those individuals 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 1.2

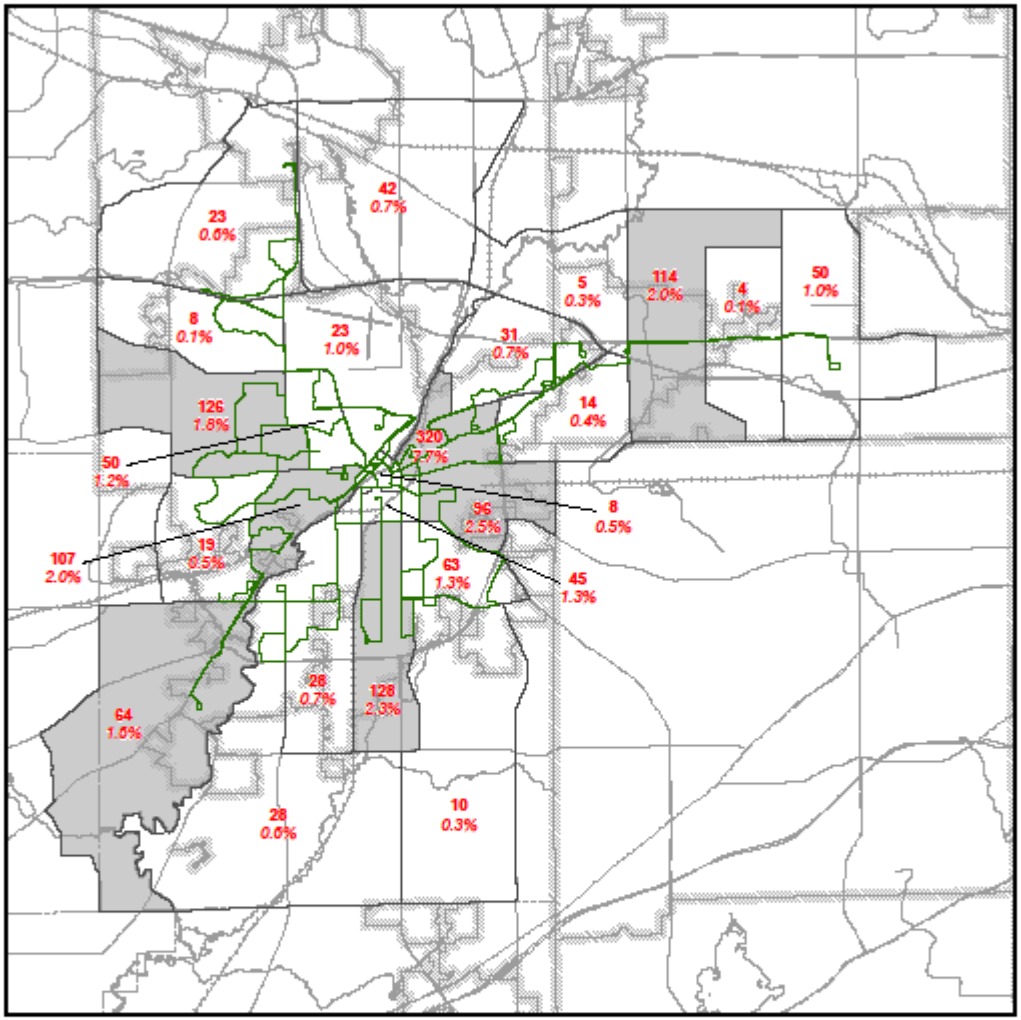
Persons with Limited English Proficiency (LEP) in the Service Area for Waukesha Metro Transit by Census Tract: 2017

