



Milwaukee County Transit System 2020 Title VI Program



August 1, 2020
Milwaukee, Wisconsin

2020 MCTS TITLE VI PROGRAM

This document is a collection of various memos and reports relating to MCTS' ongoing efforts to:

- Ensure that public transportation services are provided in a non-discriminatory manner
- Promote full and fair participation in public transportation decision making without regard to race, color, or national origin
- Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency

Because this update is a collection of various documents, each with their own numbering system, a unified numbering system will appear in the upper right corner of each page in this binder for the reader's convenience. These numbers will be prefixed with an "A" and will correspond with the page numbers shown below.

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Milwaukee County Transit System Interoffice Memorandum

TO: Dan Boehm, Managing Director

FROM: Tom Winter, Director of Schedule & Planning
Jeff Sponcia, Planning Manager

SUBJECT: Executive Summary - 2020 MCTS Title VI Program Update

DATE: April 17, 2020

OVERVIEW

The MCTS 2020 Title VI Program Update represents an update of the 2017 Title VI plan submitted by Milwaukee County to the Federal Transit Administration (FTA). FTA Circular 4702.1B sets forth the guidelines for providing information on the non-discriminatory provision of transit services as required by Title VI of the Civil Rights Act of 1964. The Update includes ten general reporting requirements and five specific requirements that are mandated for transit providers:

GENERAL REPORTING REQUIREMENTS

Per the FTA guidance, there are several reporting requirements that, collectively, represent a transit agency's commitment to delivering meaningful access to transit services in a non-discriminatory manner. The required elements are listed below:

- Title VI Notice to the Public
- Title VI Complaint Procedures and Form
- Summary of Title VI Complaints
- Public Participation Plan
- Public Outreach & Involvement Activities
- Limited English Proficiency Plan
- Minority Representation on Planning and Advisory Bodies
- Monitoring of Sub Recipient Title VI programs
- Approval of Title VI Program by Governing Entity
- Policy Definitions for Major Service Change, Disparate Impact, and Disproportionate Burden

ADDITIONAL REQUIREMENTS FOR TRANSIT PROVIDERS

In addition to the reporting requirements noted above, the MCTS Title VI Plan includes service standards and policies, demographic data of minority and low-income populations served, Title VI monitoring program, public engagement process regarding major service change policy, disparate impact policy and disproportionate burden policy and finally, results of recent service and fare equity analyses.



2020 TITLE VI PROGRAM UPDATE: SERVICE AND FARE EQUITY ANALYSES

- Title VI Fare Equity Analysis for Proposed Fare Increases in 2018 Budget to Adult Single Ride M-Card Stored Value Fare
 - RESULT: Passed initial fare equity analysis
- Title VI Fare Equity Analysis for Proposed Fare Increases in 2018 Budget to New Freedom/GoPass fares
 - RESULT: It was recommended to reduce the percent of fare increase so as to limit the disproportionate burden on low-income riders as much as possible.
- Service Equity Analyses from 2018 on Routes 6 and 67
- Service Equity Analyses from 2019 on Routes 33, 40, 43, 44, 46, 48, 49, 50, 57, 61, 85, 87, 88 and 89
- Service Equity Analysis from 2019 on the MCTS NEXT Recommended System
- Service Equity Analysis from 2020 on the MCTS 2020 Budget
- Service Equity Analyses from 2020 on Routes 12 & 276, 17, 35, 42U, 55, 80, 143, 219, 223 and 276

ADVANCEMENT OF RACIAL EQUITY

It should be noted Milwaukee County has taken action to advance racial equity in addition to the requirement to be compliant with Title VI regulations. The Office on African American Affairs (OAAA) was created in 2016 to serve an integral role in recognizing and resolving the County's racial inequities for the benefit of all its citizenry. To accomplish these goals, OAAA became a member of the Government Alliance on Race and Equity (GARE) in 2018. GARE is a national network of government jurisdictions, who collectively work to achieve racial equity and advance opportunities for all. As part of their long-term vision to eradicate racial inequities, OAAA is embracing GARE's national framework of: Normalizing, Organizing and Operationalizing. Milwaukee County took another step toward equity in 2019 when it passed a resolution declaring racism a public health crisis.

Milwaukee County's vision is to become the healthiest county in Wisconsin by achieving racial equity. MCTS understands the importance of being intentional about Racial Equity (RE) and, with direction and guidance by OAAA, took the following initial steps in 2019:

- Obtained YWCA-sponsored RE training for leaders and staff that engage with the public
- Identified an RE Ambassador who actively participates in the program
- Began to gain an understanding of how to use GARE tools in Transit Planning practices
 - Racial Equity Tools were used to evaluate proposed service changes including the MCTS NEXT Recommended System plan, the proposed 2020 Budget, and the Route 57 service reduction.
- Created a new position: Community & Internal Communications Coordinator
 - Staff will prepare an engagement plan for listening sessions in underrepresented neighborhoods

MCTS recognizes, however, there is much more to learn and work to be done. Some additional recommendations from OAAA include:

- Creating an RE Workgroup consisting of leadership, RE Ambassador, frontline staff, inter-departmental stakeholders, a member of the community, and OAAA
- Developing a community engagement plan that includes goals and accountability measures
- Re-evaluating the distribution of the Customer Satisfaction Survey to include goals and accountability measures to reach underrepresented populations.



Milwaukee County Transit System

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Moving forward, MCTS is committed to be a partner with OAAA and working on these goals for the betterment of our community.

CONCLUSION

As a recipient of FTA funds, MCTS must comply with Title VI of the Civil Rights Act of 1964, the U.S. Department of Transportation's implementing regulations at 49 CFR Part 21, and FTA's Title VI Circular 4702.1B. Through the successful implementation of the 2020 Title VI Program Update, MCTS will be able to ensure that transit services are provided in a non-discriminatory manner in Milwaukee County. It should be noted that the Milwaukee County Executive and the Milwaukee County Board of Supervisors are working to address transportation funding gaps. MCTS will continue to support these efforts in every way possible.



**Milwaukee County Transit System
Interoffice Memorandum**

TO: File
FROM: Jeff Sponcia, Planning Manager
SUBJECT: Title VI Notice to the Public
DATE: March 18, 2020

The Federal Transit Administration (FTA) requires transit providers display a notice to the public informing customers of their rights under Title VI. At a minimum, this notice must be posted on Milwaukee County Transit System’s (MCTS) website and in the public areas of MCTS’ offices and facilities.

An example of MCTS’ notice to the public is shown on the next page. This notice is available on MCTS’ website (<https://www.ridemcts.com/about-mcts/title-vi>), in the lobby of MCTS’ Administration Building, and in the vestibules of MCTS’ operating stations which are open to the public. This notice is also displayed in the MCTS Transit Guide, on printed Route Schedules (where space permits) and on the interior of all MCTS buses.

This notice is also available in Spanish, the language spoken by the Limited English Proficient (LEP) population that meets the Safe Harbor Threshold in the Milwaukee area.



"No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

The Milwaukee County Transit System (MCTS) respects civil rights and operates its programs and services without regard to race, color or national origin. MCTS is committed to complying with Title VI requirements in all of its programs and services.

For more information on the Title VI transit obligations, contact MCTS 8:00 a.m. - 4:30 p.m. Monday-Friday as listed below:

MCTS Human Resources Department
1942 North 17th Street
Milwaukee, WI 53205
414-344-4550 or 711 (TRS)
Title6@MCTS.org

Making a Title VI Complaint

Any person who believes he/she has been subjected to discrimination in the delivery of or access to public transportation services on the basis of race, color or national origin, may file a complaint with Milwaukee County Transit System (MCTS). Such complaint must be filed in writing with MCTS no later than 180 days after the alleged discrimination. [You can file your complaint using this form.](#) Once completed, you can print



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(414) 344-4550 • RideMCTS.com

the form and mail to MCTS at the address below.

[Title VI Complaint Procedures](#)

For more information on how to file a complaint, contact MCTS as listed below:

MCTS Human Resources Department

1942 North 17th Street

Milwaukee, WI 53205

414-344-4550 or 711 (TRS)

Title6@MCTS.org

[2017 MCTS Title VI Update](#)

Política del Título VI

"No se le negará a ninguna persona que resida en Estados Unidos la participación o beneficios, por motivo de su raza, color u origen nacional, ni será discriminada en ningún programa o actividad que reciba asistencia financiera federal".

Milwaukee County Transit System (MCTS) respeta los derechos civiles y opera sus programas y servicios independientemente de la raza, el color u origen nacional. El MCTS se compromete a cumplir con los requisitos del Título VI en todos sus programas y servicios. Para obtener más información acerca de las obligaciones de tránsito contenidas en el Título VI comuníquese con el MCTS como se indica a continuación.

CÓMO REALIZAR UN RECLAMO CONFORME AL TÍTULO VI

Toda persona que crea que ha sufrido un acto de discriminación al momento de prestársele o de recibir el servicio de transporte público en base a su raza, color u origen nacional puede presentar un reclamo al Milwaukee County Transit System (MCTS). El reclamo debe presentarse por escrito al MCTS antes de transcurridos 180 días posteriores al supuesto acto de discriminación. Para obtener más información acerca de cómo presentar un reclamo, comuníquese con el MCTS como se indica a continuación:

MCTS Human Resources Department

1942 North 17th Street

Milwaukee, WI 53205

414-344-4550 or 711 (TRS)

Title6@MCTS.org

[Formulario de Queja de MCTS por el Título VI.](#)

[Procedimientos de Queja para el Título VI](#)



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MILWAUKEE COUNTY TRANSIT SYSTEM (MCTS)

Title VI Complaint Procedures

Title VI of the Civil Rights Act of 1964 states that “no person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color or national origin may file a written complaint with the Human Resources Department, Milwaukee County Transit System, 1942 North 17th Street, Milwaukee, WI 53205. Complainants have the right to complain directly to the appropriate Federal agency. Every effort will be made to obtain early resolution of complaints. The option of informal meeting(s) between the affected parties and the MCTS representative may be utilized for resolutions.

PROCEDURE

1. The complaint must include the following:
 - a. Complaint shall be in writing and signed by the complainant(s). In cases where Complainant is unable or incapable of providing a written statement, a verbal complaint may be made. The MCTS representative will interview the Complainant and assist the person in converting verbal complaints in writing. All complaints must, however, be signed by the Complainant or his/her representative.
 - b. Include the date(s) of the alleged act of discrimination.
 - c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.
 - d. Federal law requires complaints be filed within 180 calendar days of the alleged incident.
2. Upon receipt of the complaint, the MCTS representative will determine its jurisdiction, acceptability, need for additional information, and investigate the complaint, if accepted.
3. The Complainant will be provided with a written acknowledgment that MCTS has either accepted or rejected the complaint.
4. A complaint must meet the following criteria for acceptance:
 - a. The complaint must be filed within 180 days of the alleged occurrence.
 - b. The allegation must involve a covered basis such as race, color or national origin.
 - c. The allegation must involve a MCTS service, the County of Milwaukee as a Federal-aid recipient, or its sub-recipient.
5. A complaint may be dismissed for the following reasons:
 - a. The Complainant requests the withdrawal of the complaint.
 - b. The Complainant fails to respond to repeated requests for additional information needed to process the complaint.
 - c. The Complainant cannot be located after reasonable attempts.

6. MCTS representative will prepare an investigative report within 90 calendar days of the acceptance of the complaint. The report shall include a narrative description of the incident, identification of persons interviewed, findings and recommendations for disposition.
7. The investigative report and its findings will be reviewed with MCTS officials and in some cases the investigative report and findings will be reviewed by MCTS' legal counsel.
8. The MCTS representative/legal counsel will make a determination on the disposition of the complaint. Dispositions will be stated as follows:
 - a. In the event MCTS is in noncompliance with the Title VI regulations, remedial actions will be listed. MCTS will take necessary action in order to come into compliance.
 - b. If the investigation concludes that MCTS is not in violation of Title VI, findings describing compliance will be documented.
9. Notice of the MCTS representative's determination will be mailed to the Complainant. Notice shall include information regarding appeal rights of Complainant and instructions for initiating such an appeal. Notice of appeals are as follows:
 - a. The MCTS representative will reconsider the determination if new facts come to light.
 - b. If Complainant is dissatisfied with the determination and/or resolution set forth by the MCTS representative, the same complaint may be submitted to the FTA for investigation. Complainant will be advised to contact the Federal Transit Administration, Office of Civil Rights, 200 W. Adams Street, Suite 320, Chicago, IL 60606, telephone 312-353-3855.
10. A copy of the complaint and the MCTS representative's investigation report/letter of finding and Final Remedial Action Plan, if appropriate, will be issued to FTA within 120 days of the receipt of the complaint.
11. A summary of the complaint and its resolution will be included as part of the Title VI updates to the FTA.

SISTEMA DE TRÁNSITO DEL CONDADO DE MILWAUKEE (MCTS)

Procedimientos de Queja para el Título VI

El Título VI de la Ley de Derechos Civiles de 1964 dice que *“ninguna persona en los Estados Unidos será excluida de la participación en ningún programa o actividad que recibe ayuda financiera federal, ni le serán negados los beneficios correspondientes a dichos programas o actividades, ni estará sujeta a discriminación bajo estos programas o actividades, en base a su raza, color u origen nacional”*.

Toda persona que crea que, individualmente o como miembro de cualquier clase específica de personas, ha estado sujeta a discriminación en base a su raza, color u origen nacional podrá presentar una queja escrita ante el Departamento de Recursos Humanos del Sistema de Tránsito del Condado de Milwaukee, 1942 North 17th Street, Milwaukee, WI 53205. Los reclamantes tienen derecho a quejarse directamente a la agencia federal apropiada. Se harán todos los esfuerzos para lograr una resolución pronta de las quejas. Podrá usarse la opción de una o varias reuniones entre las partes afectadas y el representante de MCTS para las resoluciones.

PROCEDIMIENTO

1. La queja deberá incluir los siguientes elementos:
 - a. La queja será por escrito y estará firmado por el o los reclamantes. En casos en que el Reclamante no puede o es incapaz de brindar una declaración escrita, podrá hacerse una queja verbal. El representante de MCTS entrevistará al Reclamante y ayudará a la persona a poner las quejas verbales por escrito. Sin embargo, todas las quejas deberán estar firmadas por el Reclamante o su representante.
 - b. La o las fechas del supuesto acto de discriminación.
 - c. Deberá presentar una descripción detallada de los asuntos, incluyendo nombres y puestos de trabajo de las personas percibidas como partes en la queja.
 - d. La ley federal exige que las quejas sean presentadas dentro de los 180 días naturales posteriores al supuesto incidente.
2. Al recibir la queja, el representante de MCTS determinará su jurisdicción, su aceptabilidad, la necesidad de información adicional e investigará la queja, si es aceptada.
3. Se le brindará al Reclamante un acuse de recibo por escrito de que MCTS ha aceptado o ha rechazado la queja.
4. Una queja deberá cumplir con los siguientes criterios para ser aceptada:
 - a. La queja deberá ser presentada dentro de los 180 días posteriores al supuesto incidente.
 - b. La acusación deberá involucrar una base que está cubierta, como raza, color u origen nacional.
 - c. La acusación deberá involucrar un servicio de MCTS, el Condado de Milwaukee como un receptor de ayuda federal, o su sub-receptor.
5. Una queja podrá ser descartada por las siguientes razones:
 - a. El Reclamante solicita retirar la queja.
 - b. El Reclamante no responde a repetidos pedidos de información adicional necesaria para procesar la queja.
 - c. El Reclamante no puede ser localizado luego de intentos razonables.

6. El representante de MCTS preparará un informe de investigación dentro de los 90 días naturales posteriores a la aceptación de la queja. El informe incluirá una descripción narrativa del incidente, la identificación de las personas entrevistadas, resultados y recomendaciones para su solución.
7. El informe de investigación y sus resultados serán revisados por oficiales de MCTS, y en algunos casos el informe de investigación y sus resultados serán revisados por el asesor legal de MCTS.
8. El representante/asesor legal de MCTS tomará una decisión con relación a la solución de la queja. Las soluciones de la queja serán indicadas de la siguiente forma:
 - a. En caso que MCTS esté incumpliendo las reglamentaciones del Título VI, se indicarán medidas correctivas. MCTS tomará la acción necesaria a fin de lograr el cumplimiento.
 - b. Si la investigación llega a la conclusión de que MCTS no está violando el Título VI, los resultados que describen el cumplimiento serán documentados.
9. La notificación de la determinación del representante de MCTS será enviada por correo al Reclamante. La notificación incluirá información relacionada con los derechos de apelación del Reclamante junto con instrucciones para iniciar dicha apelación. La notificación de apelaciones son como sigue:
 - a. El representante de MCTS reconsiderará la determinación si salen a luz nuevos hechos.
 - b. Si el Reclamante está insatisfecho con la determinación y/o resolución estipulada por el representante de MCTS, dicha queja podrá ser presentada a la Administración Federal de Tránsito (FTA) para su investigación. Se le aconsejará al Reclamante que contacte a la Administración Federal de Tránsito, Oficina de Derechos Civiles, 200 W. Adams Street, Suite 320, Chicago, IL. 60606, teléfono 312-353-3855.
10. Una copia de la queja y el informe de investigación/carta de resultado del representante de MCTS y el Plan de Medida Correctiva Final, si corresponde, serán enviados a la FTA dentro de los 120 días posteriores a la recepción de la queja.
11. Un resumen de la queja y su resolución serán incluidos como parte de las informaciones relacionadas con el Título VI a la FTA.



MCTS Title VI Complaint Form

Title VI of the 1964 Civil Rights Act and related nondiscrimination statutes and regulations require that *no person in the United States shall, on the grounds of race, color, national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.*"

The following information is necessary to assist us in processing your complaint. Assistance is available upon request. If information is needed in another language, then please contact us at 414-937-3218 or Title6@mcts.org.

Please complete and return this form to the following: Human Resources Department Milwaukee County Transit System, 1942 North 17th Street, Milwaukee, WI 53205-1697, or email to Title6@mcts.org.

1. Complainant's Name _____

2. Address _____

3. City _____ State _____ Zip _____

4. Telephone Number (home) _____ (business) _____

5. Email Address _____

6. Person discriminated against (if someone other than the complainant)

Name _____

Address _____

City _____ State _____ Zip _____

7. In your own words, describe your complaint. You should include specific details such as names, dates, time, route numbers, witnesses and any other information that would assist us in our investigation of your allegations. If you have additional documentation related to this complaint, please include as an attachment. Please use the back of this form if additional space is required.

8. Have you filed this complaint with any other federal, state or local agency; or with any federal or state court? Yes No

If yes, check each box that applies:

Federal agency Federal court State agency State court Local agency

9. Please provide information about a contact person at the agency/court where the complaint was filed.

Name _____

Address _____

City _____ State _____ Zip _____

Telephone Number _____ Email address _____

10. Signature required below.

Complainant's Signature Date



Formulario de Queja de MCTS por el Título VI

El Título VI de la Ley de Derechos Civiles de 1964 y estatutos y reglamentos relacionados contra la discriminación estipulan que *ninguna persona en los Estados Unidos será excluida de la participación en ningún programa o actividad que recibe ayuda financiera federal, ni le serán negados los beneficios correspondientes a dichos programas o actividades, ni estará sujeta a discriminación bajo estos programas o actividades, en base a su raza, color u origen nacional*”.

La siguiente información es necesaria para ayudarnos a procesar su queja. Hay ayuda disponible si la solicita. Si se necesita información en otro idioma, contáctenos al 414-937-3218 o por Title6@mcts.org.

Complete por favor este formulario y devuélvalo a la siguiente dirección: Departamento de Recursos Humanos Milwaukee County Transit System, 1942 North 17th Street, Milwaukee, WI 53205-1697, o envíe un e-mail a Title6@mcts.org.

1. Nombre del reclamante _____

2. Dirección _____

3. Ciudad _____ Estado _____ Zip _____

4. Teléfono (hogar) _____ (trabajo) _____

5. E-mail _____

6. Persona que ha sido discriminada (si es distinta del reclamante)

Nombre _____

Dirección _____

Ciudad _____ Estado _____ Zip _____

7. Con sus propias palabras, describa su queja. Deberá incluir detalles específicos, como nombres, fechas, horario, número de ruta, testigos y toda otra información que nos podría ayudar en nuestra investigación de sus acusaciones. Si tiene documentación adicional relacionada con esta queja, inclúyala por favor como un adjunto. Use por favor el dorso de este formulario si necesita espacio adicional.

8. ¿Ha presentado esta queja ante alguna otra agencia federal, estatal o federal, o ante algún tribunal federal o estatal? Sí No

Si contestó “Sí”, marque el casillero correspondiente:

Agencia federal Tribunal federal Agencia estatal Tribunal estatal Agencia local

9. Brinde por favor información acerca de una persona de contacto en la agencia/tribunal donde se presentó esta queja.

Nombre _____

Dirección _____

Ciudad _____ Estado _____ Zip _____

Teléfono _____ E-mail _____

10. Se requiere la firma abajo.

Firma del reclamante

Fecha



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Milwaukee County Transit System Interoffice Memorandum

TO: File

FROM: Mick Jarvis, MHRLR - Human Resources Generalist

RE: Title VI Summary of Complaints 2017-2019

DATE: March 30, 2020

In regards to the Federal Transit Administration's request for information regarding Title VI complaints, the Milwaukee County Transit System received no Title VI complaints from January 1, 2017 through December 31, 2019.

MCTS
Public
Participation
Plan

2020

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Glossary

ADA: The Americans with Disabilities Act prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, state and local government services, public accommodations, commercial facilities, and transportation.

Civil Rights: Civil Rights are a class of rights and freedoms that protect individuals from unwarranted action by government and private organizations and individuals and ensure one's ability to participate in the civil and political life of the state without discrimination or repression.

Community-Based Organization (CBO): Community-Based Organizations are non-profit, neighborhood, community, ethnic, or business association groups that provide support and services to the community and businesses, through services that may include health, educational, employment training, business formation support and assistance, community building, and other social welfare services.

Community Meeting/Workshop: Community meetings are formal or informal opportunities for staff to receive public feedback in an interactive setting. They are held in a public space and open to the general public, although individuals or groups may be specifically invited. Community meeting formats include workshops, charrettes, and open houses.

Limited English Proficiency (LEP): This Executive Order requires Federal agencies to examine the services they provide, identify any need for services to those with limited English proficiency (LEP), and develop and implement a system to provide those services so LEP persons can have meaningful access to them.

Low-income: Households which earn less than \$30,000 a year as defined by the US Census Bureau.

Marginalized Populations: Groups or communities excluded from mainstream social, economic, cultural or political life. Examples of these populations include, but are by no means limited to, groups excluded due to race, religion, political or cultural group, age, gender or financial status.

Minority: A person who is a citizen or lawful permanent resident of the United States and who is:

- Black: a person having origins in any of the black racial groups of Africa
- Hispanic: a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race
- Asian or Pacific Islander: a person having origins in any of the original peoples of the Far East, Southeast Asia, Indian Subcontinent, or the Pacific Islands
- American Indian or Alaskan Native: a person having origins in any of the original peoples of North America and who maintain cultural identification through tribal affiliation or community recognition.

Online Outreach: Online outreach provides a forum to both inform the public about an initiative and solicit public feedback. Online outreach includes surveys on websites or other web-based discussion platforms.

Public Participation Plan: Recipients of Federal Transit Administration (FTA) funding must submit a plan that details strategies to engage minority and limited English proficient (LEP) populations in its planning and programming activities. These efforts may be part of a broader framework that also include outreach strategies for other traditionally underserved constituencies, such as people with disabilities and low-income populations.

Racial Equity: The condition that would be achieved if one’s racial identity no longer predicted, in a statistical sense, how one fares. This is part of what composes racial justice, meaning work to address root causes of inequities, not just their manifestation, must also be done. This includes elimination of policies, practices, attitudes and cultural messages that reinforce differential outcomes by race or fail to eliminate them.

Underrepresented: A word used to describe a group whose percentage of the population in a given group is lower than their percentage of the population in a given area. In terms of race, Hispanic/Latinx, African Americans, Native Americans, Native Hawaiian/Pacific Islanders and those of two or more races are generally to be considered included in this group.

Section 1 – Executive Summary

Purpose

MCTS exists to provide reliable, convenient, and safe public transportation services that effectively meet the varied travel needs of the community and contribute to its quality of life. We make connections daily by getting our customers to their destinations. In efforts to provide the best service to our community we take various measures to gain input and feedback from those to whom we dedicate our service.

In accordance with federal guidelines, MCTS must submit to the Federal Transit Administration (FTA) a Public Participation Plan (referred to as the “Plan”) that details the company’s plans and strategies to engage low-income, minority and Limited English Proficient (LEP) populations in its planning process as a recipient of federal funds and per Title VI of the Civil Rights Act of 1964 and its implementing regulations. Through the FTA, MCTS is directed to:

- Ensure that the level / quality of public transit service is provided in a nondiscriminatory manner;
- Promote full and fair participation in transit decision-making without regard to race, color, or national origin;
- Ensure access to transit-related programs and activities by persons with limited English proficiency.

The Plan establishes three thematic goals:

- Provide knowledge and information to the public
- Effectively communicate future service changes to the public
- Gain insight and input from the public to inform planning decisions

Objectives

The overall objective of the Plan is to propose strategies that are aimed to improve the accessibility of MCTS to underrepresented groups, but will also help to address constraints and/or barriers that may limit all persons regardless of minority status, income level, or the ability to speak English. Public participation activities will be designed to be accessible to all persons. The main objectives of this plan are as follows:

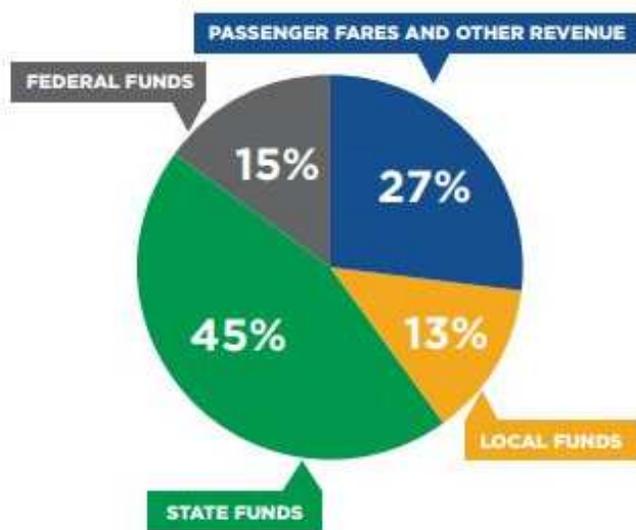
- Make information on major service changes available for the public prior to implementation
- Increase the participation of the public in major transit-related decisions.
- Obtain an understanding of transit needs, especially for underrepresented populations.

Section 2 – Overview of MCTS

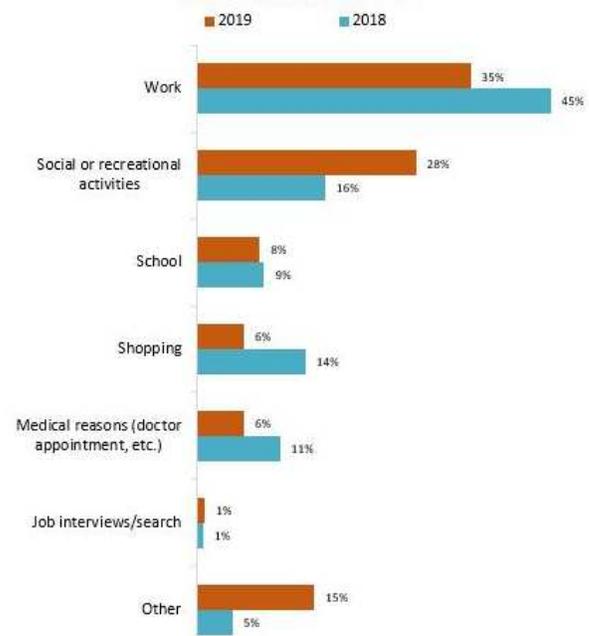
History and Facts

Founded in 1975, MCTS is the 35th - largest transit system in the nation and the largest transit agency in Wisconsin. As the primary transit provider for Milwaukee County, MCTS services all 19 municipalities inside Milwaukee County and limited service to eight additional municipalities in Waukesha County (Elm Grove, Brookfield, Butler and Menomonee Falls) and Ozaukee County (Mequon, Cedarburg, Grafton and Saukville). MCTS has over 4,800 bus stops and operates approximately 48 routes, including Freeway Flyer service from outlying park-ride lots. MCTS also features limited stop service which serves major destinations across the county and three routes under contract from the adjoining counties of Ozaukee and Waukesha. With programs such as U-PASS for college students and the Commuter Value Pass program for Milwaukee’s workforce, MCTS is an essential contributor to the education and economic environment of Milwaukee County. MCTS provides over just under 29 million rides a year—of those, over 513,000 are through Paratransit, a division of the company that provides rides to people with disabilities.

FUNDING BY SOURCE 2019



BUS USE PRIMARY PURPOSE



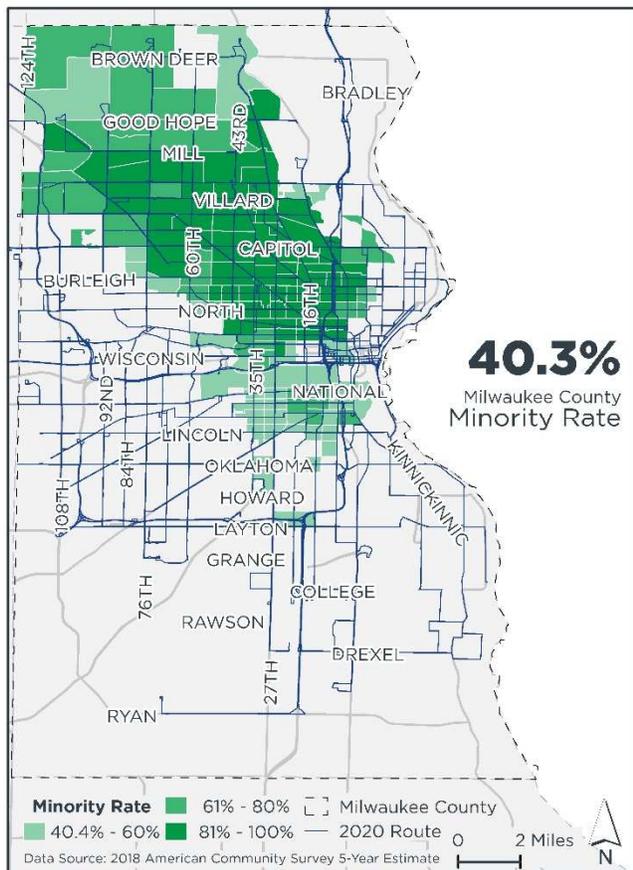
Approximately 35% of individuals use MCTS to commute to jobs on a daily basis. With two major educational institutions located in the heart of the city, approximately 40,000 Milwaukee-area college students participate in the U-PASS program, taking advantage of discounted rates to and from college and other destinations. Designations of primary uses are shown above.

Demographics

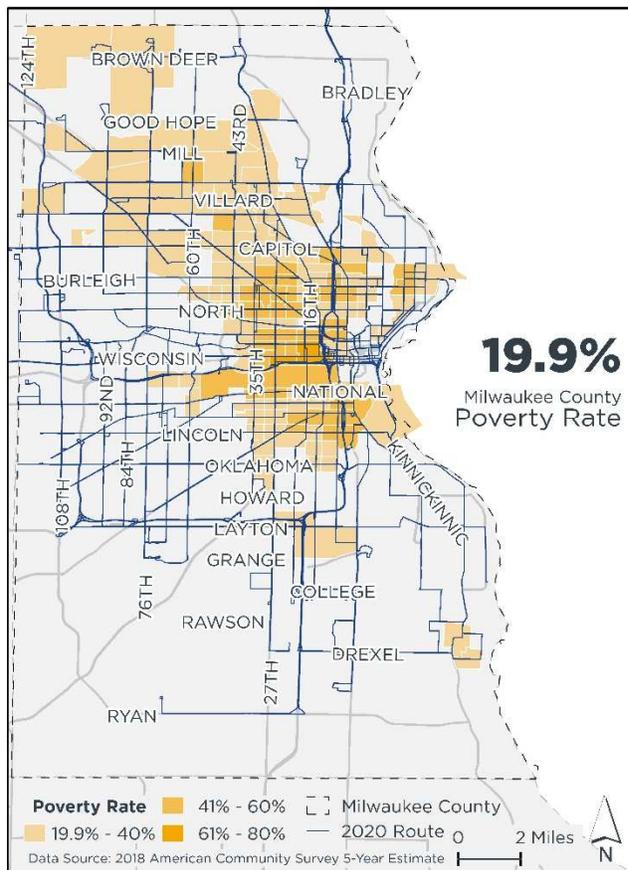
Understanding the extent and characteristics of Title VI-protected populations within MCTS’ service area provides context for a culturally-sensitive, customized approach to outreach. The demographic analysis provided here will continue to assist MCTS with its outreach to Title VI populations when planning, holding, or attending events in a given geographic area or when targeting outreach towards a given ethnic community. MCTS serves a population of 954,209 Milwaukee County residents (U.S. Census 5-year estimate 2018).

The demographic profile of the MCTS service area is approximately 40% minority and 20% low-income (households that are below the poverty threshold). From the maps that follow, a comparison can be seen between where minorities in Milwaukee reside and where low-income populations reside.

Milwaukee County High Minority Rates



Milwaukee County High Poverty Rates



Limited English Proficient (LEP) Population

Milwaukee County is home to a diverse population, including some that speak limited English. There are 148,782 persons or 17% of the total population in Milwaukee County that speak a language other than English at home. The following languages are the most commonly spoken among LEP households in MCTS’ service area: Spanish (62%), Other Indo-European languages (16%), Asian and Pacific Islander languages (16%) and Other languages (6%) (American Community Survey, 2018).

Per Circular 4702.1B, “Title VI and the Title VI dependent Guidelines for FTA Recipients outreach to LEP populations should include meaningful strategies that help to make programs, services, and activities accessible.” As a part of this latest Title VI submittal in 2020, MCTS researched and reviewed information recorded internally on previous interactions with members of the public who are LEP. The analysis included the extent to which LEP persons have encountered various departments of MCTS. Several resources were and are still being utilized to ensure that participation efforts are in compliance with continued development of the Plan.

Section 3 – Techniques for Public Engagement

MCTS will use choose from a variety of techniques as it engages with the public on matters involving transit services and polices. Specific efforts will be tailored depending on the scope of the proposed plan and the resources available for public outreach.

Public Meetings

- **Public Open House** – MCTS can host an open house to engage with the public when major changes to service could affect them. In addition, MCTS can host a series of open house meetings for special projects that involve a number of service changes occurring at one time—this can also yield needed engagement. These type of meetings would present information on the purpose for the service proposal(s) being discussed and to engage in dialogue and take comments. Staff would be available to interact with the public, answer questions and take comments on the plan.
- **Public Hearing** – A public hearing will be held by Milwaukee County prior to a fare increase or a major service reduction to receive comments from the public. Its purpose is to provide a forum for people to voice their opinion.
- Spanish speaking personnel can be available during public meetings for LEP populations.

External Communications

MCTS will provide information to the public via all available communications methods (press releases, media interviews, website, app, social media, automated telephone hotline, e-newsletters, printed newsletters, flyers, posters, targeted advertisements, audio announcements, signage at bus stops, etc.) This includes notices about changes in routes and service, bus stop location changes, upcoming public meetings, and other important information about the company and community. Additionally, MCTS works with community partners and businesses to distribute transit-related information to targeted stakeholders.

MCTS generates and distributes an official press release, sends e-mail notices of to all stakeholders, elected officials and our over 43,000 Rider Insider e-mail subscribers, posts on our official Facebook, Twitter and Instagram. We have been able to work with neighborhood groups prior to these events to raise awareness, offer advice and translation/interpretation services as deemed necessary.

- MCTS will include a separate page on RideMCTS.com devoted exclusively to quarterly route and schedule changes. In addition, persons that follow MCTS on Twitter, Facebook or Instagram will be notified of upcoming plans / meetings. MCTS will make similar outreach efforts for persons that belong to its Rider Insider program.
- MCTS can host an annual online webinar to share with the public what major service changes MCTS is studying for the upcoming year. The webinar would be recorded and made available online to anyone who has access to the internet, including at public libraries and local community organizations. An online survey would accompany the webinar and be posted on RideMCTS.com to improve the ease of obtaining public feedback. This annual webinar will provide an opportunity for attendees to comment on, ask questions and express their views on the proposed changes and existing routes and schedules.

Customer Service Center

- MCTS will use its Customer Service Center as a two-way engagement tool to communicate upcoming projects and plans. Service Center staff are informed of all major projects underway, public meetings as well as impending service or fare changes to answer any questions callers may have. If a caller would like someone from MCTS staff to return their call, the Service Center will log their comment and assign it to the correct department for follow-up.

Surveys

- Since 1995, MCTS has collected customer data on a semi-annual basis to better understand customers' needs and who the customers are. This is used to create a ridership profile which has assisted multiple departments.

Notification Efforts

- MCTS uses on-board audio and visual announcements on a case-by-case basis to announce upcoming impacts to riders. They are pre-recorded and play at a set interval between stop announcements and general messages. This system can also be used to notify riders of any public meetings or plans that may affect them while on-board.

Departmental Responsibilities

MCTS benefits from having a collaborative approach across departments to maximize opportunities for public outreach. This approach is used by many of our peer systems. Below are examples of how various departments currently interact with the public.

Scheduling & Planning Department

- Conduct research and analysis of existing routes and identify opportunities for expanding, discontinuing, or adding service.
- Host a webinar/public meetings/public hearings to obtain public feedback on potential major service changes.
- Enable audio announcements on buses about service changes prior to being implemented as well as public service announcements about upcoming public outreach events—in English and Spanish.
- For bus stops that will be eliminated or moved, Planning generates a list of every bus stop where a temporary sign is needed and what information should be disseminated on the temporary sign.

Marketing Department

- Provide information to the public and provide notice of upcoming outreach activities using all available communications platforms and methods.
- Conduct annual survey to identify ridership and customer satisfaction.

Transportation Department

- Responsible for posting notices for detours/changes at bus stops and signage.
- Assign Public Relations Operators to events, as needed.
- Bus Operators undergo customer service training and de-escalation training.

Adopt Inclusive and Proven Strategies

As the Plan is a working document and will continue to be modified, there are supplemental strategies MCTS may consider incorporating as part of the core engagement introduced in this plan. These considerations will

help ensure that public participation efforts will fulfill Federal requirements, collaborate with the community and help MCTS build closer relationships in the service area:

- Acknowledge and inform participants of how their input will be used and where to access updates
- Maintain a database of outreach partners
- Engage bus operators and station managers in outreach activities

Section 4 – Appendix I

Milwaukee County Transit System - 2017 Public Outreach and Involvement Activities

Subject Matter	Sponsor	Forum	Date	Location	Attendees
PurpleLine Extension	City of Franklin	Meeting with Planning, Franklin Planning, NML and Indian Creek Condo Residents	1/9/2017	Franklin City Hall	Jeff Sponcia, Andy Tillman
BRT Public Outreach	WAM DC LLC	Local Stakeholder	1/12/2017	Milwaukee	Dan Basile, Brittany Bertsch, Ashley Booth
BRT Public Outreach	Alderman Bauman	Elected Official	1/12/2017	Milwaukee	Dan Boehm, Ashley Booth
BRT Public Outreach	Wauwatosa Meeting: Mayor and staff	Elected Official	1/19/2017	Wauwatosa City Hall	Ashley Booth, Karen Mathu, Dan Basile, Brendan Conway
BRT Public Outreach	Alderwoman Nancy Welch	Elected Official	1/19/2017	Wauwatosa	
BRT Public Outreach	Alderman Dennis McBride	Elected Official	1/19/2017	Wauwatosa	
BRT Public Outreach	Alderwoman Kathleen Causier	Elected Official	1/19/2017	Wauwatosa	
BRT Public Outreach	Milwaukee: Traffic Engineers @ DPW	Technical Staff	1/19/2017	DPW, 9th Flr Conference room	Scott Reinbacher, Joseph Blakeman, Rob Beuthling,
BRT Public Outreach	Alderman Murphy	Elected Official	1/19/2017	Milwaukee	Brian Dranzik, Claire Zautke
BRT Public Outreach	DPW Meeting	Technical Staff	1/24/2017	Milwaukee	Brian Dranzik, Dan Basile, Ashley Booth, Dan Meyers, Ashley Booth, Dan Boehm,
BRT Public Outreach	Mayor Barrett	Elected Official	2/2/2017	Milwaukee	Claire Zautke, Brian Dranzik, Rocky Marcoux, Sam
BRT Public Outreach	DCD	Technical Staff	2/10/2017	Milwaukee	Leichtling, Monica Wauck
BRT Public Outreach	Regional Transit Leadership Council (MetroGo!)		2/13/2017	Milwaukee County - DOT building on Watertown Plank Rd.	Ashley Booth, Brian Dranzik, Corey Zetts, Carrie
BRT Public Outreach	Commercial Association of Realtors (CARW)		2/15/2017	Milwaukee	Ashley Booth
BRT Public Outreach	WisDOT - Traffic	Technical Staff	2/16/2017	Barstow	Rob Beuthling, Ashley Booth, Andrew Levv, Art Baumann
MCTS Appreciation - Service Project	Mequon Young Professionals Rotary Club & St. Marcus Lutheran School		2/21/2017	St. Marcus Lutheran School	Jacqueline Zeledon
BRT Public Outreach	Alderman Ashanti Hamilton	Elected Official	2/22/2017	Milwaukee	Ashley Booth, Dan Basile, Dan Boehm, Claire Zautke, Sheree
BRT Public Outreach	Multiple Aldermanic Meeting	Elected Official	2/22/2017	KVB confirm	James Moldenhauer, Cheryl Berdan, Tim Hanson, Michael
BRT Public Outreach	FTA visit	Technical Staff	2/23/2017	Milwaukee Co Transit Office (1942 N 17th St)	Dan Meyers, Sean Kelsch, Mona, Adele, Caron Kloser,
Read-In	Gwen T. Jackson Academy	Community Read-In	2/24/2017	Gwen T. Jackson Academy	Jacqueline Zeledon
BRT Public Outreach	WAM DC LLC, BID 21, Marquette	Local Stakeholder	2/27/2017	Westown Office	Dan Basile, Ashley Booth, Dan Boehm, Brian Dranzik,
BRT Public Outreach	MRMC	Local Stakeholder	2/28/2017	MRMC West Conference Room	Brian Dranzik, Dan Basile, Brittany Bertsch, Ashley Booth,
BRT Public Outreach	City of Milwaukee DPW - Traffic	Technical Staff	2/28/2017	DPW Conference room	Jeff Polenske, Joseph Blakeman, Rob Beuthling,
BRT Public Outreach	Alderman Murphy	Elected Official	3/1/2017	City Hall - Murphy's office	Rob Buethling, Dan Basile, Dan Boehm, Genyne Edwards, Jeff
BRT Public Outreach	Westown Executive	Neighborhood and Business District	3/1/2017	Westown Office	Dan B, Brittany, Kevin Muhs,

MCTS Information to Workers at Schlitz Park	Schlitz Park Businesses	Lunch Time Information Table	3/8/2017	Schlitz Park	Steve Lautenschlager, Jacqueline Zeledon, Jeff Sponcia
BRT Public Outreach	MRMC - Mark Geronime and Bob Simi Follow-Up	Local Stakeholder	3/15/2017	MRMC West Conference Room	Ashley Booth
MCTS Information to Milwaukee County residents	Interfaith Network	Interfaith Earth Network Renewing Hope	3/19/2017	Riverside Urban Ecology Center	Jacqueline Zeledon

BRT Public Outreach	Marquette University - Facilities & Maintenance staff	Local Stakeholder	3/22/2017	Marquette	Dan Basile, Brittany, Ashley Booth or Dan Meyers only
BRT Public Outreach	WisDOT, County, City of MKE Coordination Meeting	Technical Staff	3/23/2017	WisDOT 1001 W. St. Paul, (Aldrich Building)	John Rodgers, Brian Dranzik, Ashley Booth, Sean Kelsch,
BRT Public Outreach	Milwaukee County Supervisor Jim Schmitt	Elected Official	3/24/2017	MCDOT Office	John Rodgers, Brian Dranzik, Dan Basile, Brittany Bertsch
BRT Public Outreach	Ravenswood Neighborhood	Neighborhood and Business District	3/29/2017	Wauwatosa	Dan Basile, Brittany Bertsch, Dan Meyers, Karen Baker, Julia
BRT Public Outreach	Alderman Kovac	Elected Official	3/30/2017	Milwaukee	Dan Basile, Brittany Bertsch, Dan Boehm, Sheree Dallas-
BRT Public Outreach	MRMC		3/30/2017	Region	Dan Meyers, Ashley Booth (or Mike Zabel), John Rodgers,
BRT Public Outreach	Milwaukee County DAC and Economic Development (re: MRMC)	Local Stakeholder	4/3/2017	Wauwatosa	John Rodgers, Brian Dranzik, Dan Basile, Brendan Conway
BRT Public Outreach	MRMC Transportation, Traffic and Parking Committee (T3P)	Local Stakeholder	4/4/2017	MRMC West Conference Room	Dan Basile, Brittany Bertsch, Ashley Booth, Dan Meyers
BRT Public Outreach	City of Milwaukee Bike/Task Force	Local Stakeholder	4/7/2017	DPW Conference room	Ashley Booth, Mike Zabel, Karen Dettmer, Andrew
BRT Public Outreach	2017 Traffic Engineering Workshop and Transportation Planning Forum: BRT Presentation	Technical Staff	4/12/2017	Country Springs Hotel (2810 Golf Rd, Pewaukee, WI)	Rob Beuthling, Dan Meyers
BRT Public Outreach	Pre-Westtown Meeting	Neighborhood and Business District	4/18/2017	Grand Avenue Mall Coffee Shop	Dan Basile, Dan Meyers, Sean Kelsch
JobLines Panel Discussion and Take Q&A	MICAH and Black Health Coalition	Breakfast Forum	4/22/2017	St. Matthew Christian Methodist Church	Jeff Sponcia
BRT Public Outreach	Downtown BID #21	Neighborhood and Business District	4/25/2017	Milwaukee	Dan Basile, Brittany Bertsch, Ash, Dan M, Sean Kelsch
Transit Planning 101 Presentation and Q&A	UW-Milwaukee School of Engineering (Transportation)	Graduate School course	4/25/2017	UW-Milwaukee	Jeff Sponcia
BRT Public Outreach	Wisconsin Avenue (20th to 38th) Public Meeting	Technical Staff	5/3/2017	Marquette University	Dan Basile
BRT Public Outreach	Wisconsin Lutheran College	Local Stakeholder	5/4/2017	WLC (Presidents Conf Rm in the Gary Greenfield Admin Bldg - at	Dan Basile, Brittany, Mike Z, Karen Baker
MCTS Information for Spanish/Bilingual residents	American Heart Association	Lights! Camera! Action!	5/7/2017	Marcus Theaters South Shore	Jacqueline Zeledon
BRT Public Outreach	Marquette University and Wisconsin Avenue business stakeholders	Local Stakeholder	5/8/2017	NOTE: Moved to Ambassador Hotel, 2308 W. Wisconsin Ave,	Dan Basile, Brittany Bertsch, Ashley Booth, Sean Kelsch,
BRT Public Outreach	Milwaukee Transportation Committee	Elected Official	5/9/2017	Milwaukee County	Dan Boehm, Ashley Booth
BRT Public Outreach	Shops at Grand Ave	Local Stakeholder	5/9/2017	Milwaukee	Dan B
BRT Public Outreach	Kyle Strigenz ?	Local Stakeholder	5/9/2017	Milwaukee	Dan B
BRT Public Outreach	Wisconsin Center District	Local Stakeholder	5/10/2017	Milwaukee	Dan B, Ash, Dan M, Julia
MTS & GO Pass Information	Social Development Commission	Super Senior Day	5/12/2017	Clinton & Bernice Rose Senior Center	Jacqueline Zeledon
BRT Public Outreach	Various Sustainability Directors	Local Stakeholder	5/12/2017	Milwaukee	Brendan
BRT Public Outreach	Alderman Chevy Johnson	Elected Official	5/15/2017	200 E. Wells Room 205	Dan B, Ash, Dan M
BRT Public Outreach	Story Hill Neighborhood Association	Neighborhood and Business District	5/15/2017	Humane Society (4500 W Wisconsin Ave)	Dan B, Brittany, Ash, Dan M, Sean K, Sheree, Karen
BRT Public Outreach	Jacobus Park Neighborhood	Neighborhood and Business District	5/16/2017	Wauwatosa	Karen Baker, Mike Z

BRT Public Outreach	NWSP Board	Local Stakeholder	5/18/2017	Harley-Davidson conference center, 3700 W. Juneau	Dan B, Ash
BRT Public Outreach	Marquette University Sustainability Group		5/22/2017	Milwaukee	Brendan
BRT Public Outreach	Ald. Bauman	Elected Official	5/24/2017	Milwaukee	Dan B, Ash, Claire Z
BRT Public Outreach	Couture/Rinka-Chung	Local Stakeholder	5/30/2017	Milw	Dan Basile, Ash, Sean K
BRT Public Outreach	Milwaukee DCD/DPW	Technical Staff	5/30/2017	Milwaukee	Brittany, Ash, Sean

BRT Public Outreach	Tosa Mayor Ehley, Jim Archambo, Paulette Enders, and other Tosa staff, possibly alders attending too	Technical Staff	5/30/2017	Wauwatosa	Brendan, Karen, Mike Z, Caron
BRT Public Outreach	Ald. Murphy	Elected Official	6/1/2017	Milwaukee	Dan Basile, Ash, Claire Z
2018 MCTS Operations Budget	Milwaukee County Board of Supervisors	Transportation & Public Works Committee Meeting	6/4/2017	Milwaukee County Courthouse	Dan Boehm
BRT Public Outreach	WisDOT	Regional Stakeholder	6/7/2017	WisDOT Waukesha office, Room 122	Dan Basile?, Brittany, Ash, Joe Ulatowski, Kevin Muhs, Sean
BRT Public Outreach	FTA visit		6/7/2017		Dan Basile, Dan Meyers
BRT Public Outreach	Milwaukee County	Public Meeting	6/7/2017	Marquette University High School	MCTS
BRT Public Outreach	Milwaukee County	Public Meeting	6/8/2017	Zoofari Conference Center	MCTS
BRT Public Outreach	Children's Hospital	Local Stakeholder	6/8/2017	Wauwatosa	John R, Dan Basile, Ash, Dan M
BRT Public Outreach	Marcus Corporation	Local Stakeholder	6/13/2017	Milwaukee	Dan Basile, Ash
BRT Public Outreach	Night Market	Local Stakeholder	6/14/2017	Wisconsin Ave.	Brendan Conway, Kris Martinsek, Karen Baker Mathu
BRT Public Outreach	Near West Side Partners	Local Stakeholder	6/15/2017	call	Dan Basile, Ash, Brittany
Juneteenth Day Parade & Festival	Northcott Neighborhood House	Parade & Festival	6/19/2017	Harambee & Bronzeville Districts	Jacqueline Zeledon
Listen to Feedback on PurpleLine New Routing in Franklin and Provide Updates to Citizens	City of Franklin	Meeting with Planning, Franklin Planning, NML and Indian Creek Condo Resident	6/20/2017	Franklin City Hall	Jeff Sponcia, Mitch Harris
BRT Public Outreach	City of Milwaukee DPW - Traffic	Technical Staff	6/22/2017	Zeidler Building - 841 N Broadway Conference Room 708	Joe Ulatowski, Ashley Booth, Dan Meyers
BRT Public Outreach	City of Tosa mayor, admin, econ development, DPW	Technical Staff	6/22/2017	City of Wauwatosa City Hall	Karen Baker
BRT Public Outreach	Marquette University	Local Stakeholder	6/26/2017	Phone call	Ash, Mike Z, Caron
BRT Public Outreach	Ald. Bauman	Elected Official	6/28/2017	Milwaukee	Dan Basile, Ash, Dan M
BRT Public Outreach	Ald Murphy	Elected Official	6/28/2017	Milwaukee	Dan Basile, Ash, Dan M
BRT Public Outreach	Keith Mardak (Hal Leonard Corp)	Local Stakeholder	6/29/2017	Hal Leonard office (7777 W. Bluemound Road)	Dan Basile and/or Brittany, Ash, dan Meyers
BRT Public Outreach	Garfield Days	Local Stakeholder	7/15/2017	Milwaukee	Keesha Sutton, Caron Kloser, Ashley Booth, Sheree Dallas-
BRT Public Outreach	Downtown Employee Appreciation Week	Local Stakeholder	7/31/2017	Milwaukee	MCTS, Michael Hammond
BRT Public Outreach	Bronzeville Cultural and Arts Festival	Local Stakeholder	8/5/2017	Milwaukee	Sheree Dallas-Branch, Prism staff, others tbd
BRT Public Outreach	Wauwatosa Green Summit	Local Stakeholder	8/9/2017	Wauwatosa Civic Center, 7725 W North Ave.	
BRT Public Outreach	NEWaukee Night Market	Local Stakeholder	8/16/2017	Wisconsin Ave.	Brendan Conway, Kris Martinsek, Karen Baker
BRT Public Outreach	Hudson Business Lounge Open House	Local Stakeholder	8/22/2017	310 E Buffalo St	Kris Martinsek

BRT Public Outreach	Neighborhood Group presentation (part of Environmental Justice outreach)	Local Stakeholder	8/23/2017	2745 N. MLK Dr., BMO Harris Community Room, lower level	
BRT Public Outreach	National Night Out	Local Stakeholder	8/31/2017	Gordon Park	P3 and Prism staffed booth
BRT Public Outreach	NEWaukee Night Market	Local Stakeholder	9/13/2017	Wisconsin Ave.	Brendan Conway, Kris Martinsek, Karen Baker
BRT & System Redesign Public Outreach	Alderman Bauman	Meeting with Elected Official	9/14/2017	City Hall - Bauman's Office	Dan Basile, Tom Winter, Jeff Sponcia, Mitch Harris
Tours of MCTS Fleet Maintenance Facility, Dispatch Presentations	Historic Milwaukee	Doors Open Milwaukee	9/23/2017	MCTS Fleet Maintenance Facility	MCTS
MCTS Service	County Supervisor Deanna Alexander	Town Hall	10/10/2018	Hmong American Peace Academy	Brendan Conway

Transit Service and Redesign Q&A	College Court Senior Apartments & Alderman Bob Bauman	Resident Meeting	10/18/2017	College Court Senior Apartments, Milwaukee	Tom Winter, Jeff Sponcia, Mitch Harris
MCTS Service	County Supervisor Deanna Alexander	Town Hall	10/19/2018	Granville Lutheran School	Brendan Conway
MCTS Service	County Supervisor Dan Sebring	Town Hall	10/24/2018	Greenfield Public Library	Brendan Conway
APA Planning Students BRT Panel Discussion	American Planning Association - Wisconsin Chapter	Panel Discussion at Conference	10/26/2017	Downtown Hilton Hotel	Jeff Sponcia, Ashley Booth
Transit Service and Redesign Q&A	Merrill Park Senior Apartments & Alderman Bob Bauman	Resident Meeting	10/26/2017	College Court Senior Apartments, Milwaukee	Tom Winter, Mitch Harris
Transit Planning 101 Presentation and Q&A	UW-Milwaukee School of Engineering (Transportation)	Undergraduate course	11/15/2017	UW-Milwaukee	Jeff Sponcia, Jesus Ochoa
Community Goodwill Building	Feeding America	Stuff the Bus	11/22/2017	Pick N Save - Greenfield, WI	Jacqueline Zeledon
RedLine Service Improvements	Riverworks	Public Outreach Meeting	11/29/2017	Riverworks Lofts Apartments, Milwaukee	MCTS
Juneteenth Day Planning	Northcott Neighborhood House	Juneteenth Day Milwaukee	12/2016 - 12/2017	Northcott Neighborhood House	Jacqueline Zeledon
Dr. Martin Luther King Birthday Celebration Planning	Marcus Center for the Performing Arts	Dr. Martin Luther King Jr. Birthday Celebration	9/2017-1/2018	Marcus Center for the Performing Arts	Jacqueline Zeledon

Milwaukee County Transit System - 2018
Public Outreach and Involvement Activities

Subject Matter	Sponsor	Forum	Date	Location	Attendees
Dr. Martin Luther King Birthday Celebration - MCTS Civil Rights History Display	Marcus Center for the Performing Arts	Dr. Martin Luther King Jr. Birthday Celebration	1/14/2018	Marcus Center for the Performing Arts	Jacqueline Zeledon
Potential Elimination of MCTS Bus Routes	Milwaukee County Board of Supervisors	Transportation & Public Works Committee Meeting	1/17/2018	Milwaukee County Courthouse	Dan Boehm
Transit Service and Paratransit Q&A	Highland Gardens Senior Apartments & Alderman Bob Bauman	Resident Meeting	2/15/2018	Highland Gardens Senior Apartments, Milwaukee	Jeff Sponcia, Tom Kenney
MCTS History	Wisconsin & TMERL Historical Society	Presentation	2/17/2018	Waterstone Bank Building, Oak Creek	Jacqueline Zeledon
"Human Transit" Book Review	Urban Milwaukee	Book Club	2/19/2018	Garfields 502, Milwaukee	Tom Winter, Jeff Sponcia, Mitch Harris, Jesus Ochoa
Milwaukee Business Journal's Business, Housing & Transportation Forum	Milwaukee Business Journal	Forum and Panel Discussion	2/22/2018	Sojourner Family Peace Center	Jacqueline Zeledon
BRT Targeted Workshop	Milwaukee County	Public Presentation and Workshop	2/28/2018	Bethesda Church	MCTS
Super Senior Friday	Social Development Commission	Senior Resource Fair	3/16/2018	Clinton & Bernice Rose Senior Center, Milwaukee	Jacqueline Zeledon
BRT Public Outreach	Milwaukee County	Public Meeting	4/9/2018	Mitchell Street Library	MCTS
BRT Public Outreach	Milwaukee County	Public Meeting	4/12/2018	Bethesda Church	MCTS
Industrial District Community of Practice	Greater Milwaukee Foundation	Forum and Panel Discussion with seven City of Milwaukee BID Directors	5/1/2018	Greater Milwaukee Foundation	Tom Winter, Jeff Sponcia
Transit Planning 101 Presentation and Q&A	UW-Milwaukee School of Engineering (Transportation)	Graduate School Course	5/1/2018	UW-Milwaukee	Jeff Sponcia
Neighborhood Building & City Planning	Jane's Walk MKE - Volunteers & Multiple Organizations	Jane's Walk MKE	5/2/2018	Turner Hall Ballroom	Jacqueline Zeledon
Transit Planning Overview	TPAC	Committee Meeting	5/15/2018	MCTS	Jeff Sponcia
Public Service Careers	MPS	Career Day	5/16/2018	Bryant Elementary	Jacqueline Zeledon

Public Service Careers	MPS	Career Day	5/24/2018	53rd Street School	Jacqueline Zeledon
MCTS NEXT Overview	TSAC	Committee Meeting	6/7/2018	MCTS	Jeff Sponcia, Mitch Harris, Jesus Ochoa
MCTS NEXT Presentation and Informational Boards	MCTS	Public Information Meeting	6/12/2018	Milwaukee Public Library - Mitchell Street Branch	Jeff Sponcia, Mitch Harris, Jesus Ochoa, Josie Willman, Tom Winter, Dan Basile, Keeley Carson, Matt Sliker, Brendan Conway, Brittany Bertsch, Jacqueline Zeledon
MCTS NEXT Presentation and Informational Boards	MCTS	Public Information Meeting	6/13/2018	Milwaukee Public Library - Washington Park Branch	Jeff Sponcia, Mitch Harris, Jesus Ochoa, Tom Winter, Keeley Carson, Matt Sliker, Brendan Conway, Jacqueline Zeledon
MCTS NEXT Overview	Layton Boulevard West Neighbors	Layton Boulevard West Neighbors Block Meeting	6/13/2018	Wisconsin Bike Federation	Jeff Sponcia
MCTS NEXT Presentation and Informational Boards	MCTS	Public Information Meeting	6/19/2018	Milwaukee Public Library - Bay View Branch	Jeff Sponcia, Mitch Harris, Jesus Ochoa, Josie Willman, Tom Winter, Keeley Carson, Matt Sliker
Juneteenth Day Celebration	Northcott Neighborhood House & Multiple Sponsors	Parade	6/19/2018	19th & Atkinson to Burleigh & King Drive	Jacqueline Zeledon
Hispanic Community Event Collaboration	March of Dimes	Meeting	6/22/2018	Stone Creek Coffee	Jacqueline Zeledon
Careers	African American Female Institute	Presentation	6/29/2018	Concordia University -Mequon	Jacqueline Zeledon
Hispanic Community Event Collaboration	Prospanica	Meeting - RideMCTS App	6/29/2018	Jackson' Blue Ribbon Pub	Jacqueline Zeledon
MCTS NEXT Presentation and Informational Boards	MCTS	Public Information Meeting	7/10/2018	Brown Deer Public Library	Jeff Sponcia, Mitch Harris, Jesus Ochoa, Josie Willman, Tom Winter, Keeley Carson
MCTS NEXT Presentation and Informational Boards	MCTS	Public Information Meeting	7/16/2018	Wauwatosa Public Library	Jeff Sponcia, Mitch Harris, Jesus Ochoa, Josie Willman, Brendan Conway
Commuter Value Pass & MCTS Next	Downtown Milwaukee	Downtown Employee Appreciation Week	7/23/2018	Red Arrow Park	Jacqueline Zeledon, Jennifer Ortega, Matt Sliker (reached 200-250 people)