		Population age 5 and over												
				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		
Census Tract	**County**	Total	Speaking Only English	Total	LEP[a] Population	Total	LEP[a] Population	Total	LEP[a] Population	Total	LEP[a] Population	Total	LEP[a] Population	Percent of Total Population Considered LEP[a]
2011.01	Waukesha	4,768	3,851	80	15	402	10	293	0	142	25	917	50	1.0
2012.01	Waukesha	1,975	1,760	31	0	108	5	54	0	22	0	215	5	0.3
2012.02	Waukesha	**5,650**	**4,841**	**11**	**0**	**527**	**18**	**187**	**73**	**84**	**23**	**809**	**114**	**2.0**
2012.03	Waukesha	3,123	2,495	44	0	433	4	132	0	19	0	628	4	0.1
2021.01	Waukesha	**3,963**	**3,655**	**152**	**38**	**60**	**0**	**87**	**26**	**9**	**0**	**308**	**64**	**1.6**
2021.02	Waukesha	4,879	4,535	232	28	59	0	53	0	0	0	344	28	0.6
2021.03	Waukesha	3,560	3,370	29	0	83	0	62	10	16	0	190	10	0.3
2022.01	Waukesha	3,966	3,829	59	12	47	7	31	0	0	0	137	19	0.5
2022.02	Waukesha	**5,293**	**4,500**	**708**	**95**	**66**	**12**	**0**	**0**	**19**	**0**	**793**	**107**	**2.0**
2023.01	Waukesha	3,968	3,605	198	28	150	0	15	0	0	0	363	28	0.7
2023.02	Waukesha	**5,676**	**4,763**	**826**	**105**	**19**	**0**	**68**	**23**	**0**	**0**	**913**	**128**	**2.3**
2024	Waukesha	4,806	4,305	460	63	37	0	4	0	0	0	501	63	1.3
2025	Waukesha	**3,767**	**3,334**	**425**	**88**	**8**	**8**	**0**	**0**	**0**	**0**	**433**	**96**	**2.5**
2026	Waukesha	3,417	2,971	370	45	34	0	42	0	0	0	446	45	1.3
2027	Waukesha	1,553	1,310	77	8	141	0	2	0	23	0	243	8	0.5
2028	Waukesha	**4,167**	**3,094**	**1,050**	**320**	**9**	**0**	**10**	**0**	**4**	**0**	**1073**	**320**	**7.7**
2029.01	Waukesha	4,506	3,536	280	16	405	15	208	0	77	0	970	31	0.7
2029.02	Waukesha	3,532	3,238	95	0	110	14	70	0	19	0	294	14	0.4
2030	Waukesha	2,357	2,094	219	7	12	0	32	16	0	0	263	23	1.0
2031.01	Waukesha	6,224	5,765	176	8	236	0	47	0	0	0	459	8	0.1
2031.02	Waukesha	**6,874**	**6,409**	**434**	**95**	**16**	**16**	**15**	**15**	**0**	**0**	**465**	**126**	**1.8**
2031.03	Waukesha	4,329	3,996	299	50	23	0	11	0	0	0	333	50	1.2
2033.05	Waukesha	3,984	3,729	90	0	88	0	77	23	0	0	255	23	0.6
2033.06	Waukesha	6,254	5,582	292	0	142	0	225	42	13	0	672	42	0.7
	Total	102,591	90,567	6,637	1,021	3,215	109	1,725	228	447	48	12,024	1,406	1.4

[a] *Limited 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 1.4 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: 2017



320 TOTAL POPULATION WITH LIMITED ENGLISH PROFICIENCY IN TRACT

7.7% 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 1.4 PERCENT FOR THE WMT SERVICE AREA

N

0 1 2 3 Miles

Source: SEWRPC

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LIMITED ENGLISH PROFICIENCY PLAN
WAUKESHA COUNTY TRANSIT SYSTEM
JUNE 2019

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 has 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 guidance[1] 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 2013-2017 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 2013-2017 in the census tracts in Waukesha, Washington, and Milwaukee Counties representing the WCTS service area was 350,031 persons. Of this total, 29,894, or about 8.5 percent, spoke a language other than English at home, with Spanish being the most prevalent language spoken (43.4 percent). A total of 3,058 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 10.2 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 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 0.9 percent for the WCTS service area noted above. About 66.0 percent of the LEP population is contained in the 31 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 320 persons and represented from 0.9 to 8.9 percent of the LEP population in the WCTS service area. The majority (55.3 percent) of the LEP population for WCTS speaks Spanish.

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[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 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
Persons with Limited English Proficiency (LEP) in the Service Area for the Waukesha County Transit System: 2017

	Total Population Age Five and Over	Percent of Total Population
Total Population	350,031	100.0
Population Speaking only English	320,137	91.5
Population Speaking Other Languages		
Speaking Spanish		
Total	12,968	3.7
With Limited English Proficiency[a]	1,691	0.5
Speaking Indo-European Languages		
Total	9,685	2.8
With Limited English Proficiency[a]	564	0.2
Speaking Asian and Pacific Islander Languages		
Total	5,983	1.7
With Limited English Proficiency[a]	685	0.2
Speaking Other Non-English Languages		
Total	1,258	0.4
With Limited English Proficiency[a]	118	<0.05
All Non-English Languages		
Total	29,894	8.5
With Limited English Proficiency[a]	3,058	0.9

[a] *Limited English Proficiency (LEP) persons were those individuals 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 1.2
Persons with Limited English Proficiency (LEP) in the Service Area for the Waukesha County Transit System by Census Tract: 2017

		Population age 5 and over												
				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		
Census Tract	County	Total	Speaking Only English	Total	LEP[a] Population	Total	LEP[a] Population	Total	LEP[a] Population	Total	LEP[a] Population	Total	LEP[a] Population	Percent of Total Population Considered LEP[a]
73	Milwaukee	2,723	2,635	33	11	48	0	7	0	0	0	88	11	0.4
74	Milwaukee	3,998	3,763	114	6	95	0	22	0	4	0	235	6	0.2
75	Milwaukee	**2,393**	**2,110**	**74**	**0**	**80**	**8**	**57**	**20**	**72**	**0**	**283**	**28**	**1.2**
76	Milwaukee	**3,511**	**3,103**	**138**	**0**	**162**	**67**	**108**	**6**	**0**	**0**	**408**	**73**	**2.1**
77	Milwaukee	3,357	3,171	78	0	59	11	40	0	9	0	186	11	0.3
78	Milwaukee	**3,557**	**2,968**	**241**	**111**	**157**	**7**	**131**	**8**	**60**	**20**	**589**	**146**	**4.1**
108	Milwaukee	**2,577**	**2,339**	**53**	**17**	**137**	**30**	**39**	**8**	**9**	**0**	**238**	**55**	**2.1**
110	Milwaukee	2,763	2,539	10	0	90	0	65	0	59	0	224	--	--
111	Milwaukee	**1,536**	**1,361**	**41**	**7**	**39**	**0**	**46**	**10**	**49**	**0**	**175**	**17**	**1.1**
123	Milwaukee	**902**	**796**	**97**	**25**	**4**	**0**	**5**	**0**	**0**	**0**	**106**	**25**	**2.8**
125	Milwaukee	2,025	1,877	24	0	116	11	8	0	0	0	148	11	0.5
126	Milwaukee	2,296	2,196	50	0	12	1	38	0	0	0	100	1	--
127	Milwaukee	1,152	1,071	67	0	11	0	3	0	0	0	81	--	--
128	Milwaukee	**2,969**	**2,684**	**178**	**31**	**15**	**0**	**92**	**20**	**0**	**0**	**285**	**51**	**1.7**
133	Milwaukee	**939**	**731**	**107**	**30**	**20**	**0**	**63**	**30**	**18**	**0**	**208**	**60**	**6.4**
134	Milwaukee	**2,060**	**1,658**	**303**	**29**	**46**	**16**	**53**	**15**	**0**	**0**	**402**	**60**	**2.9**
135	Milwaukee	**1,773**	**1,502**	**245**	**157**	**18**	**0**	**0**	**0**	**8**	**0**	**271**	**157**	**8.9**
136	Milwaukee	**1,985**	**1,807**	**145**	**0**	**33**	**21**	**0**	**0**	**0**	**0**	**178**	**21**	**1.1**
137	Milwaukee	**1,307**	**995**	**29**	**0**	**31**	**6**	**112**	**24**	**140**	**44**	**312**	**74**	**5.7**
143	Milwaukee	2,362	2,041	92	0	154	6	75	7	0	0	321	13	0.6
144	Milwaukee	2,938	2,316	235	0	136	0	251	0	0	0	622	--	--
146	Milwaukee	3,654	3,240	102	0	146	0	153	0	13	0	414	--	--
147	Milwaukee	2,949	2,483	178	0	157	0	122	0	9	6	466	6	0.2
148	Milwaukee	**1,999**	**1,563**	**203**	**0**	**97**	**0**	**50**	**21**	**86**	**0**	**436**	**21**	**1.1**
149	Milwaukee	**1,381**	**1,139**	**193**	**50**	**19**	**0**	**11**	**0**	**19**	**0**	**242**	**50**	**3.6**
906	Milwaukee	4,456	4,156	162	0	76	0	37	0	25	0	300	--	--
912	Milwaukee	4,741	4,134	111	0	299	0	135	33	62	0	607	33	0.7
913	Milwaukee	3,514	3,341	52	10	89	1	32	0	0	0	173	11	0.3