BRT and MCTS NEXT	Alderman Michael Murphy's Office	Meeting with Elected Official	7/23/2018	City Hall - Murphy's Office	Dan Basile, Jeff Sponcia, Mitch Harris
Commuter Value Pass & MCTS Next	Downtown Milwaukee	Downtown Employee Appreciation Week	7/24/2018	Pere Marquette Park	Jacqueline Zeledon, Jennifer Ortega, Matt Sliker (reached 200-250 people)
Commuter Value Pass & MCTS Next	Downtown Milwaukee	Downtown Employee Appreciation Week	7/27/2018	Cathedral Square Park	Jacqueline Zeledon, Jennifer Ortega, Matt Sliker (reached 200-250 people)
MCTS NEXT and Routes 6 and 61	MICAH/Black Health Coalition of WI	Interorganizational Meeting	8/1/2018	Black Health Coalition of WI	Tom Winter, Jacqueline Zeledon, Jeff Sponcia
MCTS NEXT Overview	Department of Aging	Open House for Senior Citizens	8/28/2018	Independence First	Tom Winter
MCTS NEXT Overview	Bike Pedestrian Taskforce	Committee Meeting	8/29/2018	Ziedler Building	Jeff Sponcia
MCTS NEXT Overview	Literacy Services of Wisconsin	Open House for Literacy Services' Learners	9/19/2018	Literacy Services of Wisconsin	Jeff Sponcia & Jesus Ochoa
MCTS NEXT Overview	Independence First	Brown Bag Event on Streetcar	9/25/2018	Independence First	Mitch Harris & Jesus Ochoa
Presented MCTS NEXT maps to transit advisory committee for initial feedback of concepts	TSAC	Public Information Meeting	10/4/2018	MCTS Admin Building	Tom Winter, Jeff Sponcia, Brendan Conway, Brittany Bertsch
Presented MCTS NEXT to joint meeting with Independence First and MCDOA	Milwaukee County Department of Aging*	Open House for Senior Citizens	10/18/2018	Joint meeting at independence First	Tom Winter, Jacqueline Zeledon
Presented MCTS NEXT overview information and maps to stakeholders; Q&A afterwards; ten people from various stakeholders attended	Clarke Square Neighborhood Initiative	Public Information Meeting	11/12/2018	Journey House	Jacqueline Zeledon, Jeff Sponcia, Mitch Harris, Jesus Ochoa, Josie Willman

Present MCTS NEXT overview information and maps to stakeholders; Q&A afterwards; ten people from various stakeholders attended	Feeding America of Eastern Wisconsin	Local Stakeholder	11/14/2018	Feeding America, 1770 W. Fond du Lac Avenue	Jacqueline Zeledon, Jeff Sponcia, Mitch Harris, Jesus Ochoa, Josie Willman
Presented MCTS NEXT overview information and maps to MU Staff, students and news reporters; Q&A afterwards; 12 people attended	Marquette University	Public Information Meeting Open House	11/19/2018	Marquette Alumni Memorial Union Room 157 - Afternoon	Tom Winter, Brendan Conway, Jeff Sponcia, Mitch Harris, Jesus Ochoa, Josie Willman, Jacqueline Zeledon
Presented MCTS NEXT overview information and maps to an MU newspaper staff photographer; no Q&A requested; 1 person attended	Marquette University	Public Information Meeting Open House	11/19/2018	Marquette Alumni Memorial Union Room 157 - Evening	Tom Winter, Jeff Sponcia, Mitch Harris, Jesus Ochoa, Jacqueline Zeledon
Present MCTS NEXT overview information and maps to stakeholders; Q&A afterwards; 25 people from various stakeholders attended	Community Advocates / Continuum of Care	Local Stakeholder	11/20/2018	Hillside Resource Center, 1452 N 7th St, Milwaukee, WI 53205	Jeff Sponcia, Jesus Ochoa
Present MCTS NEXT overview information and maps to stakeholders; Q&A afterwards; 10 people from various stakeholders attended	Seniors & Persons with Disabilities Org - Clinton & Bernice Rose Senior Center	Open House for Senior Citizens	11/20/2018	Clinton & Bernice Rose Senior Center	Tom Winter, Mitch Harris
Presented MCTS NEXT overview information and maps to MATC Staff and students; Q&A afterwards; 14 people attended	MATC	Local Stakeholder	11/26/2018	MATC Downtown	Tom Winter, Jeff Sponcia, Mitch Harris, Jesus Ochoa, Jacqueline Zeledon, Josie Willman, Jennifer Ortega
Present MCTS NEXT overview information and maps to stakeholders; Q&A afterwards; 10 people from various stakeholders attended	Responsible Transit Coalition	Local Stakeholder	11/26/2018	MCTS Admin Building	Tom Winter, Jeff Sponcia, Mitch Harris, Jesus Ochoa
Presented MCTS NEXT overview and answered questions from 15 attendees	Public Meeting	Open House	11/29/2018	Silver Spring Neighborhood Center	Tom Winter, Brendan Conway, Matt Sliker, Jacqueline Zeledon, Jeff Sponcia, Mitch Harris, Jesus Ochoa, Josie Willman
Presented MCTS NEXT overview and answered questions from 12 attendees	11AM: UW-Milwaukee Stakeholder (Transportation Staff, Faculty and Students)	Local Stakeholder	12/3/2018	UWM	Tom Winter, Jeff Sponcia, Mitch Harris, Jesus Ochoa, Josie Willman, Jacqueline Zeledon, Jennifer Ortega
Presented MCTS NEXT overview and answered questions from 8 attendees	1PM: UW-Milwaukee Stakeholder (Student Government, Faculty and Students)	Local Stakeholder	12/3/2018	UWM	Tom Winter, Jeff Sponcia, Mitch Harris, Jesus Ochoa, Josie Willman, Jacqueline Zeledon, Jennifer Ortega

Presented MCTS NEXT overview and answered questions from ten attendees	Village of Shorewood	Local Stakeholder	12/3/2018	Village of Shorewood Town Hall	Tom Winter
Presented MCTS NEXT overview and answered questions from 47 attendees	Public Meeting	Open House	12/4/2018	American Serb Hall	Tom Winter, Matt Sliker, Jacqueline Zeledon, Jeff Sponcia, Mitch Harris, Jesus Ochoa, Josie Willman
Update on MCTS NEXT and BRT - follow up to 9/17/2018 meeting	Westtown Association/Downtown BID	Local Stakeholder	12/6/2018	Joining meeting of interested parties	Dan Basile
Presented MCTS NEXT overview TWICE and answered questions from 94 attendees	Public Meeting	Open House	12/6/2018	Brady Street Firehouse	Tom Winter, Matt Sliker, Jacqueline Zeledon, Jeff Sponcia, Mitch Harris, Jesus Ochoa, Josie Willman
Had a table with MCTS NEXT materials and discussed MCTS NEXT in small groups at this conference of 25 attendees.	Transit Planning 4 All Conference	Open House	12/10/2018	Zoofari Conference Center	Jeff Sponcia, Jesus Ochoa

Presented on MCTS NEXT for 20 minutes and answered 40 minutes of Q&A for 30+ live attendees. Recording will be on RideMCTS.com and RideMCTS Facebook page.	MCTS NEXT Open House Webinar	Open House	12/13/2018	Internet	Tom Winter, Jeff Sponcia, Mitch Harris, Jesus Ochoa
Presented on MCTS NEXT for 20 minutes and answered 20 minutes of Q&A for 15 attendees.	TPAC	Local Stakeholder	12/18/2018	MCTS Admin Building	GH

Milwaukee County Transit System - 2019
Public Outreach and Involvement Activities

Subject Matter	Sponsor	For	Date	Location	Attendees
Second of two planning meetings for Spanish Language public meeting with various community partners - four external attendees	Spanish Language MCTS NEXT Public Open House Planning Meeting with Sixteenth Street Community Health Center, South Division High School & Layton Boulevard West	Open House	1/10/2019	Sixteenth Street Community Health Center 1032 S. Cesar E. Chavez Drive Milwaukee, WI 53204	Jeff Sponcia, Matt Sliker, Keeley Gardiner, Jesus Ochoa, Josie Willman, Noemi Peña
Presented on MCTS NEXT for 30 minutes and answered 30 minutes of Q&A for 20 attendees.	Cambridge Senior Apartments	Local Stakeholder	1/16/2019	1831 N. Cambridge Avenue, Milwaukee, WI 53202	Jeff Sponcia
Dr. Martin Luther King Jr. Birthday Celebration	Marcus Center for the Performing Arts	Public Information Meeting	1/21/2019	Marcus Center for the Performing Arts	Jacqueline Zeledon, County Executive Chris Abele
Presented on MCTS NEXT for 30 minutes and answered 30 minutes of Q&A for 15 attendees.	MICAH	Local Stakeholder	1/31/2019	Reformation Lutheran Church 3806 W. Lisbon Avenue Milwaukee, WI 53208	Tom Winter
Presented on MCTS NEXT for 5 minutes and answered 20 minutes of Q&A for 6 attendees.	St. John's on the Lake	Local Stakeholder	2/5/2019	St. John's On the Lake Home Health 1756 N. Prospect Avenue Milwaukee, WI 53202	Mitch Harris, Chris Fox, Jo-Ellen Douville
Presented on MCTS NEXT for 20 minutes for 6 attendees.	Milwaukee County Commission on Persons with Disabilities	Local Stakeholder	2/11/2019	St. John's On the Lake Home Health 1756 N. Prospect Avenue Milwaukee, WI 53202	Mitch Harris, Fran Musci
Presented MCTS NEXT overview once in Spanish and once in English and answered questions from 56 attendees	MCTS NEXT Spanish Language Public Open House	Open House	2/19/2019	Milwaukee Public Library - Mitchell Street Branch 906 W. Historic Mitchell Street Milwaukee, WI 53204	Jesus Ochoa, Jeff Sponcia, Mitch Harris, Tom Winter, Jesus Ochoa, Noemi Peña, Matt Sliker
Presented on MCTS NEXT for 25 minutes and answered 20 minutes of Q&A for 25 attendees.	Mount Mary University	Local Stakeholder	2/25/2019	Mount Mary University 2900 Menomonee River Parkway Milwaukee, WI 53222	Jesus Ochoa, Jennifer Ortega, Jaqueline Zeledon
Presented on MCTS NEXT for 35 minutes and answered 25 minutes of Q&A for 24 attendees.	Vision Forward	Local Stakeholder	2/26/2019	Vision Forward 912 N. Hawley Road Milwaukee, WI 53213	Jeff Sponcia, Jo-Ellen Douville
Presented on MCTS NEXT for 25 minutes and answered 15 minutes of Q&A for 50 attendees.	Coffee & Community at Timbers Tannery	Local Stakeholder	2/28/2019	The Timbers at The Tannery 700 West Virginia Street Milwaukee, WI 53204	Jeff Sponcia
Presented MCTS NEXT overview and answered questions from 31 attendees	Public Meeting	Open House	3/7/2019	American Serb Hall	Tom Winter, Matt Sliker, Jaqueline Zeledon, Jeff Sponcia, Mitch Harris, Jesus Ochoa, Josie Willman, Noemi Peña, Kristina Hoffman
Presented MCTS NEXT overview for and answered questions from Mayor Kennedy, 6 Alderpersons while 15 public attendees were also present	Village of Glendale City Council	Meeting with Elected Officials	3/11/2019	2200 W. Bender Road, Glendale, WI 53209	Jeff Sponcia

Presented MCTS NEXT overview and answered questions from 12 attendees	Public Meeting	Open House	3/12/2019	Parklawn Assembly of God Church	Tom Winter, Matt Sliker, Jacqueline Zeledon, Jeff Sponcia, Mitch Harris, Jesus Ochoa, Kristina Hoffman
Presented MCTS NEXT overview and answered questions from 50 attendees	Public Meeting	Open House	3/13/2019	Brady Street Firehouse	Tom Winter, Matt Sliker, Jeff Sponcia, Mitch Harris, Jesus Ochoa, Kristina Hoffman, Dan Boehm
Spoke briefly with various County Supervisors or their assistants about MCTS NEXT	Milwaukee County Board of Supervisors	Meeting with Elected Officials	3/21/2019	Milwaukee County Courthouse	Dan Boehm, Jeff Sponcia, Mitch Harris
Answered follow-up questions about Recommended System plan	City of Milwaukee Department of City Development (Planning Department)	Local Stakeholder Local Government Entity	3/27/2019	Ziedler Municipal Building	Tom Winter, Jeff Sponcia, Mitch Harris, Jesus Ochoa

Presented MRMC-specific information about MCTS NEXT to MRMC T3P Board and answered questions from 8 members	Milwaukee Regional Medical Center	Local Stakeholder	3/28/2019	MRMC Offices	Jeff Sponcia
Presented MCTS NEXT Recommended System maps to SEWRPC for feedback on latest route concepts	SEWRPC	Local Stakeholder Local Government Entity	4/2/2019	MCTS Admin Building	Jeff Sponcia, Tom Winter, Jesus Ochoa, Mitch Harris, Josie Willman
Presented MCTS NEXT overview and answered questions from 17 attendees	Marquette University	Local Stakeholder	4/9/2019	Sensenbrenner Hall	Jeff Sponcia
Presented MCTS NEXT overview and answered questions from 13 attendees	UW-Milwaukee (Transportation Engineering)	Local Stakeholder	4/9/2019	Engineering Building	Mitch Harris
Presented MCTS NEXT overview and answered questions from 40 attendees	Amani Neighborhood	Local Stakeholder	4/23/2019	Children's Outing Association (COA Goldin Center), 2320 W. Burleigh Street, Milwaukee, WI 53206	Tom Winter, Jeff Sponcia, Mitch Harris, Jesus Ochoa, Kristina Hoffman, Matt Sliker
Presented MCTS NEXT overview and answered questions from 25 attendees	Senior Statesmen	Meeting with Elected Officials	4/24/2019	MCTS Admin Building	Tom Winter
Displayed MCTS NEXT information, distributed surveys and answered questions from 30 attendees	Milwaukee Riverkeeper Cleanup Event	Local Stakeholder	4/27/2019	Pulaski Park	Mitch Harris, Matt Sliker
Juneteenth Day Parade & Festival	Northcott Neighborhood House	Public Information Opportunity	6/19/2019	City of Milwaukee	All of Marketing, Planning and Human Resources
Displayed MCTS NEXT information and discussed various route-related issues with attendees	NAACP Backyard BBQ	Public Information Opportunity	7/27/2019	Johnson Park	Jeff Sponcia
Displayed BRT information and discussed the new BRT with various attendees	Near West Side Business Outreach Event	Open House	7/31/2019	Tripoli Shrine Center	Dan Basile, Mitch Harris, Jeff Sponcia
Answered questions and concerns from public about proposed 2020 Budget	Milwaukee County 2020 Budget Public Engagement Session	Public Hearing	8/13/2019	Greenfield High School	Dan Boehm, Tim Hosch, Kristina Hoffman, Tom Winter, Jeff Sponcia, Mitch Harris, Matt Sliker
Answered questions and concerns from public about proposed 2020 Budget	Milwaukee County 2020 Budget Public Engagement Session	Public Hearing	8/15/2019	McGovern Park Senior Center	Dan Boehm, Kristina Hoffman, Jeff Sponcia, Jesus Ochoa, Nate Holton, Matt Sliker, Dan Basile
Answered questions and concerns from public about proposed 2020 Budget	Milwaukee County 2020 Budget Public Engagement Session	Public Hearing	8/19/2019	Washington Park Senior Center	Dan Boehm, Jeff Sponcia, Jesus Ochoa, Matt Sliker
Answered questions and concerns from public about proposed 2020 Budget	Milwaukee County 2020 Budget Public Engagement Session	Public Hearing	8/20/2019	Kosciuszko Park Community Center	Dan Boehm, Kristina Hoffman, Jeff Sponcia, Mitch Harris, Matt Sliker, Jacqueline Zeledon
Answered questions and concerns from public about Route 88 elimination	Cudahy High School Open House	Open House	8/26/2019	Cudahy High School	Matt Sliker, Mitch Harris
Answered questions and concerns from public about Route 88 elimination	Cudahy Middle School Open House	Open House	8/27/2019	Cudahy Middle School	Jesus Ochoa

MCTS & MCTS NEXT Update	Amani Neighborhood Association	Local Stakeholder	8/27/2019	Moody Park Pavilion	Jacqueline Zeledon, Tom Winter
Rode Route 21 extension to Whitman/Tosa West to answer questions and help new riders	Milwaukee County Department of Transportation	Local Stakeholder	9/3/2019	Route 21	Jeff Sponcia, Jesus Ochoa
Rode Route 17 to distribute surveys and information on proposed 2020 Budget	Milwaukee County Department of Transportation	Survey Distribution	9/4/2019	Route 17	Jeff Sponcia
Rode Routes 223 and 276 to distribute surveys and information on proposed 2020 Budget	Milwaukee County Department of Transportation	Survey Distribution	9/5/2019	Routes 223 and 276	Jeff Sponcia
Distributed surveys and information on proposed 2020 Budget at Loomis P&R Lot for Route 46 riders	Milwaukee County Department of Transportation	Survey Distribution	9/6/2019	Loomis Road P&R Lot	Jeff Sponcia
Rode Route 80 to distribute surveys and information on proposed 2020 Budget	Milwaukee County Department of Transportation	Survey Distribution	9/9/2019	Route 80	Jeff Sponcia
Rode Route 219 to distribute surveys and information on proposed 2020 Budget	Milwaukee County Department of Transportation	Survey Distribution	9/9/2019	Route 219	Mitch Harris
Rode Route 17 to distribute surveys and information on proposed 2020 Budget	Milwaukee County Department of Transportation	Survey Distribution	9/10/2019	Route 17	Jeff Sponcia
Distributed surveys and information on proposed 2020 Budget at Brown Deer East P&R Lot for Route 42U, 49 and 49U riders	Milwaukee County Department of Transportation	Survey Distribution	9/10/2019	Brown Deer East P&R Lot	Jesus Ochoa
Distributed surveys and information on proposed 2020 Budget at State Fair P&R Lot for Route 44 and 44U riders	Milwaukee County Department of Transportation	Survey Distribution	9/11/2019	State Fair P&R Lot	Jesus Ochoa
Rode Route 55 to distribute surveys and information on proposed 2020 Budget	Milwaukee County Department of Transportation	Survey Distribution	9/12/2019	Route 55	Jesus Ochoa
Rode Route 137 to distribute surveys and information on proposed 2020 Budget	Milwaukee County Department of Transportation	Survey Distribution	9/14/2019	Route 137	Jesus Ochoa
Distributed surveys and information on proposed 2020 Budget at Hales Corners P&R Lot for Route 43 and 44U riders	Milwaukee County Department of Transportation	Survey Distribution	9/16/2019	Hales Corners P&R Lot	Jeff Sponcia
Rode Route 52 to distribute surveys and information on proposed 2020 Budget	Milwaukee County Department of Transportation	Survey Distribution	9/19/2019	Route 52	Mitch Harris
MCTS Operations & Fleet Service	Doors Open Milwaukee	Public Information Opportunity	9/28/2019	MCTS Fleet Maintenance Building	Jacqueline Zeledon, Ron McCorkel, Dan Boehm, Dan Basile, Ron Wood, Joe Price, Keeley Gardiner, Destiny Booth, Ben Vebber and Del Wickliffe
Latino Family Expo	El Conquistador Newspaper	Public Information Opportunity	10/31/2019	St. Augustine's Preparatory Academy	Jennifer Ortega, Destiny Booth, Ben Vebber
Stuff the Bus Charitable Event	Feeding America	Public Information Opportunity	11/27/2019	Pick N Save at 1717 W. Mayfair Road	Jacqueline Zeledon
Rosa Parks Tribute	MCTS	Public Information Opportunity	12/1-12/3/19	All routes	All employees

Milwaukee County Transit System – 2017-2019
Public Meeting Engagement Activities by Format

Subject Matter	Sponsor	Format	Count
BRT Public Outreach	MCTS & Milwaukee County	Public Meeting	2 in 2017
Community Goodwill Building	MCTS & Feeding America	Public Information Opportunity	1 in 2017
Various	Community Partners and Elected Officials	Engagement	68 in 2017
BRT Public Outreach	MCTS & Milwaukee County	Public Meeting	3 in 2018
MCTS NEXT Public Information Open House	MCTS	Public Meeting	11 in 2018
MCTS NEXT Stakeholder Meeting	MCTS	Local Stakeholder	5 in 2018
Various	Community Partners and Elected Officials	Engagement	30 in 2018
MCTS NEXT Public Information Open House	MCTS	Public Meeting	9 in 2019
MCTS NEXT Stakeholder Meeting	MCTS	Local Stakeholder	1 in 2019
Community Goodwill Building	MCTS	Public Information Opportunity	2 in 2019
2020 Milwaukee County (MCTS) Budget	MCTS & Milwaukee County	In-Person on Bus and Bus Stop Surveying	12 in 2019
Various	Community Partners and Elected Officials	Engagement	19 in 2019
Total			163 in 2017-2019

Milwaukee County Transit System – 2017-2019
Public Meeting Engagement Activities for MCTS NEXT Route Redesign Project

Count	Format	Contacts / Attendees	Note
677	Public Comments	677	from Public Meetings, Webinar, Survey
205	Stakeholder Comments	205	from Stakeholder Meetings
714	Online Survey Responses	714	Survey closed in March 2019
14	Print Survey Responses	14	Survey ended in April 2019
5	Open Houses - Round 1	63	
3	Open Houses - Round 2	156	
1	Spanish Language Open House	50	
4	Open Houses - Round 3	133	
36	Stakeholder Meetings	589	
11	MCTS Operator/Employee Visits (Stations & Admin)	302	estimated
4	Municipal Presentations (County Board, Shorewood, Whitefish Bay, Glendale)	93	estimated
1	Webinar	1,335	unique viewers
2	TSAC / TPAC	29	attendees
2	AVA Announcements on Buses	2	Since June 2018, a random PSA has been announcing the MCTS NEXT project to our riders. In November 2018, a scheduled PSA for two weeks leading up to the second round of public meetings played hourly.
Total		4,362	

Milwaukee County Transit System 2020 Limited English Proficiency Plan

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I. Introduction

Per FTA Circular 4702.1B, “Title VI and Title VI-Dependent Guidelines for FTA Recipients”, the Federal Transit Administration (FTA) requires that recipients and sub-recipients of federal funding take responsible steps to ensure that persons with limited English proficiency (LEP) are afforded meaningful access to services, programs and activities.

This document provides details of an extensive effort undertaken by the Milwaukee County Transit System for ensuring meaningful access to public transportation for those individuals who have limited English-speaking skills. It includes a language assistance plan to guide implementation efforts for the LEP population.

II. Relevant Guidance

Throughout the preparation of this plan, several resources were referenced in order to ensure compliance and development of a comprehensive plan. Some of the resources utilized are listed below.

<https://www.transportation.gov/civil-rights/civil-rights-awareness-enforcement/about-limited-english-proficiency-lep>

U.S. Department of Transportation Civil Rights, Limited English Proficiency

<https://www.federalregister.gov/documents/2005/12/14/05-23972/policy-guidance-concerning-recipients-responsibilities-to-limited-english-proficient-lep-persons>

Federal Register, U.S. Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons

<https://prod.lep.gov/sites/lep/files/media/document/2020-02/crcl-i-speak-booklet.pdf>

Printable version of US Census “I Speak Cards”

https://dwd.wisconsin.gov/wioa/doc/Civil_Rights_Compliance_Guide.docx

Civil Rights Guide

III. LEP Needs Assessment: Four-Factor Analysis

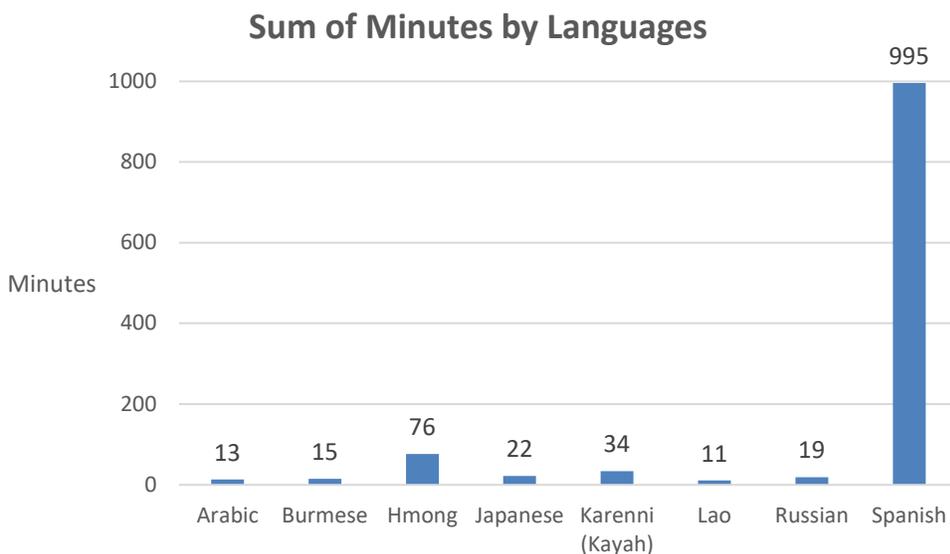
The Title VI Plan submitted in 2017 contained a plan for conducting the four-factor analysis to assist in understanding and addressing the needs of the LEP population. This comprehensive analysis was initiated in 2009 and updated to its present form in 2020. The following information outlines the progress of that analysis and presents the findings that resulted:

A. FACTOR 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.

a) How LEP persons interact with the recipient’s agency

MCTS researched and reviewed information kept by MCTS on past interactions with members of the public who are LEP. This included an analysis to determine the extent to which LEP persons have come into contact with the various departments of MCTS.

Results: *The analysis of past contact examined several areas of customer contact including Customer Service phone line and reception, Paratransit Office, and Dispatch. All areas reported Spanish as the primary language used by LEP customers. Below is a graph of our Foreign Language Interpretation Service Usage reporting from Certified Languages International (January 1st, 2017 through December 31st, 2019).*

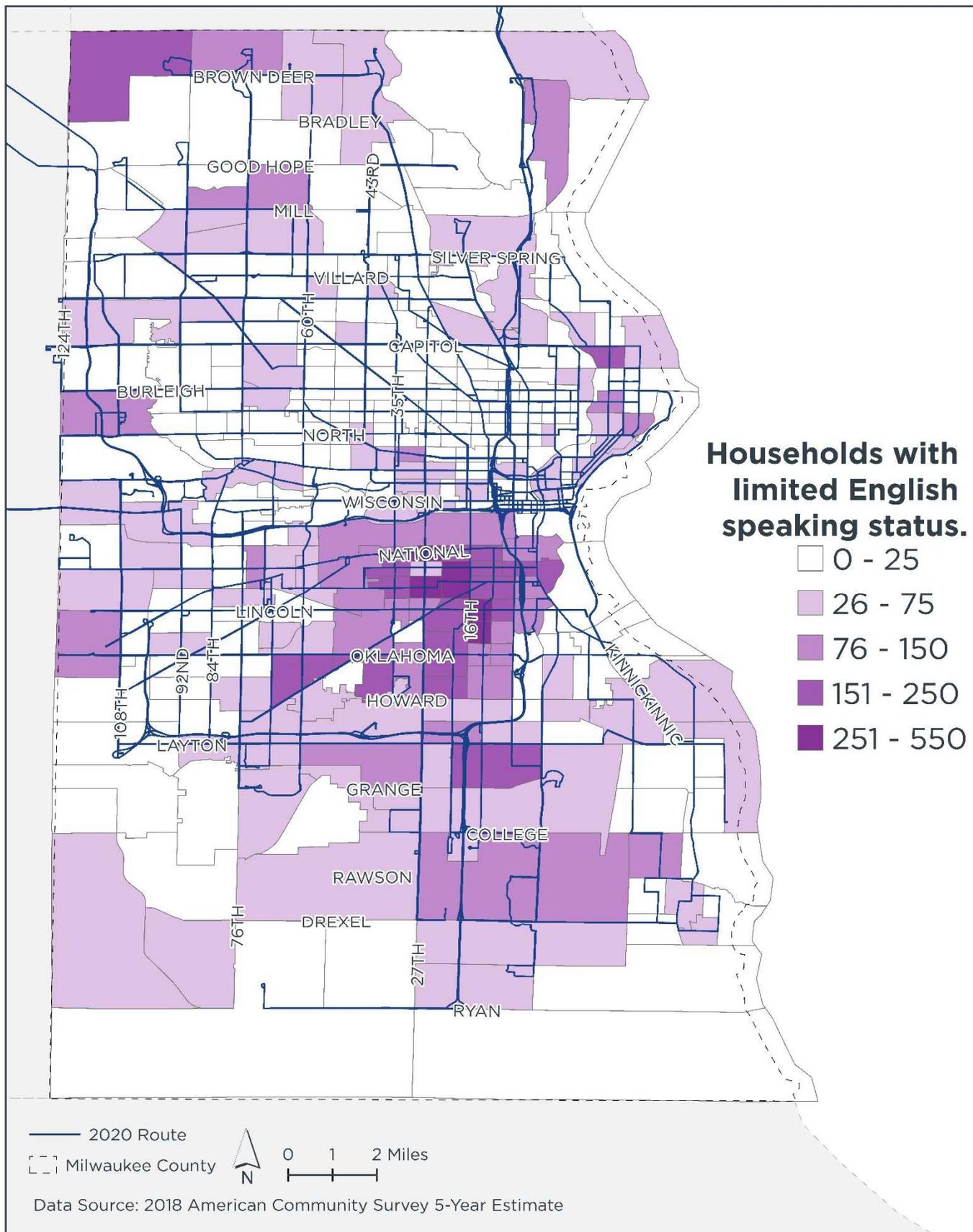


b) Identification of LEP communities, and assessing the number or proportion of LEP persons from each language group to determine the appropriate language services for each language

Results: Below is a map of that identifies LEP households in the MCTS Service Area (Milwaukee County). All MCTS-related customer information signage inside the bus is translated into Spanish on our entire fleet of buses, so whichever bus is assigned to a route that serves a predominantly Spanish-speaking area, the customers will be able to understand important rider information. See the table on Page 6 for the list of most prevalent LEP spoken languages in Milwaukee County.

The map was generated with ESRI's ArcMap using a 5-year estimate from the American Community Survey from 2018. MCTS' Planning Department also frequently uses Remix Transit Planning software to effectively analyze transit service provision to all population groups as it displays various Census Data layers, ridership data and other pertinent information underneath the system's route traces. The software also allows Planners the ability to draw new routes or extensions and it instantly calculates the costs and relevant schedule data of the new service. The use of Remix in our Public Participation efforts to LEP populations has enhanced our ability to effectively communicate service change information and provides the opportunity for MCTS to efficiently cost-out any service changes within these communities.

Limited English Proficiency Households in Milwaukee County



**Languages Spoken at Home and Ability to Speak English in Milwaukee County, WI
2018 American Community Survey – 5-Year Estimate – Table B16002**

Household Language	Households	% of Total Households	% of Total Limited English-Speaking Households
Total Households	384,281	100.00%	-
English only	316,195	82.28%	-
Speak a language other than English	68,086	17.72%	-
Limited English-Speaking Households	13,451	3.50%	100.00%
Spanish	41,569	10.82%	66.57%
French, Haitian, or Cajun	1,641	0.43%	0.26%
German or other West Germanic languages	2,175	0.57%	0.97%
Russian, Polish, or other Slavic languages	4,731	1.23%	8.85%
Other Indo-European languages	5,245	1.36%	7.17%
Korean	362	0.09%	0.39%
Chinese (incl. Mandarin, Cantonese)	1,536	0.40%	3.69%
Vietnamese	365	0.09%	0.57%
Tagalog (incl. Filipino)	636	0.17%	0.00%
Other Asian and Pacific Island languages (incl. Hmong)	5,266	1.37%	9.23%
Arabic	2,443	0.64%	0.82%
Other and unspecified languages	2,117	0.55%	1.49%

c): The literacy skills of LEP population in their native languages, in order to determine whether translation of documents will be an effective practice

Spanish is the dominant LEP language in Milwaukee County. Various MCTS signs and forms exist both on the MCTS website and on MCTS buses. More details are provided in Factor 3, Part A.

d) Whether LEP persons are underserved by the recipient due to language barriers

Results: *Bilingual employees in the Marketing Department gave presentations and/or were available to answer questions at the following community events:*

- *Annual Puerto Rican Festival*

- *Ciclovia Neighborhood Block Party*
- *Latino Expo & Festival*
- *MCTS NEXT Open House Presentations*

The Planning Department also gave presentations and was available to answer questions at the following events:

- *Hispanic Community Event Collaboration*
- *MCTS NEXT Spanish Language Public Open House*
- *Latino Family Expo*

B. FACTOR 2: The frequency with which LEP persons come into contact with the program.

a) MCTS Employee Interactions

MCTS conducted informal e-mail interviews with members from each department that comes in contact with LEP persons. Here is what we learned:

PARATRANSIT: *Since 2017, both the Transit Plus and Reduced Fare applications have been made available in Spanish and are located on the MCTS website to download and print. Also, Paratransit works with ABLE (Audio & Braille Literacy Enhancement) to create documents in Braille or large print upon request. The Transit Plus Riders Guide is also available in audio format on the website.*

PARATRANSIT (NEW FREEDOM): *Paratransit (NEW FREEDOM) holds Travel Training sessions at the International Institute of Wisconsin (IIW) and Lutheran Social Services (LSS) to teach newly-arrived refugees how to ride the bus. MCTS is currently working with IIW to develop ADA Sensitivity Training written materials for Driver Training Sessions.*

Additionally, the Mobility Management team has conducted community outreach at the following locations:

- *United Community Center (UCC)*
- *International Learning Center (ILC)*
- *A.L.A.S. (Alianza Latina Aplicando Soluciones) Resource Center*
- *Refugee Health Services*
- *High Schools including: Washington High School ESL, Milwaukee School of Languages, and South Division High School (more than half the student population are Spanish speaking)*

- *Hosted an Information Booth at World Refugee Day for the past three years*

DISPATCH: *When an operator needs to interact with a Spanish-speaking LEP person, they call Dispatch for assistance. If available, a Spanish-speaking Route Supervisor is asked to arrive at the scene. No other accommodations are available at this time.*

HUMAN RESOURCES: *Job applications are not offered in any other language as applicants are advised they must be able to read, write and speak fluent English.*

CUSTOMER SERVICE & RECEPTION AREA: *Milwaukee County Transit System's Customer Service Department has the ability to assist callers with limited English language proficiency by working with the Certified Languages International. This company has access to telephonic interpreters of over 200 languages, free of charge to MCTS customers, at the MCTS Administration building and both Fond du Lac and Kinnickinnic Stations. Each year the need for translation services varies and, since 2018, the department has averaged 31 calls annually. Most often, a Spanish-speaking interpreter is requested, but this department has received customer service inquiries in Hmong, Japanese, and Lao. Having the interpretation service at their disposal is a great comfort to the Customer Service staff.*

The Administrative building receptionist estimates interactions with 15 LEP customers who need assistance each year. The receptionist transfers them to Customer Service if it's a phone call. At times, the receptionist has asked a Spanish-speaking MCTS Administration employee to assist with Spanish-speaking customers. These requests are just a handful each year and the MCTS employees are always willing and happy to help.

MARKETING: *A number of steps were taken to support outreach efforts for the MCTS NEXT route redesign project such as producing bilingual informational handouts and news releases. The news releases along with ones written for Mexican Fiesta were distributed to local Spanish language media in addition to mainstream media. In addition, two members of the Marketing Department were on hand to help answer one-on-one questions in Spanish during the MCTS NEXT Open House events. Representatives from Marketing also gave interviews in Spanish when requested from the local Telemundo affiliate.*

b) Ridership Surveys

Results: *MCTS distributed Spanish language surveys on MCTS NEXT in Winter 2019. MCTS NEXT is the long-term route redesign project which converts more*

routes into high frequency routes that are simpler and will get people to their destinations faster. Surveys were disseminated to stakeholders in both online and printed formats with the assistance of Layton Boulevard West Neighbors, Clark Square Neighborhood Initiative and Sixteenth Street Community Health Center. MCTS NEXT Survey response rates in Spanish were extremely low. However, during the 2020 Budget planning cycle in Fall 2019, MCTS distributed surveys in both English and Spanish related to potential route reductions and eliminations. Planning staff also rode buses on these particular routes and, when necessary, communicated one-on-one in Spanish to riders on routes that served LEP persons. Our survey response rates increased significantly, but staffing levels prevent this type of personalized outreach from happening consistently. MCTS will work with stakeholders to continue to provide meaningful and relevant information for LEP riders.

C. FACTOR 3: The nature and importance of the program, activity or service provided by the program to people's lives.

a) Identify MCTS' most critical services

MCTS reviewed and identified programs and activities that would have serious consequences to individuals if language barriers prevent a person from benefiting from the activity. The impact on actual and potential beneficiaries of delays in the provision of LEP services was also considered.

Results: *MCTS has made significant strides in providing critical services to LEP persons.*

For quarterly service changes, MCTS announces English and Spanish versions of Public Service Announcements (PSAs) about those changes. These announcements are primarily made on the impacted routes. Whenever we have a very important PSA (like Coronavirus), we also translate it into a Spanish language version. For important route updates, we've provided information in English and Spanish on signs, newsletters and our website, RideMCTS.com.

MCTS' website is now equipped with a Google widget that can translate all text on the website into any language offered by Google Translate. In addition, MCTS has translated all signage on buses into Spanish to aid LEP individuals. A variety of the translated signs are listed below.

Knowing how to ride the bus, including:

- *How to know which bus to take;*

- *How to pay the fare;*
- *Where to buy tickets/passes, and;*
- *Accessibility issues.*

Access to informational materials and services such as:

- *Route guides and schedules;*
- *Contacting MCTS by phone;*
- *Customer Service call centers including TTY;*
- *Transit Guide containing overall system map, how to ride the bus and how to read a route guide information, and;*
- *Important route updates offered through passenger announcements, website, signs and newsletter.*

Security Measures:

- *Importance of reporting problems on the bus to the bus operator.*

Knowledge of the rules for riders including:

- *Passenger rules of conduct which includes both passenger rights and responsibilities, and;*
- *What is not allowed on buses – no open food or beverage, no loud music or cell phone usage, no littering.*

b) Review input from community organizations and LEP persons

Results: *Beginning with our MCTS NEXT Public Engagement process and working with community stakeholders like Layton Boulevard West Neighbors, Clark Square Neighborhood Initiative and Sixteenth Street Community Health Center, MCTS has been able to provide more meaningful access to LEP persons based on the feedback we've received from these organizations. Their input helped shape how we disseminated information about our Route Redesign project throughout the community, including LEP neighborhoods on the near South Side. These stakeholders worked side-by-side along with MCTS' Planning and Marketing Departments to host our first-ever Spanish Language Open House at which we gave a presentation in Spanish detailing all aspects of MCTS NEXT. Planners and our stakeholder partners were available at the meeting to answer questions from attendees in Spanish and English.*

MCTS continues to seek input from community organizations and LEP persons. Here are our most recent actions based on community input.

- *Printed schedules are a primary source of information and yet pose a consistent obstacle for LEP persons.*

- To make the website more accessible to non-English speakers, when it was redesigned, Google Translate was added to the navigation section of the RideMCTS.com.
- Have more commonly used forms and materials available and accessible.

D. FACTOR 4: The resources available to the recipient for LEP research, as well as the associated costs associated with that outreach.

a) Inventory language assistance measures currently being provided, along with associated costs

Results: MCTS continues to maintain production of several Spanish-language information items for distribution to our Spanish-speaking riders. These include:

- On board Passenger Rights – Cost approximately \$900
- On board Passenger Fares – Cost approximately \$900
- On board decals of safety information and rules of the bus – Collaborative piece – no specific costs
- Coronavirus Disease 2019 (COVID-19) Bus Service Policy

b) Determine what, if any, additional services are needed to provide meaningful access

Results: The following items should be addressed to improve access to our programs and activities:

- Provide Spanish-language ads on Routes Guides to announce the availability of the Spanish-language How to Ride Guide;
- Distribute Spanish-language How to Ride Guide to additional locations.
- Identify the most important Public Service Announcements that are broadcasted on our buses and add a Spanish version to play directly after the English version.

c) Analyze our budget

Results: Based upon MCTS' experience with LEP populations, it is determined that base level measures, such as document translations, must be in place for the Spanish-speaking population. Converting English documents to Spanish costs between \$80-150 per one sheet. Additional budgetary resources may be needed in the event that demand occurs among other LEP population groups.

MCTS's call center currently budgets \$1,500 for translation services related to its call center due to a relatively low demand. As demand increases, MCTS is

committed to covering those costs and will increase the budget as needed to continue those services. However, there is no separate account dedicated to addressing the identified general LEP needs. However, MCTS has ensured funds are directed for this purpose and will continue to allocate funds, as needed for continued LEP improvements. MCTS will monitor and dedicate resources as needed.

d) Consider cost-effective practices for providing language services

Results: *As stated in section Factor 1 Part A, in November 2013, MCTS implemented Certified Languages International to service all foreign language interpretation needs. Their agents are available 24 hours a day, seven days a week in virtually any language in the world. Spanish-speaking translation services cost \$0.99 per minute while all other languages cost \$1.45 per minute. Implementing this service across all departments within the organization has increased our level of customer service proficiency, especially to Milwaukee County’s growing Spanish-speaking population. Our professionalism and image in the community have improved because we are no longer turning away limited English speakers—we now have a resource to help us communicate with every single customer.*

IV. Language Assistance Plan

MCTS has implemented several key aspects into the culture of this organization that place importance on serving Milwaukee County’s limited English proficiency populations. With initiatives like the Foreign Language Interpretation Service, the implementation of Remix Transit Planning software and participation in various community-related events, MCTS continues to refine and improve its service to LEP populations by taking the following measures:

a) Language Assistance Measures

MCTS will develop instructions for all front-line employees (Paratransit, Human Resources, Marketing, Bus Operators, Route Supervisors and Customer Service staff) who regularly interacts with the public, about how to effectively respond to and interact with an LEP individual.

b) Staff Training

The Department of Transportation recommends the agency inform staff about LEP policies and procedures and that staff who interact with LEP individuals receive proper training to accommodate in-person and telephone requests from

such people. Those who lack proficiency in English are sometimes unable to obtain knowledge on how to access various MCTS services. The goal is to improve our level of service to all riders so that no LEP person is turned away from receiving quality customer service.

MCTS uses documents developed by the FTA Office of Civil Rights, available at <https://www.transit.dot.gov/title6>

Other resources include:
www.lep.gov

“How to Engage Low-Literacy and Limited English Proficient Populations in Transportation Decision making,” available at:
https://www.fhwa.dot.gov/planning/publications/low_limited/index.cfm

c) Providing Notice to LEP Persons

MCTS determined there was a need for including outreach documents to be sent to community organizations, local media, schools, places of worship, RideMCTS.com and in MCTS staff training materials. MCTS even hosted several stakeholder meetings that catered to public entities such as the ones listed above.

d) Monitoring and Updating the Plan

MCTS recognizes that, to achieve success, there must be a base level of awareness throughout the organization regarding LEP and Title VI goals and responsibilities. Employee education and awareness will evolve, and so may the LEP needs. That is why regular monitoring and updating of the LEP needs and measures employed will be necessary. MCTS is intent on carrying out and improving this plan designed to ensure that all individuals can benefit from the services provided.

V. Current Measures

MCTS has already successfully incorporated a variety of strategies for meeting the needs of LEP individuals in the service area including the following:

- *Document Translations:*
 - *For MCTS NEXT, an informational handout and presentation boards were translated into Spanish.*

- *A Spanish language link was provided for MCTS NEXT on RideMCTS.com.*
- *MCTS' website www.RideMCTS.com is available in dozens of languages, powered by Google Translate.*
- *In-person translation – When an individual contacts MCTS with a request in Spanish, there are designated employees at various work areas who will assist with the request during office hours.*
- *Bilingual Instructions – MCTS updated its Passenger Rights and Responsibilities bilingual (English and Spanish) interior ad cards.*
- *Bilingual instruction cards were made to describe how to use the Ride MCTS mobile app.*
- *A bilingual table rate sign for use at public events.*
- *Title VI Policy: Statement of policy and procedures for making a Title VI complaint is printed in English and Spanish onboard buses and in the overall Transit Guide*
- *Marketing translated and printed brochures related to the transition to paperless fares and distributed them on routes serving high-density LEP populations.*
- *Public Presentations:*
 - *For community events, we have at least one bilingual MCTS representative to deliver information, give demonstrations and/or answer questions.*

MCTS will monitor the demand for services by LEP populations and use this plan as a working guide. Updates to this plan will be made as needed.



Milwaukee County Transit System Inter-Office Memorandum

To: File

From: Jeff Sponcia, Planning Manager

Re: **Title VI - Minority Representation on Planning and Advisory Bodies**

Date: April 7, 2020

The Transit Services Advisory Committee (TSAC) and the Transit Plus Advisory Committee (TPAC) are two MCTS advisory committees that are comprised of non-elected members. Members are selected by officials on the Milwaukee County Board of Supervisors.

A list of the survey questions used to query members about their racial identify and/or ethnicity and a table depicting the racial breakdown of the committees (Table 1) are shown below.

Questionnaire:

By self-identification, what is your ethnicity (cultural or national origin) and/or race? (You may choose to report more than one race to indicate racial mixture.)

- **American Indian or Alaska Native**
A person having origins in any of the original people of the North and South American Continent (including Central America), and who maintain tribal affiliation or community attachment.
- **Asian**
A person having origins in any of the original people of the Far East, Southeast Asia, or the Indian Subcontinent, including for example, Cambodia, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand or Vietnam.
- **Black or African-American**
A person having origins in any of the black racial groups of Africa.
- **Hispanic, Latino, or Spanish Origin**
A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
- **Native Hawaiian or other Pacific Islander**
A person having origins in any of the peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
- **White**
A person having origins in any of the original peoples of Europe, the Middle East or North Africa.



Milwaukee County Transit System

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Table 1: Racial Breakdown of the Membership of Advisory Committees

	Transit Service Advisory Committee	Transit Plus Advisory Committee
Approved Membership Positions	7	10
Filled Membership Positions	7	10
Members Completing Survey	6	10
American Indian or Alaska Native	0	1
Asian	1	0
Black or African-American	0	4
Hispanic, Latino, or Spanish Origin	0	0
Native Hawaiian or other Pacific Islander	0	0
White	5	6



DEPARTMENT OF TRANSPORTATION
Milwaukee County
 Donna Brown-Martin, Director and Highway Commissioner

DATE: April 17, 2020

TO: Tom Winter, Director of Schedule and Planning, MCTS

FROM: John Rodgers, Senior Manager Grants Compliance, MCDOT

SUBJECT: Milwaukee County Monitoring of Subrecipient Title VI Programs for the Federal Transit Administration Section 5310 Program within the Milwaukee Urbanized Area.

BACKGROUND

On December 4, 2015, the current federal transportation authorization legislation Fixing America's Surface Transportation Act (FAST Act) was signed into law and continues the Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310 Program) authorized under the previous federal transportation authorization legislation – Moving Ahead for Progress in the 21st Century (MAP-21).

The Section 5310 Program provides federal funds to help eligible entities purchase vehicles and other capital items to transport seniors and people with disabilities, as well as to expand transportation mobility options for persons with disabilities. These funds can be used for operating or capital assistance, and are available to private non-profits or government agencies.

Milwaukee County is the sole designated recipient for the Section 5310 Program funds in the Milwaukee urbanized area that includes Ozaukee, Washington and Waukesha Counties. As the designated recipient, Milwaukee County is responsible for administering grant agreements, monitoring compliance of subrecipients applying for federal funds, and satisfying documentation and reporting requirements to the Federal Transit Administration (FTA).

Recipients of the Milwaukee urbanized area's Section 5310 Program funds are required to meet civil rights requirements under Title VI, as well as Equal Employment Opportunity (EEO) and Disadvantaged Business Enterprise (DBE) regulations.

Title VI

The elements of a Title VI Program are determined by FTA Circular 4702.1B (Appendix A) and include, but are not limited to:

- Title VI notice to the public, including a list of locations where the notice is posted
- Title VI complaint procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint) and Title VI complaint form
- List of transit-related Title VI investigations, complaints, and lawsuits
- Public participation plan, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission

- Language Assistance Plan for providing language assistance to persons with limited English proficiency
- A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees
- A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.
- A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program.

The Milwaukee County Transit System prepares a Title VI Program Update for submission to the FTA every three years. Similarly, Section 5310 Program subrecipients must submit their Title VI Programs to Milwaukee County on a triennial basis. A subrecipient's Title VI program must be approved by the subrecipient's appropriate governing entity or official(s) responsible for policy decisions (e.g., board of directors, mayor, tribal executive, city administrator, etc.). Subrecipients may submit a copy of the board resolution, meeting minutes, or similar documentation as evidence of approval.

Contractors and subcontractors are not required to submit a Title VI report. However, they are responsible for complying with the Title VI Program of the recipient with whom they are contracting. Recipients and subrecipients are responsible for ensuring that their contractors are complying with their Title VI Program and Title VI regulations.

Milwaukee County is available to assist subrecipients with Title VI compliance. Milwaukee County provides sample notifications, forms, and program language to subrecipients upon request. Milwaukee County oversees subrecipient compliance with Title VI as follows:

- **Grant Agreements** – Through grant agreements, the subrecipient agrees to comply with applicable civil rights statutes and regulations, including Title VI of the Civil Rights Act, Equal Employment Opportunity (EEO), and Disadvantaged Business Enterprise (DBE). As subrecipients to Milwaukee County, Section 5310 Program subrecipients must comply with the FTA's Annual List of Certifications and Assurances signed annually by Milwaukee County.
- **Review of Subrecipient's Title VI Program** – Milwaukee County reviews the contents of Title VI Program materials as submitted by subrecipients, including public notification language, LEP, complaint procedures and complaint form, and public participation and outreach.
- **Investigation and Monitoring of Title VI Complaints (or potential complaints and/or lawsuits)** – Milwaukee County requires subrecipients to report any Title VI complaints or lawsuits. Subrecipients may contact Milwaukee County at any time during the year to report Title VI complaints, potential complaints, and/or lawsuits. Milwaukee County may also receive complaints regarding subrecipients or their contractors directly from the public.
- **On-Site Visits** – Milwaukee County staff conducts on-site visits as necessary to monitor subrecipient compliance. During on-site visits, staff will verify the location of the public notification language as stated in the subrecipient's Title VI Program. During this time, staff may also discuss with the subrecipient any new or potential opportunities for public participation and public outreach that may present themselves since the previous submission of the subrecipient's Title VI Program.

County of Milwaukee
Interoffice Communication

DATE: May 20, 2020

TO: Marcelia Nicholson, Chairwoman, Milwaukee County Board of Supervisors

FROM: Donna Brown-Martin, Director, Department of Transportation

SUBJECT: Resolution Approving of Milwaukee County Transit System (MCTS) 2020 Title VI Program Plan Update

POLICY

Title VI of the Civil Rights Act of 1964 states: “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

BACKGROUND

The Federal Transit Administration (FTA) requires transit providers prepare a Title VI Program Plan Update every three years to document compliance. The purpose of the Plan is to ensure that transit services are provided in a non-discriminatory manner, to promote full and fair participation in transit decision-making without regard to race, color, or national origin, and to ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.

In addition, the FTA requires approval of the Title VI Program Plan Update by the County Executive and the County Board prior to the submittal deadline of October 1, 2020.

The MCTS 2020 Title VI Update is available at <https://www.ridemcts.com/about-mcts/title-vi>

The update includes the following content:

- Notice to the Public, Complaint Procedures and Form, and a Summary of Complaints
- Public Participation Plan and Public Outreach & Involvement Activities
- Limited English Proficiency Plan
- Minority Representation on Planning and Advisory Bodies
- Monitoring of sub-recipient Title VI programs
- Approval of Title VI Program by the Governing Entity
- Definitions of Major Service Changes, Disparate Impact, and Disproportionate Burden
- Service Standards / Policies and Demographic data on minority / low-income populations
- Service and Fare Equity Analyses of major service changes

In addition to documenting compliance, MCTS also seeks to advance racial equity in our community. MCTS requested a review of the Title VI Update by the Office on African American Affairs (OAAA) and will incorporate comments accordingly.

May 20, 2020
Page 2

In 2019, several staff at MCTS participated in racial equity training coordinated by the OAAA. MCTS staff also met with representatives from OAAA to learn about the Government Alliance on Race & Equity (GARE) framework of normalizing, organizing and operationalizing racial equity.

Moving forward, MCTS planners will complete racial equity tool worksheets prior to making service changes and endeavor to build meaningful relationships with organizations that represent minority residents in order to improve data collection and information on meeting attendees and riders.

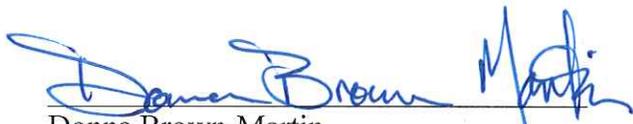
Finally, it should be noted that these actions will be consistent with and relevant to Milwaukee County General Ordinance Chapter 108 Achieving Racial Equity and Health. MCTS is an important partner in these efforts.

RECOMMENDATION

Approve the MCTS 2020 Title VI Update and allow MCTS to submit it to the Federal Transit Administration.

Prepared by: Dan Boehm, Managing Director, MCTS

Approved by:



Donna Brown-Martin
Director, Department of Transportation

cc: David Crowley, Milwaukee County Executive
Mary Jo Meyers, Chief of Staff, Milwaukee County Executive Office
Kelly Bablitch, Chief of Staff, County Board of Supervisors
Joe Lamers, Fiscal and Budget Administrator, Department of Administrative Services
Steve Cady, Research Director, Office of the Comptroller

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2
3 From the Director, Department of Transportation, Recommending Approval of the
4 Milwaukee County Transit System (MCTS) 2020 Title VI Program Plan Update, by
5 recommending adoption of the following:
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7 **AN AMENDED RESOLUTION**
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9 WHEREAS, Title VI of the Civil Rights Act of 1964 (Title VI Program) states: “No
10 person in the United States shall, on the ground of race, color, or national origin, be
11 excluded from participation in, be denied the benefits of, or be subjected to
12 discrimination under any program or activity receiving federal financial assistance;” and
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14 WHEREAS, the Federal Transit Administration (FTA) requires transit providers
15 prepare a Title VI Program Plan Update (Plan Update) every three years to document
16 compliance; and
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18 WHEREAS, the purpose of the Plan Update is to ensure that transit services are
19 provided in a non-discriminatory manner, to promote full and fair participation in transit
20 decision-making without regard to race, color, or national origin, and to ensure
21 meaningful access to transit-related programs and activities by persons with limited
22 English proficiency; and
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24 WHEREAS, the FTA requires approval of the Plan Update by the County
25 Executive and the Milwaukee County Board of Supervisors prior to the submittal
26 deadline of October 1, 2020; and
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28 WHEREAS, in addition to documenting compliance, the Milwaukee County
29 Transit System will also seek to advance racial equity by working with representatives
30 from the Office on African American Affairs, such that its actions will be consistent with
31 and relevant to Chapter 108 - Achieving Racial Equity and Health, Milwaukee County
32 Code of General Ordinances; and
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34 WHEREAS, the Committee on Transportation, Public Works, and Transit, at its
35 meeting of June 10, 2020, recommended adoption of File No. 20-407 as amended
36 (vote 5-0); now, therefore,
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38 BE IT RESOLVED, the Milwaukee County Transit System (MCTS) 2020 Title VI
39 of the Civil Rights Act of 1964 Program Plan Update (available at
40 <http://www.ridemcts.com/about-us/title-vi-policy> and hereto attached to this file) is
41 approved, and MCTS is authorized to submit the approved plan to the Federal Transit
42 Administration; **and**
43

44 **BE IT FURTHER RESOLVED, MCTS and the Department of Transportation**
45 **are requested to return to the Milwaukee County Board of Supervisors by the**
46 **September cycle with a written Administrative Manual of Operating Procedures**
47 **pertaining to transit service suspension, particularly:**
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- **Under what circumstances service would be suspended.**
- **Who orders the service suspension.**
- **How the service suspension is determined.**
- **How the service suspension is communicated to the public and elected officials.**

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**COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION**

DATE: June 23, 2014

TO: Michael Mayo, Sr., Chairperson, Transportation, Public Works and Transit Committee

FROM: Brian Dranzik, Director, Department of Transportation

SUBJECT: Resolution Approving of Milwaukee County Transit System (MCTS) Title VI Policy Definitions for Major Service Change, Disparate Impact, and Disproportionate Burden

POLICY

Title VI of the Civil Rights Act of 1964 states: “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

Title VI is codified under U.S. Department of Transportation Regulations (49 CFR part 21). The Federal Transit Administration (FTA) establishes requirements for transit systems with respect to Title VI under FTA Circular 4702.1B; Chapter IV, Section 3a (2)(e) of which establishes a requirement for board approval of Title VI policy definitions for major service change and disparate impact used by a transit system.

BACKGROUND

The FTA requires transit systems to analyze proposed service changes and fare changes to determine if there is potential for a disparate impact on minority populations or a disproportionate burden on low-income populations. Disparate impacts and disproportionate burdens are to be considered, and mitigated as possible. Prior to performing the required analysis, it is necessary to establish local policy definitions for “major service change,” “disparate impact” and “disproportionate burden.”

The FTA requires transit systems to use a public engagement process when establishing these local definitions. Furthermore, the FTA requires the Milwaukee County Transit System (MCTS)

to obtain County Executive and County Board approval of major service change and disparate impact policy definitions.

In October 2013, MCTS conducted two public outreach meetings to inform the public of proposed policy definitions and gather input about the policies. Meetings were held at the Center Street Library and at the Downtown Central Library. About 90 persons from the community attended these meetings. Based on the feedback received from the public, MCTS recommends the following policy definitions for approval by the County Executive and County Board.

MAJOR SERVICE CHANGE POLICY

A Major Service Change is defined as a change that:

- Affects 25 percent of the in-service bus hours on a route or group of routes,
- Affects 25 percent of the one way mileage of a route or group of routes,
- Affects 25 percent of the daily service period,
- Reduces the service span by more than an hour during the late night (930 pm to 6 am)
- Reduces the frequency of service (increases the headway) by 50 percent, and
- Creates a gap of greater than one-half mile from the nearest alternative service.

DISPARATE IMPACT POLICY / DISPROPORTIONATE BURDEN POLICY

MCTS uses the four-fifths rule, also known as the 80 percent rule, as the threshold for its disparate impact and disproportionate burden policies. Specifically, an impact has occurred when the ratio of the reduction in service to the minority or low-income population compared to the non-minority or non-low-income population exceeds four/fifths or 80 percent. The four-fifths rule is a commonly accepted measure used by many transit systems.

RECOMMENDATION

Approve the resolution defining the MCTS major service change policy and disparate impact policy.

Prepared by: Tom Winter, Director of Schedule and Planning, MCTS
Daniel Boehm, Interim Managing Director, MCTS

Approved by:

Brian Dranzik
Director, Department of Transportation

cc: Chris Abele, Milwaukee County Executive
Marina Dimitrijevic, Chairwoman, County Board of Supervisors
Kelly Bablitch, Chief of Staff, County Board of Supervisors
Raisa Koltun, Interim Chief of Staff, Milwaukee County Executive Office
John Zapfel, Deputy Chief of Staff, Milwaukee County Executive Office
Don Tyler, Director, Department of Administrative Services
Josh Fudge, Fiscal and Budget Administrator, Department of Administrative Services
Anthony Geiger, Fiscal and Budget Analyst, Department of Administrative Services

Chapter IV

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 the transit system, 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 by Milwaukee County.

This chapter presents the public transit service objectives, principles, and standards that were formulated and applied under the County's transit system development plan. The objectives and supporting standards set forth in this chapter may also be used by the County to guide in the design, operation, and review of its transit services after completion of this planning effort.

OBJECTIVES

The transit service objectives, principles, and standards set forth in this chapter are intended to reflect the underlying values of the elected officials and residents of Milwaukee County. One of the important functions of the Milwaukee County Public Transit Planning Advisory Committee was to articulate transit service objectives, principles, and supporting standards for the planning effort. By drawing upon the collective knowledge, experience, views, and values of the members of the Committee, it is believed that a meaningful expression of the performance desired for the Milwaukee County Transit System was obtained, and a relevant set of transit service objectives and supporting principles and standards was defined.

The specific objectives adopted envision a transit system that will effectively serve transit travel by Milwaukee County residents both within the County and between the County and other adjacent communities in the Milwaukee urbanized area. More specifically, the following objectives were adopted by the Advisory Committee:

1. The public transit system should effectively serve the existing land use pattern and support the implementation of planned land uses, meeting the demand and need for transit services, and particularly the needs of the transit-dependent population;

2. The transit system should promote effective utilization of transit service and operate service that is reliable and provides for user convenience and comfort;
3. The transit system should promote the safety and security of its passengers, operating equipment and facilities, and personnel;
4. The public transit system should promote efficiency in the total transportation system; and
5. 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 foregoing transit service objectives is a planning principle and two sets of service standards, as set forth in Table 32. The planning principle supports each objective by asserting its validity. Each set of 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 evaluation of the existing transit system undertaken for the current study included assessments of transit performance on both a systemwide basis and on an individual route basis. The performance standards set forth in Table 32 represent the specific standards and performance measures that were applied in conducting these evaluations. The performance standards in Table 32 include the transit system performance measures which the Wisconsin Department of Transportation utilizes to assess the performance of Wisconsin transit systems, and which the State requires be included in multi-year service and performance goals for each such transit system. 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 County in establishing the required multi-year service and performance goals.