Table continued on next page.

Table 1.2 (Continued)

		Population age 5 and over												
				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		
Census Tract	County	Total	Speaking Only English	Total	LEP[a] Population	Total	LEP[a] Population	Total	LEP[a] Population	Total	LEP[a] Population	Total	LEP[a] Population	Percent of Total Population Considered LEP[a]
914	Milwaukee	2,159	2,051	63	6	35	0	6	0	4	0	108	6	0.3
1853	Milwaukee	3,420	3,197	42	0	87	0	84	0	10	0	223	--	--
1863	Milwaukee	3,542	3,287	167	17	30	0	30	8	28	0	255	25	0.7
1864	Milwaukee	1,460	1,251	100	0	43	0	66	0	0	0	209	--	--
1869	Milwaukee	**2,339**	**2,032**	**43**	**9**	**170**	**16**	**85**	**0**	**9**	**0**	**307**	**25**	**1.1**
1870	Milwaukee	**3,379**	**3,043**	**113**	**37**	**134**	**34**	**69**	**0**	**20**	**0**	**336**	**71**	**2.1**
1874	Milwaukee	3,208	3,010	23	0	168	0	7	0	0	0	198	--	--
9800	Milwaukee	0	0	0	0	0	0	0	0	0	0	--	--	--
2001.01	Waukesha	4,411	4,076	104	32	61	0	161	0	9	0	335	32	0.7
2001.02	Waukesha	4,882	4,682	23	0	177	13	0	0	0	0	200	13	0.3
2001.03	Waukesha	3,078	2,939	25	0	88	7	26	0	0	0	139	7	0.2
2002.01	Waukesha	3,615	3,510	28	0	77	11	0	0	0	0	105	11	0.3
2002.02	Waukesha	**4,111**	**3,686**	**13**	**0**	**185**	**10**	**227**	**60**	**0**	**0**	**425**	**70**	**1.7**
2010	Waukesha	6,007	5,620	32	0	220	0	135	51	0	0	387	51	0.8
2011.01	Waukesha	4,768	3,851	80	15	402	10	293	0	142	25	917	50	1.0
2011.02	Waukesha	2,876	2,668	35	0	137	0	36	0	0	0	208	--	--
2012.01	Waukesha	1,975	1,760	31	0	108	5	54	0	22	0	215	5	0.3
2012.02	Waukesha	**5,650**	**4,841**	**11**	**0**	**527**	**18**	**187**	**73**	**84**	**23**	**809**	**114**	**2.0**
2012.03	Waukesha	3,123	2,495	44	0	433	4	132	0	19	0	628	4	0.1
2013	Waukesha	4,831	4,704	68	0	29	0	16	0	14	0	127	--	--
2014.02	Waukesha	**4,462**	**4,155**	**115**	**17**	**97**	**0**	**95**	**60**	**0**	**0**	**307**	**77**	**1.7**
2014.03	Waukesha	3,883	3,661	36	0	123	25	63	0	0	0	222	25	0.6
2014.04	Waukesha	3,582	3,370	34	0	132	23	46	0	0	0	212	23	0.6
2015.03	Waukesha	**6,228**	**5,636**	**41**	**16**	**226**	**0**	**325**	**56**	**0**	**0**	**592**	**72**	**1.2**
2015.04	Waukesha	**6,401**	**5,512**	**205**	**0**	**212**	**29**	**472**	**30**	**0**	**0**	**889**	**59**	**0.9**
2015.05	Waukesha	2,717	2,694	0	0	0	0	23	0	0	0	23	--	--
2015.06	Waukesha	4,452	4,145	119	0	188	0	0	0	0	0	307	--	--
2020.01	Waukesha	5,034	4,993	0	0	41	0	0	0	0	0	41	--	--
2020.02	Waukesha	3,735	3,565	134	12	28	0	8	0	0	0	170	12	0.3
2022.01	Waukesha	3,966	3,829	59	12	47	7	31	0	0	0	137	19	0.5

Table continued on next page.