OVERRIDING CONSIDERATIONS

The objectives, principles, and standards set forth in Table 32 were intended to be used to guide the evaluation of the performance of the existing transit system and the design and evaluation of alternative service improvements. In the application of the objectives, principles, and standards, several overriding considerations must be recognized.

First, it must be recognized that an overall evaluation of the existing public transit services and the alternative service plans must be made on the basis of cost and revenue. Such an analysis may show the attainment of one or more standards to be beyond the economic capability of the community and, therefore, the standards cannot be met practically and must be either modified or eliminated.

Second, it must be recognized that a transit system is unlikely to fully meet all the standards and that the extent to which each standard is met, exceeded, or violated must serve as the final measure of the ability of the system to achieve the objective that a given standard supports.

Third, it must be recognized that certain intangible factors, including the perceived value of the transit service to the County and its potential acceptance by the concerned elected officials, may influence the preparation and selection of a recommended plan. Inasmuch as transit service may be perceived as a valuable service, the County may decide to initiate or retain such services regardless of performance or cost. Only if a considerable degree of such acceptance exists will service recommendations be implemented and their anticipated benefits realized.

Table 32

PUBLIC TRANSIT SERVICE OBJECTIVES, PRINCIPLES, STANDARDS, AND PERFORMANCE MEASURES FOR BUS SERVICE PROVIDED BY THE MILWAUKEE COUNTY TRANSIT SYSTEM

Objective	Principle	Standards	Performance Measure												
<p>1. The public transit system should effectively serve the existing land use pattern and support the implementation of planned land uses, meeting the demand and need for transit services, and particularly the needs of the transit-dependent population</p>	<p>Public transit is an essential element of the transportation system, connecting major land use activities and providing the accessibility essential to the support of these activities. Transit services are most cost-efficient when serving areas that are fully developed to medium and high densities. Transit also provides an important means of access to jobs and services for all segments of the population, but particularly for persons who must depend on transit as their primary means of travel. Accessible mainline bus service can promote flexible and cost-effective transit service by reducing expenditures for paratransit services.</p>	<p><u>Service Design and Operating Standards</u></p>													
		<p>1. The public transit system should serve travel demand generated within contiguous areas of urban development in the urbanized area and should be designed to provide for a higher degree of accessibility to areas of high density (7.0-17.9 dwelling units per net residential acre), and medium density (2.2-6.9 dwelling units per net residential acre) urban development than to areas of low-density development or which should be protected from development</p>	<p>1. --</p>												
		<p>2. Public transit services should be designed and operated so as to permit the orderly and efficient expansion of service to developing areas</p>	<p>2. --</p>												
		<p>3. Public transit services should be provided that address the varied travel and mobility needs of the County population and offer access to the major activity centers in the urbanized area. The transit services provided should include:</p> <ul style="list-style-type: none"> a. Rapid and express service designed to reduce travel times for the longest trips made between component parts of the transit service area and to connect areas of high and medium density urban development to the Milwaukee central business district and the largest major activity centers b. Local service 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 rapid, express, and other local services c. Local shuttle services designed to connect with rapid, express, and local services serving major activity centers d. Paratransit service designed to meet the needs of people with disabilities who are unable to use accessible mainline bus service 	<p>3. --</p>												
		<p>4. The public transit system should serve and connect major activity centers in the urbanized area that currently generate, or have the potential to generate, significant ridership including:</p> <ul style="list-style-type: none"> a. Housing facilities serving transit-dependent persons who are living independently including elderly persons, people with disabilities, and low-income individuals b. Principal hospitals and medical centers c. Major retail shopping malls d. Principal colleges and universities e. Major Federal, State, and local governmental offices and institutions f. Major employers with more than 500 employees at one site g. Major industrial and office parks h. Major passenger terminals for intercity bus, passenger rail, and airline carriers i. Major public and private recreational centers hosting high attendance events 	<p>4. --</p>												
		<p><u>Service Performance Standards</u></p>													
		<p>1. The population served should be maximized, particularly those who are transit-dependent. The population shall be considered as served when it resides within the following distances of transit service:</p>	<p>1. The number of people residing within appropriate walking or driving distance of a bus stop and the percent of the total population represented</p>												
		<p style="text-align: center;"><u>Maximum Distance from a Bus Stop</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>Walking</u></th> <th style="text-align: center;"><u>Driving</u></th> </tr> </thead> <tbody> <tr> <td>Rapid</td> <td style="text-align: center;">1/2 Mile</td> <td style="text-align: center;">3 Miles</td> </tr> <tr> <td>Express</td> <td style="text-align: center;">1/2 Mile</td> <td style="text-align: center;">--</td> </tr> <tr> <td>Local</td> <td style="text-align: center;">1/4 Mile</td> <td style="text-align: center;">--</td> </tr> </tbody> </table>	<u>Service Type</u>	<u>Walking</u>	<u>Driving</u>	Rapid	1/2 Mile	3 Miles	Express	1/2 Mile	--	Local	1/4 Mile	--	
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		Rapid	1/2 Mile	3 Miles											
Express	1/2 Mile	--													
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<p>2. The major activity centers and jobs served should be maximized. Major activity centers and jobs shall be considered as served when located within the following distance of transit service:</p> <p style="text-align: center;">Maximum Walking</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>Distance from a Bus Stop</u></th> </tr> </thead> <tbody> <tr> <td>Rapid</td> <td style="text-align: center;">1/2 Mile</td> </tr> <tr> <td>Express</td> <td style="text-align: center;">1/2 Mile</td> </tr> <tr> <td>Local</td> <td style="text-align: center;">1/4 Mile</td> </tr> </tbody> </table>	<u>Service Type</u>	<u>Distance from a Bus Stop</u>	Rapid	1/2 Mile	Express	1/2 Mile	Local	1/4 Mile	<p>2. The number of major activity centers and jobs located within appropriate walking distance of a bus stop and the percent of the total activity centers and jobs represented</p>						
<u>Service Type</u>	<u>Distance from a Bus Stop</u>														
Rapid	1/2 Mile														
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<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 32 (continued)

Objective	Principle	Standards	Performance Measure																										
1. (continued)	(continued)	<p>4. The public transit system should provide service within the urbanized area that maximizes the population that is:</p> <ul style="list-style-type: none"> a. Within 45 minutes overall transit travel time of 40 percent of the jobs in the urbanized area b. Within 35 minutes overall transit travel time of a major shopping mall c. Within 40 minutes overall transit travel time of a major college or university d. Within 30 minutes overall transit travel time of a major hospital or medical center e. Within 40 minutes overall transit travel time of a major Federal, State, or local governmental office or public institutional center f. Within 60 minutes overall transit travel time of a major passenger terminal for an intercity bus, passenger rail, or airline carrier g. Within 60 minutes overall transit travel time of a major public or private recreational center hosting high attendance events 	4. The number of people residing within each of the prescribed travel times and the percent of the total population represented																										
2. The transit system should promote effective utilization of transit service and operate service that is reliable and provides for user convenience and comfort.	The benefits of a public transit system are, to a large extent, greatly related to the degree to which it is used as measured by transit ridership. Ridership is a function of the degree to which people have access to transit services which are reliable and provide for quick, convenient, and comfortable travel. Riders view transit services with these attributes as an effective and attractive alternative to the private automobile.	<p><u>Service Design and Operating Standards</u></p> <ol style="list-style-type: none"> 1. Public transit routes should have direct alignments with a limited number of turns, and should be arranged to minimize duplication of service and unnecessary transfers which would otherwise discourage transit use. 2. Rapid and express transit routes should be extended as needed to perform a collection-distribution function at the ends of the route 3. Public transit service that does not meet service performance standards may be warranted in special instances if it improves total system continuity and/or provides significant feeder service or transfer opportunities to other routes 4. Bus stops should be clearly marked by easily recognized bus stop signs and located so as to minimize the walking distance to and from residential areas and major activity centers over an accessible path for all users including people with disabilities, and to facilitate connections with other transit services where appropriate. The suggested locations and spacing for stops are as follows: <table border="1" data-bbox="673 898 1240 1056"> <thead> <tr> <th><u>Service Type</u></th> <th><u>Stop Locations and Spacing</u></th> </tr> </thead> <tbody> <tr> <td>Rapid</td> <td>At terminal areas and one-mile or more on line-haul sections</td> </tr> <tr> <td>Express</td> <td>At terminal areas, intersecting transit routes, signalized intersections with arterial streets, and major activity centers</td> </tr> <tr> <td>Local</td> <td>600 to 1,200 feet (two to three blocks) apart</td> </tr> </tbody> </table> <p>5. The public transit system should be designed and operated so as to achieve the following minimum overall travel speeds by area based on average weekday conditions:</p> <table border="1" data-bbox="673 1119 1031 1245"> <thead> <tr> <th rowspan="2"><u>Service Type</u></th> <th colspan="3"><u>Travel Speed (miles per hour)</u></th> </tr> <tr> <th><u>CBD</u></th> <th><u>Central City</u></th> <th><u>Outlying Areas</u></th> </tr> </thead> <tbody> <tr> <td>Rapid</td> <td>5-10</td> <td>15-30</td> <td>40-55</td> </tr> <tr> <td>Express</td> <td>5-10</td> <td>15-20</td> <td>25-35</td> </tr> <tr> <td>Local</td> <td>5-10</td> <td>12-15</td> <td>18-25</td> </tr> </tbody> </table>	<u>Service Type</u>	<u>Stop Locations and Spacing</u>	Rapid	At terminal areas and one-mile or more on line-haul sections	Express	At terminal areas, intersecting transit routes, signalized intersections with arterial streets, and major activity centers	Local	600 to 1,200 feet (two to three blocks) apart	<u>Service Type</u>	<u>Travel Speed (miles per hour)</u>			<u>CBD</u>	<u>Central City</u>	<u>Outlying Areas</u>	Rapid	5-10	15-30	40-55	Express	5-10	15-20	25-35	Local	5-10	12-15	18-25
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6. The hours of service operation for the public transit system should serve the demand generated by the land use activities served by, and the function of, each route. Service periods should also accommodate the travel needs of those who depend on the transit system as their primary travel mode. The transit system should, therefore, strive to operate routes with service hours as follows: <table border="1" data-bbox="673 1360 1203 1476"> <thead> <tr> <th rowspan="2"><u>Service Type</u></th> <th colspan="3"><u>Desirable Service Hours</u></th> </tr> <tr> <th><u>Weekdays</u></th> <th><u>Saturdays</u></th> <th><u>Sundays/Holidays</u></th> </tr> </thead> <tbody> <tr> <td>Rapid</td> <td>6:00 a.m.-10:00 p.m.</td> <td>6:00 a.m.-10:00 p.m.</td> <td>6:00 a.m.-10:00 p.m.</td> </tr> <tr> <td>Express</td> <td>5:00 a.m.-11:00 p.m.</td> <td>5:00 a.m.-11:00 p.m.</td> <td>5:00 a.m.-11:00 p.m.</td> </tr> <tr> <td>Local</td> <td>5:00 a.m. - 1:00 a.m.</td> <td>5:00 a.m. - 1:00 a.m.</td> <td>5:00 a.m. - 1:00 a.m.</td> </tr> </tbody> </table>	<u>Service Type</u>	<u>Desirable Service Hours</u>			<u>Weekdays</u>	<u>Saturdays</u>	<u>Sundays/Holidays</u>	Rapid	6:00 a.m.-10:00 p.m.	6:00 a.m.-10:00 p.m.	6:00 a.m.-10:00 p.m.	Express	5:00 a.m.-11:00 p.m.	5:00 a.m.-11:00 p.m.	5:00 a.m.-11:00 p.m.	Local	5:00 a.m. - 1:00 a.m.	5:00 a.m. - 1:00 a.m.	5:00 a.m. - 1:00 a.m.	<ol style="list-style-type: none"> 1. -- 2. -- 3. -- 4. -- 5. -- 6. -- 7. -- 8. -- 									
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		<p>7. The availability of weekend and holiday service enhances the attractiveness of weekday service and positively affects system ridership by providing that regular weekday riders need not seek alternative travel modes. Therefore, a reasonable level of service should also be maintained on weekends and holidays.</p>																											
		<p>8. Operating headways for public transit fixed-route service should be capable of accommodating passenger demand at the recommended load standards, and should also provide for a convenient service so as to encourage transit use. The desirable headways presented below represent a frequency of transit service that would be desirable to provide a service of high quality and to promote transit ridership. Lower headways may be provided in the core service area⁹ for the system and high density corridors of heavy travel demand, while only higher headways may be feasible in areas of low and medium density.</p> <table border="1" data-bbox="673 1749 1036 1871"> <thead> <tr> <th rowspan="3"><u>Service Type</u></th> <th colspan="3"><u>Desirable Headway (minutes)</u></th> </tr> <tr> <th colspan="2"><u>Weekday</u></th> <th><u>Weekend</u></th> </tr> <tr> <th><u>Peak Period</u></th> <th><u>Off-Peak Period</u></th> <th><u>Periods/Holidays</u></th> </tr> </thead> <tbody> <tr> <td>Rapid</td> <td>10</td> <td>20</td> <td>30</td> </tr> <tr> <td>Express</td> <td>10</td> <td>20</td> <td>30</td> </tr> <tr> <td>Local</td> <td>10</td> <td>20</td> <td>30</td> </tr> </tbody> </table>	<u>Service Type</u>	<u>Desirable Headway (minutes)</u>			<u>Weekday</u>		<u>Weekend</u>	<u>Peak Period</u>	<u>Off-Peak Period</u>	<u>Periods/Holidays</u>	Rapid	10	20	30	Express	10	20	30	Local	10	20	30					
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Table 32 (continued)

Objective	Principle	Standards	Performance Measure																																																															
2. (continued)	(continued)	<p>8. (continued) Operating headways should not exceed the following maximum headways throughout the service area when service is offered: <u>Maximum Headway (minutes)</u></p> <table border="1" data-bbox="673 304 1240 430"> <thead> <tr> <th rowspan="2">Service Type</th> <th colspan="2">Weekday</th> <th>Weekend</th> </tr> <tr> <th>Peak</th> <th>Off-Peak</th> <th>Periods/ Holidays</th> </tr> </thead> <tbody> <tr> <td>Rapid</td> <td>30</td> <td>60</td> <td>60</td> </tr> <tr> <td>Express</td> <td>30</td> <td>60</td> <td>60</td> </tr> <tr> <td>Local</td> <td>30</td> <td>60</td> <td>60</td> </tr> </tbody> </table> <hr/> <p>9. All transit vehicles should be equipped with padded seats, heating/air conditioning units, and wheelchair lifts/ramps that are in good working condition. Window treatments should maintain outward visibility for passengers. Vehicle interiors and exteriors should be cleaned and inspected daily with needed equipment repairs made on a timely basis</p> <hr/> <p>10. Consideration should be given to rehabilitating or replacing each public transit vehicle at the end of its normal service life, which shall be defined as follows:</p> <table border="1" data-bbox="673 598 1240 724"> <thead> <tr> <th rowspan="2">Vehicle Type</th> <th rowspan="2">Length (feet)</th> <th colspan="2">Normal Service Life</th> </tr> <tr> <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> </tbody> </table> <hr/> <p>11. Consideration should be given to providing passenger shelters of an attractive design at all bus stops where warranted by existing conditions including: boarding passenger counts, passenger waiting time, bus stop situation, exposure to weather conditions, and the facility or land use being served.^b Access to shelters for people with disabilities should be maintained.</p> <hr/> <p>12. Park-ride facilities should be provided at appropriate stops on rapid and express services to serve transit users from medium and low density residential areas. Sufficient off-street automobile parking should be provided at park-ride facilities to accommodate the total parking demand generated by transit users and carpoolers</p> <hr/> <p>13. Provisions for transporting bicycles on transit vehicles should be considered</p> <hr/> <p><u>Service Performance Standards</u></p> <p>1. Ridership on the transit system and the overall effectiveness of the services provided should be maximized.</p> <p>2. Ridership and service levels on each transit route should be monitored and service levels adjusted to be appropriate for demand levels unless special circumstances warrant otherwise.^c</p> <p>3. The minimum service effectiveness levels to warrant continued service operation shall be as specified below, unless special circumstances warrant otherwise^c:</p> <table border="1" data-bbox="673 1375 1240 1480"> <thead> <tr> <th>Service Period</th> <th>Total Boarding Passengers Per Revenue Vehicle Hour</th> </tr> </thead> <tbody> <tr> <td>Weekdays</td> <td>22^e</td> </tr> <tr> <td>Saturdays</td> <td>15^e</td> </tr> <tr> <td>Sundays/Holidays</td> <td>10^e</td> </tr> </tbody> </table> <hr/> <p>4. The average maximum load factor, measured as the ratio of passengers to bus seats at that point on a route where passenger loads are highest, should not exceed the following during any one-hour period:</p> <table border="1" data-bbox="673 1522 1240 1627"> <thead> <tr> <th rowspan="2">Service Type</th> <th colspan="2">Average Maximum Load Factor</th> </tr> <tr> <th>Peak Periods</th> <th>All Other Times</th> </tr> </thead> <tbody> <tr> <td>Rapid</td> <td>1.00</td> <td>1.00</td> </tr> <tr> <td>Express</td> <td>1.33</td> <td>1.00</td> </tr> <tr> <td>Local</td> <td>1.33</td> <td>1.00</td> </tr> </tbody> </table> <hr/> <p>5. The transit system should be designed and operated to maximize schedule adherence and be "on-time" at least 90 percent of the time. On-time is defined as schedule adherence within the ranges of one minute early and three minutes late.</p> <hr/> <p>6. Travel for public transit passengers should be reasonable in comparison to travel by private automobile for trips made between component parts of the service area. Transit travel distances and times should not be more than 1.5 times longer than with the automobile travel for comparable trips</p>	Service Type	Weekday		Weekend	Peak	Off-Peak	Periods/ Holidays	Rapid	30	60	60	Express	30	60	60	Local	30	60	60	Vehicle Type	Length (feet)	Normal Service Life		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	Service Period	Total Boarding Passengers Per Revenue Vehicle Hour	Weekdays	22 ^e	Saturdays	15 ^e	Sundays/Holidays	10 ^e	Service Type	Average Maximum Load Factor		Peak Periods	All Other Times	Rapid	1.00	1.00	Express	1.33	1.00	Local	1.33	1.00	<p>9. --</p> <hr/> <p>10. --</p> <hr/> <p>11. --</p> <hr/> <p>12. --</p> <hr/> <p>13. --</p> <hr/> <p>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</p> <hr/> <p>2a. Total boarding passengers per revenue vehicle mile 2b. Total boarding passengers per revenue vehicle hour 2c. Productivity frequency index^d</p> <hr/> <p>3. Total boarding passengers per revenue vehicle hour</p> <hr/> <p>4. Average maximum load factor by route for the weekday peak hour of service</p> <hr/> <p>5. Percent of scheduled bus trips on time</p> <hr/> <p>6a. Ratio of transit to highway distance 6b. Ratio of transit to highway travel time</p>
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Table 32 (continued)

Objective	Principle	Standards	Performance Measure
2. (continued)	(continued)	7. Preventative maintenance policies and practices should be established to maximize the reliability of revenue vehicles so that: a. All of the vehicles required to operate peak service are available daily b. The number of breakdowns requiring a maintenance road call do not exceed one per 6,000 vehicle miles of service	7a. Number of buses available for weekday peak service versus peak bus requirement 7b. Percent of buses that miss scheduled pull-outs 7b. Vehicle miles between road calls
3. The transit system should promote the safety and security of its passengers, operating equipment and facilities, and personnel and project a positive image to the general public.	Accidents take a heavy toll in property damage and human suffering, and can contribute substantially to the overall costs of operation for the public transit system and, in particular, the public funds required. Incidences that jeopardize the security of passengers or transit system property may promote the perception that transit travel is not safe, thereby hampering the mobility of persons who must travel within areas the public deems unsafe. Therefore, every attempt should be made in the operation of the transit system to reduce the incidence and severity of accidents and to increase security for transit passengers, equipment and facilities, and personnel	<u>Service Design and Operating Standards</u> 1. Public transit service should not be operated over streets that exhibit conditions that may be hazardous for transit operations including steep grades, narrow traffic lanes, uncontrolled intersections, poor pavement conditions, or habitual problems with illegal parking	1. --
		2. Nearside bus stops facilitate passenger use of crosswalks and convenience in transferring between routes, provide for adequate sight considerations for vehicle operators, and allow transit vehicles to utilize the intersection to merge into traffic. The use of nearside locations for bus stops on a consistent basis is also favored by people with disabilities. Therefore, bus stops should generally be located at the nearside of intersections to promote passenger safety and the safe operation of transit vehicles. Stops may be located elsewhere if warranted by special circumstances	2. --
		3. Bus stops should not be located in areas without adequate pedestrian facilities such as sidewalks or adequately maintained roadway shoulders that provide for a safe and accessible travel path for all users including people with disabilities.	3. --
		4. The public transit system should promote the use of appropriate security equipment and practices--such as mobile radios, automatic vehicle location (AVL) hardware, cameras, passenger information kiosks with security call boxes, and security personnel--to enhance the security of passengers and transit system equipment, facilities, and personnel	4. --
		<u>Service Performance Standards</u> 1. The number of accidents on the public transit system should be minimized	1. The number of accidents on the transit system per 100,000 vehicle miles of service
		2. The number of security incidences on transit property should be minimized	2. The number of security incidences on the transit system per 100,000 vehicle miles of service
4. The public transit system should promote efficiency in the total transportation system	Public transit facilities and services can promote economy and efficiency in the total transportation system. The transit system has the potential to supply additional passenger transportation capacity, which can alleviate peak loadings on arterial street facilities and assist in reducing the demand for land necessary for parking facilities at major activity centers. Efficient transit service also has the potential to reduce energy consumption and air pollutant emissions	<u>Service Performance Standards</u> 1. The total amount of energy and the total amount of energy per passenger mile consumed in operating the total transportation system of which the public transit system is an integral part, particularly petroleum-based fuels, should be minimized 2. The amount of highway system capacity which must be provided to serve travel demand should be minimized	1. Passenger miles per gallon of motor fuel 2. Potential increase in vehicle traffic on surface streets if transit trips use automobile
5. The public transit system should be economical and efficient, meeting all other objectives at the lowest possible cost	The total financial resources of the County are limited and any investment of funds in public transit facilities and services must be weighed against other public investments. 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 services. The attainment of this objective may at times conflict with, and require the modification or elimination of, other standards	<u>Service Design and Operating Standards</u>	
		1. The total operating and capital investment for the public transit system should be minimized and reflect efficient utilization of resources	1. --
		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 and frequent transit riders	2. --
		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 transit system goes below levels determined to be acceptable by local officials b. Operating expenses for the 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. --
4. Public transit service should not be extended to communities or major activity centers located outside the County at the direct expense of County taxpayers. The net local costs—total costs minus passenger revenues and Federal and/or state assistance funds—of such transit service shall be provided through sources other than County tax dollars unless special circumstances warrant otherwise	4. --		

Table 32 (continued)

Objective	Principle	Standards	Performance Measure
5. (continued)	(continued)	<p><u>Service 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 public transit system as a whole. Annual increases in such costs should not exceed the average percentage increase experienced by comparable transit systems</p> <hr/> <p>2. Public transit system operating revenues generated from passenger fares and private sources should be maximized.</p> <hr/> <p>3. The total operating expense per passenger and total operating assistance per passenger should be minimized for the public transit system as a whole. Annual increases in such costs should not exceed the average percentage increase experienced by comparable transit systems</p> <hr/> <p>4. Cost effectiveness levels on each transit route should be monitored and service levels adjusted to be appropriate for demand levels or the route eliminated unless special circumstances warrant otherwise^c. Cost effectiveness levels shall be measured using the total boarding passengers per revenue vehicle hour for each route.</p>	<p>1a. Operating expense per revenue and total vehicle mile</p> <p>1b. Operating expense per revenue and total vehicle hour</p> <p>1c. Operating expense per boarding passenger</p> <p>1d. Total operating assistance per boarding passenger</p> <hr/> <p>2. Percent of operating expenses recovered through passenger and other operating revenues, excluding public operating assistance</p> <hr/> <p>3a. Total operating expense per boarding passenger</p> <p>3b. Total operating assistance per boarding passenger</p> <hr/> <p>4a. Total boarding passengers per revenue vehicle hour</p>

^aThe "core service area" for the transit system is the area bounded by Capitol Drive on the north, Oklahoma Avenue on the south, 76th Street on the west, and Lake Michigan on the east.

^bPotential bus shelter locations shall be reviewed and scored against criteria which are deemed to warrant the construction of a shelter, with a range of point values assigned to conditions for the criteria that rate the relative need for a shelter. The total point value for each location shall determine its rank in a prioritized listing of potential sites with a maximum possible total score of 100 points for each location. The criteria and conditions used to rank bus shelter locations are as follows:

Conditions Warranting Bus Shelter	Point Value	Conditions Warranting Bus Shelter	Point Value
<u>Boarding Passenger Counts</u>		<u>Facility or Land Use Being Served</u>	
Less than 25 passengers.....	0	(values are additive up to a maximum of 10 points)	
25-74 passengers.....	10	Not a transit trip generator.....	0
75-149 passengers.....	20	Commercial or shopping center.....	5
150-299 passengers.....	30	Industrial plant or office building.....	5
300 or more passengers.....	40	Park or recreation center.....	5
<u>Passenger Waiting Time</u>		Other significant transit trip generator.....	5
(one-half of the midday headway)		High density residential area.....	10
Less than 3.0 minutes.....	0	Facility or activity for elderly individuals.....	10
3.1-6.0 minutes.....	4	Facility or activity for people with disabilities.....	10
6.1-9.0 minutes.....	8	Hospital, medical center, or clinic.....	10
9.1-12.0 minutes.....	12	University, college, or public secondary school.....	10
12.1-15.0 minutes.....	16		
More than 15.0 minutes.....	20		
<u>Bus Stop Situation</u>			
Not a transfer point.....	0		
Transfer point.....	10		
<u>Exposure to Weather Conditions</u>			
None.....	0		
Minimum.....	5		
Average.....	10		
Full.....	20		

^cA reasonable period of time should be allowed for ridership to develop and stabilize before evaluating the performance of new transit services to determine if the service should be continued, modified, or eliminated. Generally, new transit services should achieve 40 percent of average performance levels for existing routes after six months of operation; 60 percent of average performance levels for existing routes after nine months of operation; and 80 percent of average performance levels for existing routes after one year of operation. The period for services that are funded through Federal or state transit demonstration grants may be extended to coincide with the period for the demonstration grant.

^dThe productivity frequency index (PFI) is an analytical tool developed by the Milwaukee County Transit System which measures the relationship between passengers per revenue vehicle hour of service and the service frequency, or headway on each bus route. The index is calculated for each route in the transit system by service period as follows:

$$PFI = \text{Boarding Passengers per Revenue Vehicle Hour} \times \frac{\text{Average Headway on Route}}{60 \text{ Minutes}}$$

The PFI values calculated for each route are compared against target values for the transit system to assist in determining if changes in the headways on the route should be considered.

^eDuring 2004, the transit system carried about 41 total passengers per revenue vehicle hour systemwide on all services and the regular routes operated on an average weekday carried about 35 total passengers per revenue vehicle hour.

Source: SEWRPC.

**Milwaukee County Transit System
Interoffice Memorandum**

DATE: June 1, 2018

TO: File

FROM: Mitch Harris

SUBJECT: 2017 Title VI Assessment of Compliance - Requirement to Monitor Transit Service

Planning staff have annually compared the level and quality of transit service in minority and non-minority areas to ensure that the application of MCTS standards and policies results in an equitable distribution per Title VI guidelines. MCTS followed the service monitoring procedures described in the “Level of Service Methodology” section in Title VI regulations (FTA C 4702.1A, Page V-7). The ridership and service hours data used in this analysis were taken from the September 2017 schedule period.

For the purposes of assessing compliance with Title VI, a census tract was identified as minority if the concentration of minority residents in that tract exceeded the countywide average for minority residents. According to U.S. Census statistics from 2010, 45.7% of the population of Milwaukee County is made up of ethnic minorities who are not white and not Hispanic. Similarly, census tracts with a percentage of minority residents less than the countywide average were identified as a non-minority tract. Given these definitions, each MCTS bus route was identified as primarily serving:

- Minority areas
 - If > 33.3% of the route mileage operated within minority tracts
- Non-Minority areas.
 - If < 33.3% of the route mileage operated within minority tracts

Service Standards

Vehicle Load - Average maximum loads were calculated during the a.m. and p.m. peak periods for each regular route (see table – 2017 Max Loads and Headways). All regular routes are well below the 1.3 standard. The highest maximum loads were on routes that traveled through areas that served minority populations, however these load factors were still well below the standard.

Vehicle Headways – All routes are provided with sufficient service to meet demand. The headways of routes that serve minority areas are better than the headways on routes that serve non-minority areas (see table – 2017 Max Loads and headway).

On Time Performance - All operators are required to meet an on-time performance standard of being between one minute early and three minutes late at a time point. MCTS regularly monitors on-time performance throughout the system. MCTS has set a system wide on-time standard of 90%. Data from 2017 shows that averaged 85.8% over the year (see table – 2017 MCTS System On-Time Performance).

Distribution of Transit Amenities – The supply and demand for transit service is measured according to the number of passenger per bus hour (PBH) on a route. The application of this measure to the system produces an

equitable distribution of bus hours (see table – 2017 Weekday Bus Hours and PBH). While the passengers per bus hour is higher on routes that serve minority populations, the greater number of bus hours allocated to these routes shows that service hours are being allocated appropriately.

The distribution of bus shelters is based on a scoring system that rates several factors, e.g., daily ridership at the bus stop, if the stop is at a transfer corner, and the level of exposure to the weather at the stop. Most of the highest utilized bus stops, and thus shelters, are in areas that have a high minority population. In 2017, 58% of MCTS shelters were located in census tracts identified as predominantly minority.

Route guides and timetables are extensively distributed throughout the community. An entire set of all route guides can be found at libraries, government offices, and employment centers. Timetables for the specific route are also available on-board the vehicle, with changes to the timetable being made available prior to implementation. Passengers can have printed timetables mailed to them and may also access schedule information via a mobile phone or the internet. Passengers can purchase M-Cards and weekly or monthly passes at several grocery stores, gas stations, and banks/credit unions as well as on the new RideMCTS app.

Service Availability – The span of service, e.g., from 5:00 a.m. until 1:00 a.m., is equitably distributed among both minority and non-minority areas (2017 – Average Hours of the Day Served on Weekdays). No corridors identified as minority receives less than a 19-hour span of service on Weekdays.

Service Policies

Vehicle Assignment – MCTS’s fleet is fairly standardized with regard to amenities. All 40-foot vehicles are standard New Flyer coaches with two doors, standard seats, and auxiliary heating and air conditioning (see table - Bus Distribution and Count). All vehicles are available for use on any route and are assigned in no particular order.

Transit Security – The Director of Safety, Security and Risk Management coordinates all security and emergency related functions for MCTS and ensures its compliance with all local, state and federal security guidelines. She meets regularly with local law enforcement and emergency management leaders to foster strong communication and collaborative relationships.

Response to incidents and patrolling of MCTS property and bus routes is provided by Allied Universal Security Services, a private security firm contracted by MTS. Allied Universal employs over 35 full and part time transit security officers and provides on-site management of more than 1,360 hours of weekly service. Transit Security officers are available to respond to transit incidents 24/7/365. With direction from the Transportation Department’s Manager of Street Operations, Transit Security managers assign priority for bus riding to the routes and times of day where MCTS and local crime data suggest a higher likelihood for security incidents to occur. They work to provide appropriate coverage for vehicle response and assign special teams to operators who report specific incidents. Data collected from operator calls through the CAD/AVL are analyzed monthly to aid the security team in the development of sound security deployment strategies.

The Director of Safety, Security and Risk Management and Transportation Department leadership meet monthly with representatives from the operator’s union, station management and transit security to address and discuss security issues. The Transportation Security Committee meetings have been an extremely effective mechanism to ensure quality communication between bus operators and the security team.

To deter and detect criminal activity MCTS has installed a 10-camera system with a 4-terabyte hard drive that will store weeks of video on board the bus. This system, provided by Apollo Video Systems, has 4 cameras that

view the exterior of the bus on all sides and 6 high-definition, infrared cameras on the interior of the bus that records audio and video whenever the bus is in service. MCTS staff can request video from any bus in the fleet through a software interface and the video automatically downloads to a central server once the bus pulls into the station. This system has been an excellent addition to the transit security, customer service and risk management programs.

In 2008, MCTS partnered with the Milwaukee Police Department to secure a Transit Security Grant to install over 20 cameras at major transfer corners throughout the city. These cameras are owned and operated by MPD, but MCTS is able to request video from these cameras at any time.

The Director of Safety, Security and Risk Management trains all new operators in safe passenger interaction techniques and conflict communication skills. During a 4-hour class all operators are trained on suspicious activity recognition and reporting as well as emergency response to an active shooter. MCTS also participates in the FTA Transit Watch Program and looks to secure funding for future promotion of suspicious activity reporting. This program is aimed to raise passenger and employee awareness of suspicious persons, activity and potential threats to our transportation infrastructure. Campaign videos and print material were funded through a Transit Security grant and are available on the website.

**2017 Title VI Route Evaluation
Weekday Average Maximum Load Factors
For Regular Routes During AM and PM Peak Periods**

<u>Route</u>	<u>Name</u>	<u>AM Load</u>	<u>PM Load</u>
Minority			
RED	Capitol Drive	22	22
BLU	Fond du Lac - National	20	28
PUR	27th Street	22	20
12	Teutonia - Hampton	15	18
14	Forest Home/Humboldt	21	20
19	M.L.K - S. 13th/S. 20th	20	19
21	North Avenue	13	16
22	Center Street	11	13
23	Fond du Lac-National	18	20
27	27th Street	22	21
30	Sherman - Wisconsin	22	23
30X	Sherman - Wisconsin	22	23
31	State - Highland	7	8
33	Vliet - Juneau	7	8
35	35th Street	16	13
63	Silver Spring-Pt. Washington	15	20
54	Mitchell - Burnham	11	17
57	Walnut - Lisbon	21	19
60	Burleigh Street	15	20
61	Appleton Ave	7	11
62	Capitol Drive	12	14
67	N. 76th - S. 84th	15	18
76	N. 60th - S. 70th	25	25
80	6th Street	16	18
Group Average		16	18
Non-Minority			
GRE	Oakland-Howell	19	24
GOL	Wisconsin	23	20
15	Holton - Kinnickinnic	16	18
28	108th Street	11	13
51	Oklahoma Avenue	12	18
52	Clement-15th Ave.	8	7
53	Lincoln Avenue	11	11
55	Layton Avenue	13	13
56	Greenfield Avenue	13	16
64	S. 60th Street	6	7
276	Brown Deer Shuttle	7	2
Group Average		13	14

Data is for Fall of 2017 service from 2017 HASTUS Multiple Vehicle Schedule

Maximum loads are based on the average of the maximum number of people aboard each trip from 6a-9a or 3p-6p in the peak direction from APC route trip list report data for Fall of 2017. Load Factor is calculated by taking the average of the peak period, peak direction maximum trip loads divided by the number of seats on a standard 40-foot bus (35 seats).

2017 Title VI Route Evaluation Weekday Average Headways for Regular Routes

<u>Route</u>	<u>Name</u>	<u>AM HW</u>	<u>MD HW</u>	<u>PM HW</u>	<u>EV HW</u>	<u>LN HW</u>
Minority						
RED	Capitol Drive	16	16	14	26	28
BLU	Fond du Lac - National	13	12	12	16	24
PUR	27th Street	24	27	26	33	33
12	Teutonia - Hampton	12	13	13	19	20
14	Forest Home/Humboldt	18	21	20	26	31
19	M.L.K - S. 13th/S. 20th	14	16	16	18	25
21	North Avenue	15	15	15	19	28
22	Center Street	16	18	16	23	28
23	Fond du Lac-National	13	12	12	16	24
27	27th Street	22	27	25	31	31
30	Sherman - Wisconsin	22	21	21	34	46
30X	Sherman - Wisconsin	22	21	21	34	46
31	State - Highland	20	23	22	28	30
33	Vliet - Juneau	33	35	36	30	30
35	35th Street	17	21	17	26	29
63	Silver Spring-Pt. Washington	20	21	21	30	36
54	Mitchell - Burnham	31	29	30	33	31
57	Walnut - Lisbon	26	27	29	34	36
60	Burleigh Street	22	24	20	29	28
61	Appleton Ave	28	27	28	27	32
62	Capitol Drive	18	17	18	23	28
67	N. 76th - S. 84th	15	18	20	34	31
76	N. 60th - S. 70th	19	20	19	35	33
80	6th Street	12	15	14	22	25
Group Average		19	21	20	27	30
Non-Minority						
GRE	Oakland-Howell	13	14	14	19	23
GOL	Wisconsin	15	15	15	20	30
15	Holton - Kinnickinnic	21	22	22	24	30
28	108th Street	28	31	31	57	57
51	Oklahoma Avenue	21	23	19	27	30
52	Clement-15th Ave.	40	41	43	57	72
53	Lincoln Avenue	21	28	22	25	36
55	Layton Avenue	36	38	39	35	45
56	Greenfield Avenue	25	26	29	33	39
64	S. 60th Street	41	40	41	39	39
276	Brown Deer Shuttle	30	30	30	30	30
Group Average		26	28	28	33	39

Data is for Fall of 2017 service from 2017 HASTUS Multiple Vehicle Schedule

2017 Title VI Route Evaluation Saturday Average Headways for Regular Routes

<u>Route</u>	<u>Name</u>	<u>AM HW</u>	<u>MD HW</u>	<u>PM HW</u>	<u>EV HW</u>	<u>LN HW</u>
Minority						
RED	Capitol Drive	32	28	27	31	40
BLU	Fond du Lac - National	38	32	33	39	51
PUR	27th Street	34	31	32	33	45
12	Teutonia - Hampton	21	19	20	27	39
14	Forest Home/Humboldt	31	26	26	34	36
19	M.L.K - S. 13th/S. 20th	23	20	21	25	28
21	North Avenue	26	18	19	24	32
22	Center Street	26	23	24	22	27
23	Fond du Lac-National	38	32	33	39	52
27	27th Street	30	31	32	31	38
30	Sherman - Wisconsin	26	24	24	34	46
30X	Sherman - Wisconsin	26	24	24	34	N/A
31	State - Highland	35	24	22	37	44
33	Vliet - Juneau	33	31	32	29	29
35	35th Street	29	22	20	25	30
63	Silver Spring-Pt. Washington	30	27	26	25	29
54	Mitchell - Burnham	32	32	33	38	41
57	Walnut - Lisbon	50	36	34	35	31
60	Burleigh Street	27	22	23	24	42
61	Appleton Ave	35	28	28	34	30
62	Capitol Drive	30	26	28	34	33
67	N. 76th - S. 84th	30	32	33	32	42
76	N. 60th - S. 70th	24	21	20	29	22
80	6th Street	50	50	51	51	56
Group Average		31	27	28	32	38
Non-Minority						
GRE	Oakland-Howell	30	20	20	22	30
GOL	Wisconsin	23	20	20	20	31
15	Holton - Kinnickinnic	36	31	32	36	40
28	108th Street	37	38	38	56	56
51	Oklahoma Avenue	25	26	35	40	34
52	Clement-15th Ave.	38	39	40	68	66
53	Lincoln Avenue	38	41	42	39	37
55	Layton Avenue	33	36	36	33	64
56	Greenfield Avenue	39	34	34	39	43
64	S. 60th Street	38	38	38	38	38
276	Brown Deer Shuttle	30	30	30	30	N/A
Group Average		33	32	33	38	44

Data is for Fall of 2017 service from 2017 HASTUS Multiple Vehicle Schedule

2017 Title VI Route Evaluation Sunday Average Headways for Regular Routes

<u>Route</u>	<u>Name</u>	<u>AM HW</u>	<u>MD HW</u>	<u>PM HW</u>	<u>EV HW</u>	<u>LN HW</u>
Minority						
RED	Capitol Drive	33	26	26	29	46
BLU	Fond du Lac - National	51	41	41	43	48
PUR	27th Street	38	32	31	47	53
12	Teutonia - Hampton	25	28	20	27	28
14	Forest Home/Humboldt	30	28	28	31	29
19	M.L.K - S. 13th/S. 20th	28	20	22	25	34
21	North Avenue	33	22	20	28	32
22	Center Street	29	23	22	23	29
23	Fond du Lac-National	49	41	41	41	62
27	27th Street	39	32	30	47	46
30	Sherman - Wisconsin	23	25	26	23	26
30X	Sherman - Wisconsin	N/A	26	26	26	N/A
31	State - Highland	32	23	21	27	38
33	Vliet - Juneau	28	30	31	28	28
35	35th Street	29	22	19	25	29
63	Silver Spring-Pt. Washington	26	26	26	32	30
54	Mitchell - Burnham	42	46	47	46	36
57	Walnut - Lisbon	43	34	34	32	24
60	Burleigh Street	29	22	22	30	44
61	Appleton Ave	34	36	36	37	47
62	Capitol Drive	35	36	33	35	33
67	N. 76th - S. 84th	30	31	31	34	41
76	N. 60th - S. 70th	41	26	25	32	28
80	6th Street	51	52	51	49	61
Group Average		35	30	29	33	38
Non-Minority						
GRE	Oakland-Howell	27	25	26	27	34
GOL	Wisconsin	24	22	16	26	38
15	Holton - Kinnickinnic	40	36	39	44	38
28	108th Street	38	38	38	52	N/A
51	Oklahoma Avenue	35	28	29	39	38
52	Clement-15th Ave.	38	39	40	69	68
53	Lincoln Avenue	36	39	40	39	36
55	Layton Avenue	55	37	40	51	56
56	Greenfield Avenue	39	31	34	45	103
64	S. 60th Street	36	37	36	37	36
276	Brown Deer Shuttle	30	30	30	30	N/A
Group Average		36	33	33	42	50

Data is for Fall of 2017 service from 2017 HASTUS Multiple Vehicle Schedule

2017 MCTS System On-Time Performance Averaged by Day and Time

<u>Fixed Route</u> On-Time Performance	<u>Jan</u>
	89.3%
	<u>Feb</u>
	88.8%
	<u>Mar</u>
	88.2%
	<u>Apr</u>
	87.0%
	<u>May</u>
	86.1%
	<u>Jun</u>
	83.7%
<u>Jul</u>	
82.7%	
<u>Aug</u>	
83.1%	
<u>Sep</u>	
81.9%	
<u>Oct</u>	
84.6%	
<u>Nov</u>	
86.1%	
<u>Dec</u>	
87.5%	

2017 Title VI Route Evaluation Weekday Bus Hours and PBH

<u>Route</u>	<u>Name</u>	<u>Type of Route</u>	<u>Bus Hours</u>	<u>PBH</u>
Minority				
RED	Capitol Drive	Regular	124	45
BLU	Fond du Lac - National	Regular	144	34
PUR	27th Street	Regular	106	41
12	Teutonia - Hampton	Regular	175	31
14	Forest Home/Humboldt	Regular	160	29
19	M.L.K - S. 13th/S. 20th	Regular	207	26
21	North Avenue	Regular	128	31
22	Center Street	Regular	74	33
23	Fond du Lac-National	Regular	160	28
27	27th Street	Regular	124	37
30	Sherman - Wisconsin	Regular	156	38
30X	Sherman - Wisconsin	Regular	102	39
31	State - Highland	Regular	77	14
33	Vliet - Juneau	Regular	39	12
35	35th Street	Regular	100	36
63	Silver Spring-Pt. Washington	Regular	69	35
54	Mitchell - Burnham	Regular	72	28
57	Walnut - Lisbon	Regular	73	23
60	Burleigh Street	Regular	103	34
61	Appleton Ave	Regular	74	13
62	Capitol Drive	Regular	54	34
67	N. 76th - S. 84th	Regular	129	28
76	N. 60th - S. 70th	Regular	161	31
80	6th Street	Regular	210	24
Group Average			118	30
Non-Minority				
GRE	Oakland-Howell	Regular	205	28
GOL	Wisconsin	Regular	180	30
15	Holton - Kinnickinnic	Regular	160	27
28	108th Street	Regular	59	21
51	Oklahoma Avenue	Regular	73	36
52	Clement-15th Ave.	Regular	33	14
53	Lincoln Avenue	Regular	65	23
55	Layton Avenue	Regular	50	22
56	Greenfield Avenue	Regular	69	29
64	S. 60th Street	Regular	36	14
276	Brown Deer Shuttle	Regular	14	8
Group Average			86	23

Data is for Fall of 2017 service from 2017 MCTS Quarterly Route Evaluation Summary

**2017 Title VI Route Evaluation
Average Hours of the Day Served on Weekdays**

<u>Route</u>	<u>Name</u>	<u>Type of Route</u>	<u>Hours of Day</u>
Minority			
RED	Capitol Drive	Regular	21
BLU	Fond du Lac - National	Regular	22
PUR	27th Street	Regular	19
12	Teutonia - Hampton	Regular	21
14	Forest Home/Humboldt	Regular	22
19	M.L.K - S. 13th/S. 20th	Regular	22
21	North Avenue	Regular	21
22	Center Street	Regular	21
23	Fond du Lac-National	Regular	23
27	27th Street	Regular	22
30	Sherman - Wisconsin	Regular	22
30X	Sherman - Wisconsin	Regular	16
31	State - Highland	Regular	19
33	Vliet - Juneau	Regular	20
35	35th Street	Regular	21
63	Silver Spring-Pt. Washington	Regular	21
54	Mitchell - Burnham	Regular	22
57	Walnut - Lisbon	Regular	21
60	Burleigh Street	Regular	21
61	Appleton Ave	Regular	20
62	Capitol Drive	Regular	20
67	N. 76th - S. 84th	Regular	21
76	N. 60th - S. 70th	Regular	21
80	6th Street	Regular	22
Group Average			21
Non-Minority			
GRE	Oakland-Howell	Regular	23
GOL	Wisconsin	Regular	22
15	Holton - Kinnickinnic	Regular	23
28	108th Street	Regular	18
51	Oklahoma Avenue	Regular	21
52	Clement-15th Ave.	Regular	20
53	Lincoln Avenue	Regular	20
55	Layton Avenue	Regular	18
56	Greenfield Avenue	Regular	21
64	S. 60th Street	Regular	18
276	Brown Deer Shuttle	Regular	14
Group Average			20

Data is for Fall of 2017 service from 2017 MCTS Quarterly Route Evaluation Summary

BUS COUNT EFFECTIVE AS OF 3/30/2020

	2004 New Flyer	2010 New Flyer	2011 New Flyer	2012 New Flyer	2013 New Flyer	2014 New Flyer	2015 New Flyer	2017 New Flyer	2018 New Flyer	2019 Gillig
Fond du Lac Garage		5100-5115	5200-5218 5220-5234	5300-5333 5335-5354	5448-5454	5500-5534	5615 5618-5627	5700-5719		5900-5927
205	0	16	34	54	7	35	11	20		28
Kinnickinnic Garage		5116-5189			5400-5447		5600-5614 5616-5617	5720-5729	5800- 5814	
164	0	74	0		48	0	17	10	15	0
Active Buses	0	90	34	54	55	35	28	30	15	28
MCTS Buses 369										

Active Vehicles

5100-5169	2010 New Flyers	5100-5189	90	40' / 39
5200-5234	2011 New Flyers	5200-5234	34	40' / 39
5300-5354	2012 New Flyers	5300-5354	54	40' / 39
5400-5454	2013 New Flyers	5400-5454	55	40' / 39
5500-5534	2014 New Flyers	5500-5534	35	40' / 39
5600-5627	2015 New Flyers	5600-5627	28	40' / 35
5700-5729	2016 New Flyers	5700-5729	30	40' / 36
5800-5814	2017 New Flyers	5800-5814	15	40' / 36
5900-5927	2019 Gilligs	5900-5927	28	40' / 36

Total Active Buses: 369

Averg. Fleet Age As of

Average Age: 6

<p>Group 30- 4744, 4803, 4801, 4804, 4808, 4810, 4813, 4818, 4821, 4822,4824,4827, 4828, VW GRANT Group 28- 4902, 4903, 4904, 4905,4906, 4907, 4908, 4909,4910, 4911, 4912, 4913, Group 29- 4900, 4901, 4914, 5000, 5001, 5002, 5003, 5004, 5005, 5006, 5007</p>

Out of Service Buses: 51

Total Active Buses:	369
Out of Service Buses:	36
Grand Total:	405

2019

**Milwaukee County Transit System
Interoffice Memorandum**

DATE: May 28, 2019

TO: File

FROM: Jesus Ochoa

SUBJECT: 2018 Title VI Assessment of Compliance - Requirement to Monitor Transit Service

Planning staff have annually compared the level and quality of transit service in minority and non-minority areas to ensure that the application of MCTS standards and policies results in an equitable distribution per Title VI guidelines. MCTS followed the service monitoring procedures described in the “Level of Service Methodology” section in Title VI regulations (FTA C 4702.1A, Page V-7). The ridership and service hours data used in this analysis were taken from the September 2018 schedule period.

For the purposes of assessing compliance with Title VI, a census tract was identified as minority if the concentration of minority residents in that tract exceeded the countywide average for minority residents. According to U.S. Census statistics from 2010, 45.7% of the population of Milwaukee County is made up of ethnic minorities who are not white and not Hispanic. Similarly, census tracts with a percentage of minority residents less than the countywide average were identified as a non-minority tract. Given these definitions, each MCTS bus route was identified as primarily serving:

- Minority areas
 - If > 33.3% of the route mileage operated within minority tracts
- Non-Minority areas.
 - If < 33.3% of the route mileage operated within minority tracts

Service Standards

Vehicle Load - Average maximum loads were calculated during the a.m. and p.m. peak periods for each regular route (see table – 2018 Max Loads and Headways). All regular routes are well below the 1.3 standard. The highest maximum loads were on routes that traveled through areas that served minority populations, however these load factors were still well below the standard.

Vehicle Headways – All routes are provided with sufficient service to meet demand. The headways of routes that serve minority areas are better than the headways on routes that serve non-minority areas (see table – 2018 Average headways for Regular Routes).

On Time Performance - All operators are required to meet an on-time performance standard of being between one minute early and three minutes late at a time point. MCTS regularly monitors on-time performance throughout the system. MCTS has set a system wide on-time standard of 90%. Data from 2018 shows that averaged 85.1% over the year (see table – 2018 MCTS System On-Time Performance).

Distribution of Transit Amenities – The supply and demand for transit service is measured according to the number of passenger per bus hour (PBH) on a route. The application of this measure to the system produces an

equitable distribution of bus hours (see table – 2018 Weekday Bus Hours and PBH). While the passengers per bus hour is higher on routes that serve minority populations, the greater number of bus hours allocated to these routes shows that service hours are being allocated appropriately.

The distribution of bus shelters is based on a scoring system that rates several factors, e.g., daily ridership at the bus stop, if the stop is at a transfer corner, and the level of exposure to the weather at the stop. Most of the highest utilized bus stops, and thus shelters, are in areas that have a high minority population. In 2018, 57% of MCTS shelters were located in census tracts identified as predominantly minority.

Route guides and timetables are extensively distributed throughout the community. An entire set of all route guides can be found at libraries, government offices, and employment centers. Timetables for the specific route are also available on-board the vehicle, with changes to the timetable being made available prior to implementation. Passengers can have printed timetables mailed to them and may also access schedule information via a mobile phone or the internet. Passengers can purchase M-Cards and weekly or monthly passes at several grocery stores, gas stations, and banks/credit unions as well as on the new RideMCTS app.

Service Availability – The span of service, e.g., from 5:00 a.m. until 1:00 a.m., is equitably distributed among both minority and non-minority areas (2018 – Average Hours of the Day Served on Weekdays). No corridors identified as minority receives less than a 19-hour span of service on Weekdays with the exception of Route 30X. However, Route 30 runs for 22 hours and covers the same routing as Route 30X (express bus stop spacing).

Service Policies

Vehicle Assignment – MCTS’s fleet is fairly standardized with regard to amenities. All 40-foot vehicles are standard New Flyer coaches with two doors, standard seats, and auxiliary heating and air conditioning (see table - Bus Distribution and Count). All vehicles are available for use on any route and are assigned in no particular order.

Transit Security – The Director of Safety, Security and Risk Management coordinates all security and emergency related functions for MCTS and ensures its compliance with all local, state and federal security guidelines. She meets regularly with local law enforcement and emergency management leaders to foster strong communication and collaborative relationships.

Response to incidents and patrolling of MCTS property and bus routes is provided by Allied Universal Security Services, a private security firm contracted by MTS. Allied Universal employs over 35 full and part time transit security officers and provides on-site management of more than 1,360 hours of weekly service. Transit Security officers are available to respond to transit incidents 24/7/365. With direction from the Transportation Department’s Manager of Street Operations, Transit Security managers assign priority for bus riding to the routes and times of day where MCTS and local crime data suggest a higher likelihood for security incidents to occur. They work to provide appropriate coverage for vehicle response and assign special teams to operators who report specific incidents. Data collected from operator calls through the CAD/AVL are analyzed monthly to aid the security team in the development of sound security deployment strategies.

The Director of Safety, Security and Risk Management and Transportation Department leadership meet monthly with representatives from the operator’s union, station management and transit security to address and discuss security issues. The Transportation Security Committee meetings have been an extremely effective mechanism to ensure quality communication between bus operators and the security team.

To deter and detect criminal activity MCTS has installed a 10-camera system with a 4-terabyte hard drive that will store weeks of video on board the bus. This system, provided by Apollo Video Systems, has 4 cameras that view the exterior of the bus on all sides and 6 high-definition, infrared cameras on the interior of the bus that records audio and video whenever the bus is in service. MCTS staff can request video from any bus in the fleet through a software interface and the video automatically downloads to a central server once the bus pulls into the station. This system has been an excellent addition to the transit security, customer service and risk management programs.

In 2008, MCTS partnered with the Milwaukee Police Department to secure a Transit Security Grant to install over 20 cameras at major transfer corners throughout the city. These cameras are owned and operated by MPD, but MCTS is able to request video from these cameras at any time.

The Director of Safety, Security and Risk Management trains all new operators in safe passenger interaction techniques and conflict communication skills. During a 4-hour class all operators are trained on suspicious activity recognition and reporting as well as emergency response to an active shooter. MCTS also participates in the FTA Transit Watch Program and looks to secure funding for future promotion of suspicious activity reporting. This program is aimed to raise passenger and employee awareness of suspicious persons, activity and potential threats to our transportation infrastructure. Campaign videos and print material were funded through a Transit Security grant and are available on the website.

**2018 Title VI Route Evaluation
Weekday Average Maximum Load Factors
For Regular Routes During AM and PM Peak Periods**

<u>Route</u>	<u>Name</u>	<u>AM Load</u>	<u>PM Load</u>
Minority			
RED	Capitol Drive	37	24
BLU	Fond du Lac - National	31	28
PUR	27th Street	28	31
12	Teutonia - Hampton	21	24
14	Forest Home/Humboldt	32	24
19	M.L.K - S. 13th/S. 20th	22	27
21	North Avenue	19	21
22	Center Street	18	18
23	Fond du Lac-National	22	30
27	27th Street	26	28
30	Sherman - Wisconsin	33	34
30X	Sherman - Wisconsin	32	38
31	State - Highland	12	12
33	Vliet - Juneau	11	10
35	35th Street	17	21
63	Silver Spring-Pt. Washington	16	17
54	Mitchell - Burnham	14	17
57	Walnut - Lisbon	24	25
60	Burleigh Street	15	23
61	Appleton Ave	8	8
67	N. 76th - S. 84th	22	21
76	N. 60th - S. 70th	24	23
80	6th Street	31	26
Group Average		22	23
Non-Minority			
GRE	Oakland-Howell	27	28
GOL	Wisconsin	36	29
15	Holton - Kinnickinnic	24	29
28	108th Street	9	13
51	Oklahoma Avenue	29	28
52	Clement-15th Ave.	16	10
53	Lincoln Avenue	17	23
55	Layton Avenue	22	17
56	Greenfield Avenue	19	24
64	S. 60th Street	10	7
276	Brown Deer Shuttle	3	6
Group Average		19	19

Data is for Fall of 2018 service from 2018 HASTUS Multiple Vehicle Schedule

Maximum loads are based on the average of the maximum number of people aboard each trip from 6a-9a or 3p-6p in the peak direction from APC route trip list report data for Fall of 2018. Load Factor is calculated by taking the average of the peak period, peak direction maximum trip loads divided by the number of seats on a standard 40-foot bus (35 seats).