Table 1.2 (Continued)

		Population age 5 and over												
				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		
Census Tract	County	Total	Speaking Only English	Total	LEP[a] Population	Total	LEP[a] Population	Total	LEP[a] Population	Total	LEP[a] Population	Total	LEP[a] Population	Percent of Total Population Considered LEP[a]
2022.02	Waukesha	**5,293**	**4,500**	**708**	**95**	**66**	**12**	**0**	**0**	**19**	**0**	**793**	**107**	**2.0**
2023.01	Waukesha	3,968	3,605	198	28	150	0	15	0	0	0	363	28	0.7
2023.02	Waukesha	**5,676**	**4,763**	**826**	**105**	**19**	**0**	**68**	**23**	**0**	**0**	**913**	**128**	**2.3**
2024	Waukesha	**4,806**	**4,305**	**460**	**63**	**37**	**0**	**4**	**0**	**0**	**0**	**501**	**63**	**1.3**
2025	Waukesha	**3,767**	**3,334**	**425**	**88**	**8**	**8**	**0**	**0**	**0**	**0**	**433**	**96**	**2.5**
2026	Waukesha	**3,417**	**2,971**	**370**	**45**	**34**	**0**	**42**	**0**	**0**	**0**	**446**	**45**	**1.3**
2027	Waukesha	1,553	1,310	77	8	141	0	2	0	23	0	243	8	0.5
2028	Waukesha	**4,167**	**3,094**	**1,050**	**320**	**9**	**0**	**10**	**0**	**4**	**0**	**1,073**	**320**	**7.7**
2029.01	Waukesha	4,506	3,536	280	16	405	15	208	0	77	0	970	31	0.7
2029.02	Waukesha	3,532	3,238	95	0	110	14	70	0	19	0	294	14	0.4
2030	Waukesha	**2,357**	**2,094**	**219**	**7**	**12**	**0**	**32**	**16**	**0**	**0**	**263**	**23**	**1.0**
2031.01	Waukesha	6,224	5,765	176	8	236	0	47	0	0	0	459	8	0.1
2031.02	Waukesha	**6,874**	**6,409**	**434**	**95**	**16**	**16**	**15**	**15**	**0**	**0**	**465**	**126**	**1.8**
2031.03	Waukesha	**4,329**	**3,996**	**299**	**50**	**23**	**0**	**11**	**0**	**0**	**0**	**333**	**50**	**1.2**
2032	Waukesha	4,185	3,930	145	21	89	0	21	0	0	0	255	21	0.5
2033.03	Waukesha	3,578	3,477	62	11	28	0	11	0	0	0	101	11	0.3
2033.04	Waukesha	4,499	4,183	25	0	137	0	143	11	11	0	316	11	0.2
2033.05	Waukesha	3,984	3,729	90	0	88	0	77	23	0	0	255	23	0.6
2033.06	Waukesha	6,254	5,582	292	0	142	0	225	42	13	0	672	42	0.7
2035	Waukesha	6,235	5,995	113	5	92	0	29	0	6	0	240	5	0.1
2036.01	Waukesha	3,784	3,576	111	6	62	0	35	0	0	0	208	6	0.2
2036.02	Waukesha	5,273	5,056	22	0	112	0	73	0	10	0	217	--	--
2037.02	Waukesha	4,839	4,516	247	21	76	0	0	0	0	0	323	21	0.4
2037.03	Waukesha	3,261	3,090	52	6	78	2	41	0	0	0	171	8	0.2
2037.04	Waukesha	4,888	4,547	81	6	167	11	80	0	13	0	341	17	0.3
2039.01	Waukesha	4,500	4,440	39	8	7	0	14	0	0	0	60	8	0.2
2039.02	Waukesha	3,884	3,843	35	0	6	0	0	0	0	0	41	--	--
2041	Waukesha	4,974	4,832	114	9	5	0	23	7	0	0	142	16	0.3
2042	Waukesha	6,681	6,331	264	13	49	0	37	0	0	0	350	13	0.2
2043.01	Waukesha	5,228	5,132	50	0	36	0	10	0	0	0	96	--	--

Table continued on next page.