2018 Title VI Route Evaluation Weekday Average Headways for Regular Routes

<u>Route</u>	<u>Name</u>	<u>AM HW</u>	<u>MD HW</u>	<u>PM HW</u>	<u>EV HW</u>	<u>LN HW</u>
Minority						
RED	Capitol Drive	13	14	12	15	19
BLU	Fond du Lac - National	26	24	24	32	48
PUR	27th Street	24	28	26	28	44
12	Teutonia - Hampton	12	13	13	19	20
14	Forest Home/Humboldt	18	21	20	26	31
19	M.L.K - S. 13th/S. 20th	14	16	16	18	25
21	North Avenue	15	15	15	17	27
22	Center Street	16	18	16	23	28
23	Fond du Lac-National	26	24	24	32	48
27	27th Street	24	28	26	28	44
30	Sherman - Wisconsin	22	20	20	34	42
30X	Sherman - Wisconsin	22	20	20	34	42
31	State - Highland	20	23	22	28	30
33	Vliet - Juneau	33	35	36	30	24
35	35th Street	17	22	16	26	29
63	Silver Spring-Pt. Washington	21	21	21	29	31
54	Mitchell - Burnham	31	29	30	33	31
57	Walnut - Lisbon	27	27	29	34	36
60	Burleigh Street	22	24	20	29	28
61	Appleton Ave	26	27	28	27	32
67	N. 76th - S. 84th	17	22	18	26	32
76	N. 60th - S. 70th	17	24	18	28	37
80	6th Street	14	17	15	19	26
Group Average		21	22	21	27	33
Non-Minority						
GRE	Oakland-Howell	14	15	14	17	25
GOL	Wisconsin	15	15	15	20	30
15	Holton - Kinnickinnic	20	22	21	23	32
28	108th Street	28	31	31	38	41
51	Oklahoma Avenue	23	23	19	27	39
52	Clement-15th Ave.	42	43	44	64	69
53	Lincoln Avenue	21	28	22	25	36
55	Layton Avenue	36	38	39	35	45
56	Greenfield Avenue	27	28	30	30	33
64	S. 60th Street	41	40	41	39	39
276	Brown Deer Shuttle	30	30	30	30	30
Group Average		27	28	28	32	38

Data is for Fall of 2018 service from 2018 HASTUS Multiple Vehicle Schedule

2018 Title VI Route Evaluation Saturday Average Headways for Regular Routes

<u>Route</u>	<u>Name</u>	<u>AM HW</u>	<u>MD HW</u>	<u>PM HW</u>	<u>EV HW</u>	<u>LN HW</u>
Minority						
RED	Capitol Drive	18	16	16	19	24
BLU	Fond du Lac - National	34	34	32	40	62
PUR	27th Street	34	32	32	32	58
12	Teutonia - Hampton	18	20	20	23	28
14	Forest Home/Humboldt	26	22	22	30	40
19	M.L.K - S. 13th/S. 20th	23	20	21	29	29
21	North Avenue	26	18	19	24	32
22	Center Street	25	24	24	22	29
23	Fond du Lac-National	34	34	32	40	62
27	27th Street	24	32	32	32	58
30	Sherman - Wisconsin	26	24	26	34	46
30X	Sherman - Wisconsin	26	24	26	34	N/A
31	State - Highland	28	22	22	38	44
33	Vliet - Juneau	29	31	32	29	46
35	35th Street	29	25	20	25	30
63	Silver Spring-Pt. Washington	32	28	27	25	29
54	Mitchell - Burnham	34	32	31	45	40
57	Walnut - Lisbon	33	34	34	37	45
60	Burleigh Street	27	22	23	24	42
61	Appleton Ave	35	27	27	34	29
67	N. 76th - S. 84th	27	29	29	28	35
76	N. 60th - S. 70th	20	20	20	30	30
80	6th Street	30	30	30	30	30
Group Average		28	26	26	31	39
Non-Minority						
GRE	Oakland-Howell	18	18	17	28	30
GOL	Wisconsin	23	20	20	20	31
15	Holton - Kinnickinnic	28	30	30	34	37
28	108th Street	37	38	38	37	37
51	Oklahoma Avenue	25	26	29	27	27
52	Clement-15th Ave.	40	43	41	66	66
53	Lincoln Avenue	28	28	28	39	37
55	Layton Avenue	33	36	36	33	64
56	Greenfield Avenue	30	34	34	44	43
64	S. 60th Street	38	38	38	38	38
276	Brown Deer Shuttle	30	30	30	30	N/A
Group Average		30	31	31	36	41

Data is for Fall of 2018 service from 2018 HASTUS Multiple Vehicle Schedule

2018 Title VI Route Evaluation Sunday Average Headways for Regular Routes

<u>Route</u> Minority	<u>Name</u>	<u>AM HW</u>	<u>MD HW</u>	<u>PM HW</u>	<u>EV HW</u>	<u>LN HW</u>
RED	Capitol Drive	23	15	15	21	24
BLU	Fond du Lac - National	44	40	40	40	74
PUR	27th Street	48	32	32	56	52
12	Teutonia - Hampton	25	22	20	27	28
14	Forest Home/Humboldt	30	28	28	31	29
19	M.L.K - S. 13th/S. 20th	28	20	22	25	34
21	North Avenue	33	22	20	28	32
22	Center Street	28	22	22	22	29
23	Fond du Lac-National	44	40	40	40	74
27	27th Street	48	32	32	56	52
30	Sherman - Wisconsin	46	26	26	34	26
30X	Sherman - Wisconsin	N/A	26	26	34	N/A
31	State - Highland	32	22	22	25	38
33	Vliet - Juneau	28	30	31	28	28
35	35th Street	29	22	19	25	29
63	Silver Spring-Pt. Washington	27	26	26	31	33
54	Mitchell - Burnham	40	31	31	42	36
57	Walnut - Lisbon	43	34	34	32	30
60	Burleigh Street	29	22	22	30	44
61	Appleton Ave	33	35	35	34	47
67	N. 76th - S. 84th	32	31	29	35	35
76	N. 60th - S. 70th	35	26	25	32	30
80	6th Street	28	29	29	29	29
Group Average		34	27	27	33	38
Non-Minority						
GRE	Oakland-Howell	29	26	26	27	35
GOL	Wisconsin	24	25	25	34	30
15	Holton - Kinnickinnic	32	36	36	35	40
28	108th Street	38	38	38	52	N/A
51	Oklahoma Avenue	35	28	29	28	27
52	Clement-15th Ave.	42	41	43	76	68
53	Lincoln Avenue	36	39	40	39	36
55	Layton Avenue	55	37	40	51	56
56	Greenfield Avenue	39	31	34	45	40
64	S. 60th Street	36	37	36	37	36
276	Brown Deer Shuttle	30	30	30	30	N/A
Group Average		36	33	34	41	41

Data is for Fall of 2018 service from 2018 HASTUS Multiple Vehicle Schedule

2018 MCTS System On-Time Performance Averaged by Day and Time

<u>Fixed Route</u> On-Time Performance	<u>Jan</u>
	88.3%
	<u>Feb</u>
	85.7%
	<u>Mar</u>
	87.6%
	<u>Apr</u>
	85.9%
	<u>May</u>
	84.5%
	<u>Jun</u>
	83.6%
<u>Jul</u>	
83.2%	
<u>Aug</u>	
82.5%	
<u>Sep</u>	
82.7%	
<u>Oct</u>	
85.0%	
<u>Nov</u>	
85.8%	
<u>Dec</u>	
86.5%	

2018 Title VI Route Evaluation Weekday Bus Hours and PBH

<u>Route</u>	<u>Name</u>	<u>Type of Route</u>	<u>Bus Hours</u>	<u>PBH</u>
Minority				
RED	Capitol Drive	Regular	171	32
BLU	Fond du Lac - National	Regular	145	22
PUR	27th Street	Regular	106	26
12	Teutonia - Hampton	Regular	174	26
14	Forest Home/Humboldt	Regular	166	23
19	M.L.K - S. 13th/S. 20th	Regular	201	23
21	North Avenue	Regular	138	24
22	Center Street	Regular	74	28
23	Fond du Lac-National	Regular	153	32
27	27th Street	Regular	123	36
30	Sherman - Wisconsin	Regular	147	42
30X	Sherman - Wisconsin	Regular	100	27
31	State - Highland	Regular	76	12
33	Vliet - Juneau	Regular	39	12
35	35th Street	Regular	100	27
63	Silver Spring-Pt. Washington	Regular	83	22
54	Mitchell - Burnham	Regular	73	18
57	Walnut - Lisbon	Regular	73	18
60	Burleigh Street	Regular	103	24
61	Appleton Ave	Regular	82	10
67	N. 76th - S. 84th	Regular	137	21
76	N. 60th - S. 70th	Regular	167	21
80	6th Street	Regular	210	22
Group Average			123	24
Non-Minority				
GRE	Oakland-Howell	Regular	207	23
GOL	Wisconsin	Regular	184	25
15	Holton - Kinnickinnic	Regular	163	25
28	108th Street	Regular	64	12
51	Oklahoma Avenue	Regular	74	26
52	Clement-15th Ave.	Regular	33	12
53	Lincoln Avenue	Regular	64	24
55	Layton Avenue	Regular	51	19
56	Greenfield Avenue	Regular	75	21
64	S. 60th Street	Regular	36	12
276	Brown Deer Shuttle	Regular	14	6
Group Average			88	19

Data is for Fall of 2018 service from 2018 MCTS Quarterly Route Evaluation Summary

**2018 Title VI Route Evaluation
Average Hours of the Day Served on Weekdays**

<u>Route</u>	<u>Name</u>	<u>Type of Route</u>	<u>Hours of Day</u>
Minority			
RED	Capitol Drive	Regular	21
BLU	Fond du Lac - National	Regular	22
PUR	27th Street	Regular	19
12	Teutonia - Hampton	Regular	21
14	Forest Home/Humboldt	Regular	20
19	M.L.K - S. 13th/S. 20th	Regular	21
21	North Avenue	Regular	21
22	Center Street	Regular	22
23	Fond du Lac-National	Regular	23
27	27th Street	Regular	21
30	Sherman - Wisconsin	Regular	22
30X	Sherman - Wisconsin	Regular	16
31	State - Highland	Regular	19
33	Vliet - Juneau	Regular	20
35	35th Street	Regular	21
63	Silver Spring-Pt. Washington	Regular	21
54	Mitchell - Burnham	Regular	22
57	Walnut - Lisbon	Regular	21
60	Burleigh Street	Regular	21
61	Appleton Ave	Regular	20
67	N. 76th - S. 84th	Regular	22
76	N. 60th - S. 70th	Regular	21
80	6th Street	Regular	22
Group Average			21
Non-Minority			
GRE	Oakland-Howell	Regular	23
GOL	Wisconsin	Regular	21
15	Holton - Kinnickinnic	Regular	23
28	108th Street	Regular	18
51	Oklahoma Avenue	Regular	21
52	Clement-15th Ave.	Regular	20
53	Lincoln Avenue	Regular	20
55	Layton Avenue	Regular	19
56	Greenfield Avenue	Regular	21
64	S. 60th Street	Regular	18
276	Brown Deer Shuttle	Regular	14
Group Average			20

Data is for Fall of 2018 service from 2018 MCTS Quarterly Route Evaluation Summary

BUS COUNT EFFECTIVE AS OF 3/30/2020

	2004 New Flyer	2010 New Flyer	2011 New Flyer	2012 New Flyer	2013 New Flyer	2014 New Flyer	2015 New Flyer	2017 New Flyer	2018 New Flyer	2019 Gillig
Fond du Lac Garage		5100-5115	5200-5218 5220-5234	5300-5333 5335-5354	5448-5454	5500-5534	5615 5618-5627	5700-5719		5900-5927
205	0	16	34	54	7	35	11	20		28
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164	0	74	0		48	0	17	10	15	0
Active Buses	0	90	34	54	55	35	28	30	15	28
MCTS Buses 369										

Active Vehicles

5100-5169	2010 New Flyers	5100-5189	90	40' / 39
5200-5234	2011 New Flyers	5200-5234	34	40' / 39
5300-5354	2012 New Flyers	5300-5354	54	40' / 39
5400-5454	2013 New Flyers	5400-5454	55	40' / 39
5500-5534	2014 New Flyers	5500-5534	35	40' / 39
5600-5627	2015 New Flyers	5600-5627	28	40' / 35
5700-5729	2016 New Flyers	5700-5729	30	40' / 36
5800-5814	2017 New Flyers	5800-5814	15	40' / 36
5900-5927	2019 Gilligs	5900-5927	28	40' / 36

Total Active Buses: 369

Averg. Fleet Age As of

Average Age: 6

Group 30- 4744, 4803, 4801, 4804, 4808, 4810, 4813, 4818, 4821, 4822,4824,4827, 4828,
VW GRANT
 Group 28- 4902, 4903, 4904, 4905,4906, 4907, 4908, 4909,4910, 4911, 4912, 4913,
 Group 29- 4900, 4901, 4914, 5000, 5001, 5002, 5003, 5004, 5005, 5006, 5007

Out of Service Buses: 51

Total Active Buses: 369
 Out of Service Buses: 36
Grand Total: 405

2019

**Milwaukee County Transit System
Interoffice Memorandum**

DATE: March 19, 2020

TO: File

FROM: Jesus Ochoa

SUBJECT: 2019 Title VI Assessment of Compliance - Requirement to Monitor Transit Service

Planning staff have annually compared the level and quality of transit service in minority and non-minority areas to ensure that the application of MCTS standards and policies results in an equitable distribution per Title VI guidelines. MCTS followed the service monitoring procedures described in the “Level of Service Methodology” section in Title VI regulations (FTA C 4702.1A, Page V-7). The ridership and service hours data used in this analysis were taken from the September 2019 schedule period.

For the purposes of assessing compliance with Title VI, a census tract was identified as minority if the concentration of minority residents in that tract exceeded the countywide average for minority residents. According to U.S. Census statistics from 2010, 45.7% of the population of Milwaukee County is made up of ethnic minorities who are not white and not Hispanic. Similarly, census tracts with a percentage of minority residents less than the countywide average were identified as a non-minority tract. Given these definitions, each MCTS bus route was identified as primarily serving:

- Minority areas
 - If > 33.3% of the route mileage operated within minority tracts
- Non-Minority areas.
 - If < 33.3% of the route mileage operated within minority tracts

Service Standards

Vehicle Load - Average maximum loads were calculated during the a.m. and p.m. peak periods for each regular route (see table – 2019 Max Loads and Headways). All regular routes are well below the 1.3 standard. The highest maximum loads were on routes that traveled through areas that served minority populations, however these load factors were still well below the standard.

Vehicle Headways – All routes are provided with sufficient service to meet demand. The headways of routes that serve minority areas are better than the headways on routes that serve non-minority areas (see table – 2019 Average headways for Regular Routes).

On Time Performance - All operators are required to meet an on-time performance standard of being between one minute early and three minutes late at a time point. MCTS regularly monitors on-time performance throughout the system. MCTS has set a system wide on-time standard of 90%. Data from 2019 shows that averaged 83.9% over the year (see table – 2019 MCTS System On-Time Performance).

Distribution of Transit Amenities – The supply and demand for transit service is measured according to the number of passengers per bus hour (PBH) on a route. The application of this measure to the system produces an

equitable distribution of bus hours (see table – 2019 Weekday Bus Hours and PBH). While the passengers per bus hour is higher on routes that serve minority populations, the greater number of bus hours allocated to these routes shows that service hours are being allocated appropriately.

The distribution of bus shelters is based on a scoring system that rates several factors, e.g., daily ridership at the bus stop, if the stop is at a transfer corner, and the level of exposure to the weather at the stop. Most of the highest utilized bus stops, and thus shelters, are in areas that have a high minority population. In 2019, 57% of MCTS shelters were located in census tracts identified as predominantly minority.

Route guides and timetables are extensively distributed throughout the community. An entire set of all route guides can be found at libraries, government offices, and employment centers. Timetables for the specific route are also available on-board the vehicle, with changes to the timetable being made available prior to implementation. Passengers can have printed timetables mailed to them and may also access schedule information via a mobile phone or the internet. Passengers can purchase M-Cards and weekly or monthly passes at several grocery stores, gas stations, and banks/credit unions as well as on the new RideMCTS app.

Service Availability – The span of service, e.g., from 5:00 a.m. until 1:00 a.m., is equitably distributed among both minority and non-minority areas (2019 – Average Hours of the Day Served on Weekdays). No corridors identified as minority receives less than a 19-hour span of service on Weekdays with the exception of Route 30X. However, Route 30 runs for 22 hours and covers the same routing as Route 30X (express bus stop spacing).

Service Policies

Vehicle Assignment – MCTS’s fleet is fairly standardized with regard to amenities. All but 28 of the fleet are 40-foot standard New Flyer coaches with two doors, standard seats, and auxiliary heating and air conditioning (see table - Bus Distribution and Count). In 2019, 28 Gillig 40-foot coaches were added to the fleet with similar amenities as the New Flyer buses. All vehicles are available for use on any route and are assigned in no particular order.

Transit Security – The Director of Safety, Security and Risk Management coordinates all security and emergency related functions for MCTS and ensures its compliance with all local, state and federal security guidelines. She meets regularly with local law enforcement and emergency management leaders to foster strong communication and collaborative relationships.

Response to incidents and patrolling of MCTS property and bus routes is provided by Allied Universal Security Services, a private security firm contracted by MTS. Allied Universal employs over 35 full and part time transit security officers and provides on-site management of more than 1,360 hours of weekly service. Transit Security officers are available to respond to transit incidents 24/7/365. With direction from the Transportation Department’s Manager of Street Operations, Transit Security managers assign priority for bus riding to the routes and times of day where MCTS and local crime data suggest a higher likelihood for security incidents to occur. They work to provide appropriate coverage for vehicle response and assign special teams to operators who report specific incidents. Data collected from operator calls through the CAD/AVL are analyzed monthly to aid the security team in the development of sound security deployment strategies.

The Director of Safety, Security and Risk Management and Transportation Department leadership meet monthly with representatives from the operator’s union, station management and transit security to address and discuss security issues. The Transportation Security Committee meetings have been an extremely effective mechanism to ensure quality communication between bus operators and the security team.

To deter and detect criminal activity MCTS has installed a 10-camera system with a 4-terabyte hard drive that will store weeks of video on board the bus. This system, provided by Apollo Video Systems, has 4 cameras that view the exterior of the bus on all sides and 6 high-definition, infrared cameras on the interior of the bus that records audio and video whenever the bus is in service. MCTS staff can request video from any bus in the fleet through a software interface and the video automatically downloads to a central server once the bus pulls into the station. This system has been an excellent addition to the transit security, customer service and risk management programs.

In 2008, MCTS partnered with the Milwaukee Police Department to secure a Transit Security Grant to install over 20 cameras at major transfer corners throughout the city. These cameras are owned and operated by MPD, but MCTS is able to request video from these cameras at any time.

The Director of Safety, Security and Risk Management trains all new operators in safe passenger interaction techniques and conflict communication skills. During a 4-hour class all operators are trained on suspicious activity recognition and reporting as well as emergency response to an active shooter. MCTS also participates in the FTA Transit Watch Program and looks to secure funding for future promotion of suspicious activity reporting. This program is aimed to raise passenger and employee awareness of suspicious persons, activity and potential threats to our transportation infrastructure. Campaign videos and print material were funded through a Transit Security grant and are available on the website.

2019 Title VI Route Evaluation
Weekday Average Maximum Load Factors
For Regular Routes During AM and PM Peak Periods

<u>Route</u>	<u>Name</u>	<u>AM Load</u>	<u>PM Load</u>
Minority			
RED	Capitol Drive	24	37
BLU	Fond du Lac - National	24	26
PUR	27th Street	27	32
12	Teutonia - Hampton	19	24
14	Forest Home/Humboldt	33	26
19	M.L.K - S. 13th/S. 20th	20	33
21	North Avenue	15	23
22	Center Street - N. 92nd	18	21
23	Fond du Lac-National	21	25
30	Sherman - Wisconsin	37	29
30X	Sherman - Wisconsin	29	39
31	State - Highland	13	17
33	Vliet - Juneau	12	11
35	35th Street	16	25
54	Mitchell - Burnham	13	17
57	Walnut - Appleton	27	24
60	Burleigh Street	18	24
63	Silver Spring-Pt. Washington	15	17
67	N. 76th - S. 84th	19	23
76	N. 60th - S. 70th	19	22
80	6th Street	29	29
Group Average		21	25
Non-Minority			
GRE	Oakland-Howell	31	41
GOL	Wisconsin	27	29
15	Holton - Kinnickinnic	24	31
28	108th Street	9	16
51	Oklahoma Avenue	19	29
52	Clement-15th Ave.	10	8
53	Lincoln Avenue	20	24
55	Layton Avenue	18	14
56	Greenfield Avenue	18	21
64	S. 60th Street	10	10
276	Brown Deer Shuttle	4	7
Group Average		17	21

Data is for Fall of 2019 service from 2019 HASTUS Multiple Vehicle Schedule

Maximum loads are based on the average of the maximum number of people aboard each trip from 6a-9a or 3p-6p in the peak direction from APC route trip list report data for Fall of 2018. Load Factor is calculated by taking the average of the peak period, peak direction maximum trip loads divided by the number of seats on a standard 40-foot bus (35 seats).

2019 Title VI Route Evaluation Weekday Average Headways for Regular Routes

<u>Route</u>	<u>Name</u>	<u>AM HW</u>	<u>MD HW</u>	<u>PM HW</u>	<u>EV HW</u>	<u>LN HW</u>
Minority						
RED	Capitol Drive	13	14	12	15	19
BLU	Fond du Lac - National	26	24	24	32	48
PUR	27th Street	12	14	13	20	19
12	Teutonia - Hampton	12	13	13	20	19
14	Forest Home/Humboldt	18	21	20	26	31
19	M.L.K - S. 13th/S. 20th	14	16	16	18	25
21	North Avenue	15	15	15	17	27
22	Center Street - N. 92nd	21	20	21	24	28
23	Fond du Lac-National	26	24	24	32	48
30	Sherman - Wisconsin	22	20	20	34	42
30X	Sherman - Wisconsin	22	20	20	34	42
31	State - Highland	20	23	22	28	30
33	Vliet - Juneau	33	35	36	30	48
35	35th Street	16	20	16	26	29
54	Mitchell - Burnham	31	29	30	33	31
57	Walnut - Appleton	27	29	25	30	38
60	Burleigh Street	22	24	20	29	28
63	Silver Spring-Pt. Washington	21	21	21	29	31
67	N. 76th - S. 84th	17	22	18	26	32
76	N. 60th - S. 70th	17	24	18	28	37
80	6th Street	14	17	15	19	26
Group Average		20	21	20	26	32
Non-Minority						
GRE	Oakland-Howell	14	15	14	17	25
GOL	Wisconsin	15	15	15	20	30
15	Holton - Kinnickinnic	20	22	21	23	32
28	108th Street	28	31	31	38	41
51	Oklahoma Avenue	23	23	19	27	39
52	Clement-15th Ave.	42	43	44	64	69
53	Lincoln Avenue	21	28	22	25	36
55	Layton Avenue	36	38	39	35	45
56	Greenfield Avenue	27	28	30	30	33
64	S. 60th Street	41	40	41	39	39
276	Brown Deer Shuttle	30	30	30	30	30
Group Average		27	28	28	32	38

Data is for Fall of 2019 service from 2019 HASTUS Multiple Vehicle Schedule

2019 Title VI Route Evaluation Saturday Average Headways for Regular Routes

<u>Route</u>	<u>Name</u>	<u>AM HW</u>	<u>MD HW</u>	<u>PM HW</u>	<u>EV HW</u>	<u>LN HW</u>
Minority						
RED	Capitol Drive	18	16	16	19	24
BLU	Fond du Lac - National	34	34	32	46	60
PUR	27th Street	17	16	16	21	29
12	Teutonia - Hampton	18	20	20	23	28
14	Forest Home/Humboldt	26	22	22	30	40
19	M.L.K - S. 13th/S. 20th	23	20	21	29	29
21	North Avenue	26	18	19	24	32
22	Center Street - N. 92nd	25	25	25	25	29
23	Fond du Lac-National	34	34	32	40	62
30	Sherman - Wisconsin	26	26	26	34	46
30X	Sherman - Wisconsin	26	26	26	34	N/A
31	State - Highland	28	22	22	38	44
33	Vliet - Juneau	29	31	32	29	46
35	35th Street	24	20	20	25	30
54	Mitchell - Burnham	34	32	31	45	40
57	Walnut - Appleton	26	27	27	26	30
60	Burleigh Street	27	22	23	24	42
63	Silver Spring-Pt. Washington	32	28	27	25	38
67	N. 76th - S. 84th	27	29	29	28	35
76	N. 60th - S. 70th	20	20	20	30	30
80	6th Street	30	30	30	30	30
Group Average		26	25	25	30	37
Non-Minority						
GRE	Oakland-Howell	18	18	17	28	30
GOL	Wisconsin	23	20	20	20	31
15	Holton - Kinnickinnic	28	30	30	34	37
28	108th Street	37	38	38	37	37
51	Oklahoma Avenue	25	26	29	27	27
52	Clement-15th Ave.	40	43	41	66	66
53	Lincoln Avenue	28	28	28	39	37
55	Layton Avenue	33	36	36	33	64
56	Greenfield Avenue	30	34	34	44	43
64	S. 60th Street	38	38	38	38	38
276	Brown Deer Shuttle	30	30	30	30	N/A
Group Average		30	31	31	36	41

Data is for Fall of 2019 service from 2019 HASTUS Multiple Vehicle Schedule

2019 Title VI Route Evaluation Sunday Average Headways for Regular Routes

<u>Route</u>	<u>Name</u>	<u>AM HW</u>	<u>MD HW</u>	<u>PM HW</u>	<u>EV HW</u>	<u>LN HW</u>
Minority						
RED	Capitol Drive	23	15	15	21	24
BLU	Fond du Lac - National	44	40	40	40	74
PUR	27th Street	24	16	16	28	26
12	Teutonia - Hampton	25	22	20	27	28
14	Forest Home/Humboldt	30	28	28	31	29
19	M.L.K - S. 13th/S. 20th	28	20	22	25	34
21	North Avenue	33	22	20	28	32
22	Center Street - N. 92nd	29	24	24	24	29
23	Fond du Lac-National	44	40	40	40	74
30	Sherman - Wisconsin	46	26	26	34	26
30X	Sherman - Wisconsin	N/A	26	26	34	N/A
31	State - Highland	32	30	30	30	38
33	Vliet - Juneau	28	30	31	46	44
35	35th Street	29	22	19	25	29
54	Mitchell - Burnham	40	31	31	42	36
57	Walnut - Appleton	30	26	26	26	29
60	Burleigh Street	29	22	22	30	44
63	Silver Spring-Pt. Washington	27	26	26	31	33
67	N. 76th - S. 84th	32	31	29	35	35
76	N. 60th - S. 70th	35	26	25	32	30
80	6th Street	28	29	29	29	29
Group Average		32	26	26	31	36
Non-Minority						
GRE	Oakland-Howell	29	26	26	27	35
GOL	Wisconsin	24	25	25	34	30
15	Holton - Kinnickinnic	32	36	36	35	40
28	108th Street	38	38	38	52	N/A
51	Oklahoma Avenue	35	28	29	28	27
52	Clement-15th Ave.	42	41	43	76	68
53	Lincoln Avenue	36	39	40	39	36
55	Layton Avenue	55	37	40	51	56
56	Greenfield Avenue	39	31	34	45	40
64	S. 60th Street	36	37	36	37	36
276	Brown Deer Shuttle	30	30	30	30	N/A
Group Average		36	33	34	41	41

Data is for Fall of 2019 service from 2019 HASTUS Multiple Vehicle Schedule

2019 MCTS System On-Time Performance Averaged by Day and Time

<u>Fixed Route</u>	<u>Jan</u>
On-Time	86.1%
Performance	
	<u>Feb</u>
	81.6%
	<u>Mar</u>
	86.7%
	<u>Apr</u>
	86.9%
	<u>May</u>
	85.2%
	<u>Jun</u>
	83.2%
	<u>Jul</u>
	81.8%
	<u>Aug</u>
	80.4%
	<u>Sep</u>
	81.4%
	<u>Oct</u>
	84.1%
	<u>Nov</u>
	84.6%
	<u>Dec</u>
	85.0%

2019 Title VI Route Evaluation Weekday Bus Hours and PBH

<u>Route</u>	<u>Name</u>	<u>Type of Route</u>	<u>Bus Hours</u>	<u>PBH</u>
Minority				
RED	Capitol Drive	Regular	171	29
BLU	Fond du Lac - National	Regular	145	26
PUR	27th Street	Regular	223	30
12	Teutonia - Hampton	Regular	175	21
14	Forest Home/Humboldt	Regular	166	23
19	M.L.K - S. 13th/S. 20th	Regular	200	22
21	North Avenue	Regular	138	24
22	Center Street - N. 92nd	Regular	89	24
23	Fond du Lac-National	Regular	153	24
30	Sherman - Wisconsin	Regular	145	33
30X	Sherman - Wisconsin	Regular	101	36
31	State - Highland	Regular	76	12
33	Vliet - Juneau	Regular	36	17
35	35th Street	Regular	109	24
54	Mitchell - Burnham	Regular	73	18
57	Walnut - Appleton	Regular	80	19
60	Burleigh Street	Regular	103	24
63	Silver Spring-Pt. Washington	Regular	83	21
67	N. 76th - S. 84th	Regular	137	21
76	N. 60th - S. 70th	Regular	168	20
80	6th Street	Regular	205	22
Group Average			132	23
Non-Minority				
GRE	Oakland-Howell	Regular	207	24
GOL	Wisconsin	Regular	183	25
15	Holton - Kinnickinnic	Regular	162	25
28	108th Street	Regular	63	14
51	Oklahoma Avenue	Regular	73	27
52	Clement-15th Ave.	Regular	33	12
53	Lincoln Avenue	Regular	64	23
55	Layton Avenue	Regular	51	18
56	Greenfield Avenue	Regular	75	24
64	S. 60th Street	Regular	36	13
276	Brown Deer Shuttle	Regular	14	8
Group Average			87	19

Data is for Fall of 2019 service from 2019 MCTS Quarterly Route Evaluation Summary

2019 Title VI Route Evaluation
Average Hours of the Day Served on Weekdays

<u>Route</u>	<u>Name</u>	<u>Type of Route</u>	<u>Hours of Day</u>
Minority			
RED	Capitol Drive	Regular	21
BLU	Fond du Lac - National	Regular	22
PUR	27th Street	Regular	21
12	Teutonia - Hampton	Regular	21
14	Forest Home/Humboldt	Regular	20
19	M.L.K - S. 13th/S. 20th	Regular	21
21	North Avenue	Regular	21
22	Center Street - N. 92nd	Regular	20
23	Fond du Lac-National	Regular	23
30	Sherman - Wisconsin	Regular	22
30X	Sherman - Wisconsin	Regular	15
31	State - Highland	Regular	19
33	Vliet - Juneau	Regular	19
35	35th Street	Regular	21
54	Mitchell - Burnham	Regular	22
57	Walnut - Appleton	Regular	21
60	Burleigh Street	Regular	21
63	Silver Spring-Pt. Washington	Regular	21
67	N. 76th - S. 84th	Regular	22
76	N. 60th - S. 70th	Regular	21
80	6th Street	Regular	22
Group Average			21
Non-Minority			
GRE	Oakland-Howell	Regular	23
GOL	Wisconsin	Regular	21
15	Holton - Kinnickinnic	Regular	23
28	108th Street	Regular	18
51	Oklahoma Avenue	Regular	20
52	Clement-15th Ave.	Regular	20
53	Lincoln Avenue	Regular	19
55	Layton Avenue	Regular	18
56	Greenfield Avenue	Regular	21
64	S. 60th Street	Regular	18
276	Brown Deer Shuttle	Regular	14
Group Average			20

Data is for Fall of 2019 service from 2019 MCTS Quarterly Route Evaluation Summary

BUS COUNT EFFECTIVE AS OF 3/30/2020

	2004 New Flyer	2010 New Flyer	2011 New Flyer	2012 New Flyer	2013 New Flyer	2014 New Flyer	2015 New Flyer	2017 New Flyer	2018 New Flyer	2019 Gillig
Fond du Lac Garage		5100-5115	5200-5218 5220-5234	5300-5333 5335-5354	5448-5454	5500-5534	5615 5618-5627	5700-5719		5900-5927
205	0	16	34	54	7	35	11	20		28
Kinnickinnic Garage		5116-5189			5400-5447		5600-5614 5616-5617	5720-5729	5800- 5814	
164	0	74	0		48	0	17	10	15	0
Active Buses	0	90	34	54	55	35	28	30	15	28
MCTS Buses 369										

Active Vehicles

5100-5169	2010 New Flyers	5100-5189	90	40' / 39
5200-5234	2011 New Flyers	5200-5234	34	40' / 39
5300-5354	2012 New Flyers	5300-5354	54	40' / 39
5400-5454	2013 New Flyers	5400-5454	55	40' / 39
5500-5534	2014 New Flyers	5500-5534	35	40' / 39
5600-5627	2015 New Flyers	5600-5627	28	40' / 35
5700-5729	2016 New Flyers	5700-5729	30	40' / 36
5800-5814	2017 New Flyers	5800-5814	15	40' / 36
5900-5927	2019 Gilligs	5900-5927	28	40' / 36

Total Active Buses: 369

Aver. Fleet Age As of

Average Age: 6

<p>Group 30- 4744, 4803, 4801, 4804, 4808, 4810, 4813, 4818, 4821, 4822,4824,4827, 4828, VW GRANT Group 28- 4902, 4903, 4904, 4905,4906, 4907, 4908, 4909,4910, 4911, 4912, 4913, Group 29- 4900, 4901, 4914, 5000, 5001, 5002, 5003, 5004, 5005, 5006, 5007</p>

Out of Service Buses: 51

Total Active Buses:	369
Out of Service Buses:	36
Grand Total:	405

2019



Milwaukee County Transit System Interoffice Memorandum

TO: File

FROM: Tom Winter, Director of Schedule & Planning

SUBJECT: Executive Summary – Demographic / Service Profile Maps and Travel Surveys

DATE: April 17, 2020

MCTS collects racial and ethnic population data to understand rider characteristics and travel patterns. MCTS maintains and updates this information as part of routine planning activities.

According to 2018 data from the American Community Survey, the minority population represents 40.3% of the total population in the MCTS service area (see map on page A-95). The majority of minority residents live in the north central and north west side of Milwaukee County. As depicted by this map, this area is served by several crosstown routes. In fact, a significant proportion of all transit service is operated in these areas.

The low-income population represents 19.9% of the County's total population (see map on page A-96). The majority of these residents live in the center of Milwaukee County as well as on the northwest side.

Furthermore, in 2019, the County implemented a framework of promoting Racial Equity throughout every department. Consequently, MCTS had the opportunity to work with the Milwaukee County Office on African American Affairs to obtain feedback on how our service changes and promotion of those service changes impacted communities of color. Part of this includes the utilization of the Government Alliance on Race & Equity (GARE) national framework of: *Normalizing, Organizing and Operationalizing*. Using GARE's three-pillar model ensures that Milwaukee County Transit System will deliberately work to sustain racial equity by developing long-term solutions. This framework also incorporates the use of tools for improved equitable decision-making and incorporates the voice of 'community'; creating more impactful programs and services.

MCTS conducts a customer satisfaction travel survey every year to generate a rider profile and collect data on riders' opinions via our vendor NuStats. In collaboration with MCTS, NuStats designed a sampling plan to collect a sample of 700 completed Customer Satisfaction surveys from frequent MCTS riders who responded to a postcard invitation mailed to their current residence. We also conducted on-bus public engagement surveys during the 2020 Budget process. You can see the Ridership Profile (at the end of this memo) that shows the 2019 versus 2018 comparisons.

The key findings from our 2019 travel survey were as follows:

- The largest proportion (65%) of respondents to the survey indicate they are White, followed by riders who identify themselves as Black/African-American (16%). 5% of riders identify themselves as Hispanic.



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- The highest reported reason for riding the bus (35%) was to get to work. 28% reported they used the bus for social/recreational purposes and 8% to go to school. 6% said they rode for shopping trips or medical reasons.
- 18% of respondents reported they earned less than \$25,000 in total household income. 34% reported their income was \$50,000 or more.
- 18% of respondents say they are transit dependent as they do not have a driver's license.
- 67% of respondents stated they feel somewhat safe or very safe on our buses.
- 38% of respondents reported they have been using MCTS for 15 years or more. 11% have started riding within the past year.
- 96% of respondents would be very likely, likely or somewhat likely to recommend MCTS.
- Overall, 72% of respondents reported having their overall bus service needs either met or exceeded by MCTS.

MCTS Ridership Profile Data – 2019 vs. 2018

(Sample of 700 completed Customer Service surveys from frequent MCTS riders)

Gender	2019	2018
Female	55.0%	59.0%
Male	45.0%	41.0%

Age	2019	2018
18 to 24	8.0%	6.0%
25 to 34	16.0%	15.0%
35 to 44	14.0%	16.0%
45 to 54	17.0%	14.0%
55 to 64	23.0%	25.0%
65 or over	19.0%	23.0%
Refused	1.0%	1.0%

Ethnicity	2019	2018
White	65.0%	61.0%
Black/African-American	16.0%	20.0%
Hispanic	5.0%	5.0%
Other	4.0%	6.0%
Refused	10.0%	9.0%



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Education	2019	2018
Grade school or less	0.5%	0.3%
Some high school	2.0%	3.0%
High school graduate	15.0%	19.0%
Some Voc/Tech School	6.0%	3.0%
Voc/Tech degree	6.0%	5.0%
Some college	20.0%	20.0%
College graduate	30.0%	26.0%
Post Graduate	18.0%	19.0%
Refused	2.0%	4.0%

Employment	2019	2018
Not employed	6.0%	30.0%
Full-time	50.0%	45.0%
Part-time	12.0%	12.0%
Student	6.0%	6.0%
Retired	21.0%	N/A
Refused	5.0%	7.0%

Total Household Income	2019
Less than \$25,000	18.0%
\$25,000 to \$34,999	10.0%
\$35,000 to \$49,999	13.0%
\$50,000 to \$74,999	15.0%
\$75,000 to \$99,999	7.0%
\$100,000 to \$149,999	7.0%
\$150,000 or more	5.0%
Don't Know	2.0%
Prefer not to respond/refused	24.0%



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Total Household Income	2018
Less than \$14,000	17.0%
\$14,001 to \$18,000	7.0%
\$18,001 to \$21,000	4.0%
\$21,001 to \$24,000	2.0%
\$24,001 to \$28,000	3.0%
\$28,001 to \$32,000	5.0%
\$32,001 to \$36,000	4.0%
\$36,001 or more	38.0%
Don't know/Refused	20.0%

Number in Household	2019	2018
One	31.0%	37.0%
Two	32.0%	32.0%
Three	12.0%	11.0%
Four	7.0%	7.0%
Five	4.0%	4.0%
Six or more	2.0%	2.0%
Don't know/Refused	11.0%	8.0%

Dependents Under 18 Living in Household	2019	2018
None	53.0%	55.0%
One	13.0%	26.0%
Two	9.0%	11.0%
Three	5.0%	4.0%
Four	2.0%	0.0%
Five	1.0%	0.0%
Six or more	0.0%	1.0%
Don't know/ Refused	17.0%	13.0%

Valid Driver's License	2019	2018
Yes	82.0%	70.0%
No	18.0%	30.0%



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Primary Language	2019	2018
English	96.0%	N/A
Spanish	2.0%	N/A
Hmong	0.0%	N/A
German	0.2%	N/A
Arabic	0.0%	N/A
Chinese (Mandarin, etc.)	0.0%	N/A
Hindi	1.0%	N/A
Serbo-Croatian	0.0%	N/A
French	0.0%	N/A
African languages	0.0%	N/A
Other	1.0%	N/A

Disability	2019	2018
Difficulty walking/other physical impairment	11.0%	N/A
Visual or hearing impairment	1.0%	N/A
Cognitive impairment/fear of getting lost	0.5%	N/A
None	86.0%	N/A
Other	1.0%	N/A

SERVICE USE		
Years Using MCTS for Transportation Needs	2019	2018
Less than 1 year	11.0%	7.0%
1 - 2 years	10.0%	10.0%
3-5 years	16.0%	13.0%
6-9 years	9.0%	11.0%
10-14 years	8.0%	12.0%
15 years or more	38.0%	45.0%
Don't know	8.0%	2.0%



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Reasons Use Bus	2019	2018
Shopping	6.0%	14.0%
Social/recreational	28.0%	16.0%
Work	35.0%	45.0%
Medical reasons	6.0%	11.0%
School	8.0%	9.0%
Job interviews/search	1.0%	1.0%
Other	15.0%	5.0%

Ride Bus or Use Alternative Transportation	2019	2018
Rarely have choices	15.0%	20.0%
Have some choices	27.0%	25.0%
Have choices half of time	10.0%	10.0%
Have choices most of time	10.0%	6.0%
Always have choices	28.0%	24.0%
Not sure	20.0%	16.0%

Alternative Means of Travel	2019	2018
Private Vehicle as Driver	46.0%	N/A
Taxi/Rideshare (Uber, Lyft, etc.)	16.0%	N/A
Walk	12.0%	N/A
Private Vehicle as Passenger	9.0%	N/A
I have no other means of travel	8.0%	N/A
Bicycle, or other non-motorized means (skateboard, etc.)	6.0%	N/A
The HOP streetcar	2.0%	N/A
Motorcycle, moped	1.0%	N/A
E-scooter (Lime, Bird, Spin)	0.0%	N/A



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SAFETY AND SECURITY		
Personal Safety	2019	2018
Very Safe	31.0%	41.0%
Somewhat safe	36.0%	40.0%
Neither safe nor unsafe	16.0%	12.0%
Somewhat unsafe	8.0%	6.0%
Very unsafe	1.0%	1.0%
No opinion	7.0%	0.5%

Presence of Security Measures on Bus	2019	2018
Doesn't Meet needs	6.0%	6.0%
Nearly meets needs	19.0%	12.0%
Meets needs	64.0%	60.0%
Exceeds needs	11.0%	14.0%
Don't know	0.0%	8.0%

Safety/Security Concern	2019	2018
Yes	13.0%	20.0%
No	66.0%	71.0%
No opinion	16.0%	9.0%
Other	5.0%	0.0%

CONSUMER SATISFACTION		
Overall, Would You Say The Milwaukee County Transit System ...	2019	2018
Exceeds needs	9.0%	13.0%
Meets needs	63.0%	60.0%
Nearly meets needs	22.0%	21.0%
Does not meet needs	5.0%	6.0%



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MCTS Customer Service Satisfaction	2019	2018
Exceeds needs	7.0%	N/A
Meets needs	34.0%	N/A
Nearly meets needs	9.0%	N/A
Does not meet needs	49.0%	N/A

MCTS Recommendation	2019	2018
Very Likely	41.0%	N/A
Likely	35.0%	N/A
Somewhat Likely	20.0%	N/A
Not Likely at all	4.0%	N/A

Ease of getting detour/route information	2019	2018
Exceeds Needs	8.0%	6.0%
Meets needs	60.0%	44.0%
Nearly Meets Needs	24.0%	22.0%
Doesn't Meet Needs	7.0%	16.0%
Don't Know	0.0%	14.0%
Top 2	68.0%	50.0%

Ease of getting MCARDS	2019	2018
Exceeds Needs	11.0%	11.0%
Meets needs	63.0%	45.0%
Nearly Meets Needs	20.0%	12.0%
Doesn't Meet Needs	6.0%	9.0%
Don't Know	0.0%	24.0%
Top 2	74.0%	56.0%



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Ease of understanding info on the website	2019	2018
Exceeds Needs	11.0%	10.0%
Meets needs	66.0%	54.0%
Nearly Meets Needs	20.0%	15.0%
Doesn't Meet Needs	4.0%	5.0%
Don't Know	0.0%	16.0%
Top 2	76.0%	64.0%

PROPOSED SERVICE IMPROVEMENTS		
Willingness to walk to reduce waiting time	2019	2018
Yes	60.0%	59.0%
No	40.0%	41.0%

Willingness to transfer	2019	2018
Yes	88.0%	90.0%
No	12.0%	10.0%

INTERNET AND SOCIAL MEDIA		
Primary Access to the Internet	2019	2018
On your smart phone/tablet or other mobile device	56.0%	44.0%
At home	35.0%	37.0%
At work	4.0%	7.0%
At school	0.2%	1.0%
Someplace else	2.0%	11.0%
No access to the Internet	2.0%	0.0%

Social Media Usage	2019	2018
Facebook	61.0%	53.0%
Twitter	19.0%	19.0%
Instagram	27.0%	20.0%
Snapchat	14.0%	14.0%
I do not use any of these	34.0%	41.0%



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Do you feel MCTS does enough outreach to the community?	2019	2018
Yes	68.0%	N/A
No	32.0%	N/A

How would you like MCTS to reach out to the community?	2019	2018
Advertising	31.0%	N/A
On-board bus information	16.0%	N/A
Information posted at bus stops	16.0%	N/A
Participate in community events	17.0%	N/A
Host a public open house	5.0%	N/A
Free webinar	4.0%	N/A
Other	9.0%	N/A

INFORMATION RESOURCES		
Used Real-Time Info	2019	2018
Yes	69.0%	67.0%
No	31.0%	33.0%

Primary Access to Real-Time Info	2019	2018
MCTS Website	29.0%	38.0%
Ride MCTS app	49.0%	34.0%
The MCTS telephone info line	12.0%	14.0%
An independent app	9.0%	11.0%
Text messages	2.0%	3.0%



Milwaukee County Transit System

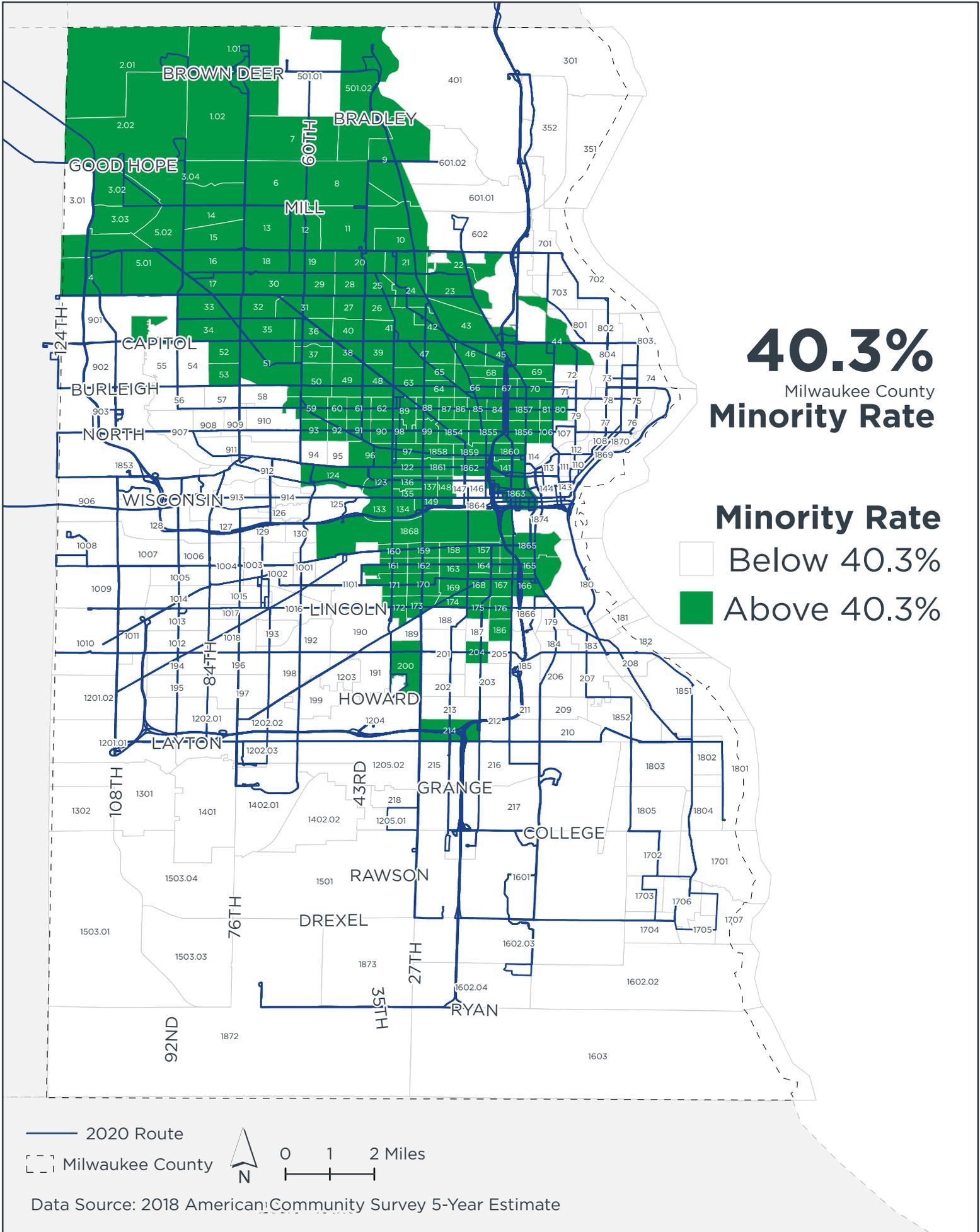
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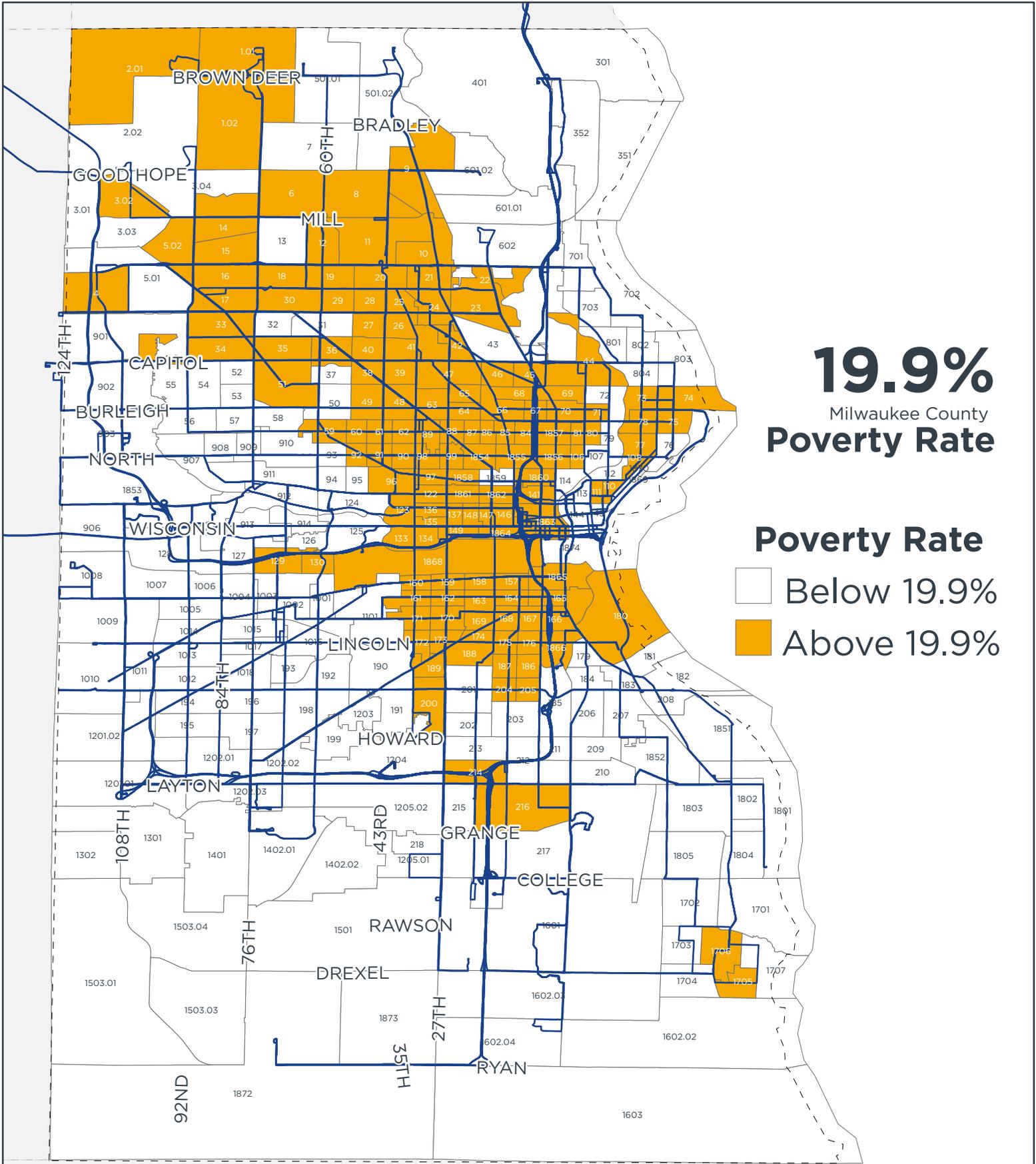
MCTS INFORMATION ACCESS		
Access to MCTS Information	2019	2018
MCTS Website	46.0%	61.0%
Ride MCTS app	25.0%	N/A
MCTS Social Media	3.0%	1.0%
MCTS Printed Schedules	8.0%	15.0%
Rider Insider	4.0%	5.0%
Local News	8.0%	5.0%
Other	4.0%	8.0%

Visited MCTS Website in the Last Month	2019	2018
Yes	43.0%	53.0%
No	54.0%	43.0%
Don't Know	3.0%	5.0%

High Minority Populations by Census Tract ID



High Low-Income Populations by Census Tract ID A-109



— 2020 Route

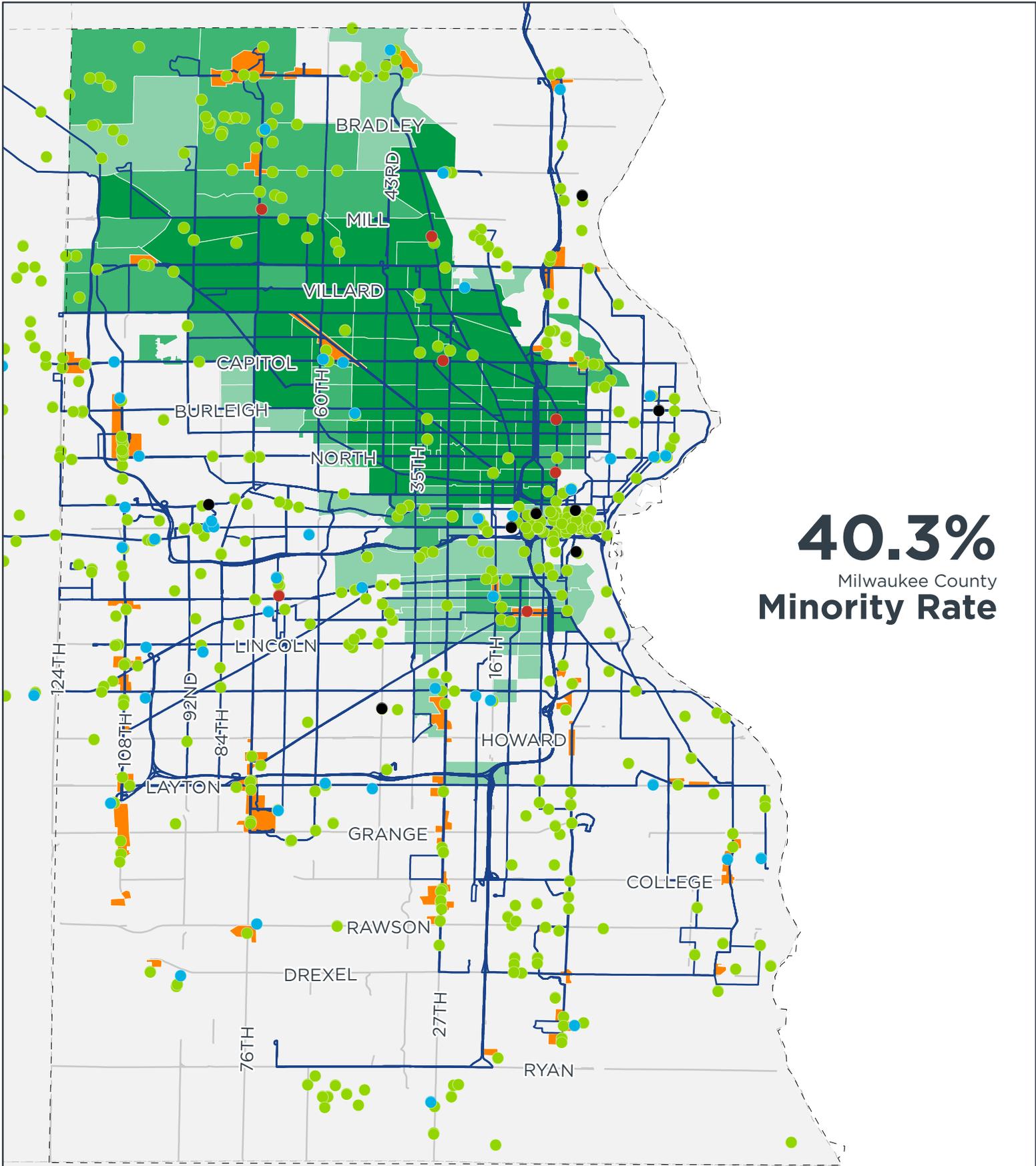
⌈ ⌋ Milwaukee County



0 1 2 Miles

Data Source: 2018 American Community Survey 5-Year Estimate

High Minority Populations & Milwaukee County Transit Hubs



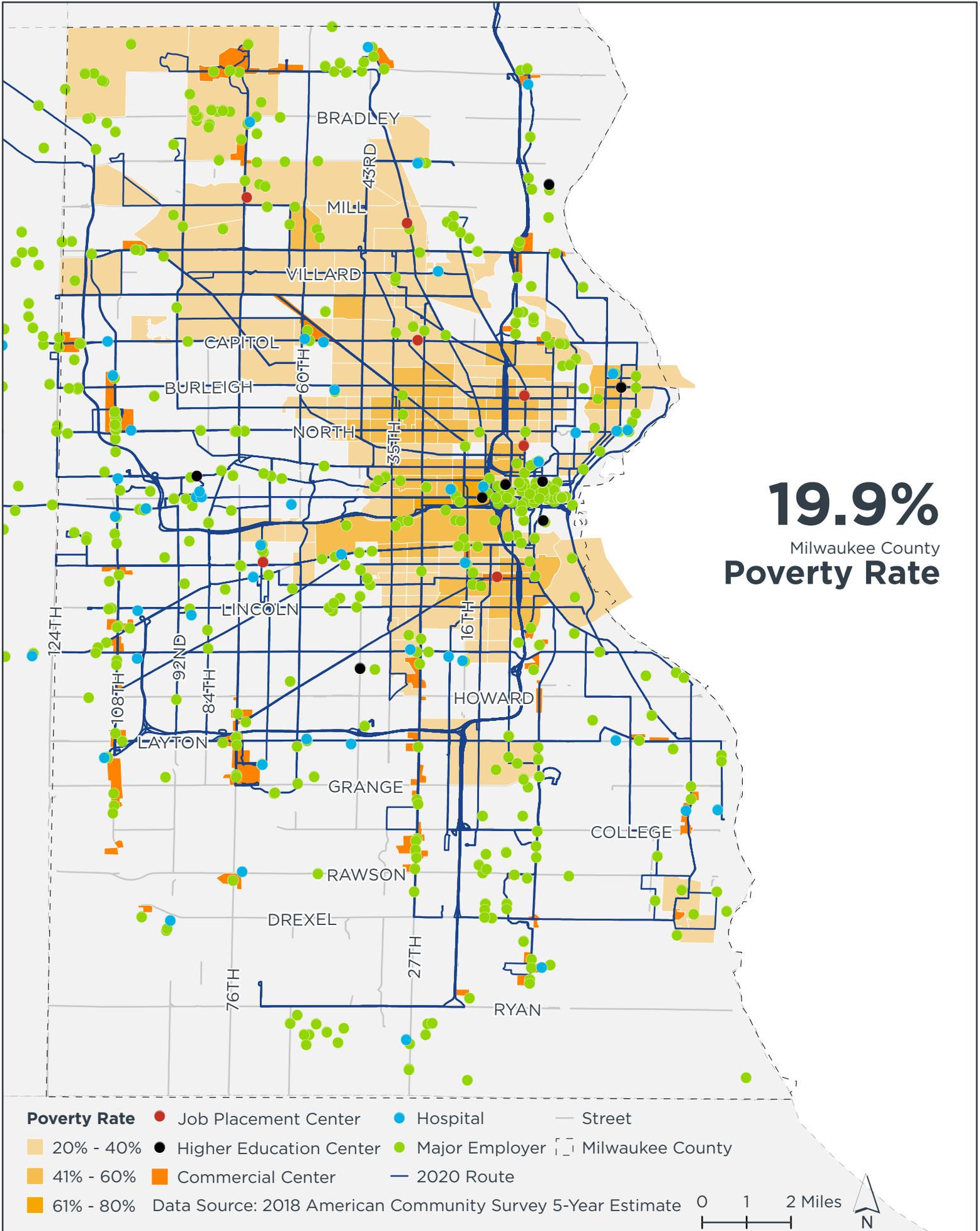
40.3%
Milwaukee County
Minority Rate

- | | | | |
|----------------------|-------------------------------------------------------------|------------------|--------------------|
| Minority Rate | ● Job Placement Center | ● Hospital | — Street |
| 40.4% - 60% | ● Higher Education Center | ● Major Employer | ▭ Milwaukee County |
| 61% - 80% | ■ Commercial Center | — 2020 Route | |
| 81% - 100% | Data Source: 2018 American Community Survey 5-Year Estimate | | |

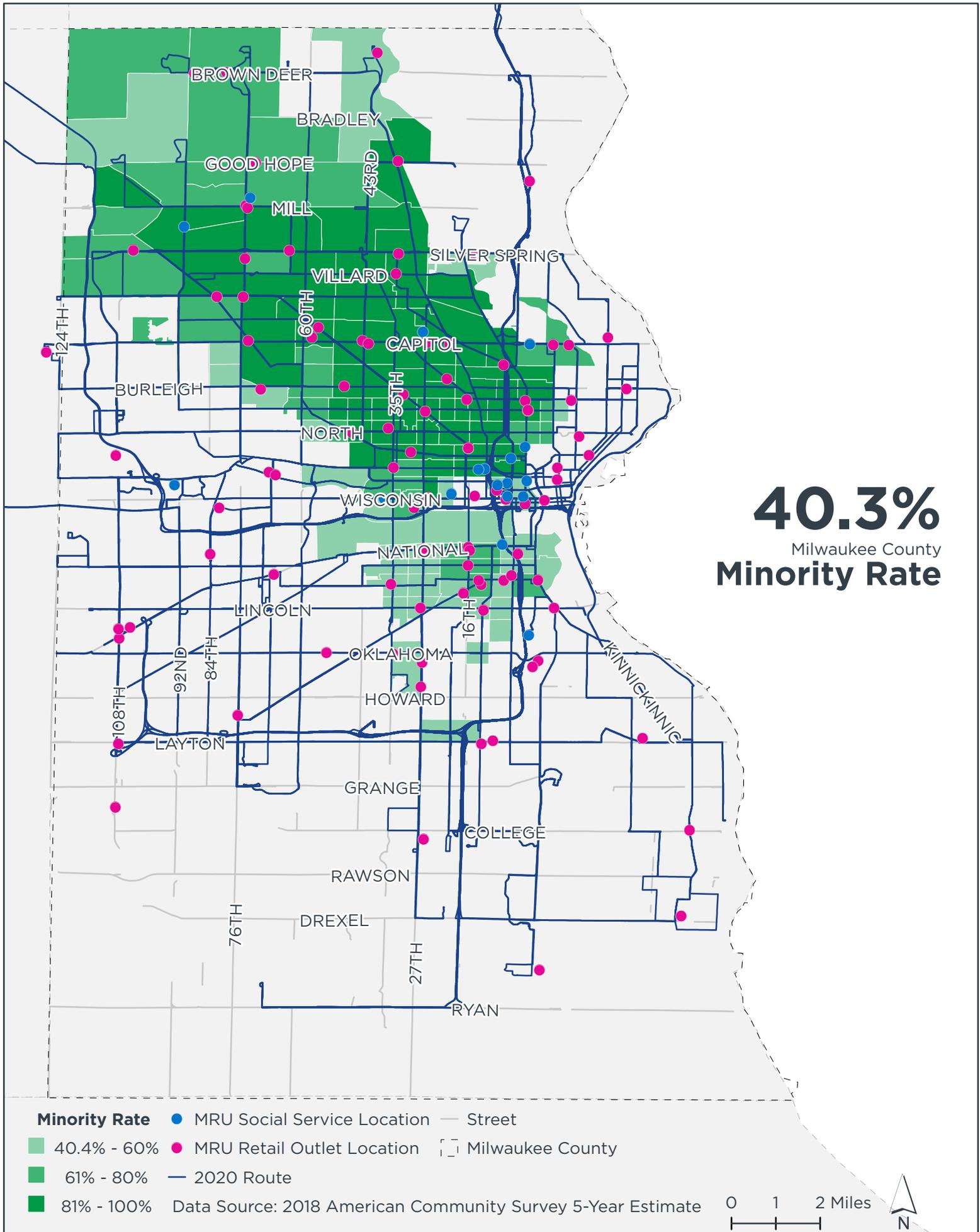
0 1 2 Miles



High Low-Income Populations & Milwaukee County Transit Hubs

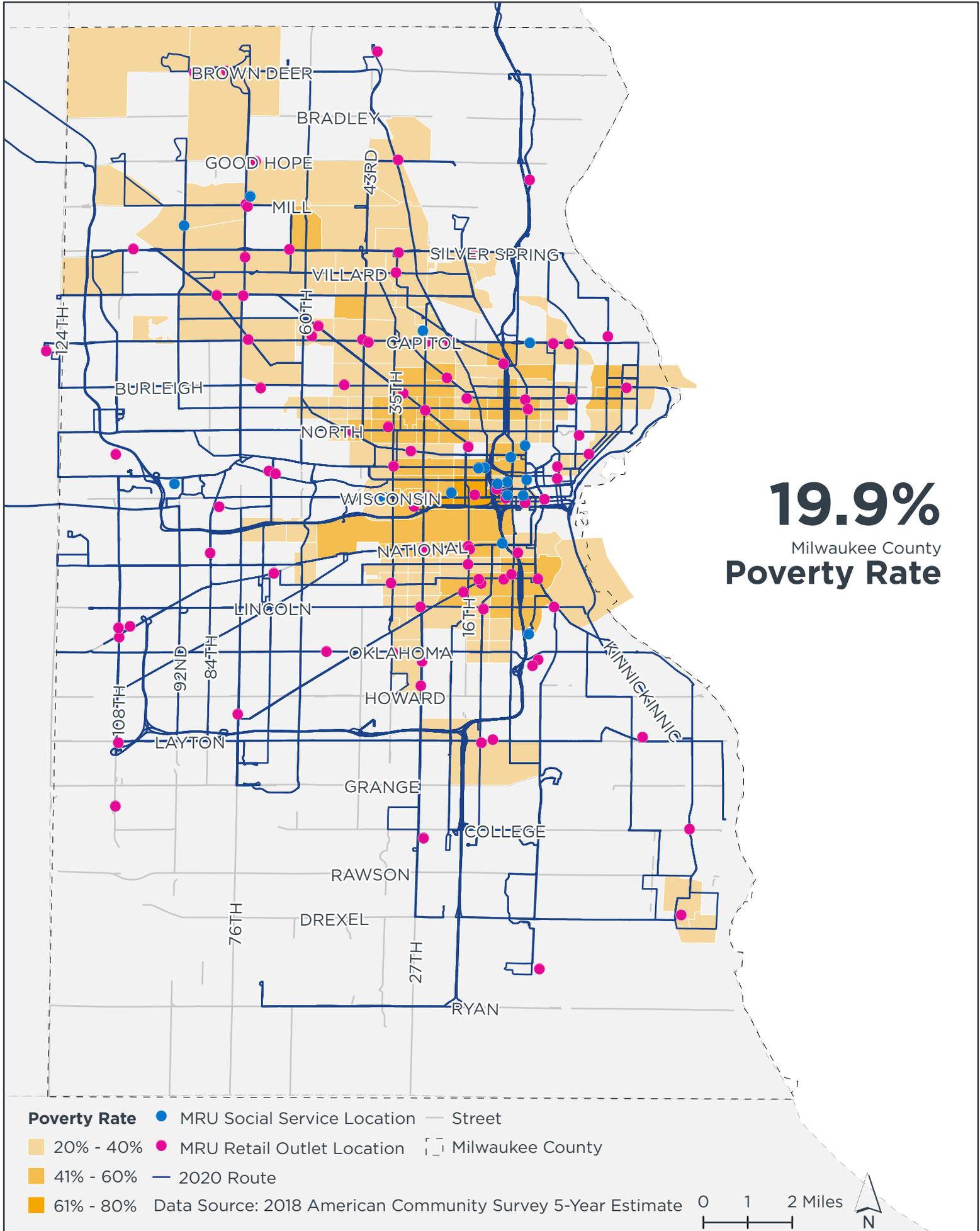


High Minority Populations & M-Card Recharging Unit (MRU) Locations

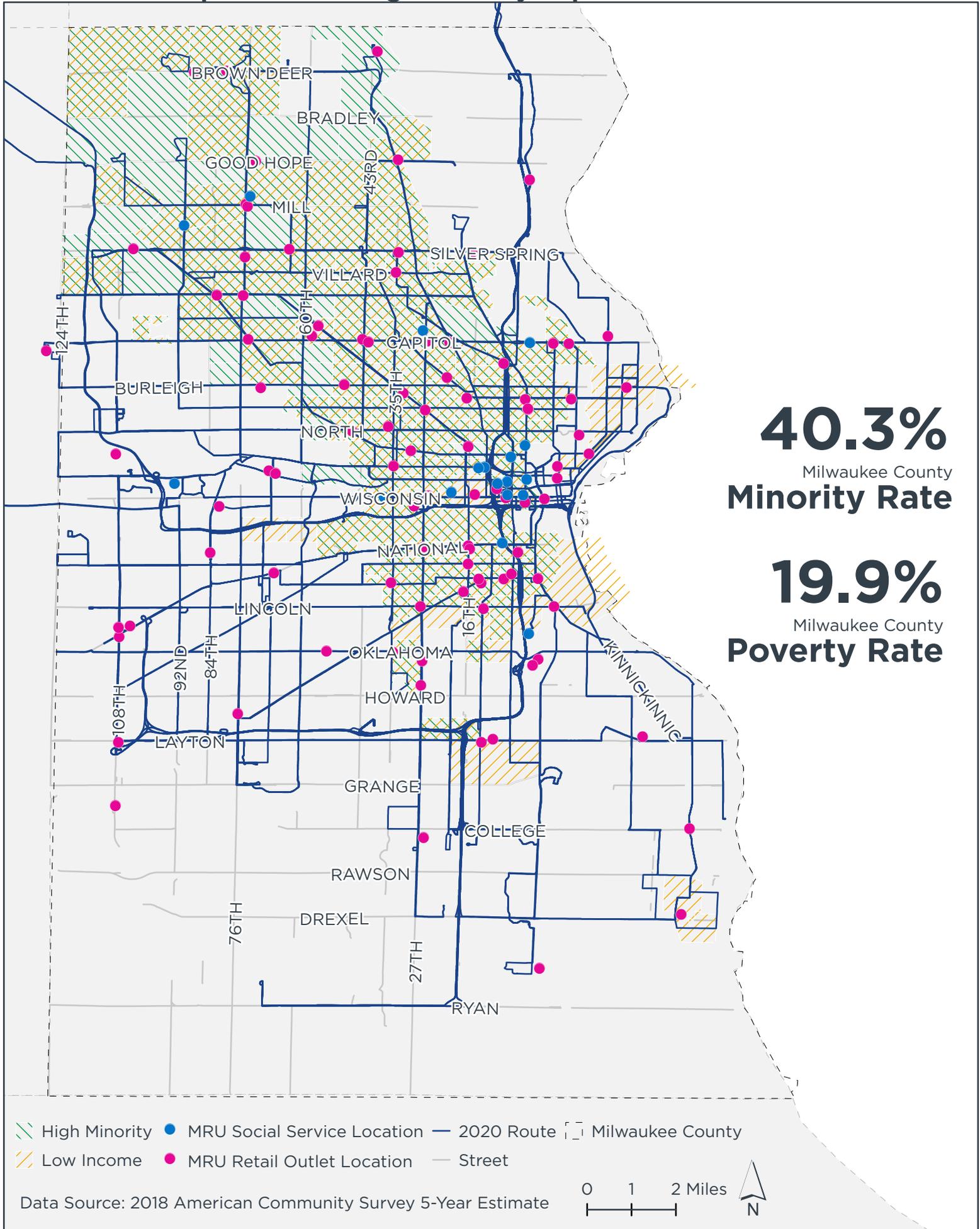


High Low-Income Populations & M-Card Recharging Unit (MRU) Locations

A-113



M-Card Recharging Unit (MRU) Locations & a Comparison of High Low-Income Populations to High Minority Populations



**Milwaukee County Transit System
Interoffice Communication**

To: Dan Boehm, Managing Director
Tim Hosch, Chief Financial Officer

From: Jeff Sponcia, Manager of Planning

Subject: **Title VI Fare Equity Analysis of Proposed Fare Increases in 2018 Budget**

Date: June 23, 2017

CC: Tom Winter, Director of Schedule & Planning

BACKGROUND

A fare increase proposed for the 2018 Budget would raise M-Card fares for all Adult Single Rides on M-Cards with Stored Value. Planning performed a Title VI Fare Equity Analysis to determine if a disparate impact for minority passengers or a disproportionate burden for low-income passengers would occur as a result of the proposed fare increase.

CURRENT AND PROPOSED FARES

Under the proposed 2018 Milwaukee County Budget, fares would increase as shown here:

Fare Type	Current Fare	Proposed Fare	Percent Increase
Adult Single Ride M-Card Stored Value Fare	\$1.75	\$2.00	14.3%

PROPORTIONATE SHARE OF MCTS RIDERSHIP BY MINORITY STATUS AND INCOME STATUS

To provide an overview of MCTS' ridership, a SEWRPC onboard survey of riders from 2012 showed that 60.2% of passengers are minorities while 39.8% are non-minorities. Additionally, 48.8% of passengers are low-income and 51.2% are non-low-income.

**Proportionate Share of MCTS Ridership by Minority Status
and Income Status from SEWRPC On Board Survey**

Category	Percent
Minority Passengers	60.2%
Non-Minority Passengers	39.8%
Category	Percent
Low-Income Passengers	48.8%
Non-Low-Income Passengers	51.2%

PROPORTIONATE SHARE OF MILWAUKEE COUNTY BY MINORITY STATUS AND INCOME STATUS

To offer a perspective of Milwaukee County's entire population, this data indicates that 46.0% of the county's population are minority residents while 54.0% are non-minority residents. Concurrently, the data also indicates that 21.6% of the county's population are low-income residents while 78.4% are non-low-income residents.

Proportionate Share of Milwaukee County by Minority Status and Income Status from the 2015 American Community Survey

Category	Percent
Minority Residents	46.0%
Non-Minority Residents	54.0%
Category	Percent
Low-Income Residents	21.6%
Non-Low-Income Residents	78.4%

ASSESSMENT OF THE PROPOSED FARE INCREASE—MINORITY / NON-MINORITY PASSENGERS

Utilizing the same 2012 SEWRPC onboard survey of riders mentioned earlier, the fare type data from 2012 still equates to today's fare system. In 2012, single ride paper ticket users paid \$1.75 per ticket—in 2017, adult single ride M-Card stored value users pay \$1.75 per ride. Based on MCTS' Four-Fifths rule, the data shows there is no disparate impact on passengers who use M-Cards for single rides as the impact ratio is above 0.80 for this fare type.

Passenger Fare Type	% Minority	% Non-Minority	Impact Ratio	Disparate Impact?
Adult Single Ride M-Card Stored Value Fare	23.6%	19.7%	0.83	No

ASSESSMENT OF THE PROPOSED FARE INCREASE—LOW-INCOME / NON-LOW-INCOME PASSENGERS

Low-income passengers who use M-Cards for single rides would not be disproportionately burdened by the proposed fare change as the impact ratio is above 0.80 for this fare type.

Passenger Fare Type	% Low Income	% Non-Low Income	Impact Ratio	Disproportionate Burden?
Adult Single Ride M-Card Stored Value Fare	21.6%	23.5%	> 1.00	No

CONCLUSIONS

The results show no disparate impacts on minority riders or low-income riders who use M-Cards for single rides.

**Milwaukee County Transit System
Interoffice Communication**

To: Dan Boehm, Managing Director
Tim Hosch, Chief Financial Officer

From: Jeff Sponcia, Manager of Planning

Subject: **Title VI Fare Equity Analysis of Proposed Fare Increases in 2018 Budget**

Date: December 20, 2018

CC: Tom Winter, Director of Schedule & Planning

BACKGROUND

A fare increase proposed for the 2018 Budget would raise New Freedom Pass and GoPass fares for all program participants. The current fare for each pass is FREE—the proposal raises the fare to \$1 per day in 2018. Planning performed a Title VI Fare Equity Analysis to determine if a disparate impact for minority passengers or a disproportionate burden for low-income passengers would occur as a result of the proposed fare increase.

CURRENT AND PROPOSED FARES

Under the proposed 2018 Milwaukee County Budget, fares would increase as shown here:

Fare Type	Current Fare	Proposed Fare	Percent Increase
New Freedom Pass	FREE	\$1.00/day	N/A
GoPass	FREE	\$1.00/day	N/A

PROPORTIONATE SHARE OF MCTS RIDERSHIP BY MINORITY STATUS AND INCOME STATUS

To provide an overview of MCTS' ridership, a SEWRPC onboard survey of riders from 2012 showed that 60.2% of passengers are minorities while 39.8% are non-minorities. Additionally, 48.8% of passengers are low-income and 51.2% are non-low-income.

**Proportionate Share of MCTS Ridership by Minority Status
and Income Status from SEWRPC On Board Survey**

Category	Percent
Minority Passengers	60.2%
Non-Minority Passengers	39.8%
Category	Percent
Low-Income Passengers	48.8%
Non-Low-Income Passengers	51.2%

PROPORTIONATE SHARE OF MILWAUKEE COUNTY BY MINORITY STATUS AND INCOME STATUS

To offer a perspective of Milwaukee County's entire population, this data indicates that 46.0% of the county's population are minority residents while 54.0% are non-minority residents. Concurrently, the data also indicates that 21.6% of the county's population are low-income residents while 78.4% are non-low-income residents.

Proportionate Share of Milwaukee County by Minority Status and Income Status from the 2015 American Community Survey

Category	Percent
Minority Residents	46.0%
Non-Minority Residents	54.0%
Category	Percent
Low-Income Residents	21.6%
Non-Low-Income Residents	78.4%

ASSESSMENT OF THE PROPOSED FARE INCREASE—MINORITY / NON-MINORITY PASSENGERS

Utilizing the same 2012 SEWRPC onboard survey of riders mentioned earlier, the fare type data from 2012 still equates to today's fare system. Currently, New Freedom Pass and GoPass users ride for FREE. Based on MCTS' Four-Fifths rule, the data shows there is no disparate impact on passengers who use a New Freedom Pass or GoPass as the impact ratio is above 0.80 for this fare type.

Passenger Fare Type	% Minority	% Non-Minority	Impact Ratio	Disparate Impact?
New Freedom Pass	19.0%	47.0%	> 1.00	No
GoPass	41.0%	63.0%	> 1.00	No

ASSESSMENT OF THE PROPOSED FARE INCREASE—LOW-INCOME / NON-LOW-INCOME PASSENGERS

Low-income passengers who use New Freedom Pass would not be disproportionately burdened by the proposed fare change as the impact ratio is above 0.80 for this fare type. However, low-income passengers who use GoPass would be disproportionately burdened by the proposed fare change as the impact ratio is slightly under 0.80 for this fare type.

Passenger Fare Type	% Low Income	% Non-Low Income	Impact Ratio	Disproportionate Burden?
New Freedom Pass	36.0%	64.0%	> 1.00	No
GoPass	57.0%	43.0%	.75	Yes

CONCLUSIONS

The results show no disparate impacts on New Freedom Pass or GoPass minority riders and low-income New Freedom Pass riders. However, low-income GoPass riders are slightly disproportionately burdened and mitigation is recommended to this population of riders. It is recommended to reduce the percent of fare increase so as to limit the disproportionate burden on low-income riders as much as possible.

**Milwaukee County Transit System
Interoffice Memorandum**

TO: File

FROM: Jesus Ochoa, Transit Planner I

SUBJECT: SAFE Analysis – Extension of Route 67 - N. 76th-S. 84th & S. 92nd

DATE: January 9, 2019

The increase in service hours for the extension of Route 67 (N. 76th – S. 84th & S. 92nd) meets the definition of a major service change and, per FTA rules, requires MCTS prepare a Service and Fare Equity Analysis (SAFE). The SAFE indicates whether the change has a disparate impact on the minority population or a disproportionate burden on the low-income population. If either impact does exist, MCTS must take steps to avoid, minimize, or mitigate the impacts where practicable.

BACKGROUND

Route 67 (See Map 1) serves N. 76th Street from Harmonie Avenue north to Brown Deer Road. The route branches off and serves S. 84th Street and S. 92nd Street from Bluemound Road to Howard Avenue. Its major destinations are the Milwaukee Regional Medical Complex, Granville Station Shopping Center, Alexian Village and State Fair Park. The extension would provide service south to Layton Avenue for both branches adding the newly-built 84 South mixed-use developed to its destination list. Various elected officials and MCTS riders requested adding north-south transit access to 84 South.

The extension to Layton Avenue would add 22 bus hours on Saturday (31% of total hours) and Sundays (35% of total hours). Due to the large percentage change in service hours, a SAFE must be conducted to indicate any impact on minority or low-income populations as noted above.

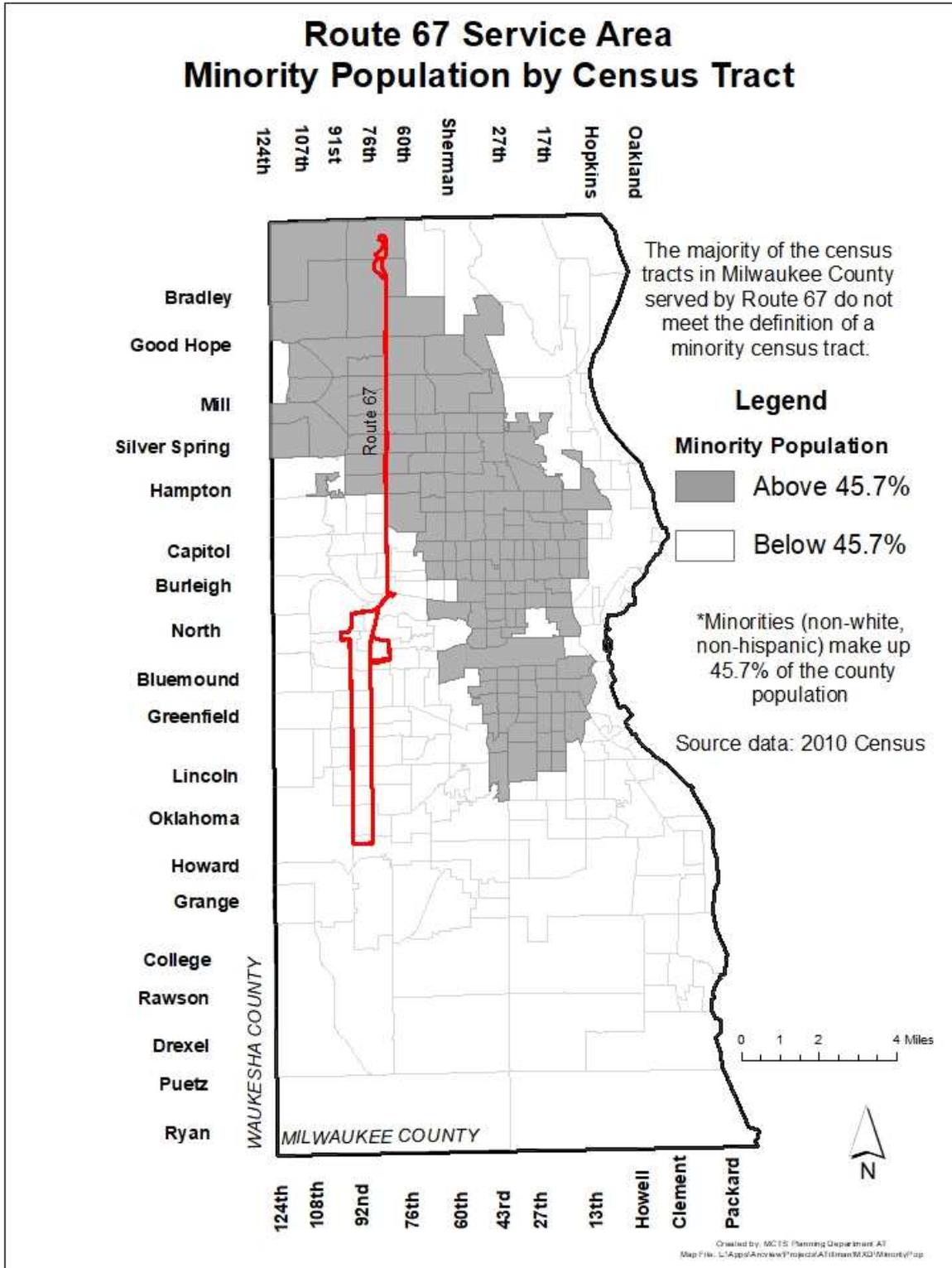
DETERMINATION OF DISPARATE IMPACT AND/OR DISPROPORTIONATE BURDEN

In general, the determination is based on an assessment of whether the impact of the service change on the minority or low-income population is more or less than the impact on the non-minority or non-low-income population.

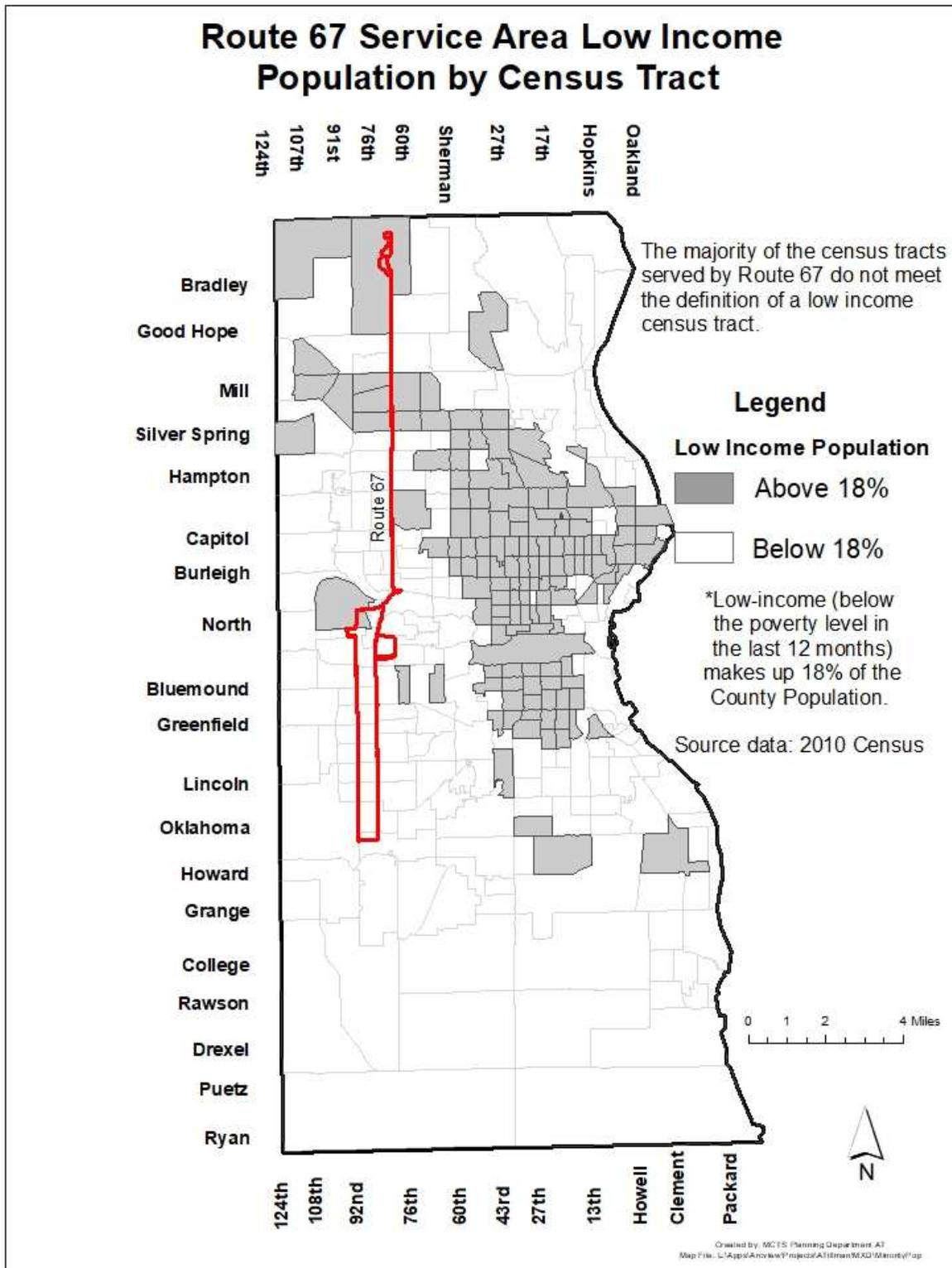
According to the 2010 Census, the minority population (defined as everyone not white-alone, non-Hispanic origin) of Milwaukee County is 45.7% while the low-income population (defined as people with incomes in the past 12 months below the poverty level) is 18%. The majority of both populations reside on the northwest side of Milwaukee County (Maps 2 and 3).

As a part of its annual assessment of compliance required by FTA, MCTS categorizes routes as “minority” and “non-minority” according to whether one-third of the route’s mileage travels within minority census tracts. A census tract was identified as minority if the percent of minority residents exceeded the countywide average. The same methodology was followed for the low-income population.

Map 2.
 Minority Population in Milwaukee County by Census Tract
 Route 67 Service Area



Map 3.
 Low-income Population in Milwaukee County by Census Tract
 Route 67 Service Area



**Milwaukee County Transit System
Interoffice Memorandum**

TO: File

FROM: Mitch Harris, Transit Planner II

SUBJECT: SAFE Analysis – Elimination of Route 6 - New Berlin Industrial Park

DATE: July 10, 2018

The elimination of Route 6 (New Berlin Industrial Park Shuttle) meets the definition of a major service change and, per FTA rules, requires MCTS prepare a Service and Fare Equity Analysis (SAFE). The SAFE indicates whether the change has a disparate impact on the minority population or a disproportionate burden on the low-income population. If either impact does exist, MCTS must take steps to avoid, minimize, or mitigate the impacts where practicable.

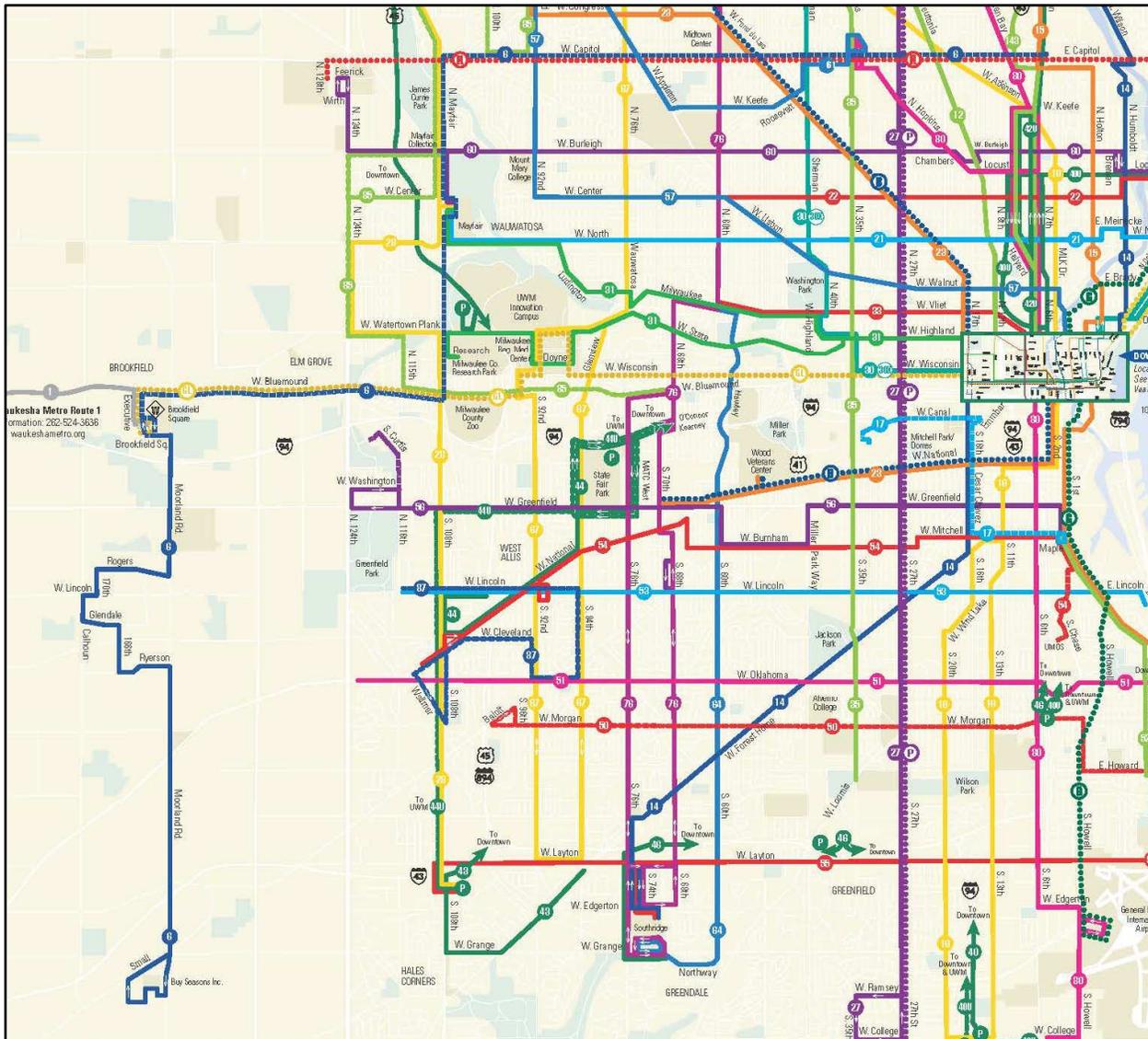
BACKGROUND

Route 6 was created in 2014 using \$11.5 million in funds from a legal settlement between the Black Health Coalition of Wisconsin (BHCW) and Milwaukee Inner City Congregations Allied for Hope (MICAH) against the State of Wisconsin Department of Transportation (WisDOT) and the US Department of Transportation. Service operates from the central city of Milwaukee to businesses in Waukesha County (Map 1). Ridership has ranged from 200 rides/day on weekdays and 20 rides/day on weekends. The route's productivity is approximately 5 passengers per bus hour. The funds provided to MCTS from the legal settlement are planned to expire in December 2018. Route 6 will be discontinued at that time.

DETERMINATION OF DISPARATE IMPACT AND/OR DISPROPORTIONATE BURDEN

In general, the determination is based on an assessment of whether the impact of the service change on the minority or low-income population is more or less than the impact on the non-minority or non-low-income population.

Map 1.
Route 6 - New Berlin Industrial Park (June 2018)



According to the 2010 Census, the minority population (defined as everyone not white-alone, non-Hispanic origin) of Milwaukee County is 45.7% while the low-income population (defined as people with incomes in the past 12 months below the poverty level) is 18%. The majority of both populations reside on the northwest side of Milwaukee County (Maps 2 and 3).

As a part of its annual assessment of compliance required by FTA, MCTS categorizes routes as “minority” and “non-minority” according to whether one-third of the route’s mileage travels within minority census tracts. A census tract was identified as minority if the percent of minority residents exceeded the countywide average. The same methodology was followed for the low-income population.

Route 6 was designed to connect disadvantaged communities on Milwaukee’s north and west sides to jobs in neighboring Waukesha County. The route’s considerable length contributes to only 27% of the route miles occurring in minority census tracts. However, GIS analysis of Route 6 reveals that 52% of the census tracts it serves in Milwaukee County are minority tracts. Thus, the elimination of Route 6 would

result in a disparate impact on the minority population or a disproportionate burden on the low-income population.

A GIS analysis of Route 6 revealed that it predominantly travels through minority and low-income census tracts (Maps 2 and 3) in Milwaukee County. Consequently, Route 6 would be defined as a minority and low-income route. Thus, the elimination of Route 6 would be a disparate impact on the minority population and a disproportionate burden on the low-income population.

MEASURES TO AVOID, MITIGATE OR MINIMIZE IMPACTS

The only way to continue Route 6 as it exists today would be to secure a source of funds to replace the funds from the legal settlement.

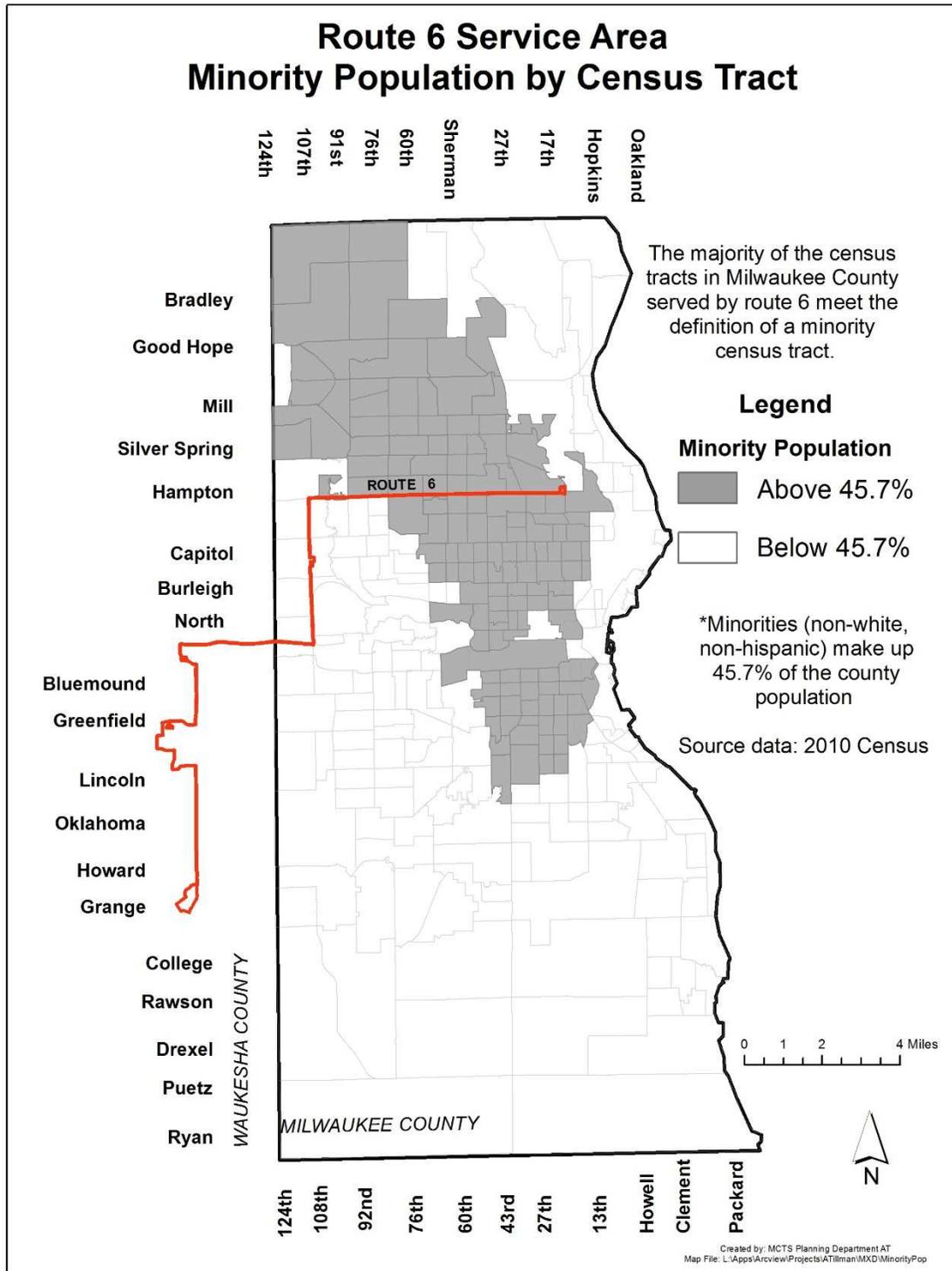
MCTS contacted Waukesha County to inquire about their interest in funding Route 6. Milwaukee County has a policy that transit extensions outside of Milwaukee County are to be funded by said county. Waukesha County acknowledged they could choose to fund a route in 2019 that serves the same businesses as Route 6 and connects with MCTS service. As the 2019 budget process is still underway, a final answer is not known at this time.

In the absence of new service, passengers would be able to ride the MCTS GoldLine to Brookfield Square. At that point, they would then have to walk, bike, or arrange for other transportation.

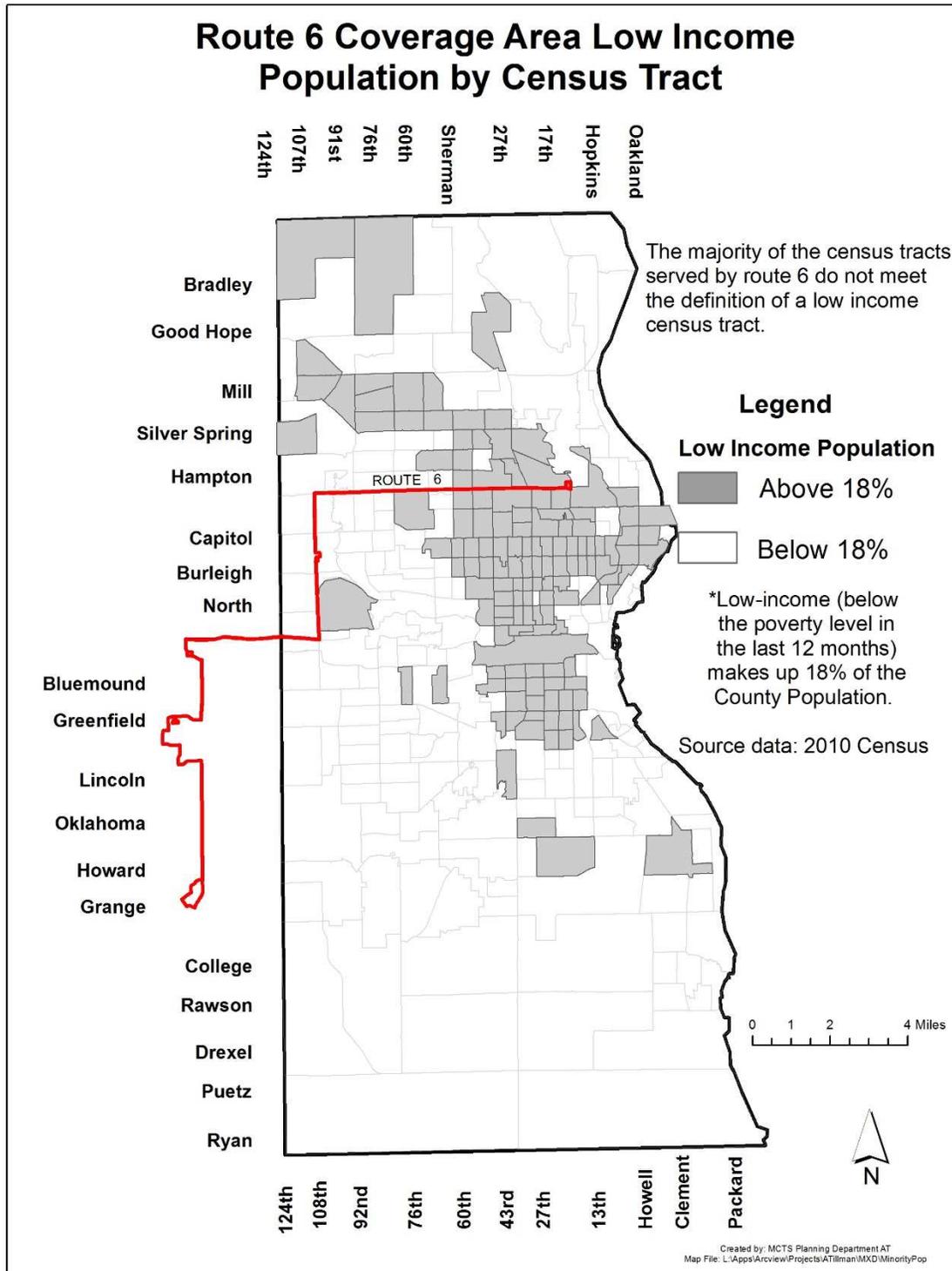
SUMMARY

- The funds from a legal settlement that created Route 6 will expire in December 2018 and result in the discontinuation of service.
- The elimination of Route 6 meets the threshold of a major service change and requires that MCTS perform a Service and Fare Equity Analysis to determine if a disparate impact or disproportionate burden would occur.
- As Route 6 serves a majority of minority and low-income census tracts in Milwaukee County, its elimination would be considered a disparate impact and a disproportionate burden on the minority and low-income population, respectively.
- MCTS does operate alternative service near much of Route 6, but passengers would be required to walk, bike, or drive/taxi to many of the businesses in Waukesha County that served by the route.

Map 2.
 Minority Population in Milwaukee County by Census Tract
 Route 6 Service Area



Map 3.
 Low-income Population in Milwaukee County by Census Tract
 Route 6 Service Area



**Milwaukee County Transit System
Interoffice Memorandum**

TO: File

FROM: Jesus Ochoa, Transit Planner I

SUBJECT: SAFE Analysis – Reduction of Night-time Service Route 33

DATE: February 7, 2019

The reduction of late evening service for Route 33 (Vliet-Juneau), resulting in the reduction of frequency along the route, meets the definition of a major service change and, per FTA rules, requires MCTS prepare a Service and Fare Equity Analysis (SAFE). The SAFE indicates whether the change has a disparate impact on the minority population or a disproportionate burden on the low-income population. If either impact does exist, MCTS must take steps to avoid, minimize, or mitigate the impacts where practicable.

BACKGROUND

Route 33 exists to transport passengers from the central-west side of the City of Milwaukee to Downtown Milwaukee. Service spans from 60th Street via Vliet Street and Juneau Avenue to Downtown Milwaukee (Map 1 and 2). Ridership on Route 33 averages about 500 rides/day on weekdays, about 200 rides/day on Saturdays and about 190 rides/day on Sundays. However, most of those rides occur during the day-time hours. About 50 rides occur along Route 33 in the late evening hours between 9:30 PM to 12 AM during the weekday with ridership really tailing off during that time-period on Saturdays (8 rides) and Sundays (9 rides). This results in 1 or 2 rides per trip during that time-period. To improve the efficiency of the transit system, these hours were chosen to be redistributed to other parts of the network with higher service demand. This change will be implemented in January 2019.

DETERMINATION OF DISPARATE IMPACT AND/OR DISPROPORTIONATE BURDEN

In general, the determination is based on an assessment of whether the impact of the service change on the minority or low-income population is more or less than the impact on the non-minority or non-low-income population.

Map 1.
Route 33 Vliet Juneau (February 2019)



Map 2.
Route 33 Vliet Juneau Downtown (February 2019)



According to the 2010 Census, the minority population (defined as everyone not white-alone, non-Hispanic origin) of Milwaukee County is 45.7% while the low-income population (defined as people with incomes in the past 12 months below the poverty level) is 18%. Most of both populations reside on the northwest side of Milwaukee County (Maps 3 and 4).

As a part of its annual assessment of compliance required by FTA, MCTS categorizes routes as “minority” and “non-minority” according to whether one-third of the route’s mileage travels within minority census tracts. A census tract was identified as minority if the percent of minority residents exceeded the countywide average. The same methodology was followed for the low-income population.

A GIS analysis of Route 33 revealed that it does predominantly travel through minority and low-income census tracts (Maps 3 and 4). Consequently, Route 33 would be defined as a minority and low-income route. Thus, the reduction of late evening service would cause a disparate impact on the minority population and a disproportionate burden on the low-income population.

MEASURES TO AVOID, MITIGATE OR MINIMIZE IMPACTS

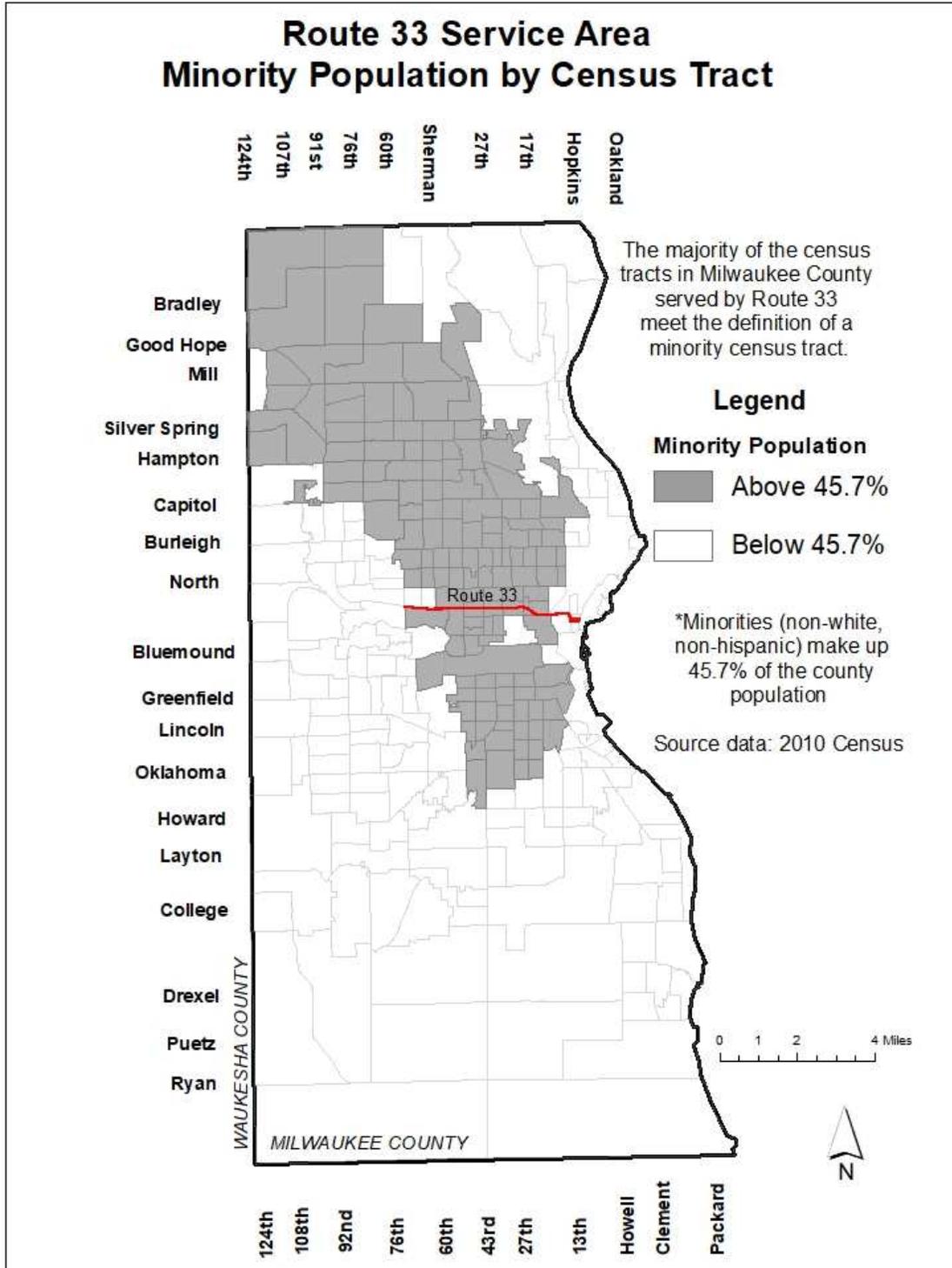
Although Route 33 is considered a minority and low-income route, MCTS does not believe that the service reduction will have a major impact. The route carries very few rides during the late evening time-period as noted above (50 during weekdays and less than 10 rides on Saturdays and Sundays), which justifies the new service that MCTS is proposing.

In addition, Route 33 riders have alternative options within ¼-mile with more frequent service during this same time-period. These routes include Routes 30, 30X, 31 and 57.

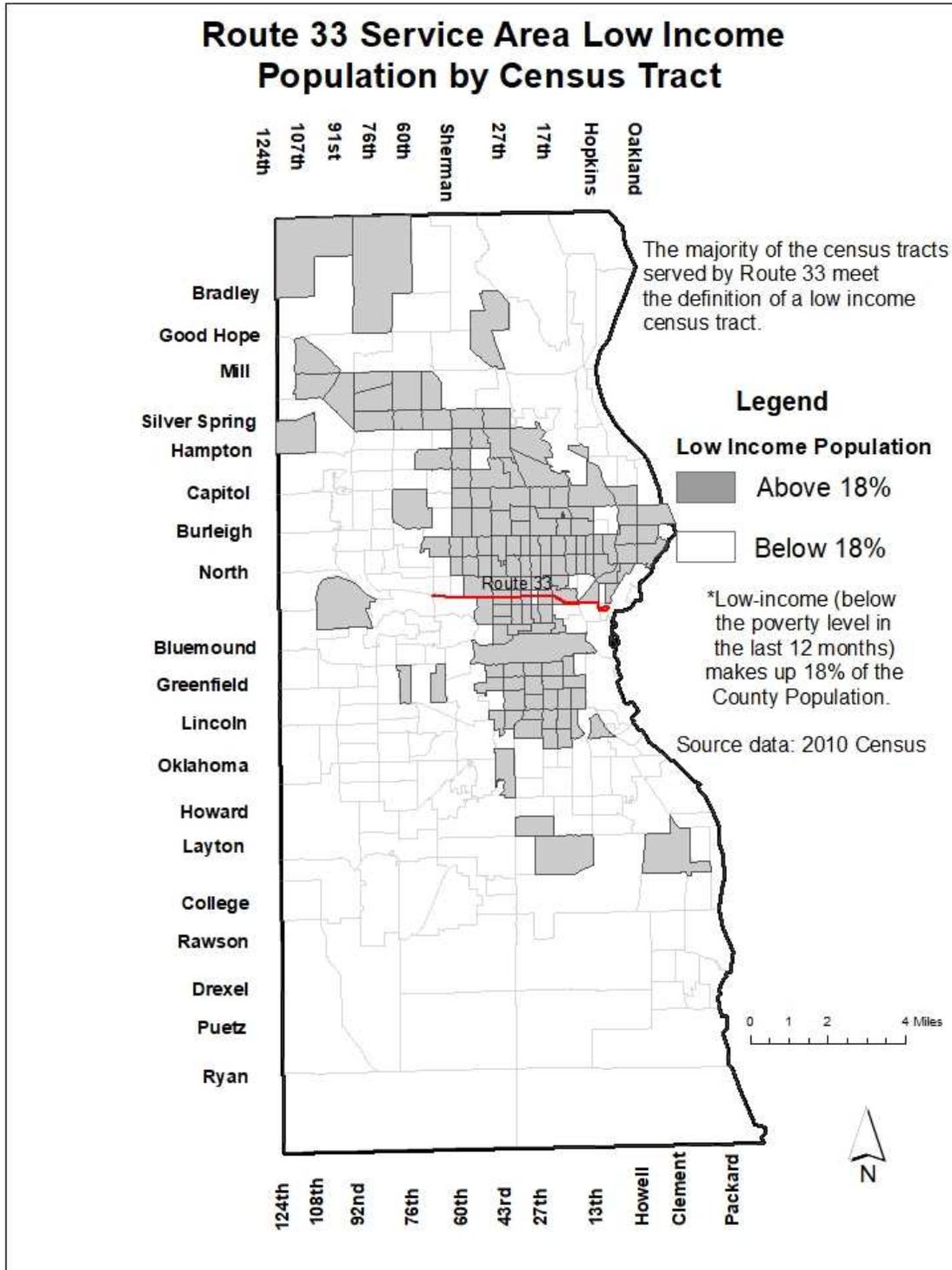
SUMMARY

- The reduction of late evening service on Route 33 meets the threshold of a major service change and requires that MCTS perform a Service and Fare Equity Analysis to determine if a disparate impact or disproportionate burden would occur.
- Route 33 does serve a majority of minority and low-income census tracts in Milwaukee County, so its reduction of late evening service would be considered a disparate impact and a disproportionate burden on the minority and low-income population.
- Extremely low ridership during the late evening time-period justifies the proposed reduction.
- Alternative routes with better frequency exist within ¼-mile of Route 33 to mitigate any adverse effects on the handful of riders (Routes 30, 30X, 31 and 57).

Map 3.
 Minority Population in Milwaukee County by Census Tract
 Route 33 Service Area



Map 4.
 Low-income Population in Milwaukee County by Census Tract
 Route 33 Service Area



**Milwaukee County Transit System
Interoffice Memorandum**

TO: File

FROM: Mitch Harris, Transit Planner

SUBJECT: SAFE Analysis – Service Reduction on Route 40 - College-Ryan Flyer

DATE: August 21, 2018

The elimination of service south of the College Park & Ride Lot for Route 40 (College-Ryan Flyer) meets the definition of a major service change and, per FTA rules, requires MCTS prepare a Service and Fare Equity Analysis (SAFE). The SAFE indicates whether the change has a disparate impact on the minority population or a disproportionate burden on the low-income population. If either impact does exist, MCTS must take steps to avoid, minimize, or mitigate the impacts where practicable.

Map 1.
(June 2018)
Route 40 College-Ryan Flyer

BACKGROUND

Route 40 exists to transport suburban commuters from southern Milwaukee County to Downtown Milwaukee. Service spans from the Ryan Road Park & Ride Lot and College Avenue Park & Ride Lot to Downtown Milwaukee via I-43 and I-94 (Map 1). Ridership on Route 40 has consistently been around 230 rides/day. However, most of those rides occur from the Park & Ride Lots and Downtown Milwaukee. The adjacent southeastern stops are in an automobile-oriented environment with little to no pedestrian infrastructure such as sidewalks. The Ryan Road Park & Ride Lot stop accounts for 70 rides/day. This stop was temporarily closed due to construction in 2018 and it was decided to make this permanent due to the cost savings in the 2019 Budget as of January 2019.

DETERMINATION OF DISPARATE IMPACT AND/OR DISPROPORTIONATE BURDEN

In general, the determination is based on an assessment of whether the impact of the service change on the minority or low-income population is more or less than the impact on the non-minority or non-low-income population.

According to the 2010 Census, the minority population (defined as everyone not white-alone, non-Hispanic origin) of Milwaukee County is 45.7% while the low-income population (defined as people with incomes in the past 12 months below the poverty level) is 18%. The majority of both populations reside on the northwest side of Milwaukee County (Maps 2 and 3).

As a part of its annual assessment of compliance required by FTA, MCTS categorizes routes as “minority” and “non-minority” according to whether one-third of the route’s mileage travels within minority census tracts. A census tract was identified as minority if the percent of minority residents exceeded the countywide average. The same methodology was followed for the low-income population.

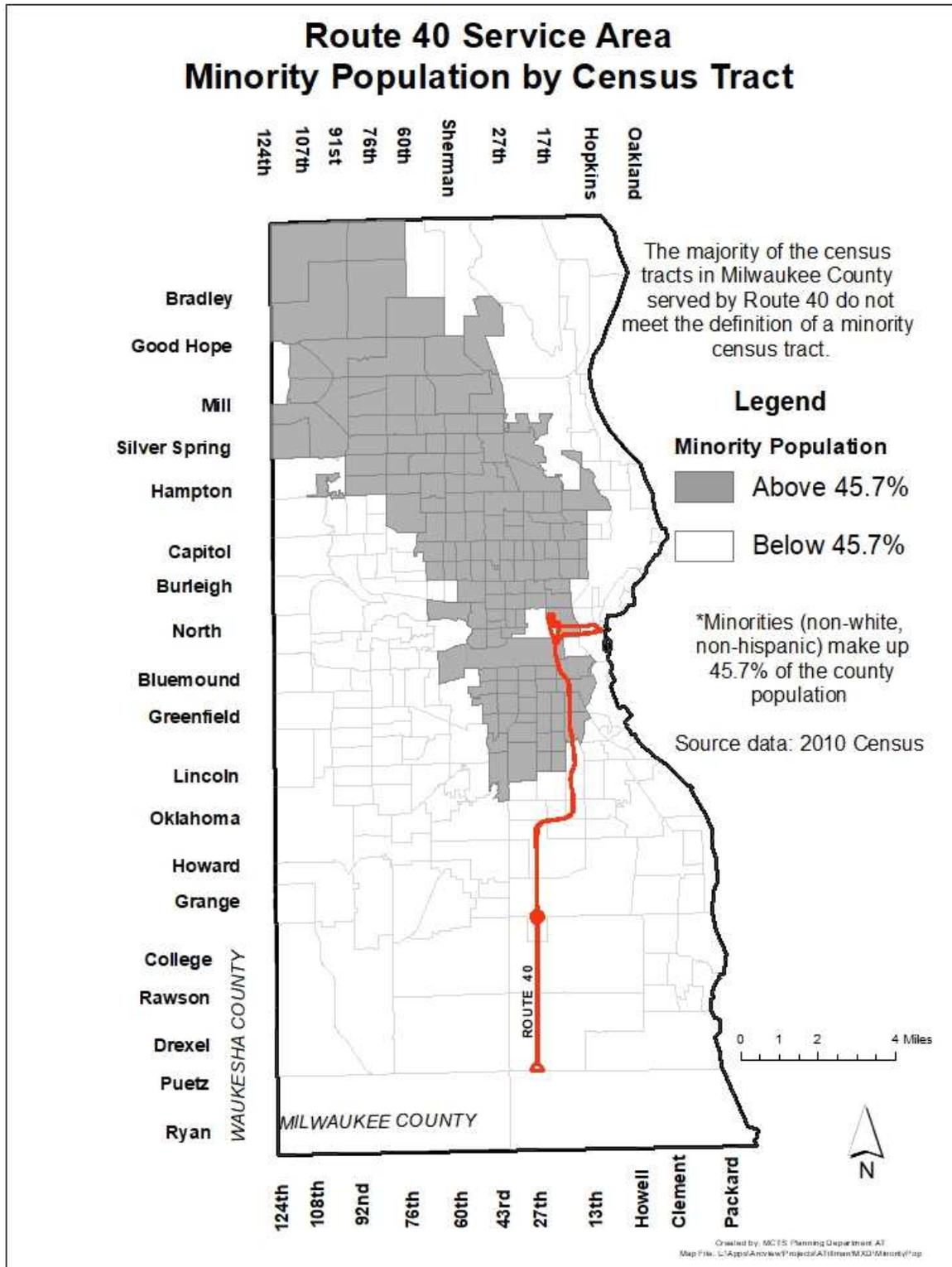


A GIS analysis of Route 40 revealed that it does travel through minority and low-income census tracts (Maps 2 and 3). However, its bus stops are located at the two ends of the route which are not predominantly minority or low-income. Consequently, Route 40 would not be defined as a minority and low-income route. Thus, the elimination of service south of the Ryan Park & Ride Lot would not cause a disparate impact on the minority population and a disproportionate burden on the low-income population.

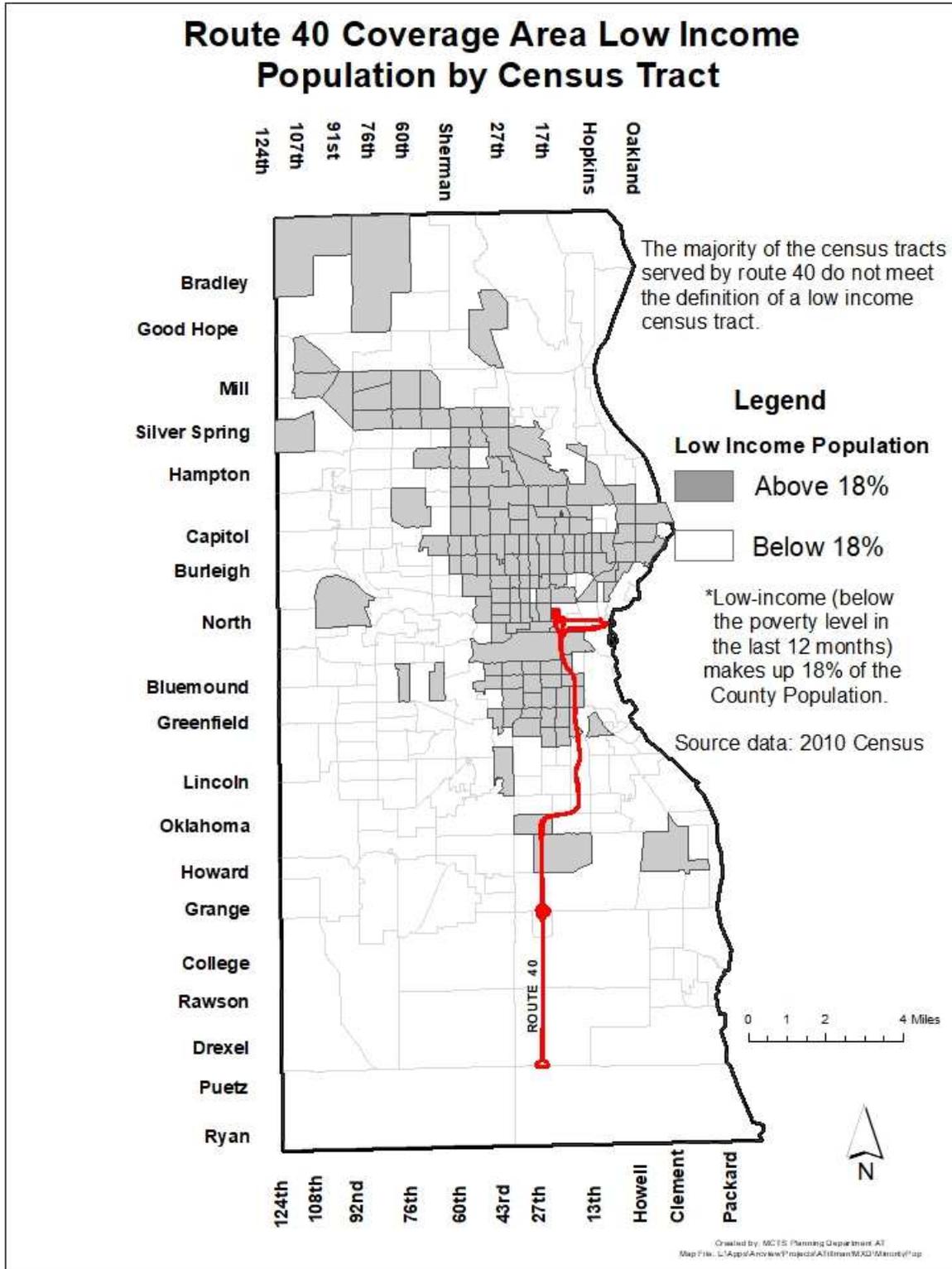
SUMMARY

- The elimination of service south of the Ryan Park & Ride Lot on Route 40 meets the threshold of a major service change and requires that MCTS perform a Service and Fare Equity Analysis to determine if a disparate impact or disproportionate burden would occur.
- Route 40 does not serve a majority of minority and low-income census tracts in Milwaukee County as many of the bus stops are located at the two ends of the route, so its elimination would not be considered a disparate impact and a disproportionate burden on the minority and low-income population, respectively.