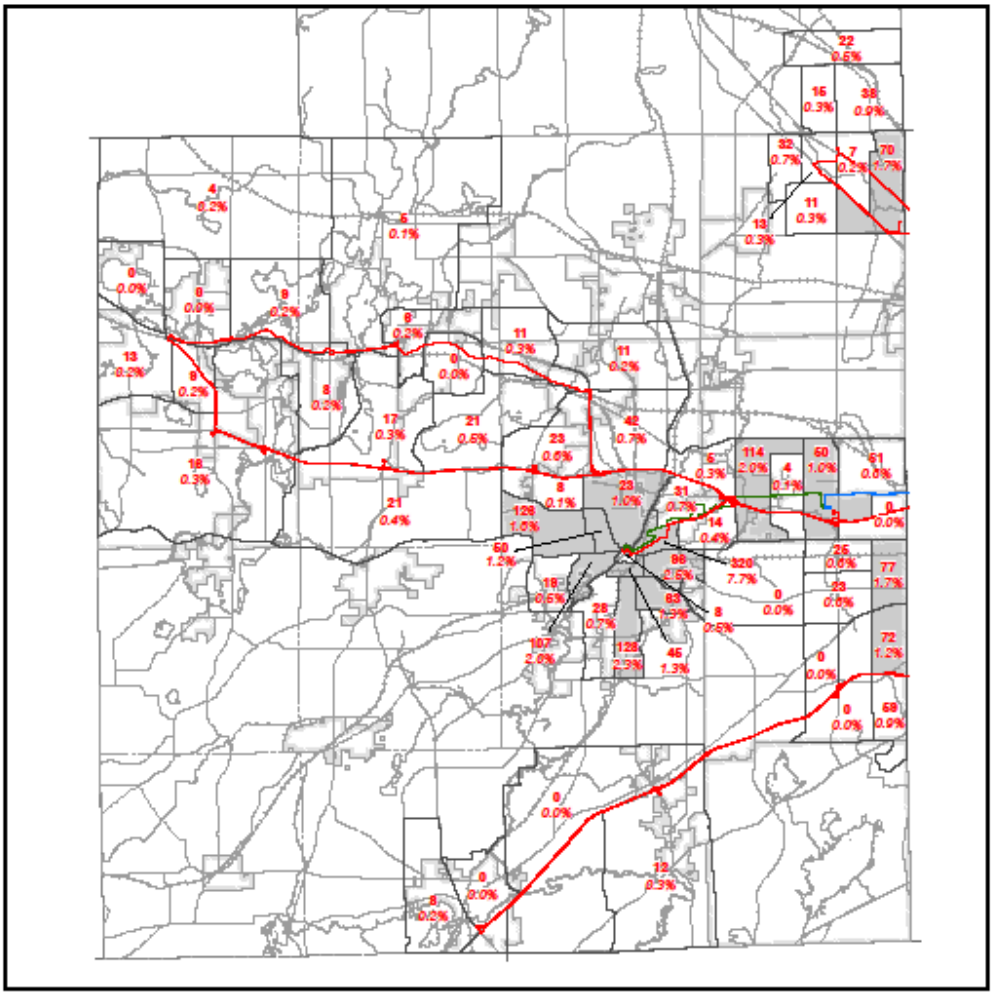
Table 1.2 (Continued)