Map 2.
 Minority Population in Milwaukee County by Census Tract
 Route 40 Service Area



Map 3.
 Low-income Population in Milwaukee County by Census Tract
 Route 40 Service Area



**Milwaukee County Transit System
Interoffice Memorandum**

TO: File

FROM: Mitch Harris, Transit Planner II

SUBJECT: SAFE Analysis – Elimination of Route 61 - Appleton-Keefe

DATE: July 10, 2018

The elimination of Route 61 (Appleton-Keefe) meets the definition of a major service change and, per FTA rules, requires MCTS prepare a Service and Fare Equity Analysis (SAFE). The SAFE indicates whether the change has a disparate impact on the minority population or a disproportionate burden on the low-income population. If either impact does exist, MCTS must take steps to avoid, minimize, or mitigate the impacts where practicable.

BACKGROUND

Route 61 was created in 2014 using \$11.5 million in funds from a legal settlement between the Black Health Coalition of Wisconsin (BHCW) and Milwaukee Inner City Congregations Allied for Hope (MICAH) against the State of Wisconsin Department of Transportation (WisDOT) and the U.S. Department of Transportation. Service operates from the central city of Milwaukee to businesses in Waukesha County (Map 1). Ridership has ranged from 1,000 rides/day on weekdays to 500 rides/day on weekends. The route's productivity is approximately 10 passengers per bus hour. The funds provided to MCTS from the legal settlement are planned to expire in December 2018. Route 61 will be discontinued at that time.

DETERMINATION OF DISPARATE IMPACT AND/OR DISPROPORTIONATE BURDEN

In general, the determination is based on an assessment of whether the impact of the service change on the minority or low-income population is more or less than the impact on the non-minority or non-low-income population.

According to the 2010 Census, the minority population (defined as everyone not white-alone, non-Hispanic origin) of Milwaukee County is 45.7% while the low-income population (defined as people with incomes in the past 12 months below the poverty level) is 18%. The majority of both populations reside on the northwest side of Milwaukee County (Maps 2 and 3).

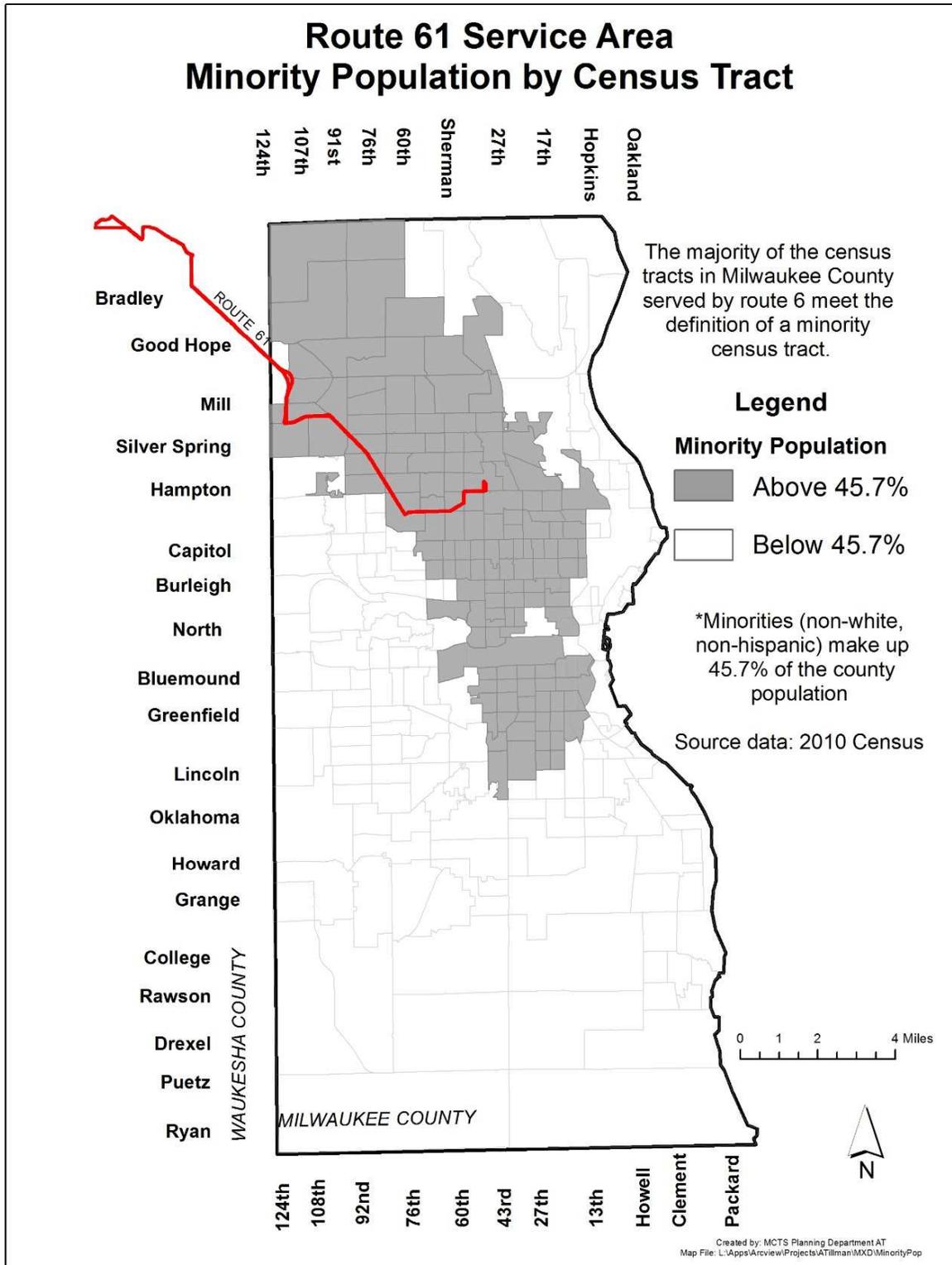
As a part of its annual assessment of compliance required by FTA, MCTS categorizes routes as "minority" and "non-minority" according to whether one-third of the route's mileage travels within minority census tracts. A census tract was identified as minority if the percent of minority residents exceeded the countywide average. The same methodology was followed for the low-income population.

A GIS analysis of Route 61 revealed that it predominantly travels through minority and low-income census tracts (Maps 2 and 3). Consequently, Route 61 would be defined as a minority and low-income route. Thus, the elimination of Route 61 would be a disparate impact on the minority population and a disproportionate burden on the low-income population.

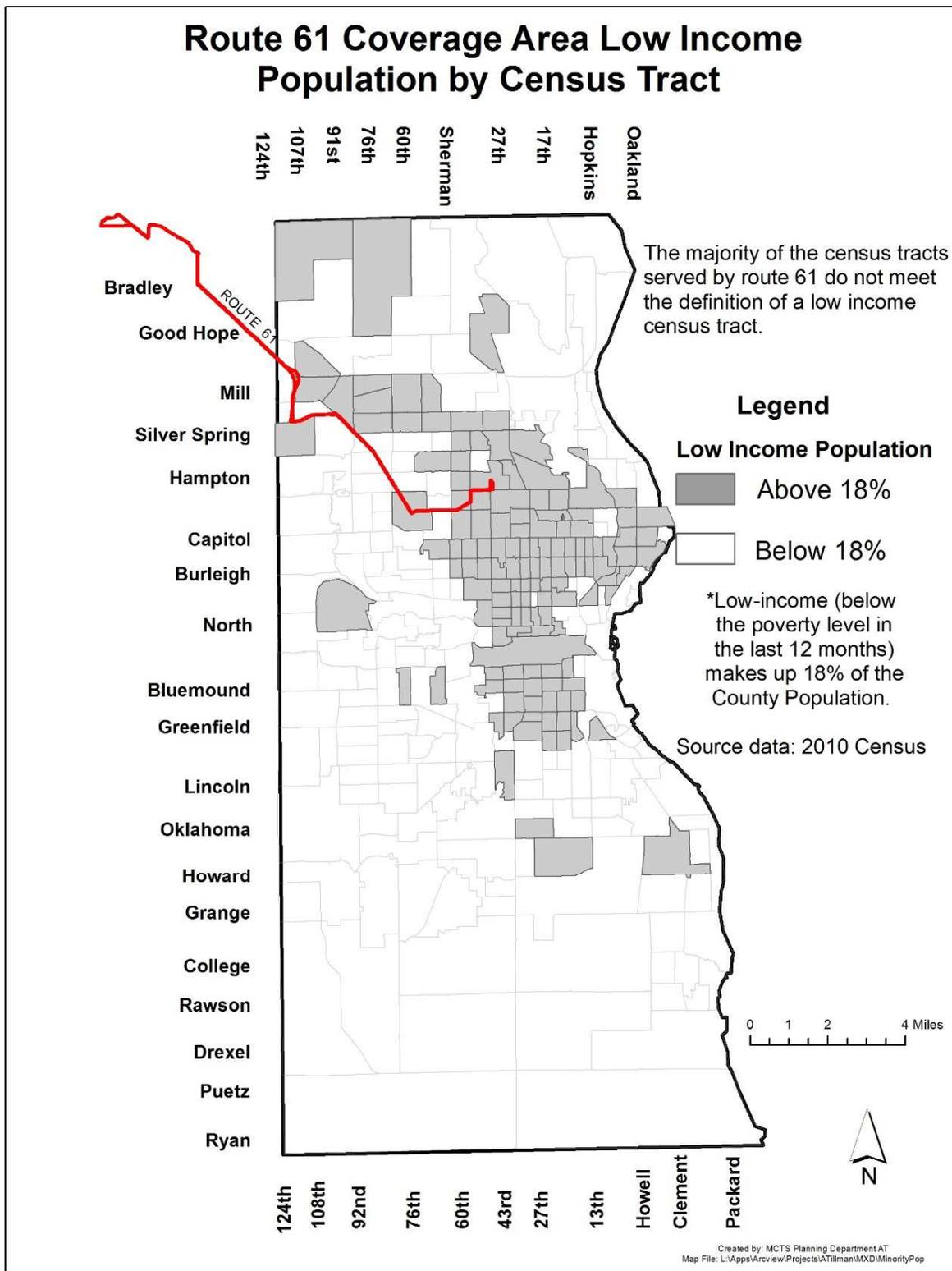
SUMMARY

- The funds from a legal settlement that created Route 61 will expire in December 2018 and result in the discontinuation of service.
- The elimination of Route 61 meets the threshold of a major service change and requires that MCTS perform a Service and Fare Equity Analysis to determine if a disparate impact or disproportionate burden would occur.
- As Route 61 serves a majority of minority and low-income census tracts in Milwaukee County, its elimination would be considered a disparate impact and a disproportionate burden on the minority and low-income population, respectively.
- The only alternative service for passengers using Route 61 outside of Milwaukee County will be Route 79 which has very limited weekday-only service.
- Route 61 riders in Milwaukee County could use Route 57 if and when this route is reconfigured to serve Appleton Avenue.

Map 2.
 Minority Population in Milwaukee County by Census Tract
 Route 61 Service Area



Map 3.
 Low-income Population in Milwaukee County by Census Tract
 Route 61 Service Area



**Milwaukee County Transit System
Interoffice Memorandum**

TO: File

FROM: Jesus Ochoa, Transit Planner I

SUBJECT: SAFE Analysis – Service Reduction on Route 43 - Hales Corners Flyer

DATE: August 21, 2018

The elimination of service southeast of the Hales Corners Park & Ride Lot for Route 43 (Hales Corners Flyer) meets the definition of a major service change and, per FTA rules, requires MCTS prepare a Service and Fare Equity Analysis (SAFE). The SAFE indicates whether the change has a disparate impact on the minority population or a disproportionate burden on the low-income population. If either impact does exist, MCTS must take steps to avoid, minimize, or mitigate the impacts where practicable.

BACKGROUND

Route 43 exists to transport suburban commuters from Hales Corners to Downtown Milwaukee. Service spans from the Hales Corners Park & Ride Lot and adjacent residential stops to Downtown Milwaukee via I-43 and I-94 (Map 1). Ridership on Route 43 has consistently been around 230 rides/day. However, most of those rides occur from the Park & Ride Lots and Downtown Milwaukee. The adjacent southeastern stops are in an automobile-oriented environment with little to no pedestrian infrastructure such as sidewalks. These stops account for 12 rides/day and the segment's productivity is approximately 8 passengers per bus hour. To improve productivity of Route 43, this segment has been identified for elimination in the 2019 Budget in March 2019.

DETERMINATION OF DISPARATE IMPACT AND/OR DISPROPORTIONATE BURDEN

In general, the determination is based on an assessment of whether the impact of the service change on the minority or low-income population is more or less than the impact on the non-minority or non-low-income population.

Map 1.
Route 43 Hales Corners Flyer (June 2018)



According to the 2010 Census, the minority population (defined as everyone not white-alone, non-Hispanic origin) of Milwaukee County is 45.7% while the low-income population (defined as people with incomes in the past 12 months below the poverty level) is 18%. The majority of both populations reside on the northwest side of Milwaukee County (Maps 2 and 3).

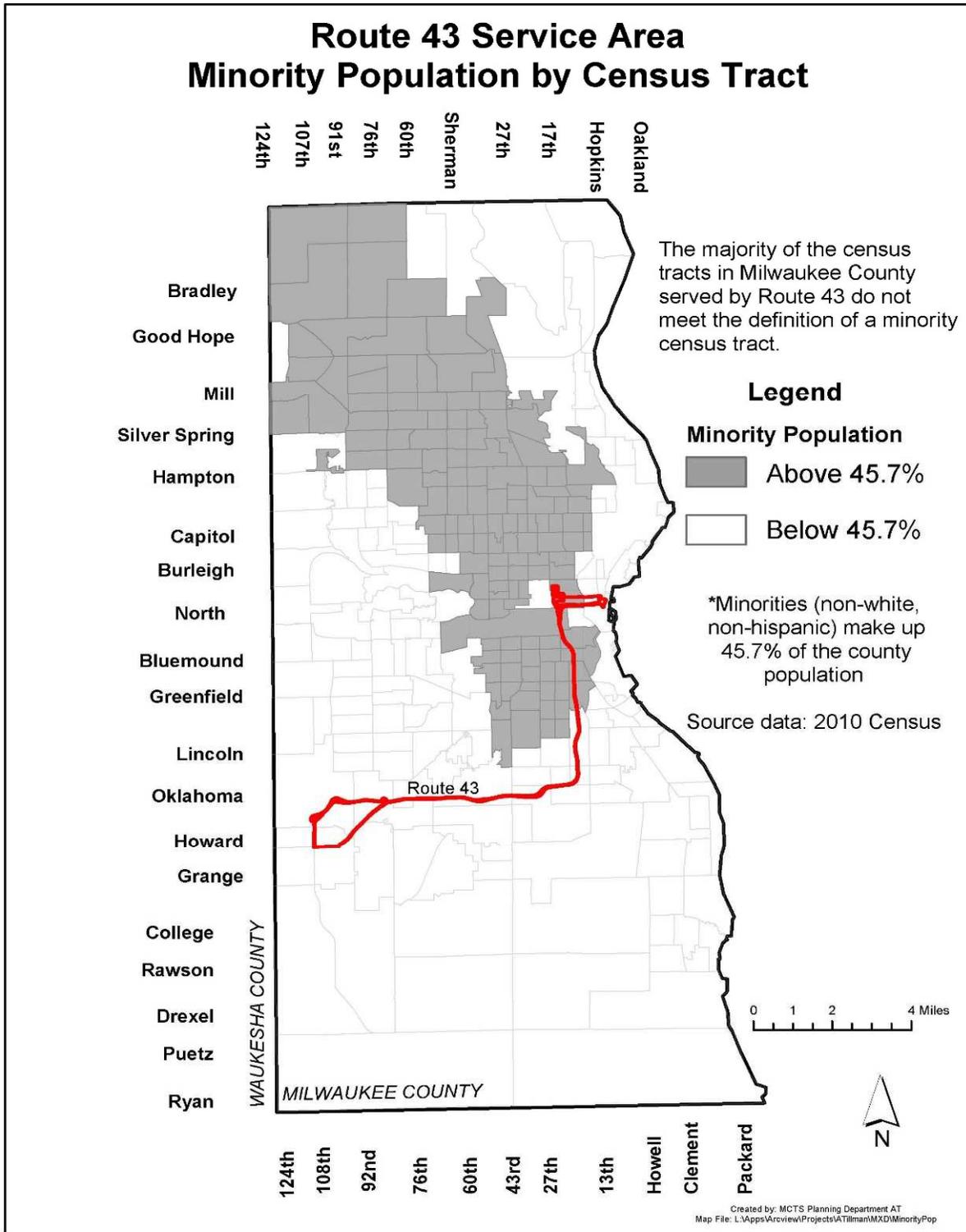
As a part of its annual assessment of compliance required by FTA, MCTS categorizes routes as “minority” and “non-minority” according to whether one-third of the route’s mileage travels within minority census tracts. A census tract was identified as minority if the percent of minority residents exceeded the countywide average. The same methodology was followed for the low-income population.

A GIS analysis of Route 43 revealed that it does travel through minority and low-income census tracts (Maps 2 and 3). However, its bus stops are located at the two ends of the route which are not predominantly minority or low-income. Consequently, Route 43 would not be defined as a minority and low-income route. Thus, the elimination of service southeast of the Hales Corners Park & Ride Lot on Route 43 would not cause a disparate impact on the minority population and a disproportionate burden on the low-income population.

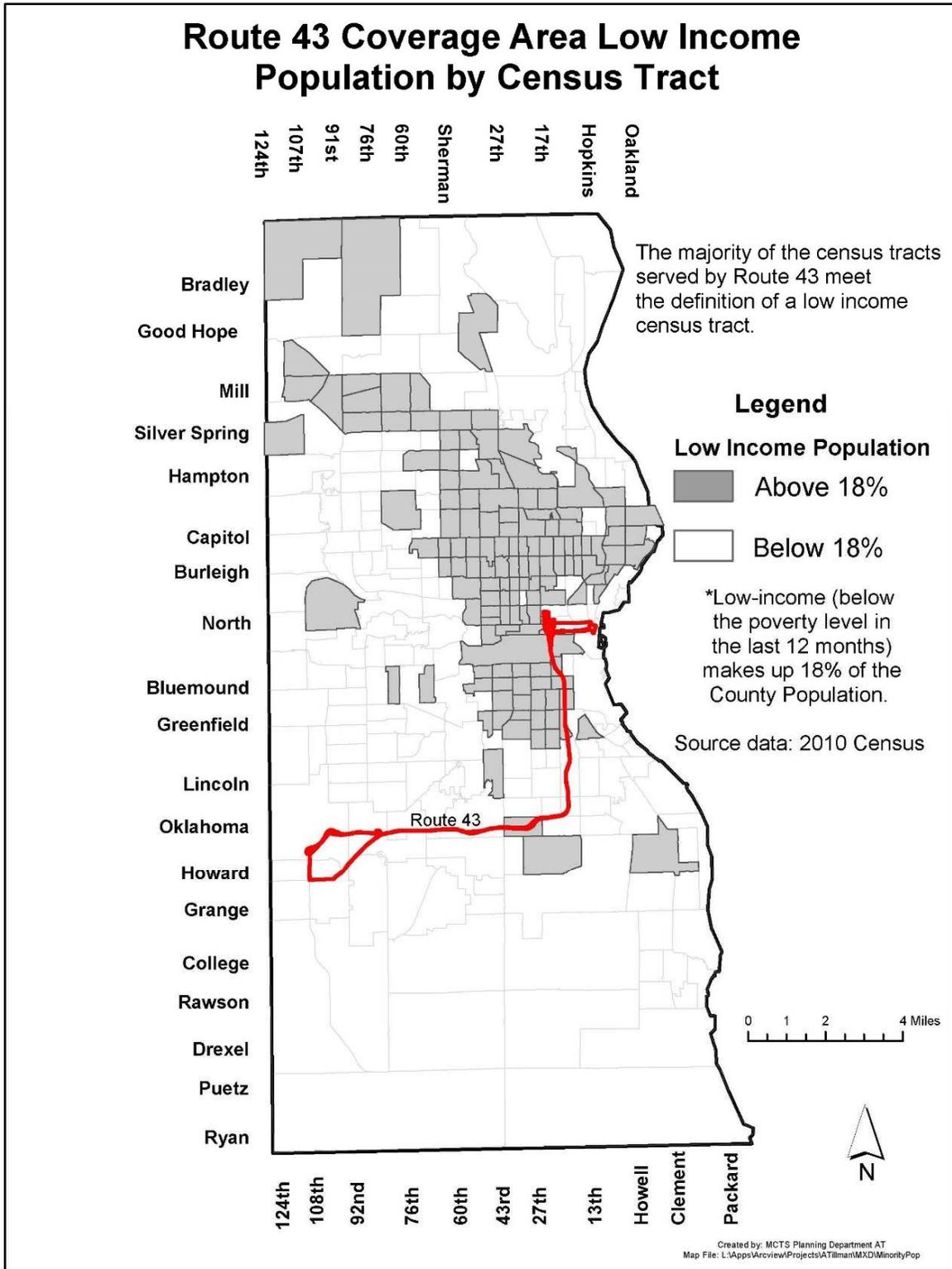
SUMMARY

- The elimination of service southeast of the Hales Corners Park & Ride Lot on Route 43 meets the threshold of a major service change and requires that MCTS perform a Service and Fare Equity Analysis to determine if a disparate impact or disproportionate burden would occur.
- Route 43 does not serve a majority of minority and low-income census tracts in Milwaukee County as many of the bus stops are located at the two ends of the route, so its elimination would not be considered a disparate impact and a disproportionate burden on the minority and low-income population.

Map 2.
 Minority Population in Milwaukee County by Census Tract
 Route 43 Service Area



Map 3.
 Low-income Population in Milwaukee County by Census Tract
 Route 43 Service Area



**Milwaukee County Transit System
Interoffice Memorandum**

TO: File

FROM: Josie Willman, Schedule & Planning Intern

SUBJECT: SAFE Analysis – Service Reduction on Route 44 - National Flyer

DATE: August 3, 2018

The elimination of service west of State Fair Park & Ride Lot for Route 44 (National Flyer) meets the definition of a major service change and, per FTA rules, requires MCTS prepare a Service and Fare Equity Analysis (SAFE). The SAFE indicates whether the change has a disparate impact on the minority population or a disproportionate burden on the low-income population. If either impact does exist, MCTS must take steps to avoid, minimize, or mitigate the impacts where practicable.

BACKGROUND

Route 44 exists to transport workers in Hales Corners and West Allis to Downtown Milwaukee and back each day. It serves major ridership generators like the State Fair Park & Ride Lot. Ridership is approximately 150 rides/day on weekdays, and the route's productivity is approximately 13 passengers per bus hour. In recent years, ridership on all MCTS Freeway Flyer routes has seen a significant decrease due to a variety of reasons like an increase of people working from home, decrease of car ownership costs, etc. Therefore, to improve these routes' productivity and efficiency, seldom used segments of each Flyer route have been identified for elimination in the 2019 Budget in March 2019.

DETERMINATION OF DISPARATE IMPACT AND/OR DISPROPORTIONATE BURDEN

In general, the determination is based on an assessment of whether the impact of the service change on the minority or low-income population is more or less than the impact on the non-minority or non-low-income population.

Map 1.
Route 44 - National Flyer (June 2018)



According to the 2010 Census, the minority population (defined as everyone not white-alone, non-Hispanic origin) of Milwaukee County is 45.7% while the low-income population (defined as people with incomes in the past 12 months below the poverty level) is 18%. The majority of both populations reside on the northwest side of Milwaukee County (Maps 2 and 3).

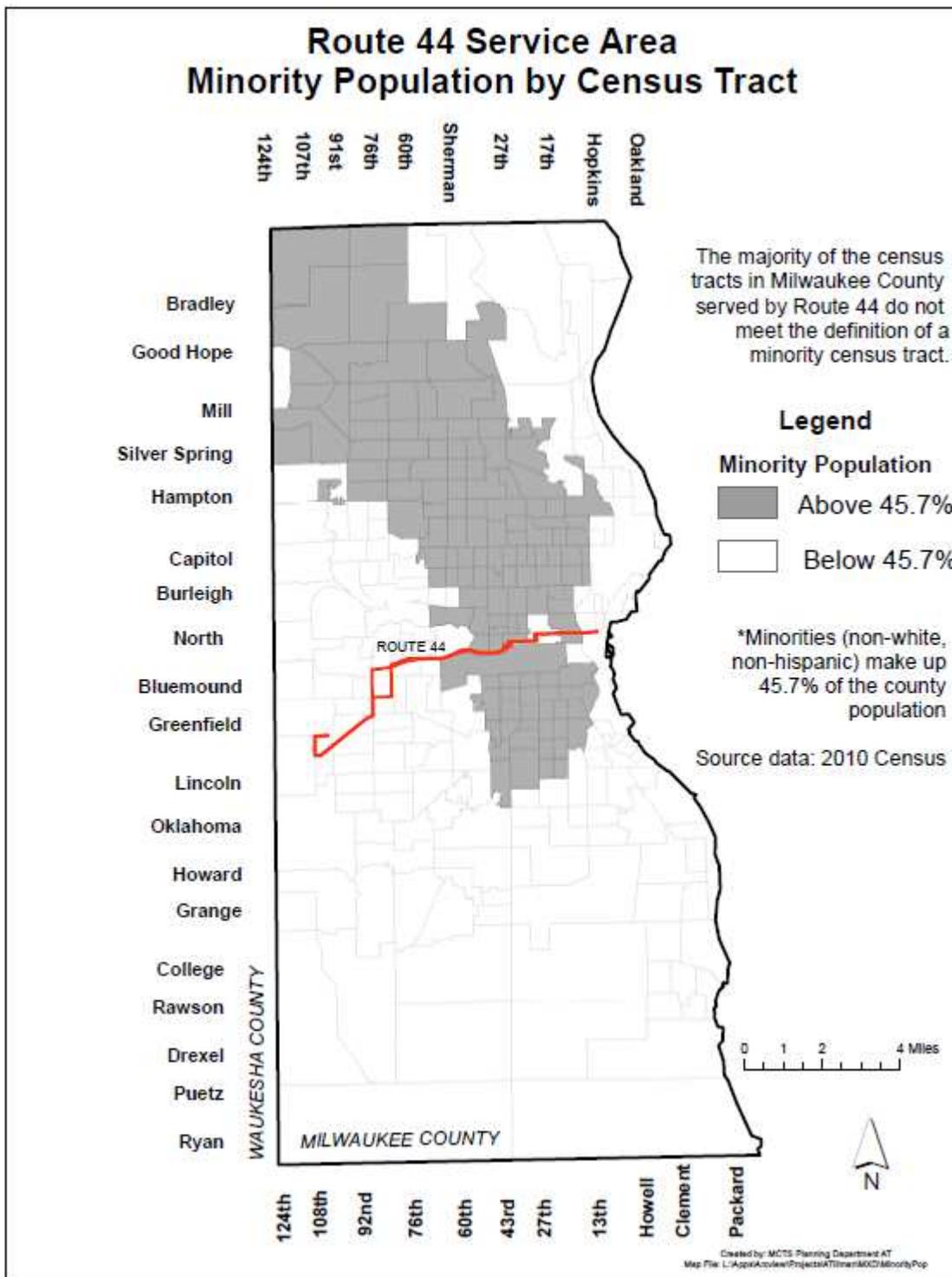
As a part of its annual assessment of compliance required by FTA, MCTS categorizes routes as “minority” and “non-minority” according to whether one-third of the route’s mileage travels within minority census tracts. A census tract was identified as minority if the percent of minority residents exceeded the countywide average. The same methodology was followed for the low-income population.

A GIS analysis of Route 44 revealed that it does not predominantly travel through minority and low-income census tracts (Maps 2 and 3). This route’s one-way mileage is 9.52 miles, and the route does not have a bus stop located in every census tract it passes through. Of the census tracts that do have a bus stop, a GIS analysis revealed that 4% of the census tracts it serves in Milwaukee County are minority tracts and 17% are low-income tracts. Consequently, Route 44 would not be defined as a minority and low-income route. Thus, the elimination of service west of State Fair Park & Ride Lot on Route 44 would not cause a disparate impact on the minority population and a disproportionate burden on the low-income population.

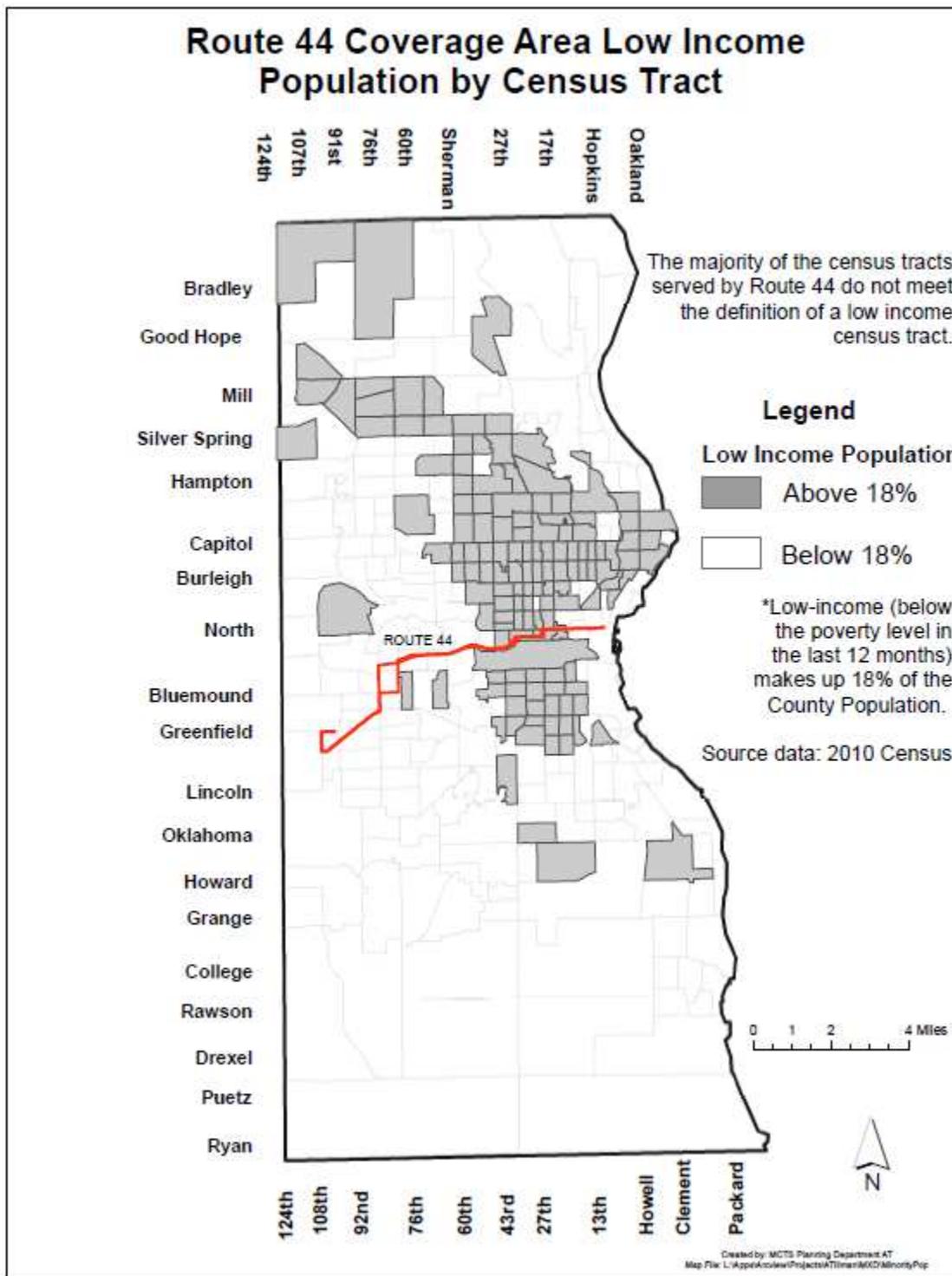
SUMMARY

- The elimination of service west of State Fair Park & Ride Lot on Route 44 meets the threshold of a major service change and requires that MCTS perform a Service and Fare Equity Analysis to determine if a disparate impact or disproportionate burden would occur.
- Route 44 does not serve a majority of minority and low-income census tracts in Milwaukee County, so its service elimination would not be considered a disparate impact and a disproportionate burden on the minority and low-income population.

Map 2.
 Minority Population in Milwaukee County by Census Tract
 Route 44 Service Area



Map 3.
Low-income Population in Milwaukee County by Census Tract
Route 44 Service Area



Milwaukee County Transit System Interoffice Memorandum

TO: File

FROM: Mitch Harris, Transit Planner

SUBJECT: SAFE Analysis – Service Reduction on Route 46 - Loomis Flyer

DATE: August 21, 2018

The elimination of Route 46 service west of the Loomis Park & Ride Lot meets the definition of a major service change and, per FTA rules, requires MCTS prepare a Service and Fare Equity Analysis (SAFE). The SAFE indicates whether the change has a disparate impact on the minority population or a disproportionate burden on the low-income population. If either impact does exist, MCTS must take steps to avoid, minimize, or mitigate the impacts where practicable.

BACKGROUND

Route 46 exists to transport suburban commuters from the southwest portion of Milwaukee County to Downtown Milwaukee. The segment of service from the Loomis Park & Ride Lot west to Southridge Mall on S. 76th Street & Grange Avenue (Map 1) has been analyzed for productivity. Ridership on Route 46 has averaged about 130 rides/day. However, most of those rides occur at the Loomis and Holt Park & Ride Lot and Downtown Milwaukee. The bus stops around Southridge account for about 12 rides/day and the segment's productivity is approximately 6 passengers per bus hour. To improve productivity of Route 46, this segment has been identified for elimination in the 2019 Budget in March 2019.

DETERMINATION OF DISPARATE IMPACT AND/OR DISPROPORTIONATE BURDEN

In general, the determination is based on an assessment of whether the impact of the service change on the minority or low-income population is more or less than the impact on the non-minority or non-low-income population.



According to the 2010 Census, the minority population (defined as everyone not white-alone, non-Hispanic origin) of Milwaukee County is 45.7% while the low-income population (defined as people with incomes in the past 12 months below the poverty level) is 18%. The majority of both populations reside on the northwest side of Milwaukee County (Maps 2 and 3).

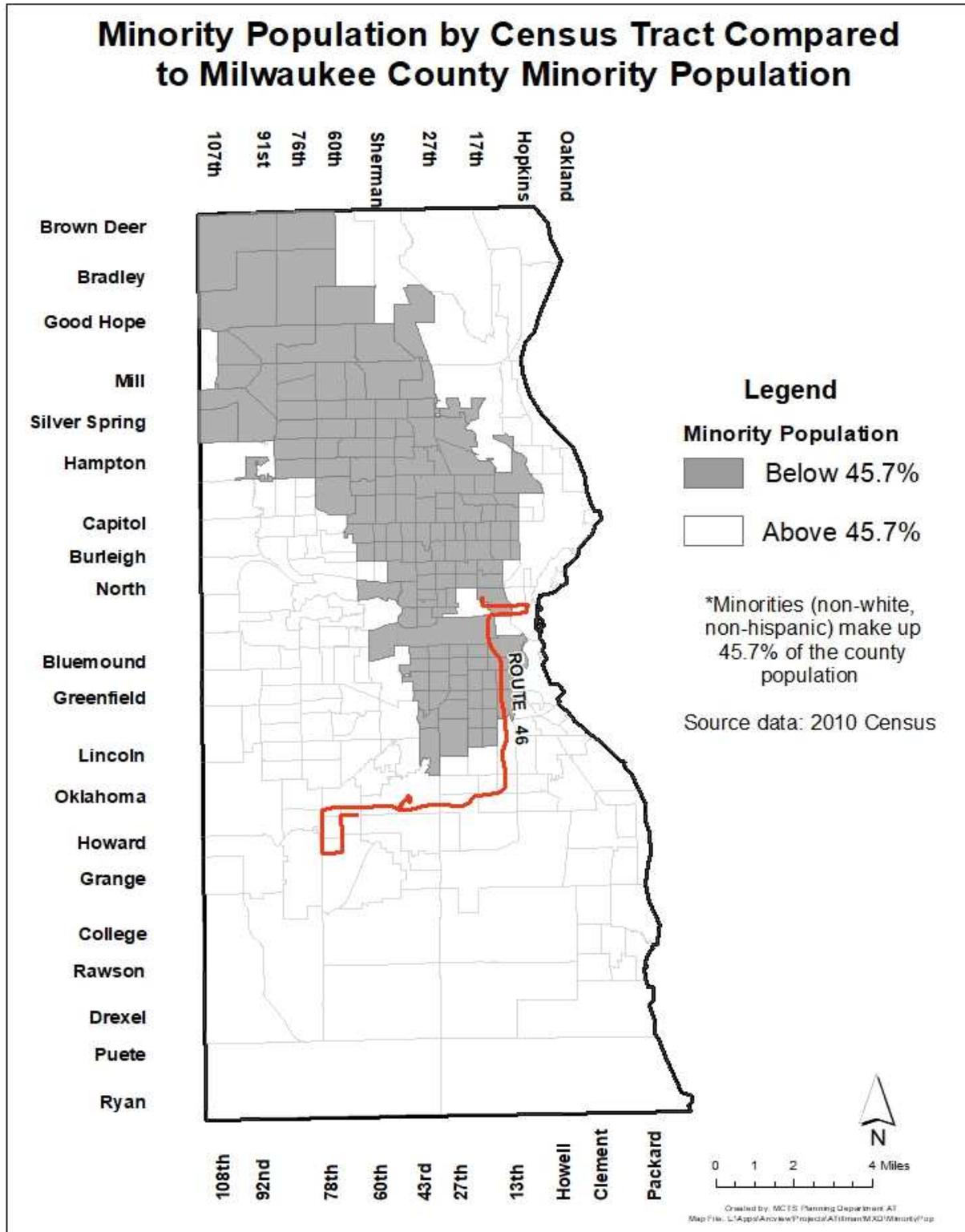
As a part of its annual assessment of compliance required by FTA, MCTS categorizes routes as “minority” and “non-minority” according to whether one-third of the route’s mileage travels within minority census tracts. A census tract was identified as minority if the percent of minority residents exceeded the countywide average. The same methodology was followed for the low-income population.

A GIS analysis of Route 46 revealed that it does not predominantly travel through minority and low-income census tracts (Maps 2 and 3). The portion of the route that does travel through minority or low-income census tracts is via the Interstate where no bus stops are located. Consequently, Route 46 would not be defined as a minority and low-income route. Thus, the elimination of Route 46 service west of the Loomis Park & Ride Lot to Southridge Mall would not cause a disparate impact on the minority population nor a disproportionate burden on the low-income population.

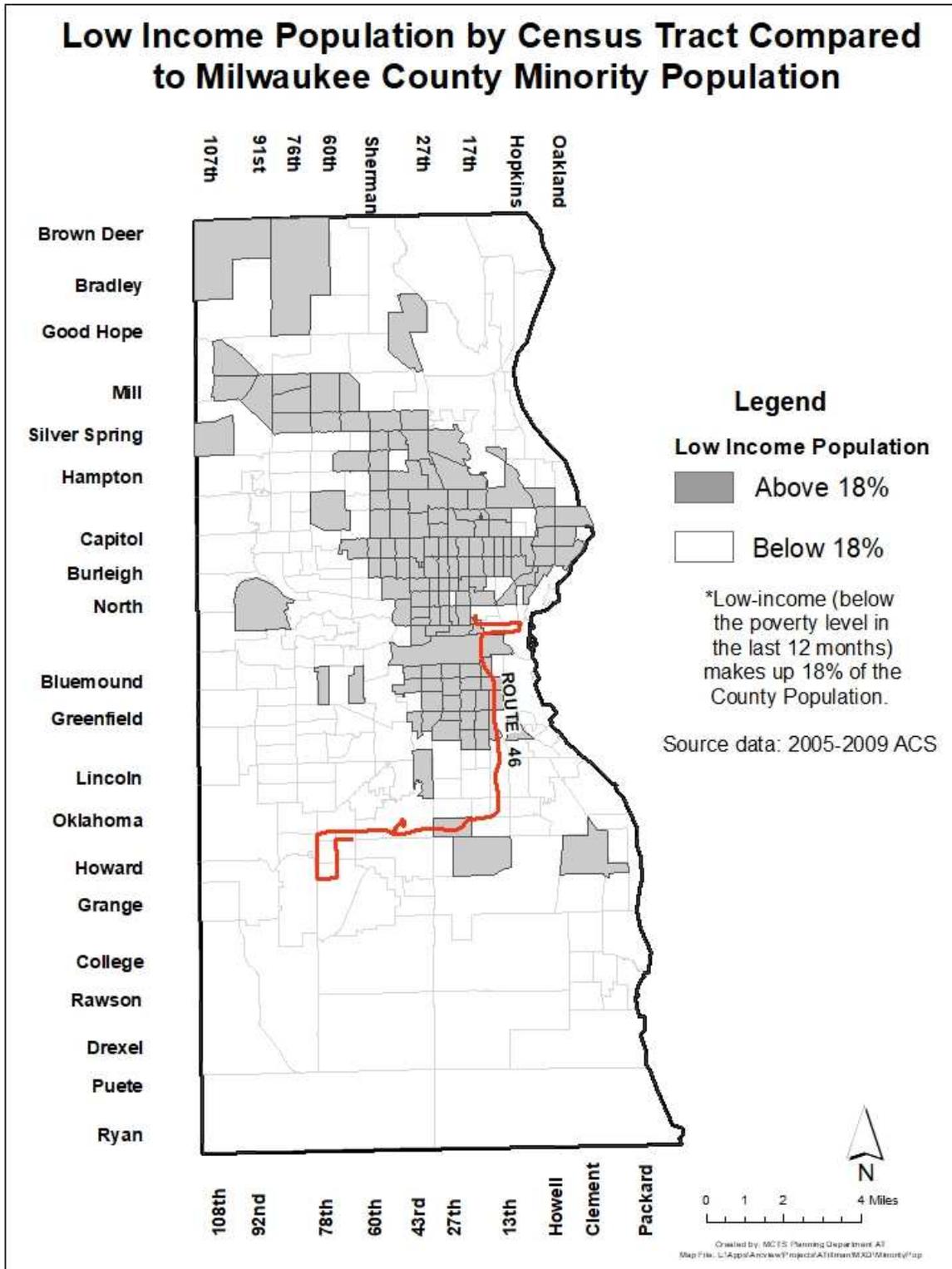
SUMMARY

- The elimination of Southridge service on Route 46 meets the threshold of a major service change and requires that MCTS perform a Service and Fare Equity Analysis to determine if a disparate impact or disproportionate burden would occur.
- Route 46 does not serve a majority of minority and low-income census tracts in Milwaukee County, so the elimination of service west of the Loomis Park & Ride Lot to Southridge Mall would not be considered a disparate impact and a disproportionate burden on the minority and low-income population.

Map 2.
 Minority Population in Milwaukee County by Census Tract
 Route 46 Service Area



Map 3.
 Low-income Population in Milwaukee County by Census Tract
 Route 46 Service Area



**Milwaukee County Transit System
Interoffice Memorandum**

TO: File

FROM: Jesus Ochoa, Transit Planner I

SUBJECT: SAFE Analysis – Service Reduction on Route 48 - South Shore Flyer

DATE: August 21, 2018

The elimination of service south of Drexel Boulevard on Route 48 (South Shore Flyer) meets the definition of a major service change and, per FTA rules, requires MCTS prepare a Service and Fare Equity Analysis (SAFE). The SAFE indicates whether the change has a disparate impact on the minority population or a disproportionate burden on the low-income population. If either impact does exist, MCTS must take steps to avoid, minimize, or mitigate the impacts where practicable.

BACKGROUND

Route 48 exists to transport suburban commuters from South Shore communities to Downtown Milwaukee. Service spans from Ryan Road through Oak Creek via South Chicago Avenue, Packard Avenue and I-794 to Downtown Milwaukee (Map 1). Ridership on Route 48 has ranged between 180-200 rides/day. However, most of those rides occur north of Drexel Boulevard and in Downtown Milwaukee. The bus stops south of Drexel along Chicago Avenue account for 11 rides/day and the segment's productivity is approximately 6 passengers per bus hour. To improve productivity of Route 48, this segment has been identified in the 2019 Budget for elimination in March 2019.

DETERMINATION OF DISPARATE IMPACT AND/OR DISPROPORTIONATE BURDEN

In general, the determination is based on an assessment of whether the impact of the service change on the minority or low-income population is more or less than the impact on the non-minority or non-low-income population.

According to the 2010 Census, the minority population (defined as everyone not white-alone, non-Hispanic origin) of Milwaukee County is 45.7% while the low-income population (defined as people with incomes in the past 12 months below the poverty level) is 18%. The majority of both populations reside on the northwest side of Milwaukee County (Maps 2 and 3).

As a part of its annual assessment of compliance required by FTA, MCTS categorizes routes as "minority" and "non-minority" according to whether one-third of the route's mileage travels within minority census tracts. A census tract was identified as minority if the percent of minority residents exceeded the countywide average. The same methodology was followed for the low-income population.

A GIS analysis of Route 48 revealed that it does not predominantly travel through minority and low-income census tracts (Maps 2 and 3). The portion of the route that does travel through minority or low-income census tracts is via the Interstate where no bus stops are located. Consequently, Route 48 would not be defined as a minority and low-income route. Thus, the elimination of service south of Drexel Boulevard on Route 48 would not cause a disparate impact on the minority population nor a disproportionate burden on the low-income population.

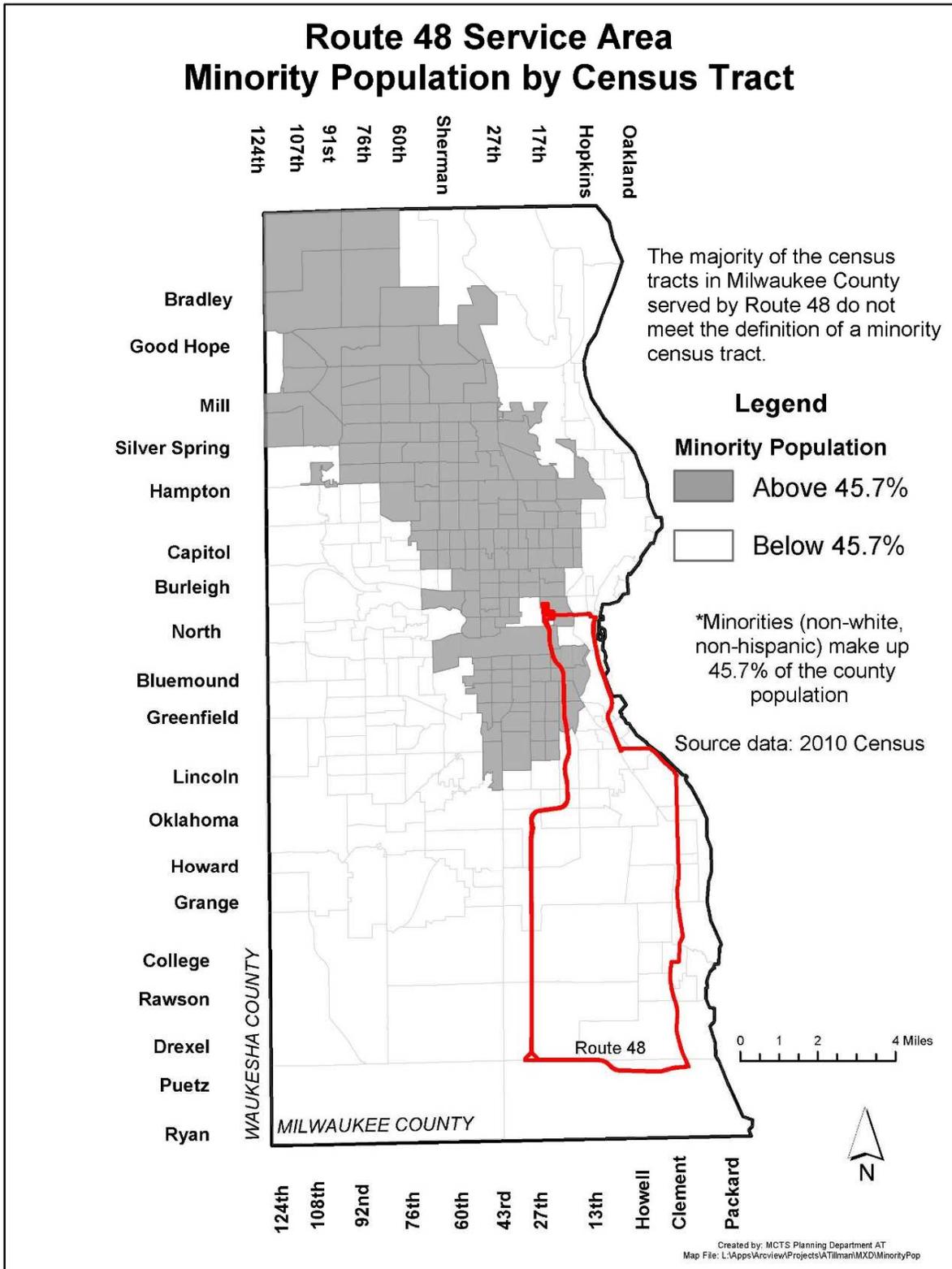
Map 1.
Route 48 South Shore Flyer (June 2018)



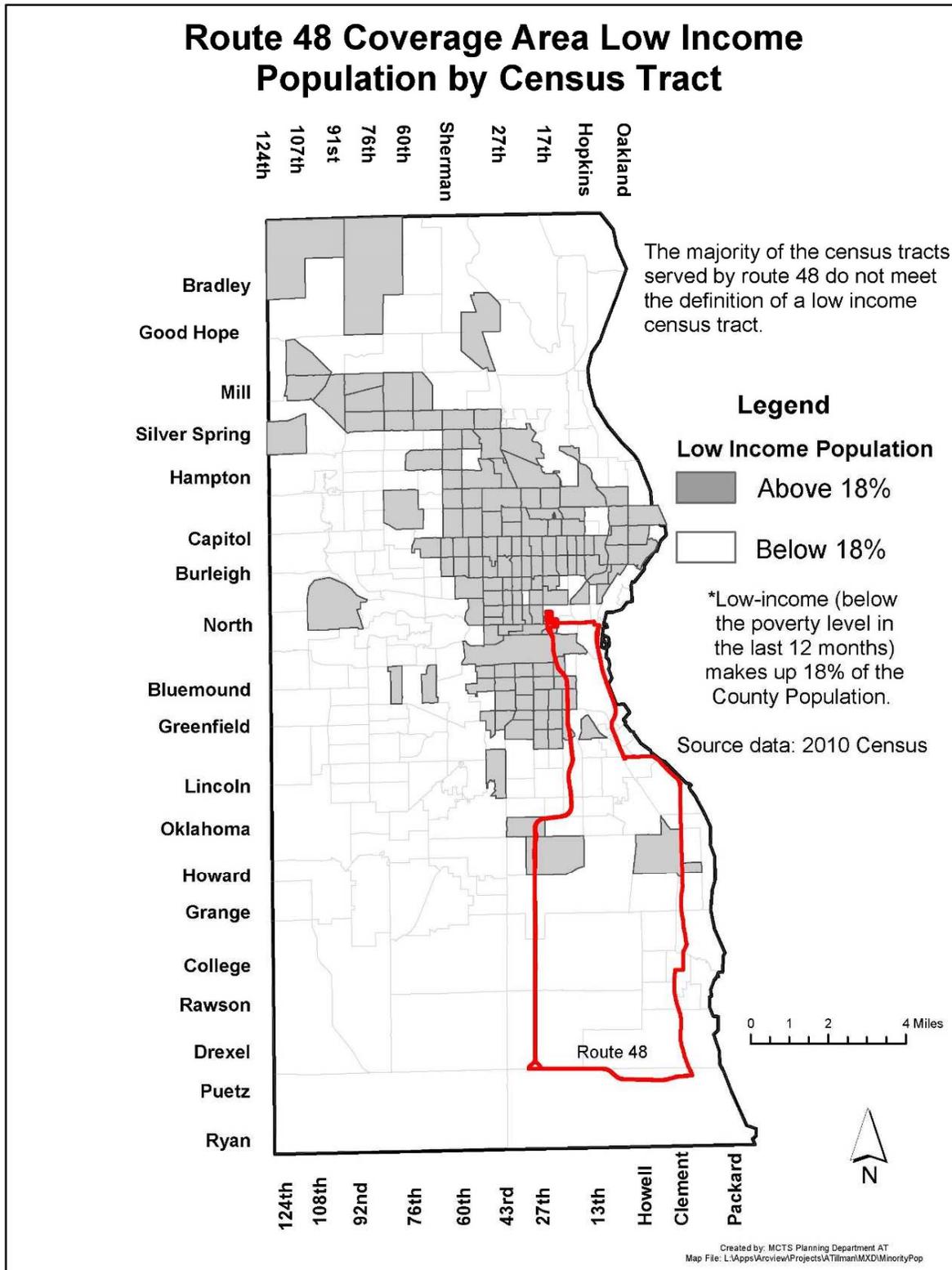
SUMMARY

- The elimination of service south of Drexel Boulevard on Route 48 meets the threshold of a major service change and requires that MCTS perform a Service and Fare Equity Analysis to determine if a disparate impact or disproportionate burden would occur.
- Route 48 does not serve a majority of minority and low-income census tracts in Milwaukee County, so its elimination of service south of Drexel Boulevard would not be considered a disparate impact and a disproportionate burden on the minority and low-income population.

Map 2.
 Minority Population in Milwaukee County by Census Tract
 Route 48 Service Area



Map 3.
 Low-income Population in Milwaukee County by Census Tract
 Route 48 Service Area



**Milwaukee County Transit System
Interoffice Memorandum**

TO: File

FROM: Josie Willman, Schedule & Planning Intern

SUBJECT: SAFE Analysis – Service Reduction on Route 49 – Brown Deer - Bayshore Flyer

DATE: August 3, 2018

The elimination of service west of Brown Deer Park & Ride Lot on Route 49 (Brown Deer - Bayshore Flyer) meets the definition of a major service change and, per FTA rules, requires MCTS prepare a Service and Fare Equity Analysis (SAFE). The SAFE indicates whether the change has a disparate impact on the minority population or a disproportionate burden on the low-income population. If either impact does exist, MCTS must take steps to avoid, minimize, or mitigate the impacts where practicable.

BACKGROUND

Route 49 exists to transport suburban commuters in and around Brown Deer and Glendale to Downtown Milwaukee and back each day. It serves major ridership generators like the Brown Deer East and Bayshore Park & Ride Lots. Ridership is approximately 230 rides/day on weekdays, and the route's productivity is approximately 11 passengers per bus hour. In recent years, ridership on all MCTS flyer routes has seen a significant decrease due to a variety of reasons like an increase of people working from home, decrease of car ownership costs, etc. Therefore, to improve these routes' productivity and efficiency, seldom used segments of each flyer route have been identified and analyzed for potential elimination. To improve productivity of Route 49, the segment west of the Brown Deer East Park & Ride Lot has been identified for elimination in March 2019.

DETERMINATION OF DISPARATE IMPACT AND/OR DISPROPORTIONATE BURDEN

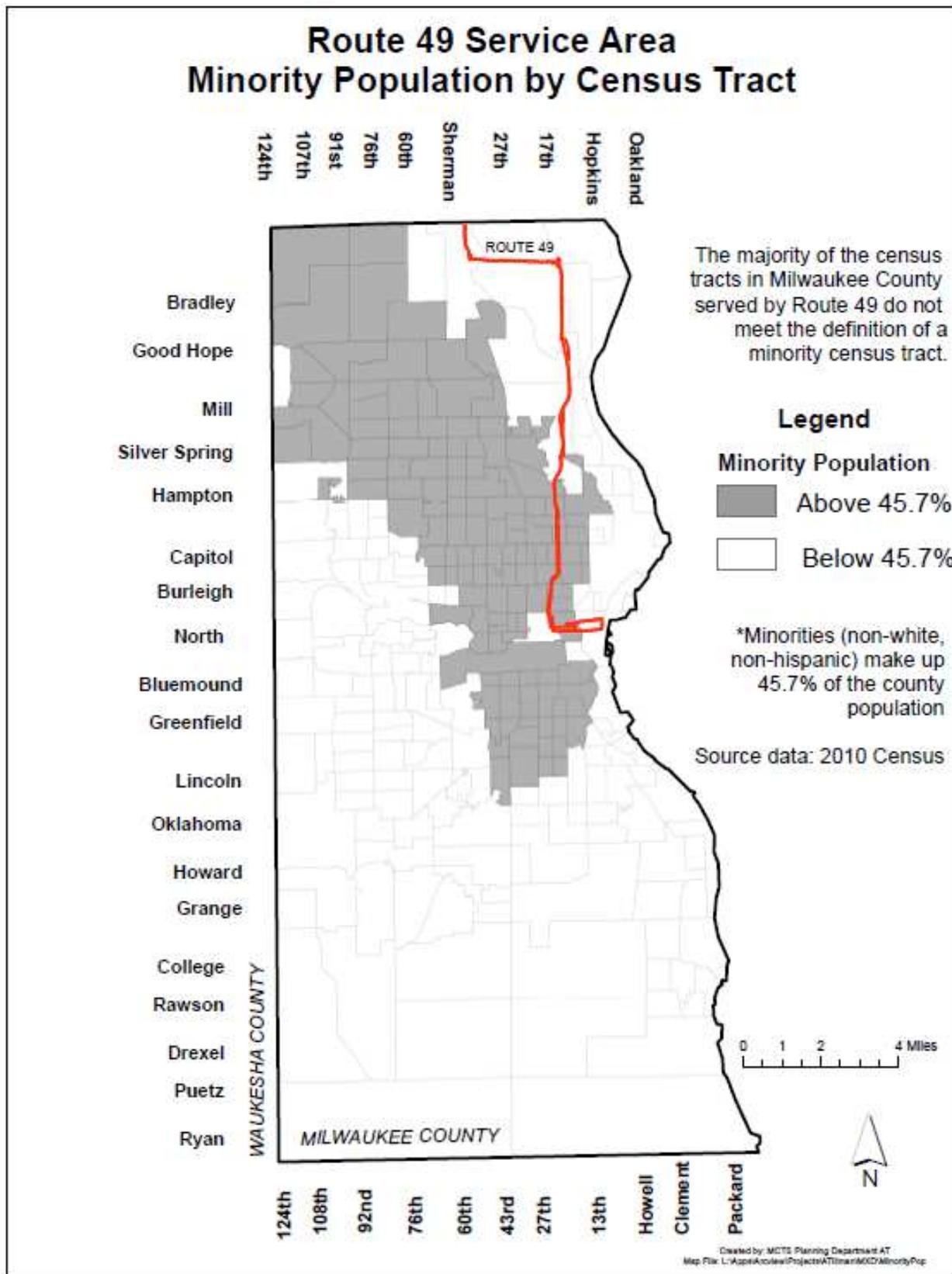
In general, the determination is based on an assessment of whether the impact of the service change on the minority or low-income population is more or less than the impact on the non-minority or non-low-income population.

According to the 2010 Census, the minority population (defined as everyone not white-alone, non-Hispanic origin) of Milwaukee County is 45.7% while the low-income population (defined as people with incomes in the past 12 months below the poverty level) is 18%. The majority of both populations reside on the northwest side of Milwaukee County (Maps 2 and 3).

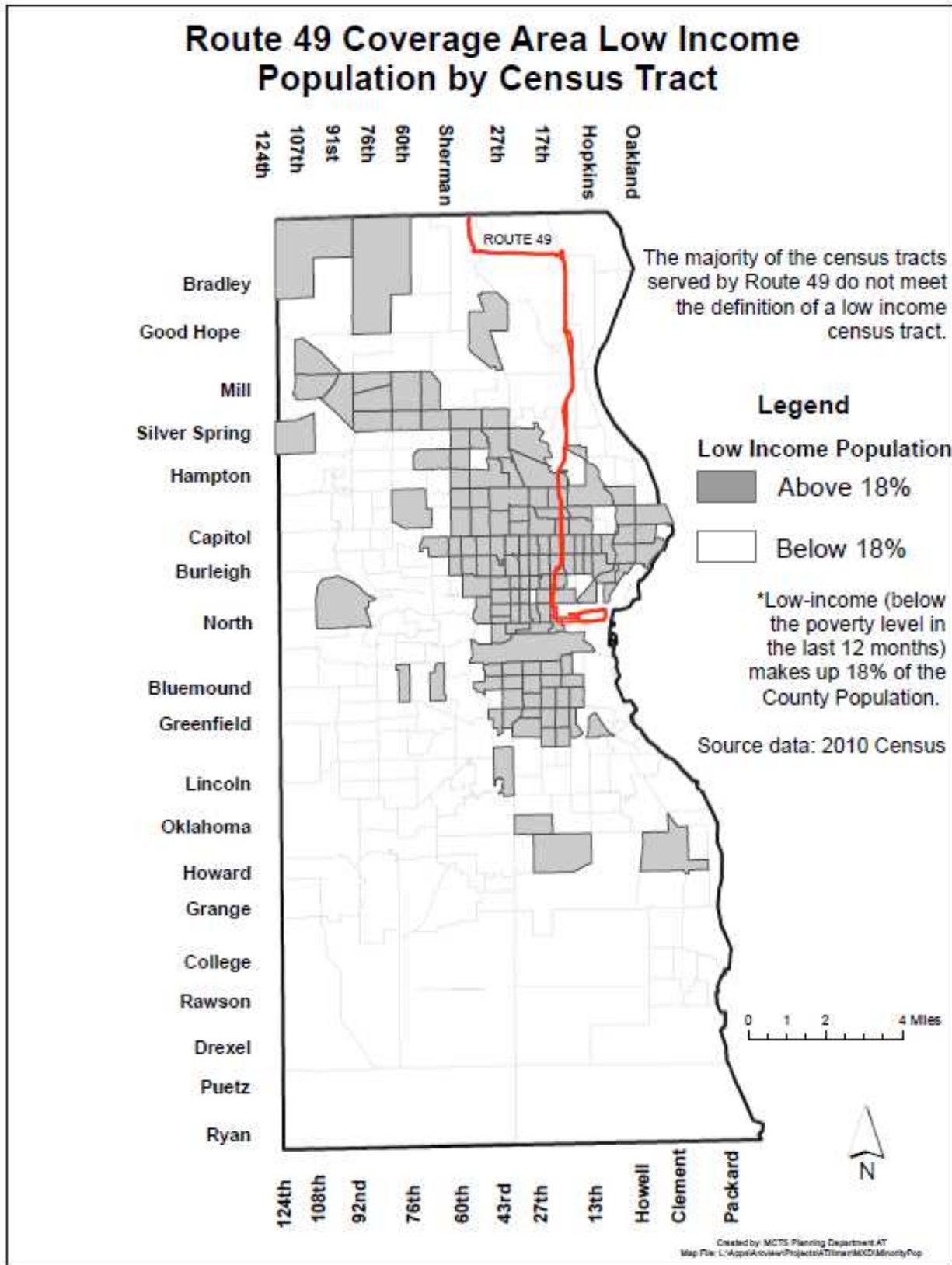
As a part of its annual assessment of compliance required by FTA, MCTS categorizes routes as "minority" and "non-minority" according to whether one-third of the route's mileage travels within minority census tracts. A census tract was identified as minority if the percent of minority residents exceeded the countywide average. The same methodology was followed for the low-income population.

A GIS analysis of Route 49 revealed that it predominantly travels through minority and low-income census tracts (Maps 2 and 3). This route's one-way mileage is 15.09 miles, and the route does not have a bus stop located in every census tract it passes through. Of the census tracts that do have a bus stop, a GIS analysis revealed that 10% of the census tracts it serves in Milwaukee County are minority tracts and 5% are low-income tracts. Consequently, Route 49 would not be defined as a minority and low-income route. Thus, the elimination of service west of Brown Deer Park & Ride Lot on Route 49 would not be a

Map 2.
 Minority Population in Milwaukee County by Census Tract
 Route 49 Service Area



Map 3.
 Low-income Population in Milwaukee County by Census Tract
 Route 49 Service Area



**Milwaukee County Transit System
Interoffice Memorandum**

TO: File

FROM: Jesus Ochoa, Transit Planner I

SUBJECT: SAFE Analysis – Elimination of Route 50 - Morgan Avenue

DATE: August 21, 2018

The elimination of Route 50 (Morgan Avenue) meets the definition of a major service change and, per FTA rules, requires MCTS prepare a Service and Fare Equity Analysis (SAFE). The SAFE indicates whether the change has a disparate impact on the minority population or a disproportionate burden on the low-income population. If either impact does exist, MCTS must take steps to avoid, minimize, or mitigate the impacts where practicable.

BACKGROUND

Route 50 exists as a transportation alternative for students attending schools along Morgan Avenue. Service spans from Beloit Road and S. 96th Street on the west side of Milwaukee County to Kinnickinnic Avenue via Morgan and Howard Avenue on the east side (Map 1). Ridership on Route 50 has consistently been around 20 rides/day with productivity at approximately 8 passengers per bus hour. Due to the lack of productivity, Route 50 has been identified in the 2019 Budget for elimination in June 2019.

DETERMINATION OF DISPARATE IMPACT AND/OR DISPROPORTIONATE BURDEN

In general, the determination is based on an assessment of whether the impact of the service change on the minority or low-income population is more or less than the impact on the non-minority or non-low-income population.

According to the 2010 Census, the minority population (defined as everyone not white-alone, non-Hispanic origin) of Milwaukee County is 45.7% while the low-income population (defined as people with incomes in the past 12 months below the poverty level) is 18%. The majority of both populations reside on the northwest side of Milwaukee County (Maps 2 and 3).

As a part of its annual assessment of compliance required by FTA, MCTS categorizes routes as “minority” and “non-minority” according to whether one-third of the route’s mileage travels within minority census tracts. A census tract was identified as minority if the percent of minority residents exceeded the countywide average. The same methodology was followed for the low-income population.

Map 1.
Route 50 Morgan Avenue (June 2018)

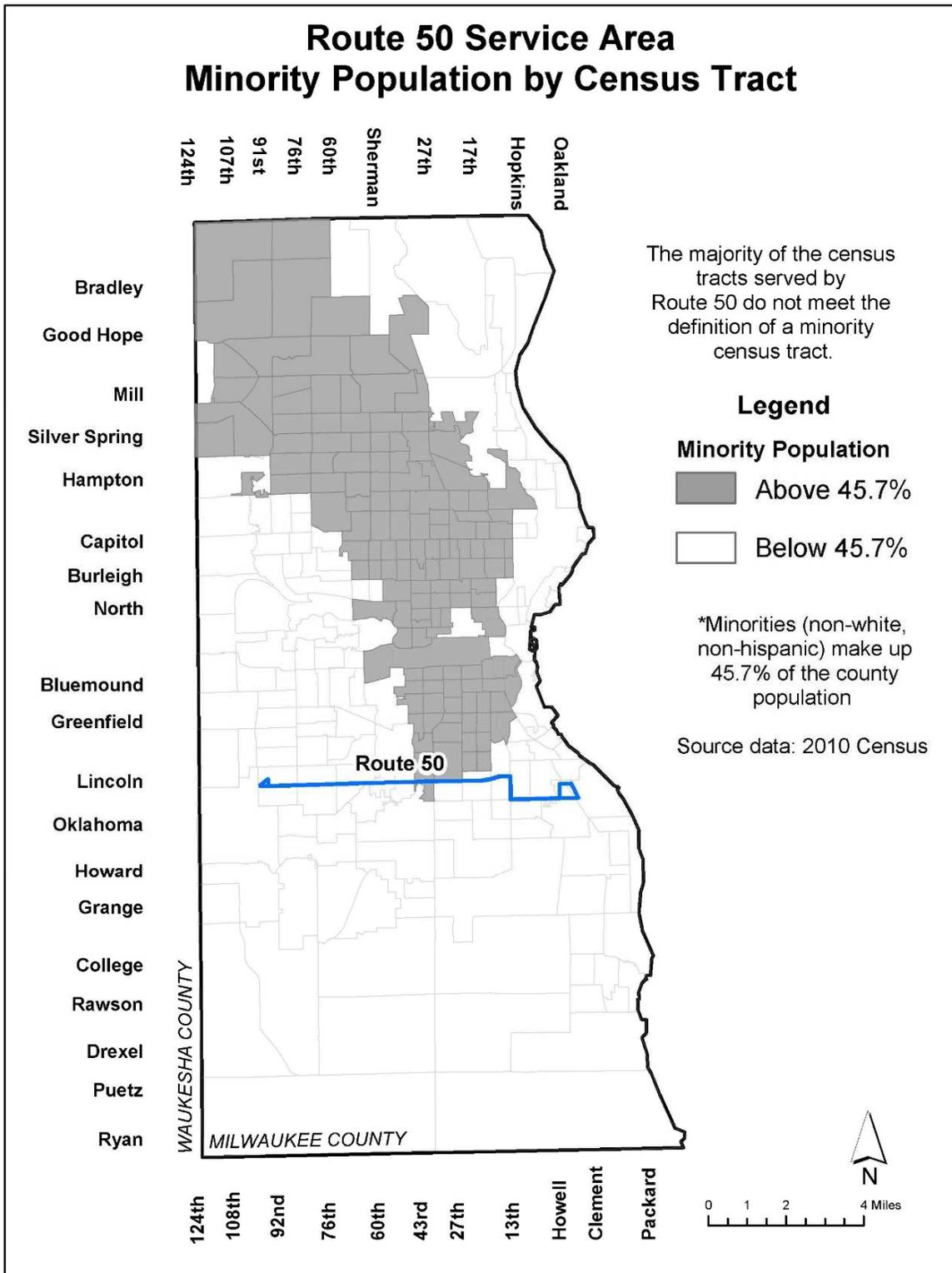


A GIS analysis of Route 50 revealed that it does not predominantly travel through minority and low-income census tracts (Maps 2 and 3). Consequently, Route 50 would not be defined as a minority and low-income route. Thus, the elimination of Route 50 would not cause a disparate impact on the minority population and a disproportionate burden on the low-income population.

SUMMARY

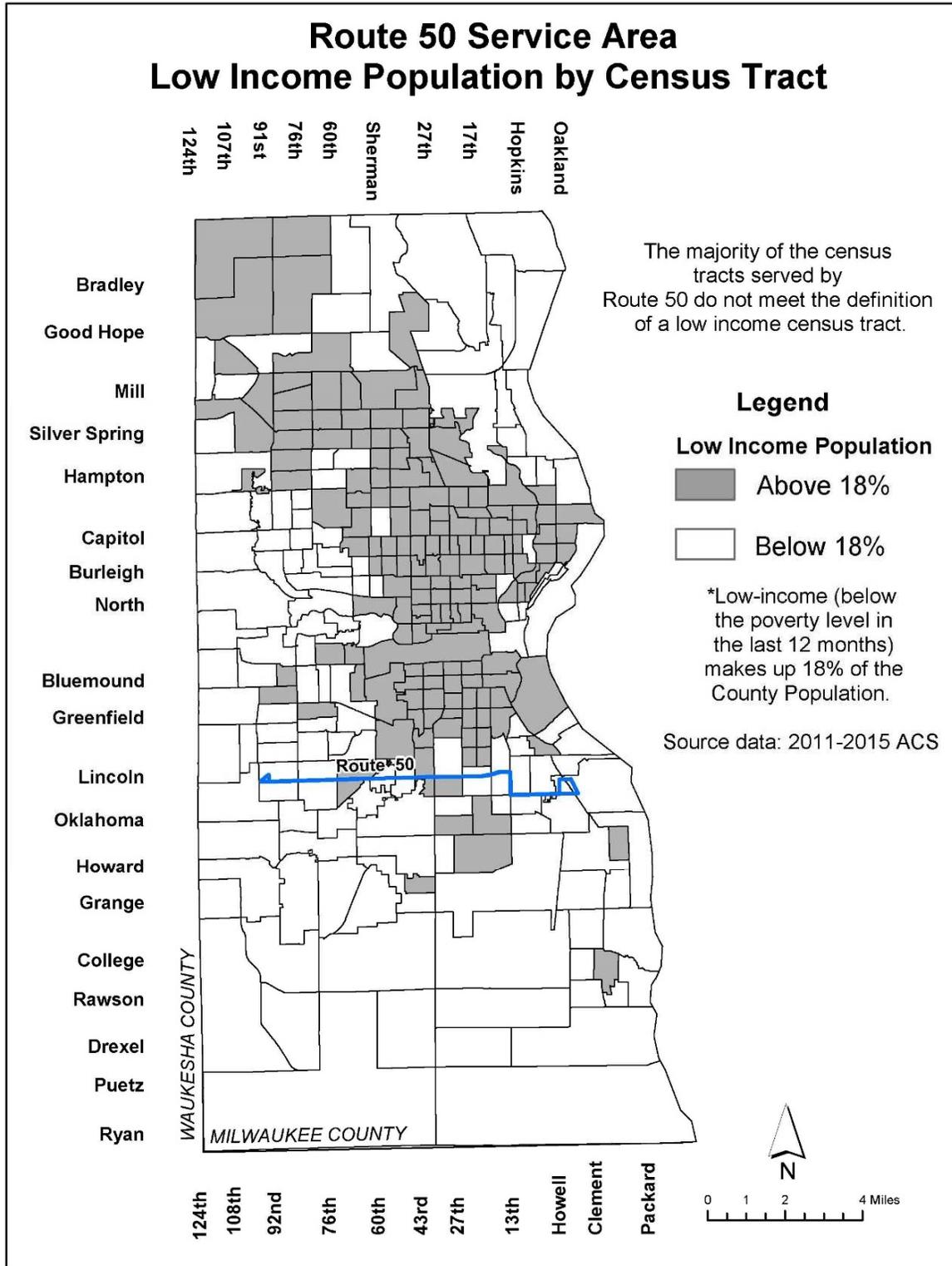
- The elimination of Route 50 meets the threshold of a major service change and requires that MCTS perform a Service and Fare Equity Analysis to determine if a disparate impact or disproportionate burden would occur.
- Route 50 does not serve a majority of minority and low-income census tracts in Milwaukee County, so its elimination would not be considered a disparate impact and a disproportionate burden on the minority and low-income population.

Map 2.
 Minority Population in Milwaukee County by Census Tract
 Route 50 Service Area



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Map 3.
 Low-income Population in Milwaukee County by Census Tract
 Route 50 Service Area



According to the 2010 Census, the minority population (defined as everyone not white-alone, non-Hispanic origin) of Milwaukee County is 45.7% while the low-income population (defined as people with incomes in the past 12 months below the poverty level) is 18%. The majority of both populations reside on the northwest side of Milwaukee County (Maps 2 and 3).

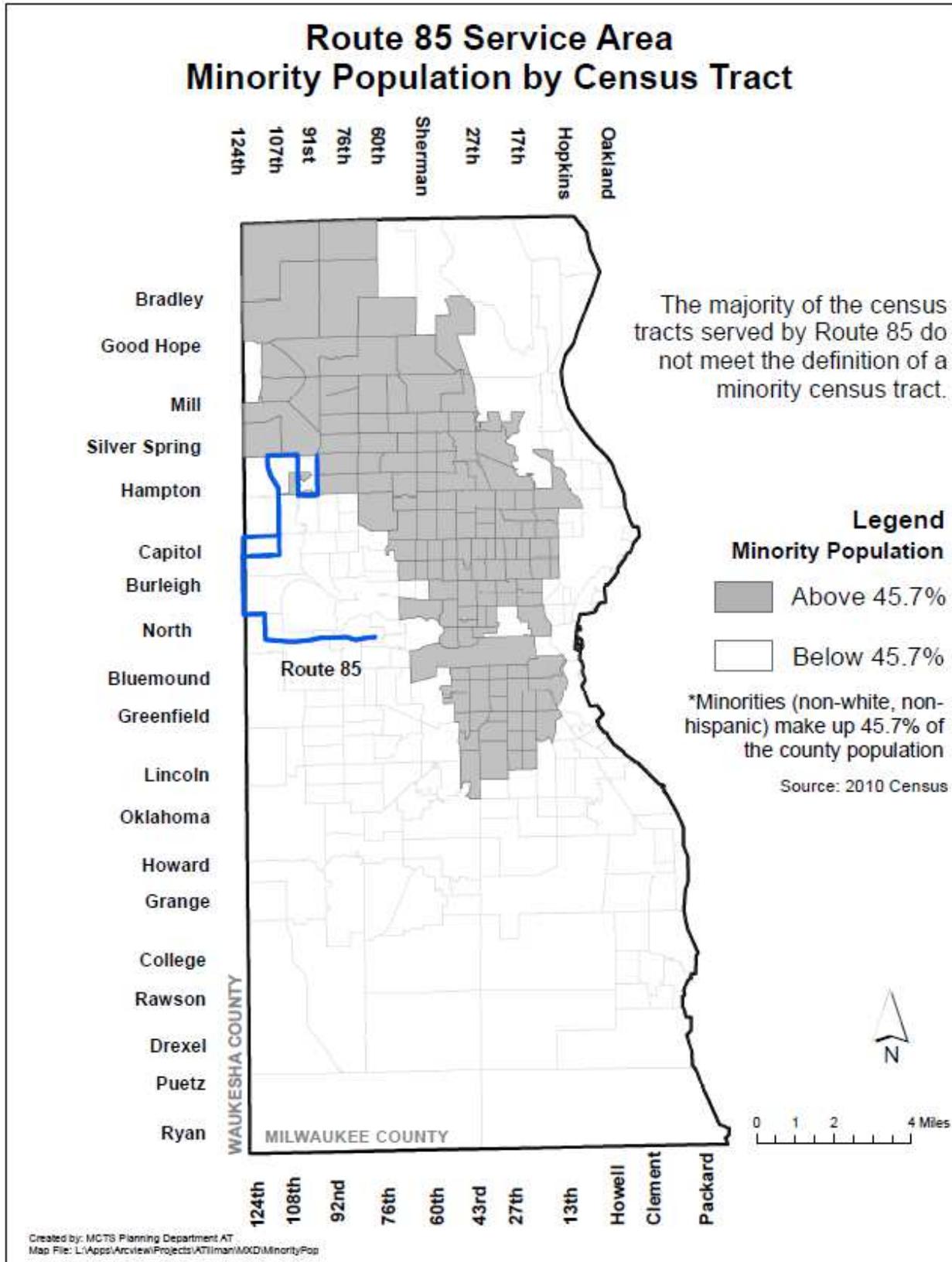
As a part of its annual assessment of compliance required by FTA, MCTS categorizes routes as “minority” and “non-minority” according to whether one-third of the route’s mileage travels within minority census tracts. A census tract was identified as minority if the percent of minority residents exceeded the countywide average. The same methodology was followed for the low-income population.

A GIS analysis of Route 85 revealed that it does not predominantly travel through minority and low-income census tracts (Maps 2 and 3). Consequently, Route 85 would not be defined as a minority and low-income route. Thus, the elimination of Route 85 would not cause a disparate impact on the minority population and a disproportionate burden on the low-income population.

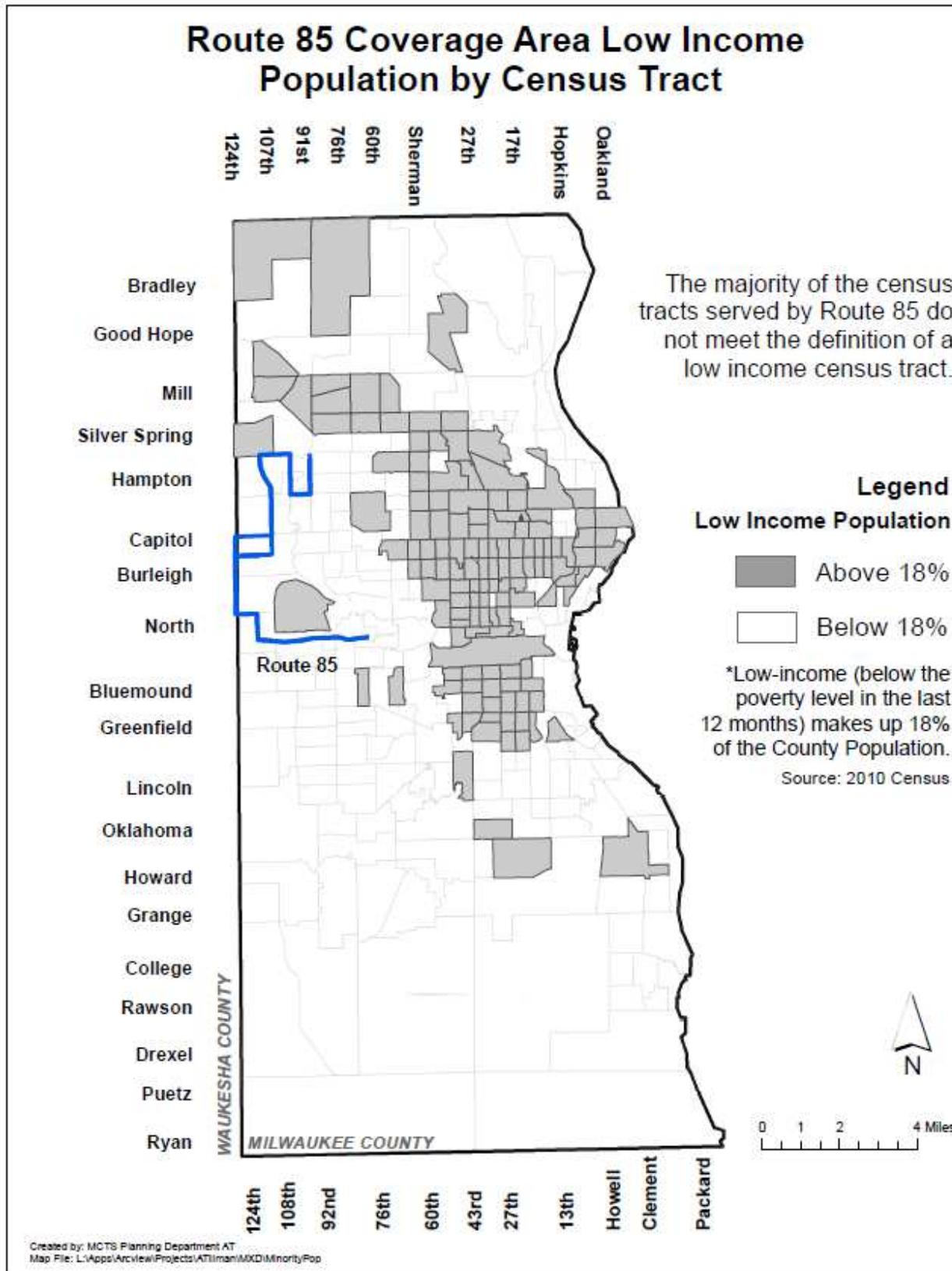
SUMMARY

- The elimination of Route 85 meets the threshold of a major service change and requires that MCTS perform a Service and Fare Equity Analysis to determine if a disparate impact or disproportionate burden would occur.
- Route 85 does not serve a majority of minority and low-income census tracts in Milwaukee County, so its service elimination would not be considered a disparate impact and a disproportionate burden on the minority and low-income population.

Map 2.
 Minority Population in Milwaukee County by Census Tract
 Route 85 Service Area



Map 3.
 Low-income Population in Milwaukee County by Census Tract
 Route 85 Service Area



**Milwaukee County Transit System
Interoffice Memorandum**

TO: File

FROM: Mitch Harris, Transit Planner

SUBJECT: SAFE Analysis – Elimination of Route 87 - Nathan Hale

DATE: August 21, 2018

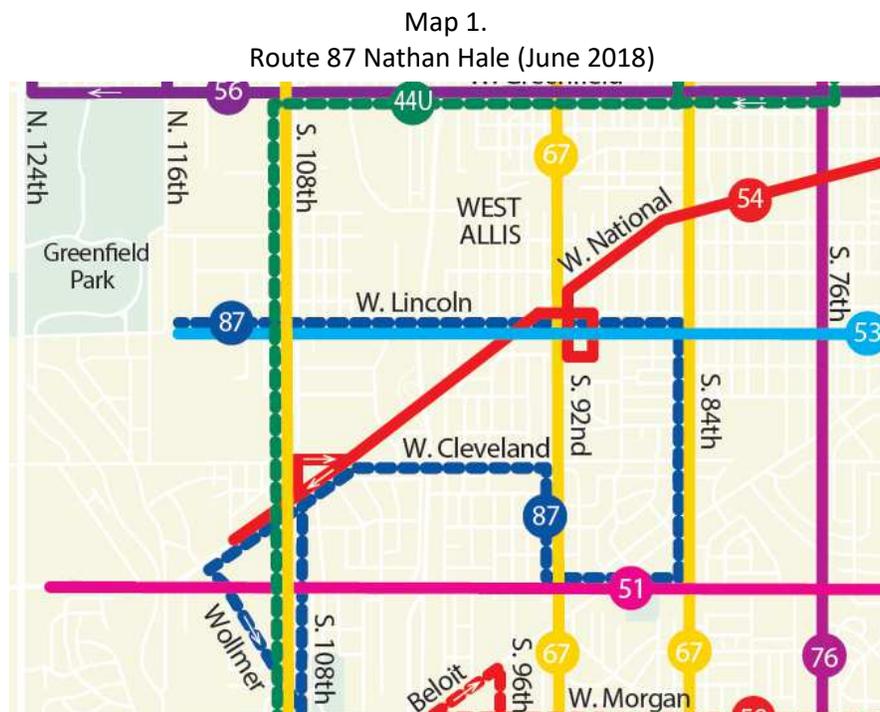
The elimination of Route 87 (Nathan Hale) meets the definition of a major service change and, per FTA rules, requires MCTS prepare a Service and Fare Equity Analysis (SAFE). The SAFE indicates whether the change has a disparate impact on the minority population or a disproportionate burden on the low-income population. If either impact does exist, MCTS must take steps to avoid, minimize, or mitigate the impacts where practicable.

BACKGROUND

Route 87 exists as a transportation alternative for students attending schools in West Allis. Service loops in a clockwise and counter-clockwise fashion along major corridors such as Lincoln Avenue and S. 108th Street (Map 1). Ridership on Route 87 has consistently been around 25 rides/day with the route's productivity at approximately 5 passengers per bus hour. Due to the lack of productivity, Route 87 has been identified in the 2019 Budget for elimination in June 2019.

DETERMINATION OF DISPARATE IMPACT AND/OR DISPROPORTIONATE BURDEN

In general, the determination is based on an assessment of whether the impact of the service change on the minority or low-income population is more or less than the impact on the non-minority or non-low-income population.



According to the 2010 Census, the minority population (defined as everyone not white-alone, non-Hispanic origin) of Milwaukee County is 45.7% while the low-income population (defined as people with incomes in the past 12 months below the poverty level) is 18%. The majority of both populations reside on the northwest side of Milwaukee County (Maps 2 and 3).

As a part of its annual assessment of compliance required by FTA, MCTS categorizes routes as “minority” and “non-minority” according to whether one-third of the route’s mileage travels within minority census tracts. A census tract was identified as minority if the percent of minority residents exceeded the countywide average. The same methodology was followed for the low-income population.

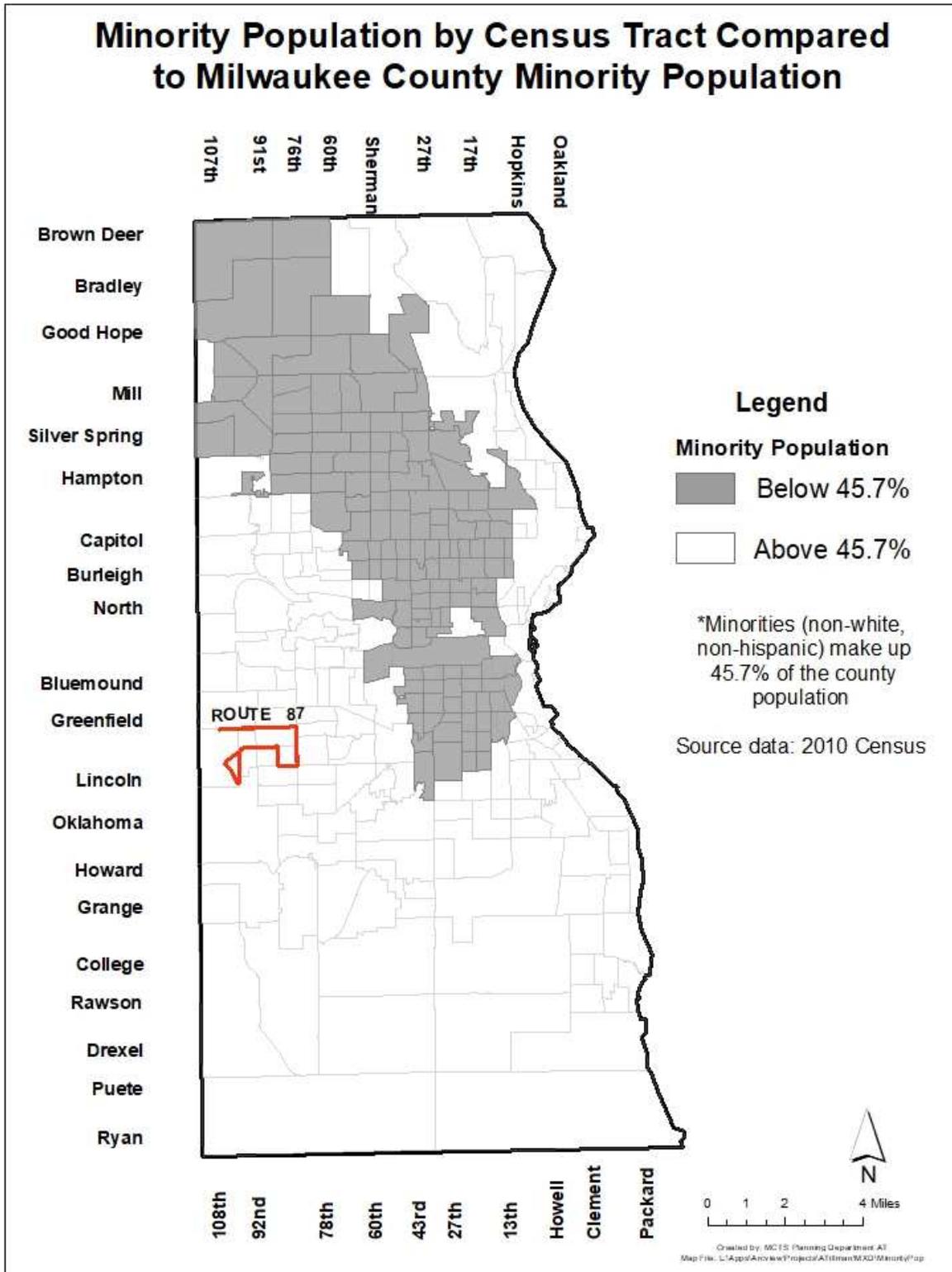
A GIS analysis of Route 87 revealed that it does not predominantly travel through minority and low-income census tracts (Maps 2 and 3). Consequently, Route 87 would not be defined as a minority and low-income route. Thus, the elimination of Route 87 would not cause a disparate impact on the minority population and a disproportionate burden on the low-income population.

In addition, Routes 53, 28 and 67 directly serve or are within a ¼-mile distance of Route 87. Service on all three routes run all day providing riders with an alternative option.

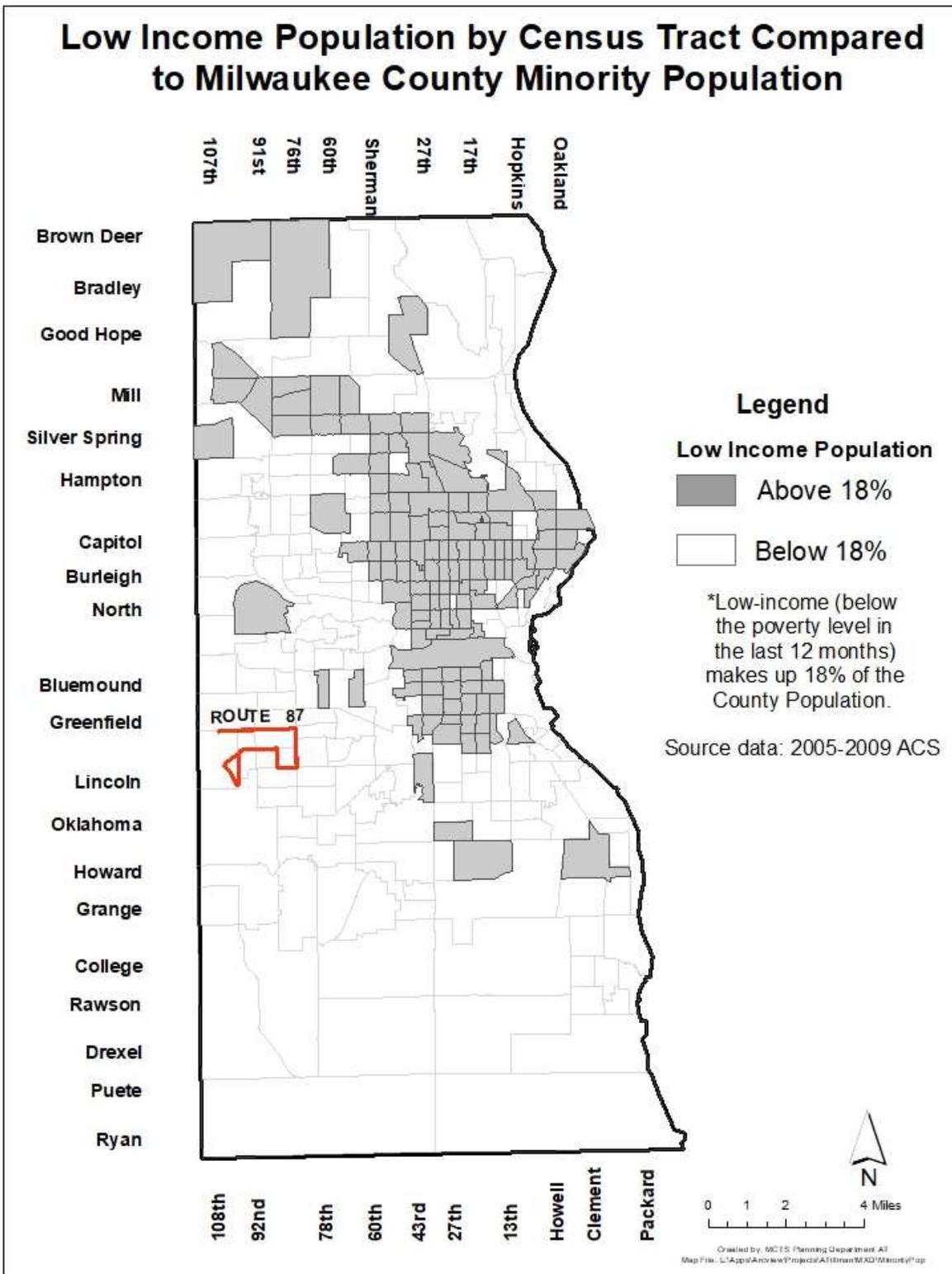
SUMMARY

- The elimination of Route 87 meets the threshold of a major service change and requires that MCTS perform a Service and Fare Equity Analysis to determine if a disparate impact or disproportionate burden would occur.
- Route 87 does not serve a majority of minority and low-income census tracts in Milwaukee County, so its elimination would not be considered a disparate impact and a disproportionate burden on the minority and low-income population.

Map 2.
 Minority Population in Milwaukee County by Census Tract
 Route 87 Service Area



Map 3.
 Low-income Population in Milwaukee County by Census Tract
 Route 87 Service Area



**Milwaukee County Transit System
Interoffice Memorandum**

TO: File

FROM: Jesus Ochoa, Transit Planner I

SUBJECT: SAFE Analysis – Elimination of Route 88 - Cudahy

DATE: August 21, 2018

The elimination of Route 88 (Cudahy Shuttle) meets the definition of a major service change and, per FTA rules, requires MCTS prepare a Service and Fare Equity Analysis (SAFE). The SAFE indicates whether the change has a disparate impact on the minority population or a disproportionate burden on the low-income population. If either impact does exist, MCTS must take steps to avoid, minimize, or mitigate the impacts where practicable.

BACKGROUND

Route 88 exists as a transportation alternative for students attending schools in the City of Cudahy. Service loops in a clockwise and counter-clockwise fashion along major corridors such as Lake Drive, College Avenue, Ramsey Avenue and Layton Avenue (Map 1). Ridership on Route 88 has consistently been around 14 rides/day with the route's productivity at approximately 5 passengers per bus hour. Due to the lack of productivity and the high capital costs of keeping additional buses in the fleet to operate school routes like this one, Route 88 has been identified in the 2019 Budget for elimination in June 2019.

DETERMINATION OF DISPARATE IMPACT AND/OR DISPROPORTIONATE BURDEN

In general, the determination is based on an assessment of whether the impact of the service change on the minority or low-income population is more or less than the impact on the non-minority or non-low-income population.

Map 1.
Route 88 Cudahy Shuttle (June 2018)



According to the 2010 Census, the minority population (defined as everyone not white-alone, non-Hispanic origin) of Milwaukee County is 45.7% while the low-income population (defined as people with incomes in the past 12 months below the poverty level) is 18%. The majority of both populations reside on the northwest side of Milwaukee County (Maps 2 and 3).

As a part of its annual assessment of compliance required by FTA, MCTS categorizes routes as “minority” and “non-minority” according to whether one-third of the route’s mileage travels within minority census tracts. A census tract was identified as minority if the percent of minority residents exceeded the countywide average. The same methodology was followed for the low-income population.

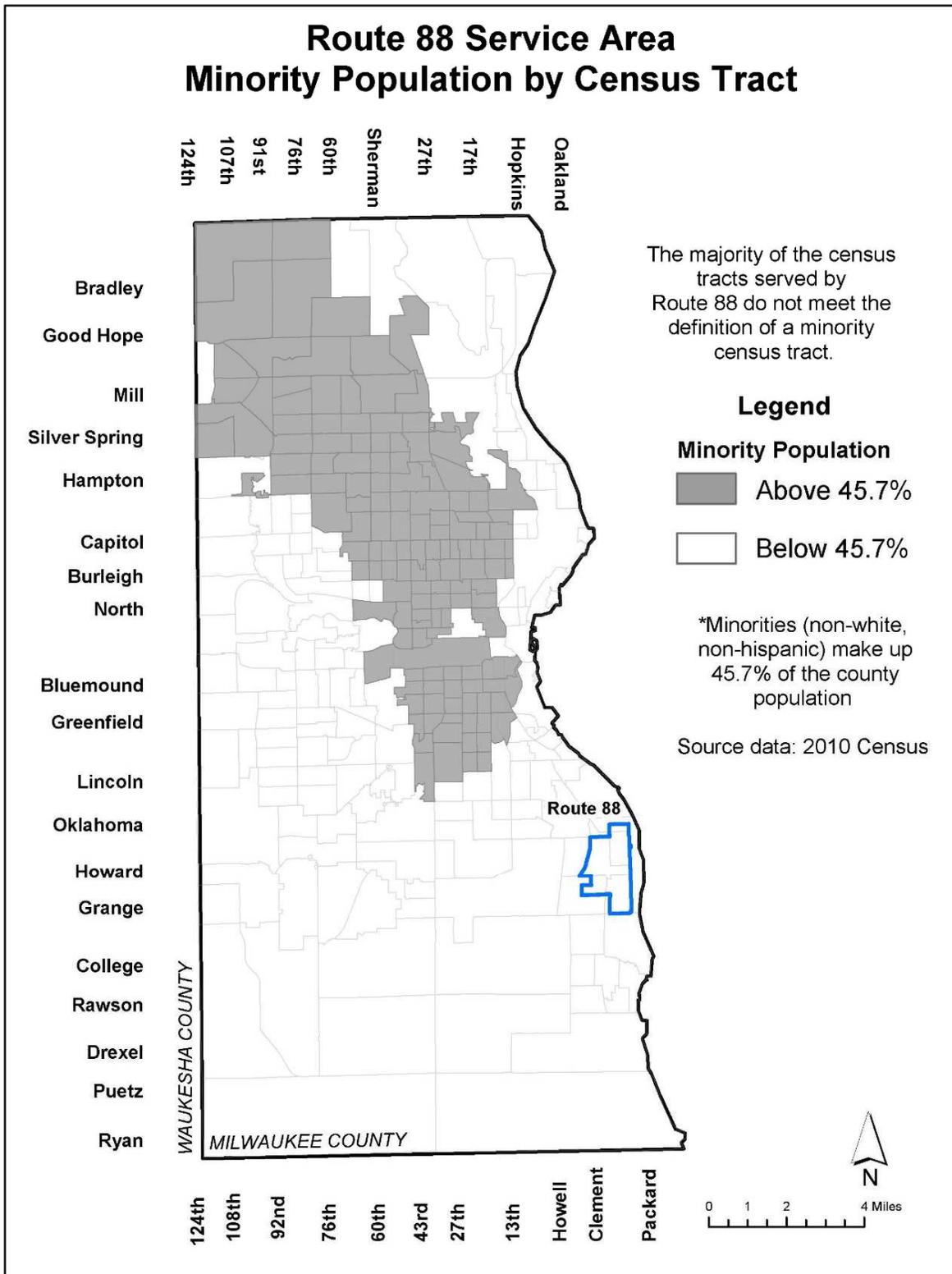
A GIS analysis of Route 88 revealed that it does not predominantly travel through minority and low-income census tracts (Maps 2 and 3). Consequently, Route 88 would not be defined as a minority and low-income route. Thus, the elimination of Route 88 would not cause a disparate impact on the minority population and a disproportionate burden on the low-income population.

In addition, Routes 15, 52 and 55 directly serve or are within a ¼-mile distance of Route 88. Service on all three routes run all day providing riders with an alternative option.

SUMMARY

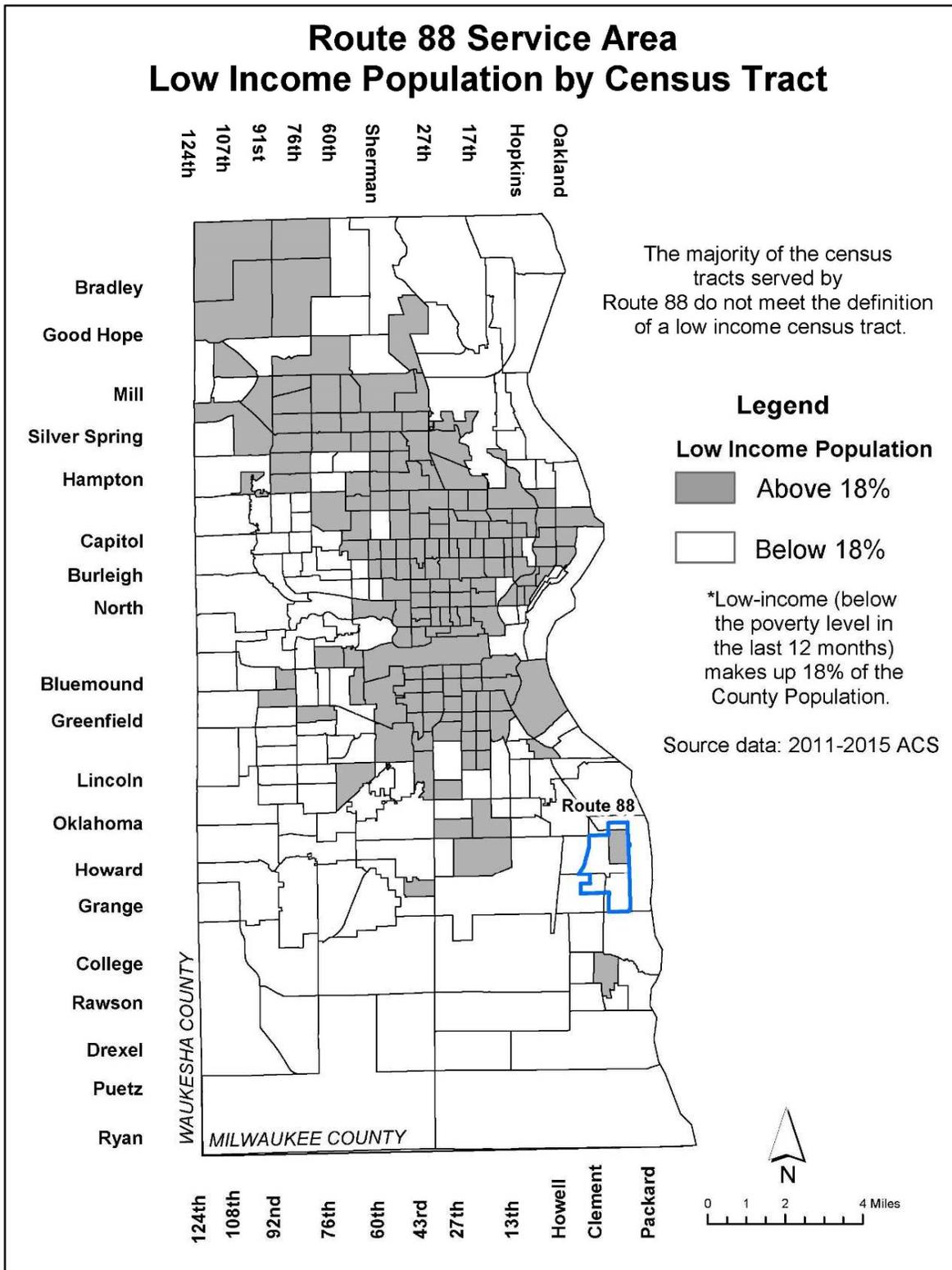
- The elimination of Route 88 meets the threshold of a major service change and requires that MCTS perform a Service and Fare Equity Analysis to determine if a disparate impact or disproportionate burden would occur.
- Route 88 does not serve a majority of minority and low-income census tracts in Milwaukee County, so its elimination would not be considered a disparate impact and a disproportionate burden on the minority and low-income population.

Map 2.
 Minority Population in Milwaukee County by Census Tract
 Route 88 Service Area



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Map 3.
 Low-income Population in Milwaukee County by Census Tract
 Route 88 Service Area



**Milwaukee County Transit System
Interoffice Memorandum**

TO: File

FROM: Josie Willman, Schedule & Planning Intern

SUBJECT: SAFE Analysis – Elimination of Route 89 - St. Francis

DATE: August 3, 2018

The elimination of Route 89 (St. Francis) meets the definition of a major service change and, per FTA rules, requires MCTS prepare a Service and Fare Equity Analysis (SAFE). The SAFE indicates whether the change has a disparate impact on the minority population or a disproportionate burden on the low-income population. If either impact does exist, MCTS must take steps to avoid, minimize, or mitigate the impacts where practicable.

BACKGROUND

Route 89 exists to transport school students in St. Francis to Willow Glen Grade School, St. Francis High School and Deer Creek Grade School. The operation costs originate from MCTS's budget and the school district does not contribute funding for the service. Ridership is approximately 25 rides/day, and the route's productivity is approximately 10 passengers per bus hour. Due to the lack of productivity and the high capital costs of keeping additional buses in the fleet to operate school routes like this one, Route 89 has been identified in the 2019 Budget for elimination in June 2019.

DETERMINATION OF DISPARATE IMPACT AND/OR DISPROPORTIONATE BURDEN

In general, the determination is based on an assessment of whether the impact of the service change on the minority or low-income population is more or less than the impact on the non-minority or non-low-income population.

Map 1.
Route 89 St. Francis (June 2018)



According to the 2010 Census, the minority population (defined as everyone not white-alone, non-Hispanic origin) of Milwaukee County is 45.7% while the low-income population (defined as people with incomes in the past 12 months below the poverty level) is 18%. The majority of both populations reside on the northwest side of Milwaukee County (Maps 2 and 3).

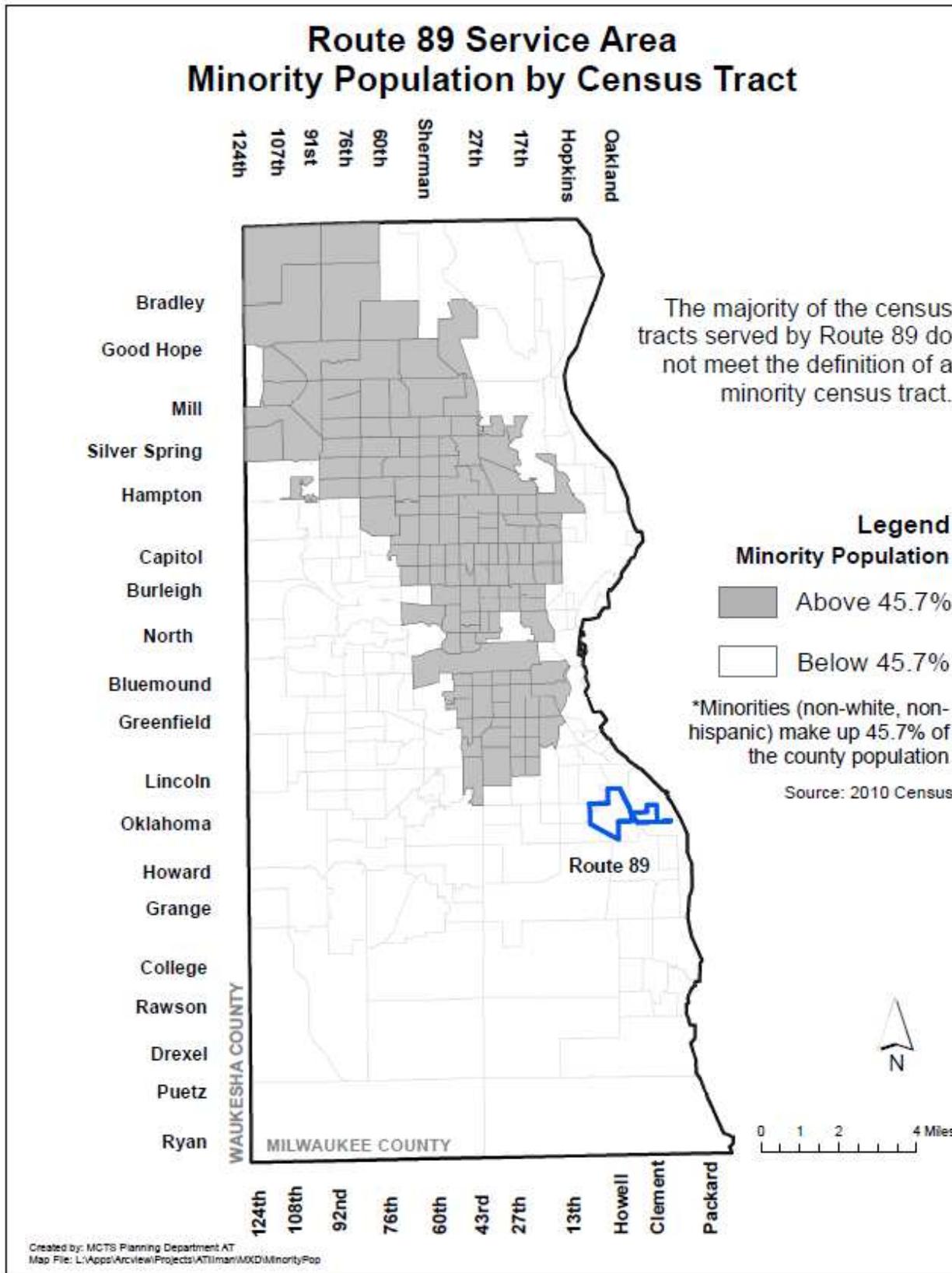
As a part of its annual assessment of compliance required by FTA, MCTS categorizes routes as “minority” and “non-minority” according to whether one-third of the route’s mileage travels within minority census tracts. A census tract was identified as minority if the percent of minority residents exceeded the countywide average. The same methodology was followed for the low-income population.

A GIS analysis of Route 89 revealed that it does not predominantly travel through minority and low-income census tracts (Maps 2 and 3). Consequently, Route 89 would not be defined as a minority and low-income route. Thus, the elimination of Route 89 would not cause a disparate impact on the minority population and a disproportionate burden on the low-income population.

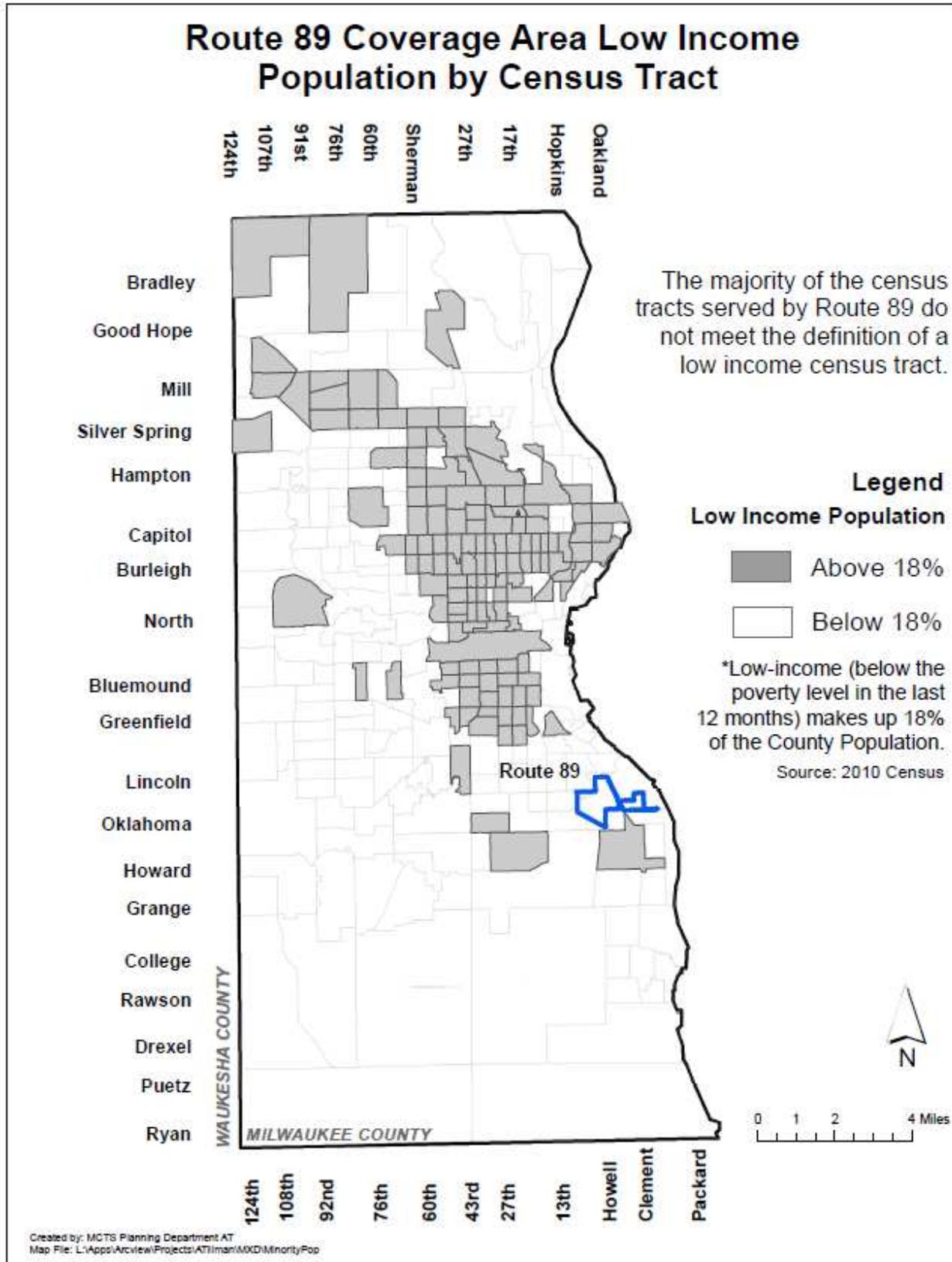
SUMMARY

- The elimination of Route 89 meets the threshold of a major service change and requires that MCTS perform a Service and Fare Equity Analysis to determine if a disparate impact or disproportionate burden would occur.
- Route 89 does not serve a majority of minority and low-income census tracts in Milwaukee County, so its service elimination would not be considered a disparate impact and a disproportionate burden on the minority and low-income population.

Map 2.
 Minority Population in Milwaukee County by Census Tract
 Route 89 Service Area



Map 3.
Low-income Population in Milwaukee County by Census Tract
Route 89 Service Area



**Milwaukee County Transit System
Interoffice Memorandum**

TO: File

FROM: Mitch Harris, Transit Planner and Jeff Sponcia, Manager of Planning

SUBJECT: MCTS NEXT Recommended Plan SAFE Analysis

DATE: June 17th, 2019

Over the past two years, MCTS has been reviewing the entire network of fixed route bus service in Milwaukee County—this study has been branded “MCTS NEXT”. The goal of this project is to refocus service into areas with higher densities, mixed use and good pedestrian facilities which can support more frequent transit service.

In the last year, MCTS went out to the public to present two different options for how to redesign the fixed route network: 1) 60% High Frequency Service/40% Coverage or Low Frequency Service and 2) 80% High Frequency Service/20% Coverage or Low Frequency Service. Through the comprehensive public participation process for MCTS NEXT, based on public, stakeholder and bus operator feedback, it was determined that 60% of bus hours should be devoted to providing High Frequency Service (15 minutes or better), an increase from the current 40%.

This project impacts almost every route and schedule and, thus, would be considered a Major Service Change. Per FTA rules, this requires that MCTS prepare a Service and Fare Equity Analysis (SAFE). The SAFE indicates whether the change has a disparate impact on the minority population or a disproportionate burden on the low-income population. If either impact exists, MCTS must take steps to avoid, minimize or mitigate the impacts where practicable.

BACKGROUND

MCTS is the largest transit provider in the state with over 30 million annual rides and approximately 1.3 million annual hours of service. Declining or flat funding levels from Federal, State and Local sources plus less customer revenue over the last decade has led to significant reductions in transit service. These service reductions have caused a significant drop in transit ridership over the last ten years. MCTS NEXT looks to reverse this trend by adding service to areas with high demand and reducing service to unproductive, lower ridership corridors.

Over the past two years, MCTS has reviewed every fixed route segment and analyzed it for productivity and community need. MCTS provided two different plans to the public for redesigning the system which generated over 1,500 public comments from meetings with the public, stakeholders, online meetings and surveys. Including our online webinar, the number of attendees exceeded 1,000 individuals.

A major goal of MCTS NEXT is to improve service without increasing costs. Through the process of reviewing every route segment, it was recommended that some segments have service reduced or eliminated while other routes or segments were recommended to have additional service. Ultimately, the Recommended Plan, which was based on public feedback, will increase access to High Frequency transit service by 47% while decreasing access to transit overall by only 3% (Table 1).

Table 1.
Summary of Changes in Transit Network Access

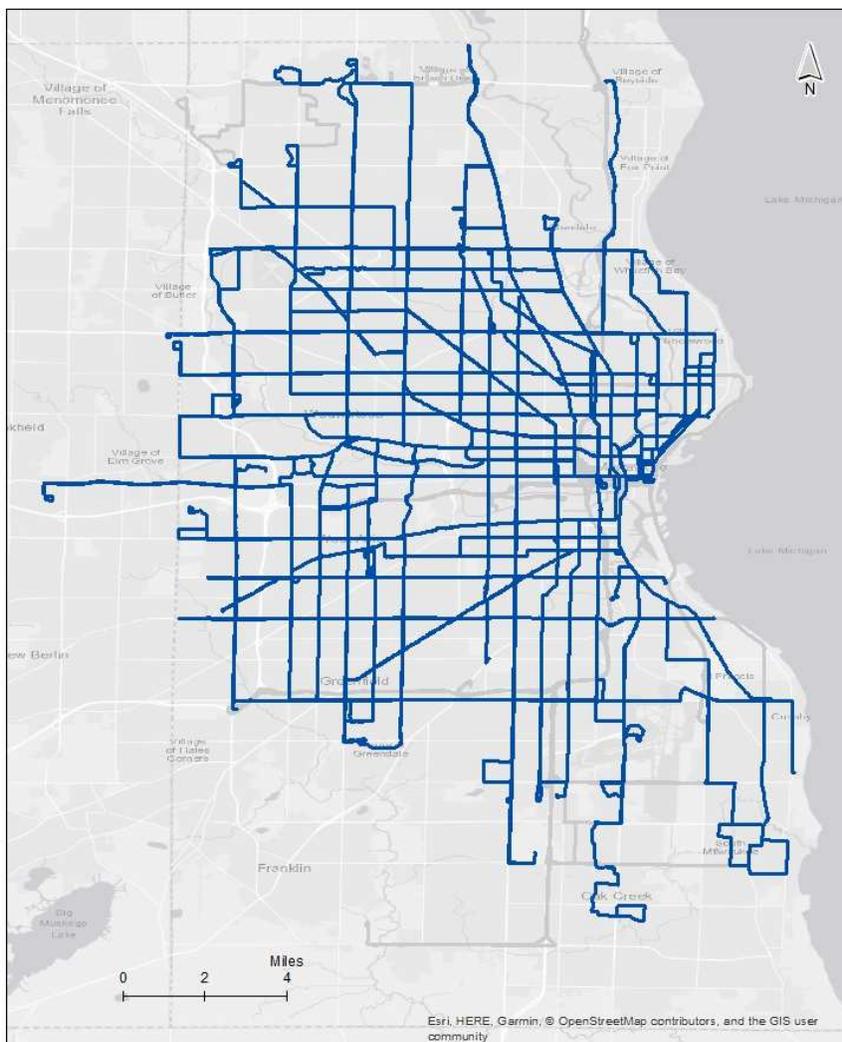
	Entire Network		High Frequency Network	
	Population	Jobs	Population	Jobs
Current Network	755,675	335,551	311,845	183,921
MCTS NEXT Recommended Plan	728,276	318,015	466,616	229,196

The scope of changes in MCTS NEXT is so broad that they cannot be detailed here. Maps 1 and 2 depict how the network will change from its current state to the changes in the MCTS NEXT Recommended System and Table 2 provides a brief description of the recommended changes.

DETERMINATION OF DISPARATE IMPACT AND/OR DISPROPORTIONATE BURDEN

In general, the determination is based on an assessment of whether the impact of the service change on the minority or low-income population is more or less than the impact on the non-minority or non-low-income population.

Map 1.
Current Fixed Route Network (Spring 2019)
2019 MCTS Fixed and Express Route Local Bus Services: 97.0% of Rides



According to the 2010 Census, the minority population (defined as everyone not white-alone, non-Hispanic origin) of Milwaukee County is 45.7% while the low-income population (defined as people with incomes in the past 12 months below the poverty level) is 18%. Most of both populations reside on the northwest side of Milwaukee County (Maps 3 and 4).

As a part of its annual assessment of compliance required by FTA, MCTS categorizes routes as “minority” and “non-minority” according to whether one-third of the route’s mileage travels within minority census tracts. A census tract was identified as minority if the percent of minority residents exceeded the countywide average. The same methodology was followed for the low-income population.