		Population age 5 and over												
				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		
Census Tract	County	Total	Speaking Only English	Total	LEP[a] Population	Total	LEP[a] Population	Total	LEP[a] Population	Total	LEP[a] Population	Total	LEP[a] Population	Percent of Total Population Considered LEP[a]
2043.02	Waukesha	3,786	3,627	87	0	58	9	14	0	0	0	159	9	0.2
2044	Waukesha	2,070	2,011	28	0	26	0	5	0	0	0	59	--	--
2045.01	Waukesha	2,376	2,326	10	0	40	4	0	0	0	0	50	4	0.2
2045.02	Waukesha	5,950	5,710	76	0	158	9	0	0	6	0	240	9	0.2
4702.02	Washington	5,921	5,742	32	0	29	15	64	0	54	0	179	15	0.3
4702.03	Washington	4,239	3,790	215	0	175	22	59	0	0	0	449	22	0.5
4702.04	Washington	**4,062**	**3,770**	**18**	**0**	**208**	**30**	**66**	**8**	**0**	**0**	**292**	**38**	**0.9**
	Total	350,031	320,137	12,968	1,691	9,685	564	5,983	685	1,258	118	29,894	3,058	0.9

[a] *Limited English Proficiency (LEP) persons were those who indicated in the 2013 to 2017 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 0.9 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: 2017



320 TOTAL POPULATION WITH LIMITED ENGLISH PROFICIENCY IN TRACT

7.7% 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

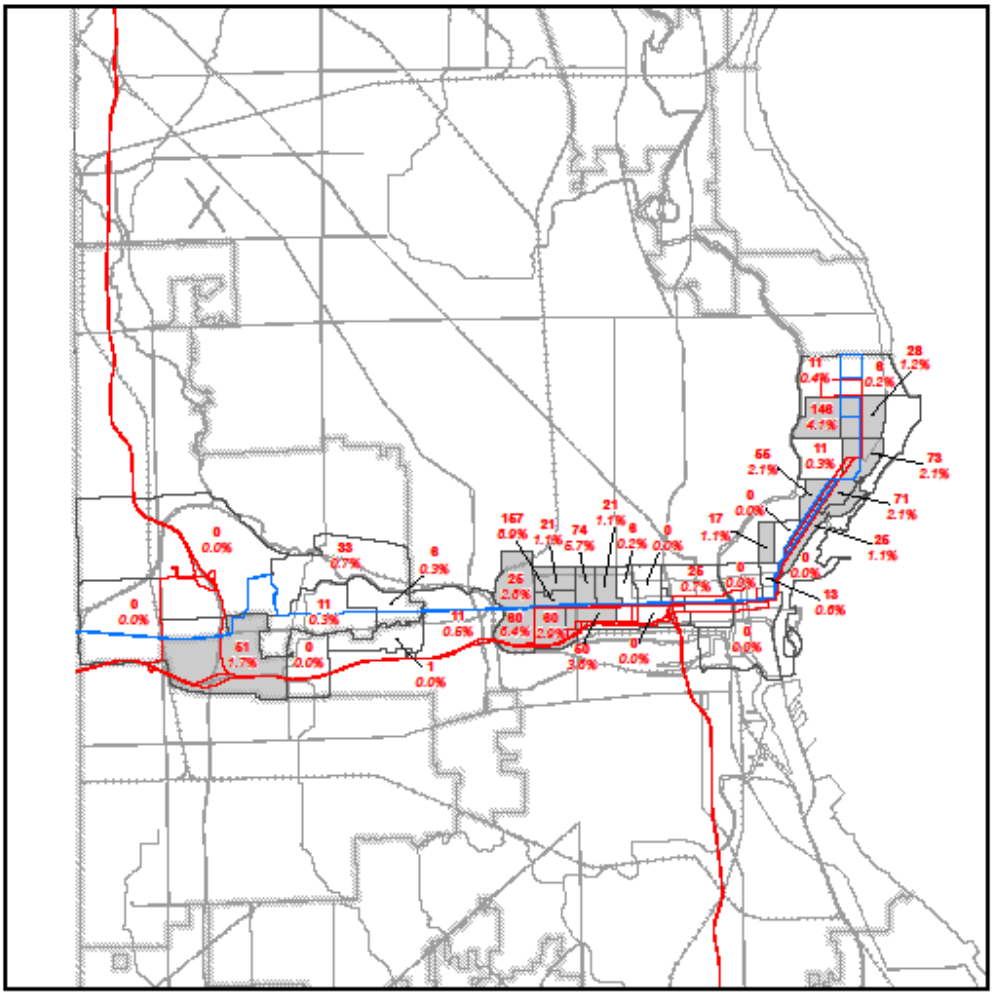
N

0 2 4 6 Miles

Source: SEWRPC

I:\Trac\WORK\Waukesha Transit\Waukesha Transit Title VI\LEP 2019\WaukMetro - LEP Census Tract WCTS&WASH - 2019.mxd

Map 2
Waukesha County Transit System (WCTS) Limited English Proficiency (LEP) Population in Milwaukee County: 2017



157 TOTAL POPULATION WITH LIMITED ENGLISH PROFICIENCY IN TRACT

8.9% 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

N

0 1 2 3 Miles

Source: SEWRPC

I:\Trans\WORK\Waukesha Transit\Waukesha Transit Title VI\LEP 2019\WaukMetro - LEP Census Tract MILW - 2019.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 May 9, 2019

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 (*).

* * *

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Table 3-1

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

Objective	Principle	Standards	Performance Measure
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	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	<u>Design and Operating Standards</u> 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	1. - -
		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 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	2. - -
		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	3. Number of major activity centers in each category within one-quarter mile of a bus route*
		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	4. - -
		<u>Performance Standards</u> 1. The population served should be maximized, particularly the transit-dependent population	1a. Total population within one-quarter mile of a bus route* 1b. Transit-dependent population concentrations within one-quarter mile of a bus route*
		2. The number of jobs served should be maximized	2. Number of jobs within one-quarter mile

of a bus route*

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

3

3. The proportion of the transit-supportive land area located within one-quarter mile of a local bus route*

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.	Design and Operating Standards	
		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: 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:	7. Average maximum load factor by route for the weekday peak hour of service*

	Average Maximum Load Factor	
Service Type	Peak Periods	All Other Times
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:

	Maximum Headway (minutes)	
Service Type	Weekday Peak Periods	Off-Peak Periods/ Weekends/Holidays
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

		s:	8. - -
			9. - -
		Travel Speed (miles per hour) Service Type / CBD / Other Areas Local / 5-10 / 15-20 Express / 5-10 / 18-23	
		4	

Table 3-1 (continued)

Objective	Principle	Standards	Performance Measure
2. (continued)		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:	10. - -

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

		Performance Standards	
		1. Ridership on the public transit system and the overall effectiveness of the service provided should be maximized	1a. Total passengers* 1b. Total passengers per capita* 1c. Revenue vehicle hours per capita* 1d. Total passengers per revenue vehicle hour* 1e. Total passengers per revenue vehicle mile*
		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[a]	2a. Total passengers* 2b. Total passengers per revenue vehicle hour* 2c. Total passengers per revenue vehicle-mile* 2d. Percent of weekday passengers riding on Saturday or Sunday* 2e. Percent of weekday passengers riding in evenings*
		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	3. Percent of scheduled bus trips on time
		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	4a. Ratio of transit to highway distance 4b. Difference between transit and highway travel time
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	Design and Operating Standards 1. The total operating and capital investment for the public transit system should be minimized and reflect efficient utilization of resources 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 3. Periodic increases in passenger fares should be considered to maintain the financial stability of the public transit system when: a. The farebox recovery rate for the public transit system goes below levels determined to be acceptable by local officials b. Operating expenses for the public transit system have increased by 10 to 15 percent since fares were last raised 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

			3. - -
1. - -	2. - -	5	

Table 3-1 (continued)

Objective	Principle	Standards	Performance Measure
3. (continued)		Performance Standards 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	1a. Operating expense per total vehicle mile* 1b. Operating expense per revenue vehicle hour* 1c. Operating expense per passenger* 1d. Total operating assistance per passenger*
		2. Public transit system operating revenues generated from passenger fares and sources other than public operating assistance should be maximized	2. Percent of operating expenses recovered through passenger and other operating revenues, excluding public operating assistance*
		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]	3a. Operating expense per boarding passenger* 3b. Total operating assistance per boarding passenger* 3c. Percent of operating expenses recovered through passenger and other operating revenues, excluding public operating assistance*

[a]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.