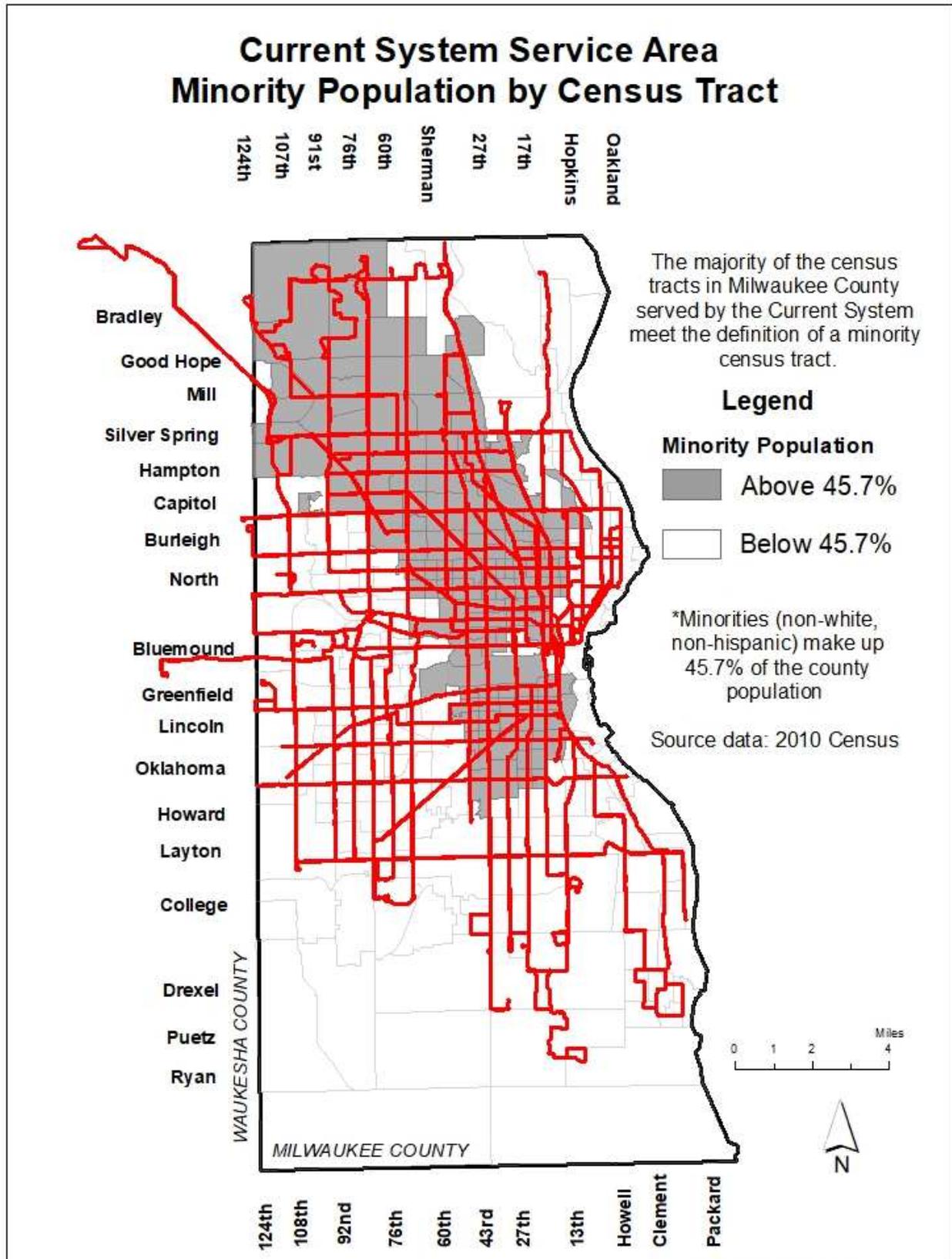
A GIS analysis of the MCTS NEXT Recommended Plan revealed that, while many of the routes predominantly travel through minority and low-income census tracts (Maps 5 and 6), the changes in this redesign would not cause a disparate impact on the minority population and nor a disproportionate burden on the low-income population (Table 3).

Table 2.
MCTS Routes and Description of Change Under MCTS NEXT Recommended System

Current Routes in MCTS NEXT Recommended System		
Route	Type of Service	Description of Change under MCTS NEXT Recommended System
BlueLine	Fixed	Shortened route serves Fond du Lac and Congress
GoldLine	Fixed	No change
GreenLine	Fixed	No change
PurpleLine	Fixed	Extended to Bayshore
RedLine	Fixed	No change
12	Fixed	Remove Hampton branch, new branch on Mill
14	Fixed	No change
15	Fixed	Route terminates at Capitol
17	Shuttle	-
19	Fixed	Terminates at Capitol, no S. 20th branch
21	Fixed	No change
22	Fixed	No service on 92nd, extended west to 124th
23	Fixed	Route name retired; served by several routes in new redesign
28	Fixed	Service moved to 124th north of Burleigh
30	Fixed	Combined with 30X
30X	Fixed	Combined with 30
31	Fixed	No Mayfair branch, State branch extended to Mayfair
33	Fixed	Route extended to serve Glenview and S. 84th to National
35	Fixed	Extended on north end to Good Hope and on south end to Layton
51	Fixed	No change
52	Fixed	Terminate at Kinnickinnic

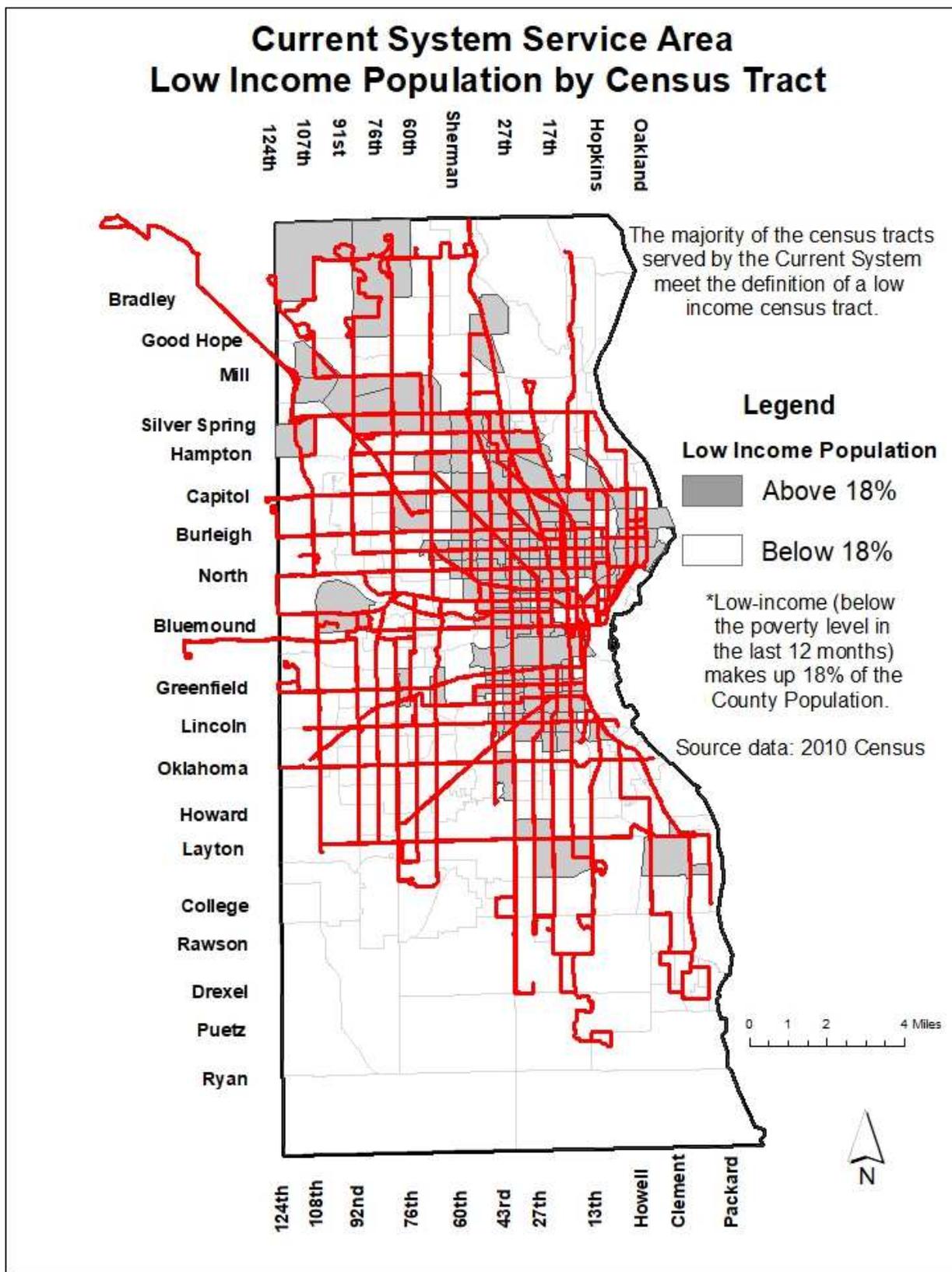
53	Fixed	No change
54	Fixed	Terminates at 70th on west end, east end extended south to Holt
55	Fixed	No direct service to Southridge; limited service to Lake Drive
56	Fixed	Route extended to serve Miller Park Way between Greenfield and Howard
57	Fixed	No service in Waukesha County
60	Fixed	Renamed Route 66, will terminate at Mayfair
63	Fixed	No service on Port Washington
64	Fixed	No Route 64, served by new Route 60 in NEXT
67	Fixed	Renamed Route 76, branches removed, service on N. 76th and S. 76th
76	Fixed	Renamed Route 60, branches removed, service on N. 60th and S. 60th
80	Fixed	Route extended north to Florist
219	Shuttle	-
223	Shuttle	-
276	Shuttle	-
New Routes in MCTS NEXT Recommended System		
Route	Type of Service	Description of Change under MCTS NEXT Recommended System
OrangeLine	New Fixed	New route serves National and Greenfield west of S. 60th
11	New Fixed	New route serves Hampton
20	New Fixed	New route serves S. 20th
58	New Fixed	New route serves Villard
68	New Fixed	New route serves Port Washington Road
81	New Fixed	New route serves Howell Avenue in Oak Creek
92	New Fixed	New route serves 91st-92nd

Map 3.
Minority and Non-Minority Census Block Groups



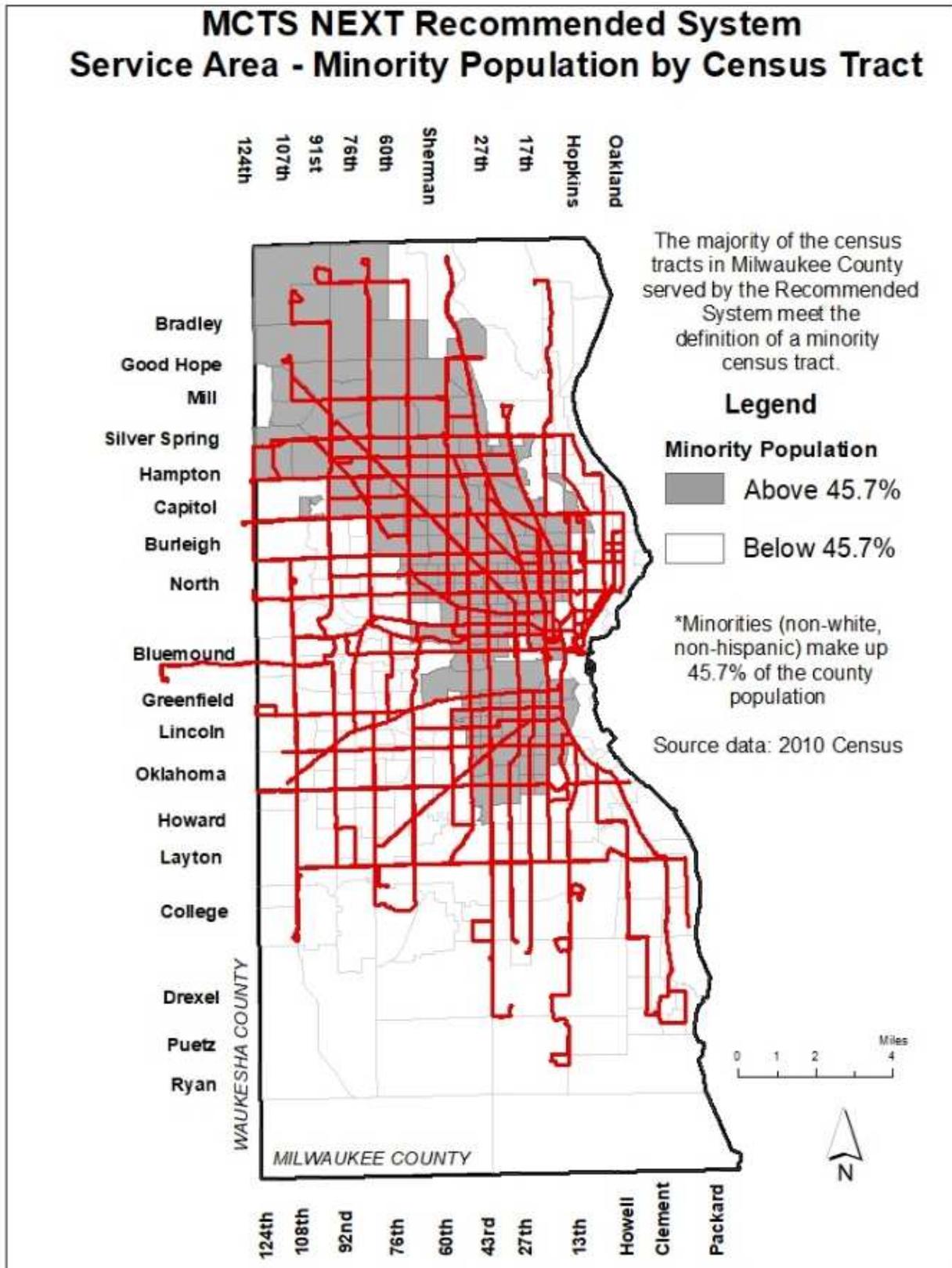
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Map 4.
Low-Income and Non-Low-Income Census Block Groups

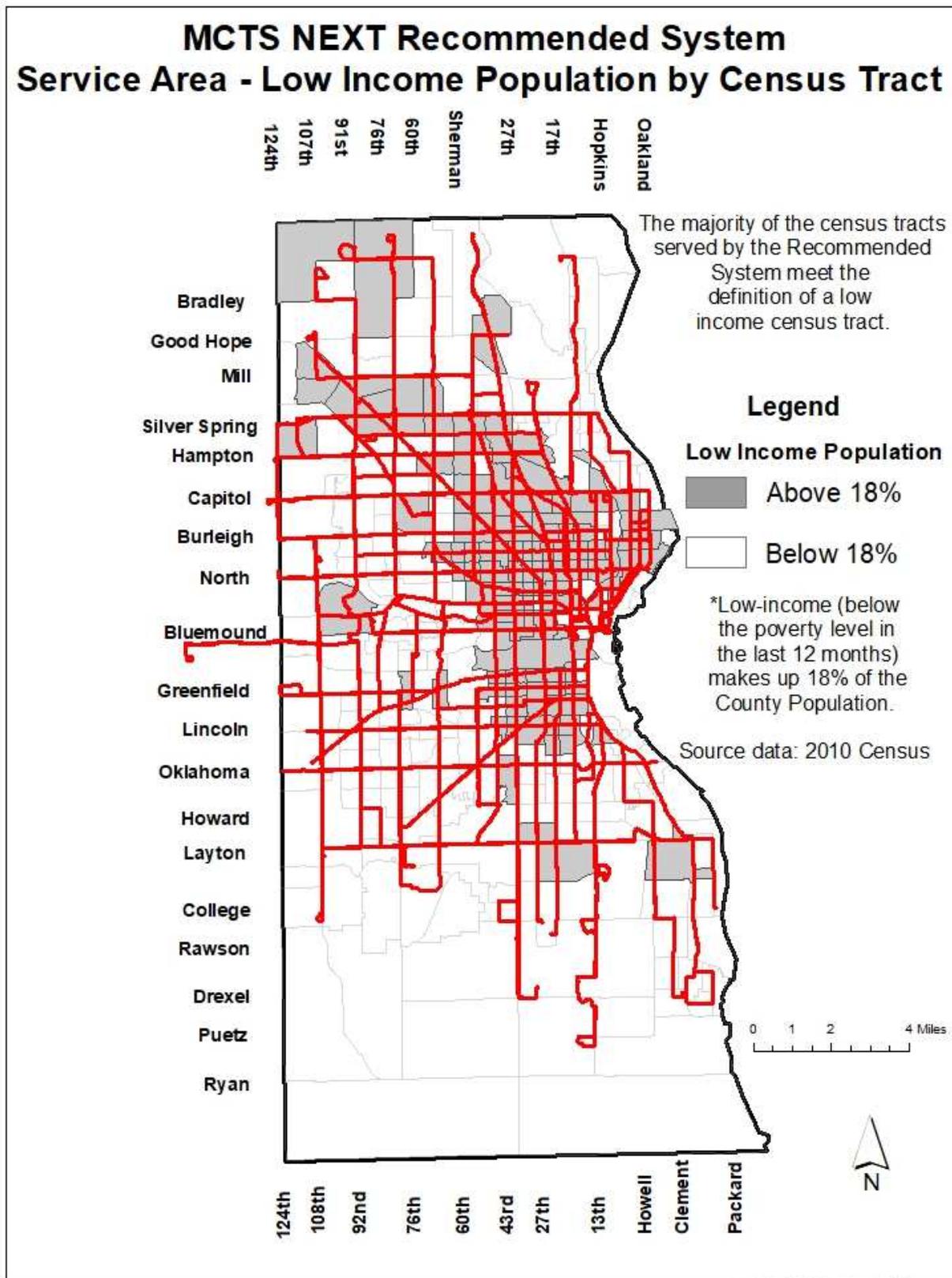


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Map 5.
Minority and Non-Minority Census Block Groups in MCTS NEXT Recommended Plan



Map 6.
 Low-Income and Non-Low-Income Census Block Groups in MCTS NEXT Recommended Plan



The large scope of MCTS NEXT means almost every census tract in Milwaukee County will experience some change in transit service. A review of residents living within ¼-mile of transit service revealed that percentage of change in Potential People-Trips for low-income and minority populations is relatively equal to the percentage of change in Potential People-Trips for non-low-income and non-minority populations (Table 3).

“Potential People-Trips” is generated by multiplying the number of residents in that census block living within ¼-mile of the fixed route network by the number of fixed route trips per day that operate through that census block. Breaking those down further, our Title VI analysis compares the number of Minority and Low-Income Potential People-Trips versus the number of Non-Minority and Non-Low-Income Potential People Trips to determine if Minority or Low-Income populations are losing more than 20% of service than Non-Minority or Non-Low-Income populations throughout the fixed route network. As long as the percentage of change stays at or above 80%, this indicates both Minority and Non-Minority and Low-Income and Non-Low-Income are impacted relatively the same. If the percentage of either falls below 80%, mitigation steps would be recommended.

Throughout the MCTS NEXT project, there were versions of the 60% Recommended Plan that required adding service to Minority and Low-Income census blocks to avoid causing a disparate impact to minority populations or a disproportionate burden to low-income populations. MCTS uses the following procedures to analyze the impact of a major service change to determine if a disparate impact or disproportionate burden exists as a result:

1. Determine the minority/non-minority proportion of the Milwaukee County population
2. Identify census tracts that exceed the Milwaukee County average percentage of minority residents
3. Determine the percentage change in the number of transit trips that travel within the identified census tracts (the tracts identified as having a greater percentage of minority residents than the Milwaukee County average).
4. Determine the percentage change in the number of transit trips that travel within the non-identified census tracts (the tracts identified as having a lesser percentage of minority residents than the Milwaukee County average).
5. Compare the percent change in transit access for both the minority group and the non-minority group to see which has the greatest reduction (or improvement) in transit access:
 - a. **For service reductions:**
 - i. If the percent reduction for minority tracts is higher than for non-minority tracts, an impact ratio is calculated that is equal to the percent change for non-minority tracts divided by the percent change for minority tracts.
 1. If the ratio is less than 0.80, the 4/5ths rule threshold has been crossed and a disparate impact exists. If the ratio is greater than 0.80, a disparate impact does not exist.
 - ii. If the percent change for minority tracts is lower than for non-minority tracts, the impact ratio is scored as 100%, i.e., the impact of the service reduction will be greater on non-minority passengers than on minority passengers.
 - b. **For service improvements:**
 - i. If the percent improvement for non-minority tracts is higher than for minority tracts, an impact ratio is calculated that is equal to the percent change for minority tracts divided by the percent change for non-minority tracts.

1. If the ratio is less than 0.80, the 4/5ths rule threshold has been crossed and a disparate impact exists. If the ratio is greater than 0.80, a disparate impact does not exist.
- ii. If the percent change for non-minority tracts is lower than for minority tracts, the impact ratio is scored as 100%, i.e., the benefits of the service improvement will be available to minority passengers than for non-minority passengers

The same process would be followed to determine if a disproportionate burden existed for persons with low incomes.

In total, 558 block groups with a population of 611,298 will experience an increase in overall transit service while only 268 block groups with a population of 287,262 experience and decrease in service.

Table 3.
Percentage of Change in Potential People-Trips Accrued by Various Populations

By Population within 1/4-mile of Entire Route Network	Low Income	Minority
4/5th Rule	83.4%	106.8%
Change Borne By	17.7%	50.5%
Area Average	21.2%	47.3%
Delta	-3.5%	3.2%

Based on this analysis, the MCTS NEXT Recommended System does not cause a disparate impact on minority populations or a disproportionate burden on low-income populations.

MEASURES TO AVOID, MITIGATE OR MINIMIZE IMPACTS – PUBLIC ENGAGEMENT

MCTS NEXT is a multi-year project that included 13 public meetings, 42 private stakeholder meetings, a public webinar, over 1,500 public comments and survey responses and a variety of other public engagement methods, with feedback coming from every zip code in Milwaukee County (Table 4). All of the public and stakeholder feedback was used to craft a plan that could increase the utility of the fixed route network without increasing costs. Ultimately, a majority of survey respondents indicated they support the Recommended Plan and believed that it would increase their transit usage.

Table 4.
Summary of Public Engagement

#	Method of Outreach	Contacts or Attendees	Note
677	Public Comments	677	from Public Meetings, Webinar, Survey
205	Stakeholder Comments	205	from Stakeholder Meetings
714	Online Survey Responses	714	as of March 15 th at 5:00PM FINAL-Survey closed
14	Print Survey Responses	14	as of April 29, 2019
5	Open Houses – Round 1	63	attendees
3	Open Houses – Round 2	156	attendees
1	Spanish Language Open House	50	attendees
4	Open Houses – Round 3	133	attendees
36	Stakeholder Meetings	589	attendees
11	MCTS Operator/Employee Visits (Stations & Admin)	302	estimated attendees
4	Municipal Presentations (Milwaukee County Board of Supervisors, Shorewood, Whitefish Bay, Glendale)	93	estimated contacts
1	Webinar	1,335	unique viewers
2	TSAC / TPAC	29	attendees
2	AVA Announcements on Buses	2 (Tens of thousands of Impressions)	Since June 2018, a random PSA has been announcing the MCTS NEXT project to our riders. In November 2018, a scheduled PSA for two weeks leading up to the second round of public meetings played hourly.
		4,362	
	* The above counts were verified and tabulated on April 29 th , 2019		

SUMMARY

- MCTS NEXT is a multi-year project that impacts almost every route and schedule in the fixed route bus network.
- The changes significantly increase the number of minority and low-income residents within ¼-mile of fixed route service that comes every 15 minutes or better.
- The benefits of improved High Frequency transit service will skew proportionally to minority and low-income populations. The Recommended Plan meets the requirements of Title VI.

**Milwaukee County Transit System
Interoffice Memorandum**

TO: File

FROM: Tom Winter, Director of Schedule and Planning

SUBJECT: SAFE Analysis – Route 57 (Walnut - Appleton) Segment Elimination

DATE: June 25, 2019

The elimination of the segment of Route 57 (Walnut - Appleton) in Waukesha County (west of N. Lovers Lane Road & W. Silver Spring Drive) meets the definition of a major service change and, per Federal Transit Administration (FTA) rules, requires MCTS prepare a Service and Fare Equity Analysis (SAFE). The purpose of the SAFE is to identify if the service change has a disparate impact on the minority population or a disproportionate burden on the low-income population. If an impact does exist, MCTS must take steps to avoid, minimize or mitigate the impacts where practicable.

BACKGROUND

Route 57 (Walnut - Appleton) currently operates between Downtown Milwaukee and Menomonee Falls in Waukesha County (Map 1 and 2). Service in Waukesha County is to be eliminated effective September 2019 after funding for this segment expires. Afterwards, MCTS will continue to operate Route 57 between Downtown Milwaukee and Lovers Lane Road & Silver Spring Drive.

Route 57 service in Waukesha County was previously provided via by Route 61 (Appleton – Keefe). Route 61 was created using funds from a lawsuit settlement by Milwaukee Inner-City Congregations Allied for Hope (MICAH) and the Black Health Coalition of Wisconsin (BHCW) against the State of Wisconsin and US Departments of Transportation. The lawsuit alleged that WisDOT and USDOT failed to evaluate and mitigate issues relating to the transit dependence and segregation of minorities and refused to include transit plans as part of the I-94 Zoo Interchange reconstruction project. The settlement provided funding that would operate Route 61 from September 2014 until December 2018.

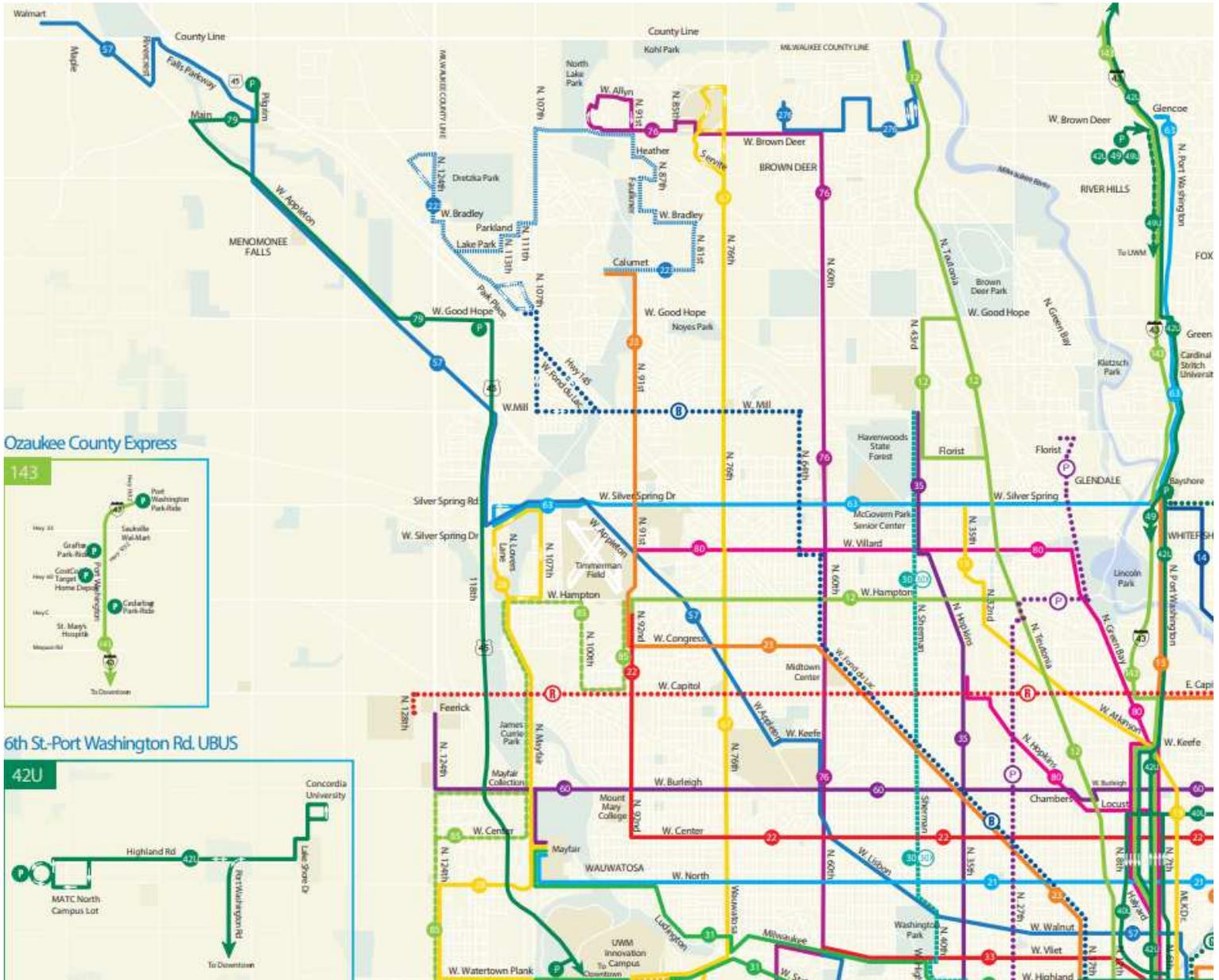
During the preparation of the 2019 Budget, MCTS recommended to the Milwaukee County Board of Supervisors that Route 57 (then named “Walnut - Lisbon”) be modified to incorporate the segments of Route 61 in Milwaukee County. At the same time, the County Board approved funding that would maintain service in Waukesha County (via Route 57) until September 2019. It should be noted the County Board has a policy that transit services beyond County borders be covered by a cost-sharing agreement with that County.

Ridership on Route 57 averages 1,250 rides/day on weekdays, 850 rides/day on Saturdays and 550 rides/day on Sundays. Most of the ridership (87%) is within Milwaukee County (see table on next page). In addition, service in Milwaukee County is significantly more productive than in Waukesha County.

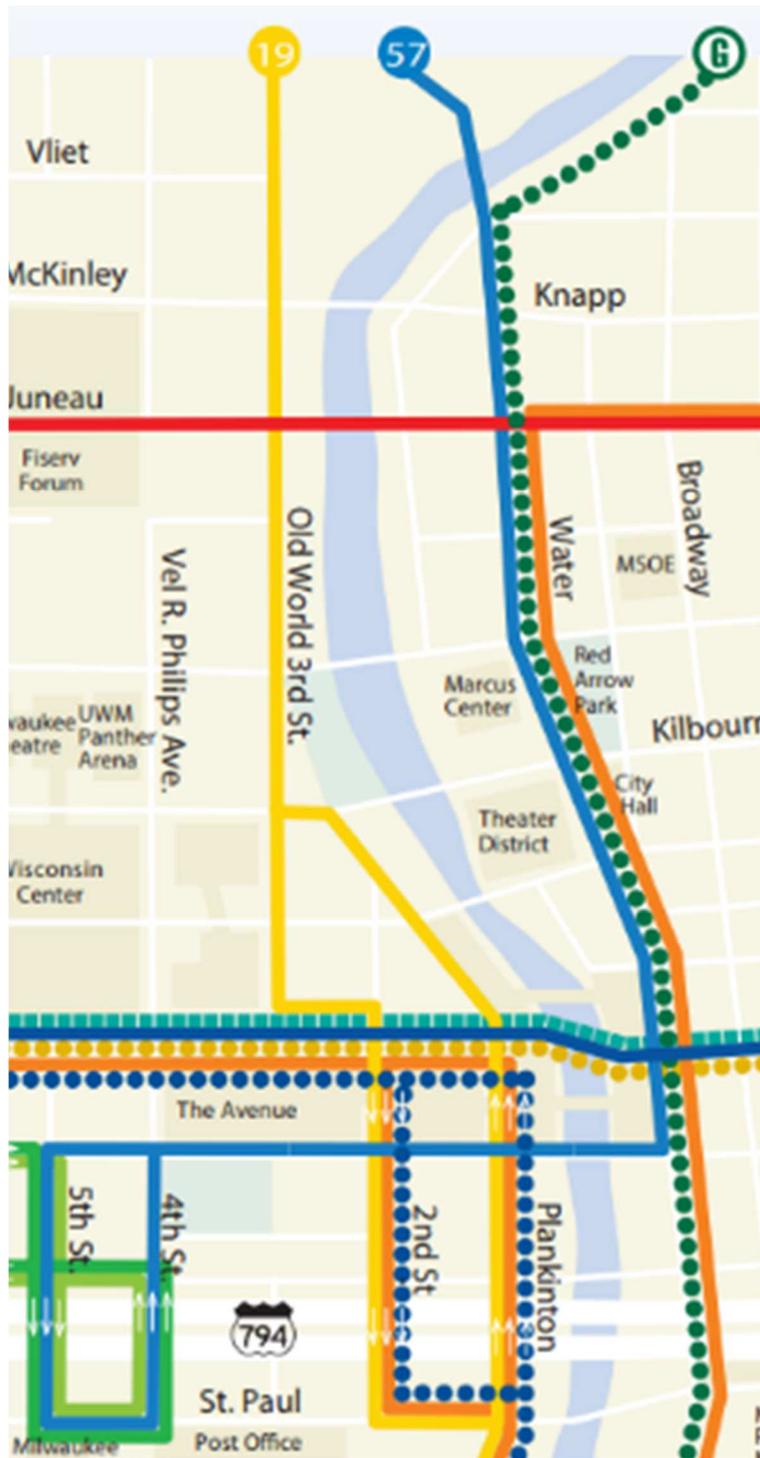
Route 57 Ridership, Bus Hours and Passengers per Bus Hour (1st Quarter 2019)

	Average Rides / Day	Bus Hours / Day	PBH
Total Route	1,250	116.9	10.7
Milwaukee County	1,088 (87% of total)	78.3 (67% of total)	13.9
Waukesha County	162 (13% of total)	39.0 (33% of total)	4.2

Map 1.
Route 57 (Walnut - Appleton)
January 2019



Map 2.
Route 57 (Walnut - Appleton) Downtown Milwaukee
January 2019



DEMOGRAPHIC DATA ANALYSIS / ASSESSMENT OF COMPLIANCE

According to the 2010 Census, the minority population (defined as everyone not white-alone, non-Hispanic origin) of Milwaukee County is 45.7% of the total while the low-income population (defined as people with incomes in the past 12 months below the poverty level) is 18%. Most of both populations reside on the north and northwest sides of the County (Maps 3 and 4).

As required by the FTA, transit systems are asked to define routes as being “minority” or “non-minority” according to whether one-third of the route’s mileage travels within minority census tracts. A census tract was identified as minority if the percent of minority residents exceeded the countywide average. The same methodology was followed for the low-income population.

A Geographic Information Systems (GIS) analysis of Route 57 revealed that it does predominantly travel through minority and low-income census tracts (Maps 3 and 4). Consequently, Route 57 would be defined as both a minority and low-income route.

DETERMINATION OF DISPARATE IMPACT / DISPROPORTIONATE BURDEN

A disparate impact or disproportionate burden has occurred when the impact of a service reduction on minority or low-income populations far exceeds the impact on the non-minority or non-low-income population. MCTS uses the four-fifths rule (also known as the 80% rule) as the threshold for its disparate impact and disproportionate burden policies. Specifically, an impact has occurred when the ratio of the reduction in service to the minority or low-income population compared to the non-minority or non-low-income population is less than four-fifths or 80%. The four-fifths rule is a commonly accepted measure used by transit systems.

In this case, MCTS examined how the elimination of the Route 57 segment in Waukesha County would impact the affected population groups. As was noted earlier, Route 57 service in Milwaukee County will essentially remain the same after this service change. In other words, the frequency of service and the service span will be the same for persons in minority and non-minority census tracts and for persons in low-income and non-low-income census tracts in Milwaukee County.

All persons boarding from minority census tracts in Milwaukee County who are currently riding Route 57 to destinations in Waukesha County will be negatively impacted by this service change. From a strict compliance-based standpoint, though, the impact of the elimination of service will be the same for the minority and non-minority population and the low-income and non-low-income population. This is because the change in Route 57 does not reduce service within any minority or low-income census tracts in Milwaukee County. Rather, the service reductions are entirely within Waukesha County. Consequently, it was concluded this service change would not result in a disparate impact on the minority population or a disproportionate burden on the low-income population.

MEASURES TO AVOID, MITIGATE OR MINIMIZE IMPACTS

Despite this finding, MCTS and Milwaukee County took various actions to try to avoid the impact of this service change. Specifically, the 2019 Budget stated it was the policy of Milwaukee County to seek additional funding from the State of Wisconsin to allow Route 57 to continue service in Waukesha County. It was noted the State paid more than \$13 million to settle the aforementioned lawsuit that, among other things, alleged the I-94 Zoo Interchange Project discriminated against communities of color by not including public transit improvements.

In addition, Milwaukee County Governmental Affairs staff were asked to take the following actions:

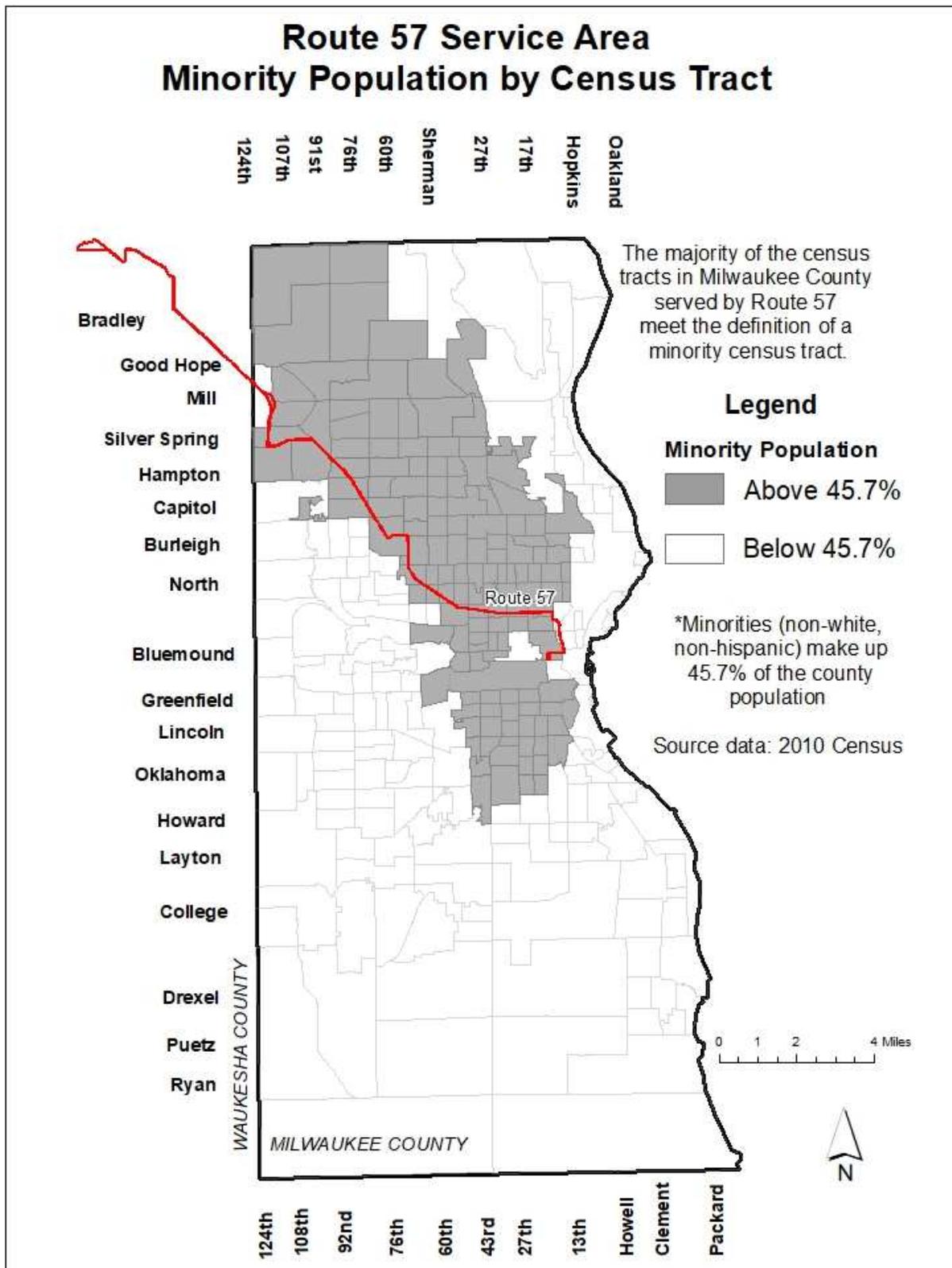
- Communicate to State policymakers the need for non-tax levy funding to continue inter-county transit service to connect workers with jobs
 - In response, MCTS and MCDOT met with Governmental Affairs staff and emphasized the urgency for obtaining a commitment from non-Milwaukee County parties for funding.
- Discuss with Waukesha County officials' opportunities to share in the cost of providing this transit service.
 - MCTS and MCDOT met with Waukesha County to explore entering into a cost sharing agreement. The Waukesha County Director of Public Works declined to recommend an agreement to their Board of Supervisors. This decision was based on the low ridership and productivity of service in Waukesha County (see table on page 2).
- Engage groups including BHCW and MICAH in the effort to secure funding to continue the service and communicate with groups such as the Regional Transit Leadership Council that are dedicated to advancing regional transit through public-private partnership
 - MCTS shared information with MICAH regarding their efforts to survey employers along Route 57.

As regards mitigating or minimizing the impact of this service change, there is no alternative fixed route transit service adjacent to Route 57 in Waukesha County. MCTS does operate Route 79 (Menomonee Falls Flyer) under contract with and funded by Waukesha County. It would be possible for a person to use this route and travel from 35th & Fond du Lac to some but not all areas served by Route 57. Route 79 service is also limited to only four morning trips and four evening trips on weekdays.

SUMMARY

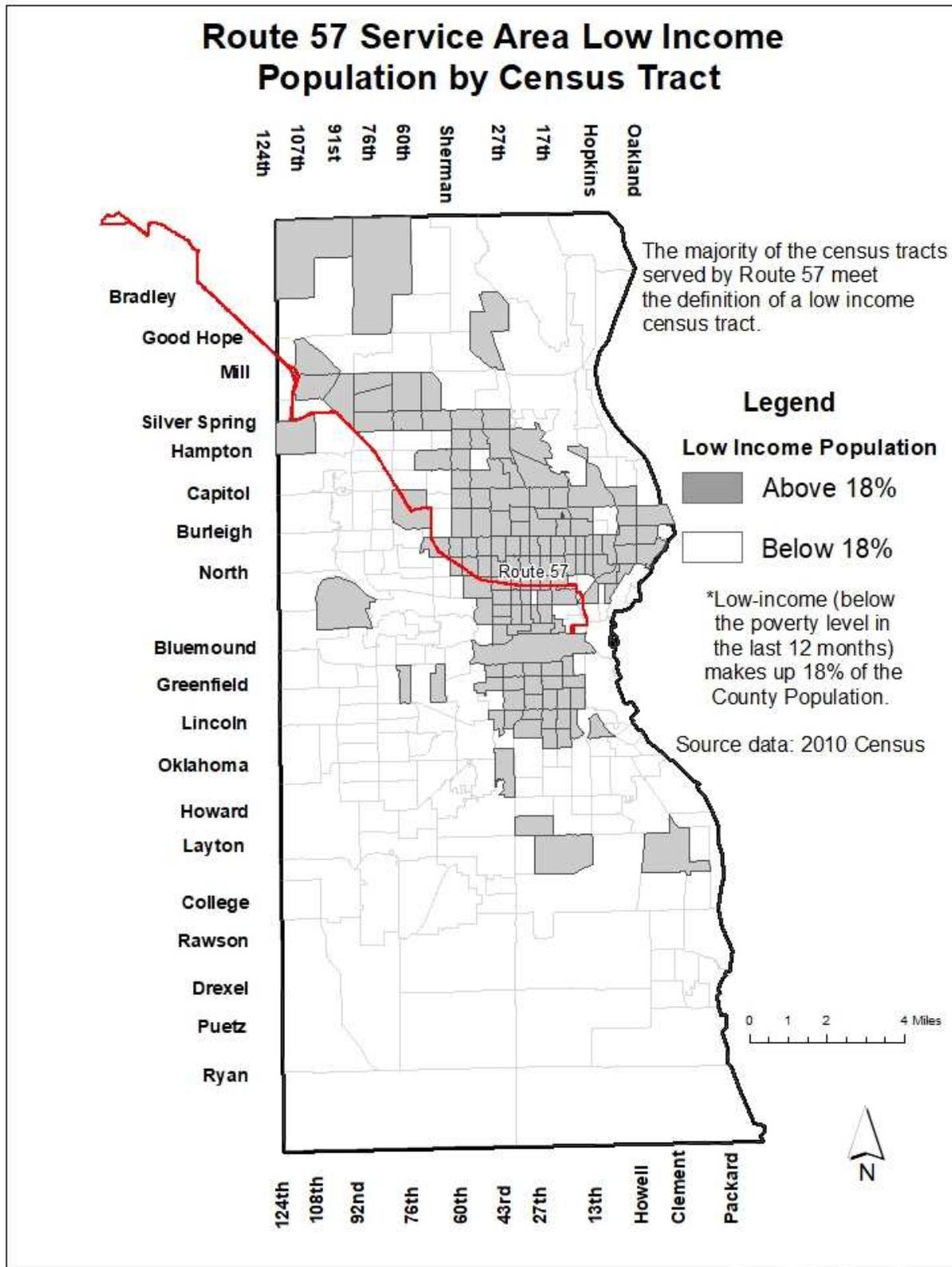
- The elimination of Route 57 service in Waukesha County (west of N. Lovers Lane Road & W. Silver Spring Drive) meets the threshold of a major service change and requires MCTS prepare a Service Equity Analysis to determine if a disparate impact or disproportionate burden would occur.
- It was reasoned the elimination of service in Waukesha County would not have a disparate impact on the minority population or a disproportionate burden on the low-income population since there will be no change in the frequency of service and service span on Route 57 in Milwaukee County.
- All persons from minority census tracts who use Route 57 to Waukesha County will be negatively impacted by this service change. From a strict compliance-based standpoint, however, this impact will be the same for the minority and non-minority population and the low-income and non-low-income population.
- Efforts were taken to seek financial support from the State of Wisconsin and Waukesha County to allow service to continue. Waukesha County decided against providing financial support due to the low ridership and productivity of the service.
- As regards mitigating or minimizing the impact of this service change, persons could explore using Route 79 (Menomonee Falls Flyer). This service only operates on weekdays during the rush hours.

Map 3.
 Minority Population in Milwaukee County by Census Tract
 Route 57 Service Area



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Map 4.
Low-income Population in Milwaukee County by Census Tract
Route 57 Service Area



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**Milwaukee County Transit System
Interoffice Memorandum**

TO: File

FROM: Jeff Sponcia, Manager of Planning

SUBJECT: MCTS 2020 Budget SAFE Analysis

DATE: June 26th, 2019

MCTS is currently preparing its 2020 Budget proposal for route operations. All indications are that there will be a multi-million-dollar budget deficit in 2020. In short, due to declining and expiring revenue streams, flat funding levels and rising expenses, MCTS does not have enough funding to operate all the routes it currently operates in 2019. Planning was recently tasked with analyzing routes and certain segments of routes for low ridership, low productivity, inefficiency and duplication—upon finding these, Planning has been asked to generate several service reduction scenarios at different levels of total annual savings: \$4.7 million, \$6 million and \$8 million. MCTS has decided to move forward with a version of the \$6 million scenario.

This 2020 Budget proposal impacts and eliminates many different routes and, thus, would be considered a Major Service Change. Per FTA rules, this requires that MCTS prepare a Service and Fare Equity Analysis (SAFE). The SAFE indicates whether the change has a disparate impact on the minority population or a disproportionate burden on the low-income population. If either impact exists, MCTS must take steps to avoid, minimize or mitigate the impacts where practicable.

BACKGROUND

MCTS is the largest transit provider in the state of Wisconsin, providing over 30 million annual rides and approximately 1.3 million annual hours of service. Declining or flat funding levels from Federal, State and Local sources plus less customer revenue over the last decade has led to significant reductions in transit service. These service reductions, along with a variety of other reasons, have caused a significant drop in transit ridership over the last ten years.

The scope of changes in the 2020 Budget proposal are significant. Maps 1 and 2 depict how the fixed route network will change from its current state to the changes in the 2020 Budget proposal and Table 2 provides a brief description of the recommended changes.

DETERMINATION OF DISPARATE IMPACT AND/OR DISPROPORTIONATE BURDEN

In general, the determination is based on an assessment of whether the impact of the service change on the minority or low-income population is more or less than the impact on the non-minority or non-low-income population.

According to the 2010 Census, the minority population (defined as everyone not white-alone, non-Hispanic origin) of Milwaukee County is 45.7% while the low-income population (defined as people with incomes in the past 12 months below the poverty level) is 18%. Most of both populations reside on the northwest side of Milwaukee County (Maps 3 and 4).

As a part of its annual assessment of compliance required by FTA, MCTS categorizes routes as “minority” and “non-minority” according to whether one-third of the route’s mileage travels within minority census tracts. A census tract was identified as minority if the percent of minority residents exceeded the countywide average. The same methodology was followed for the low-income population.

A GIS analysis of the MCTS NEXT Recommended Plan revealed that, while many of the routes predominantly travel through minority and low-income census tracts (Maps 5 and 6), the changes in this redesign would not cause a disparate impact on the minority population and nor a disproportionate burden on the low-income population (Table 1).

The large scope of the 2020 Budget proposal means that many census tracts in Milwaukee County will experience some change in transit service. A review of residents living within ¼-mile of transit service revealed that percentage of change in Potential People-Trips for low-income and minority populations is relatively equal to the percentage of change in Potential People-Trips for non-low-income and non-minority populations (Table 1).

“Potential People-Trips” is generated by multiplying the number of residents in that census block living within ¼-mile of the fixed route network by the number of fixed route trips per day that operate through that census block. Breaking those down further, our Title VI analysis compares the number of Minority and Low-Income Potential People-Trips versus the number of Non-Minority and Non-Low-Income Potential People Trips to determine if Minority or Low-Income populations are losing more than 20% of service than Non-Minority or Non-Low-Income populations throughout the fixed route network. As long as the percentage of change stays at or above 80%, this indicates both Minority and Non-Minority and Low-Income and Non-Low-Income are impacted relatively the same. If the percentage of either falls below 80%, mitigation steps would be recommended.

MCTS uses the following procedures to analyze the impact of a major service change to determine if a disparate impact or disproportionate burden exists as a result:

1. Determine the minority/non-minority proportion of the Milwaukee County population
2. Identify census tracts that exceed the Milwaukee County average percentage of minority residents
3. Determine the percentage change in the number of transit trips that travel within the identified census tracts (the tracts identified as having a greater percentage of minority residents than the Milwaukee County average).
4. Determine the percentage change in the number of transit trips that travel within the non-identified census tracts (the tracts identified as having a lesser percentage of minority residents than the Milwaukee County average).
5. Compare the percent change in transit access for both the minority group and the non-minority group to see which has the greatest reduction (or improvement) in transit access:
 - a. **For service reductions:**
 - i. If the percent reduction for minority tracts is higher than for non-minority tracts, an impact ratio is calculated that is equal to the percent change for non-minority tracts divided by the percent change for minority tracts.
 1. If the ratio is less than 0.80, the 4/5ths rule threshold has been crossed and a disparate impact exists. If the ratio is greater than 0.80, a disparate impact does not exist.

- ii. If the percent change for minority tracts is lower than for non-minority tracts, the impact ratio is scored as 100%, i.e., the impact of the service reduction will be greater on non-minority passengers than on minority passengers.

b. For service improvements:

- i. If the percent improvement for non-minority tracts is higher than for minority tracts, an impact ratio is calculated that is equal to the percent change for minority tracts divided by the percent change for non-minority tracts.
 1. If the ratio is less than 0.80, the 4/5ths rule threshold has been crossed and a disparate impact exists. If the ratio is greater than 0.80, a disparate impact does not exist.
- ii. If the percent change for non-minority tracts is lower than for minority tracts, the impact ratio is scored as 100%, i.e., the benefits of the service improvement will be available to minority passengers than for non-minority passengers

The same process would be followed to determine if a disproportionate burden existed for persons with low incomes.

Table 1.
Percentage of Change in Potential People-Trips Accrued by Various Populations

By Population within ¼-mile of Entire Route Network	Minority	Low Income
4/5ths Rule	87.1%	114.1%
Change Borne By	41.2%	24.2%
Area Average	47.3%	21.2%
Delta	-6.1%	3.0%

Based on this analysis, the 2020 Budget proposal does not cause a disparate impact on minority populations or a disproportionate burden on low-income populations.

SUMMARY

- MCTS' 2020 Budget has a \$6 million deficit that needs to be covered by route operations.
- MCTS Planning generated a scenario to balance the 2020 Budget containing service reductions and eliminations of the system's lowest-performing routes and segments of routes.
- Comparing the current system to the system proposed in the 2020 Budget, both minority and non-minority and low-income and non-low-income populations are impacted relatively the same (within 20% of each other). Thus, the Recommended Plan meets the requirements of Title VI.

Map 1.
Current Fixed Route Network (19-MAR)

2019 MCTS Fixed and Express Route Local Bus Services: 97.0% of Rides

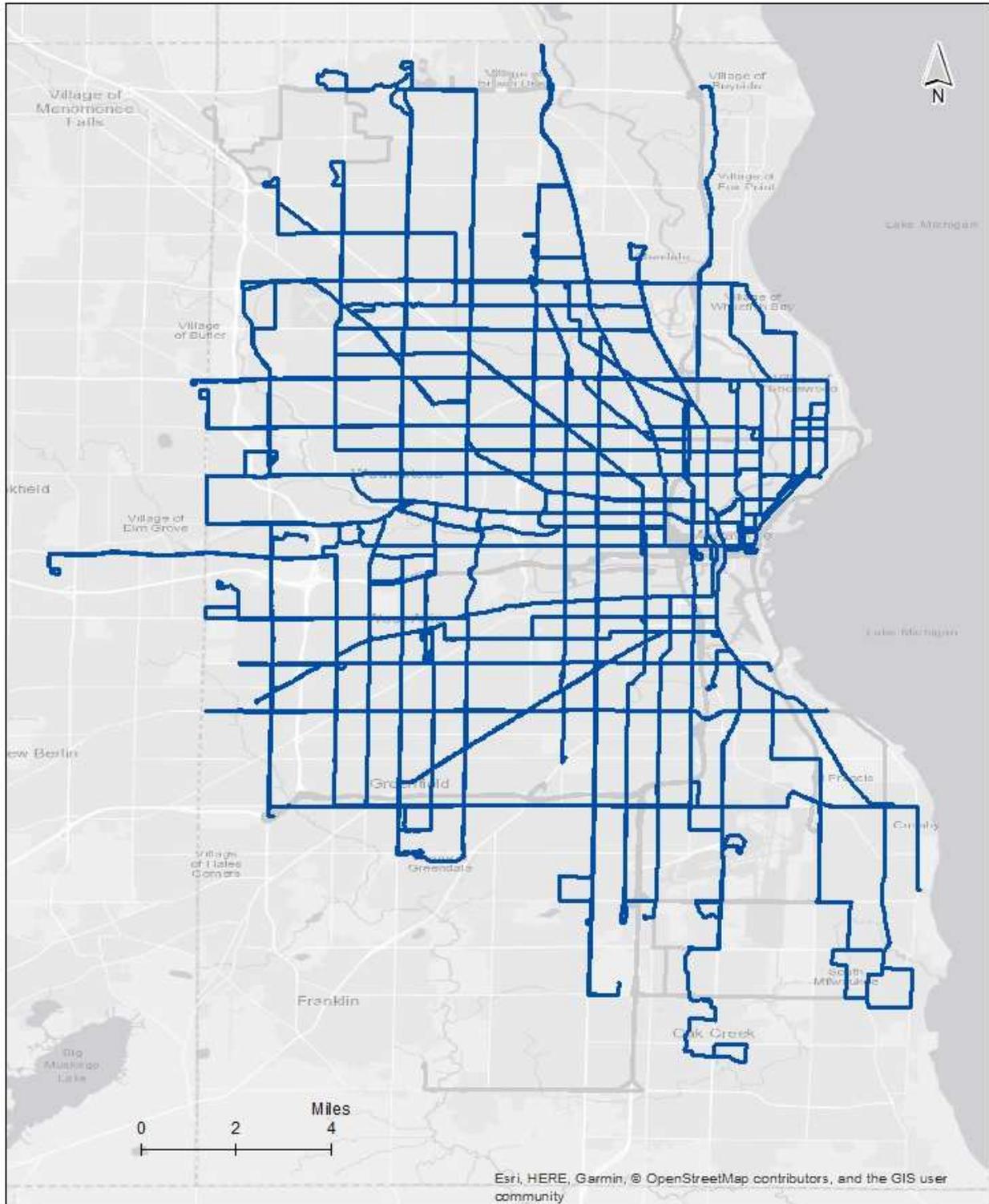
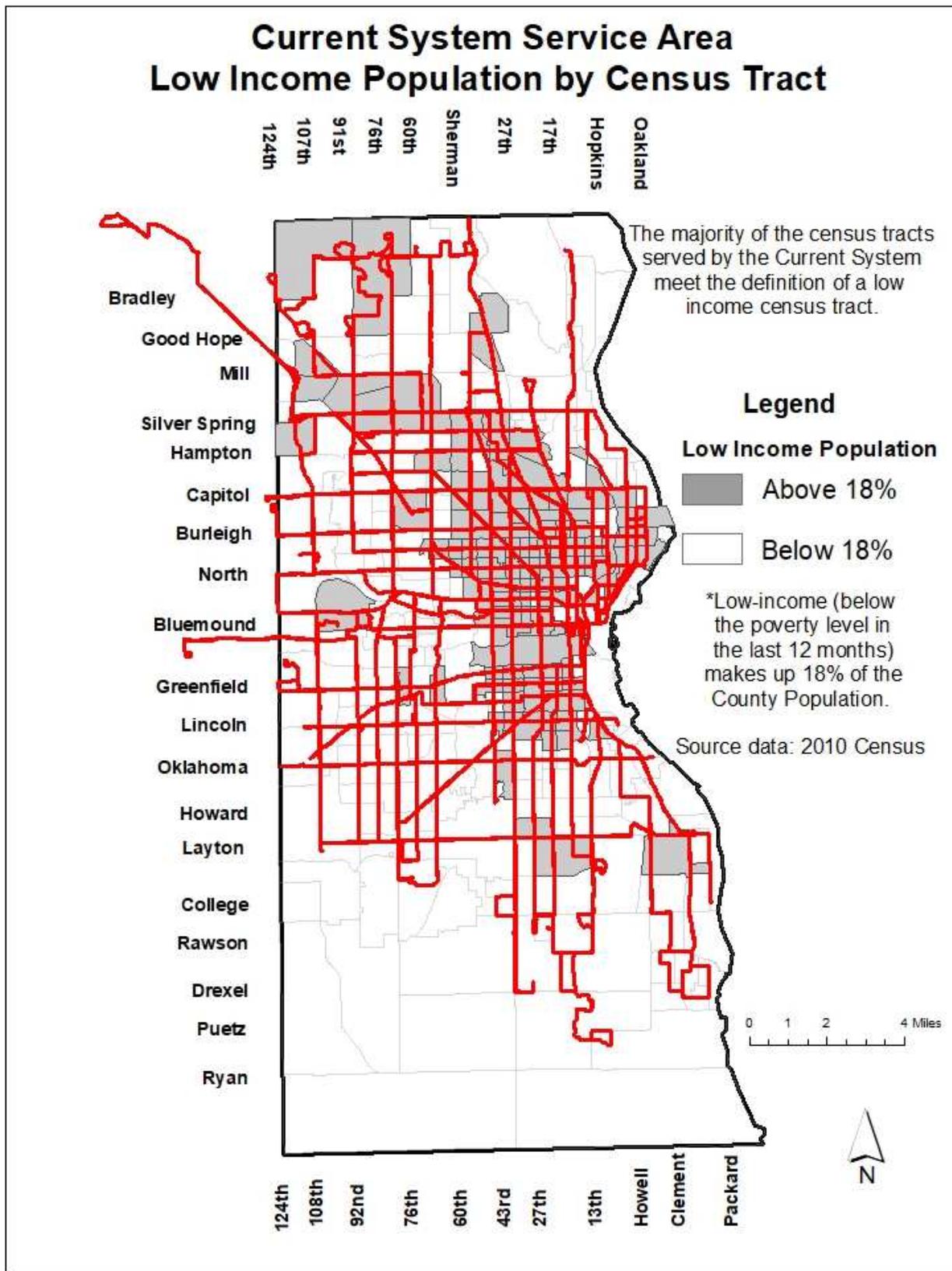


Table 2.
MCTS Routes and Description of Change Under MCTS 2020 Budget

Current Routes in MCTS 2020 Budget		
Route	Type of Service	Description of Change under MCTS 2020 Budget
BlueLine	Fixed	Merged with Route 23
GoldLine	Fixed	No change
GreenLine	Fixed	No change
PurpleLine	Fixed	No change
RedLine	Fixed	No change
12	Fixed	No change
14	Fixed	No change
15	Fixed	No change
17	Shuttle	Eliminated
19	Fixed	No change
21	Fixed	No change
22	Fixed	No change
23	Fixed	Route name retired; merged with BlueLine
28	Fixed	No change
30	Fixed	Merged with Route 30X
30X	Fixed	Merged with Route 30
31	Fixed	No change
33	Fixed	No change
35	Fixed	No change
40	Flyer	Eliminated
40U	UBUS	Eliminated
42U	UBUS	Eliminated
43	Flyer	Eliminated
44	Flyer	Eliminated
44U	UBUS	Eliminated
46	Flyer	Eliminated
48	Flyer	Eliminated
49	Flyer	Eliminated
49U	UBUS	Eliminated
51	Fixed	No change
52	Fixed	Eliminated
53	Fixed	No change
54	Fixed	No change

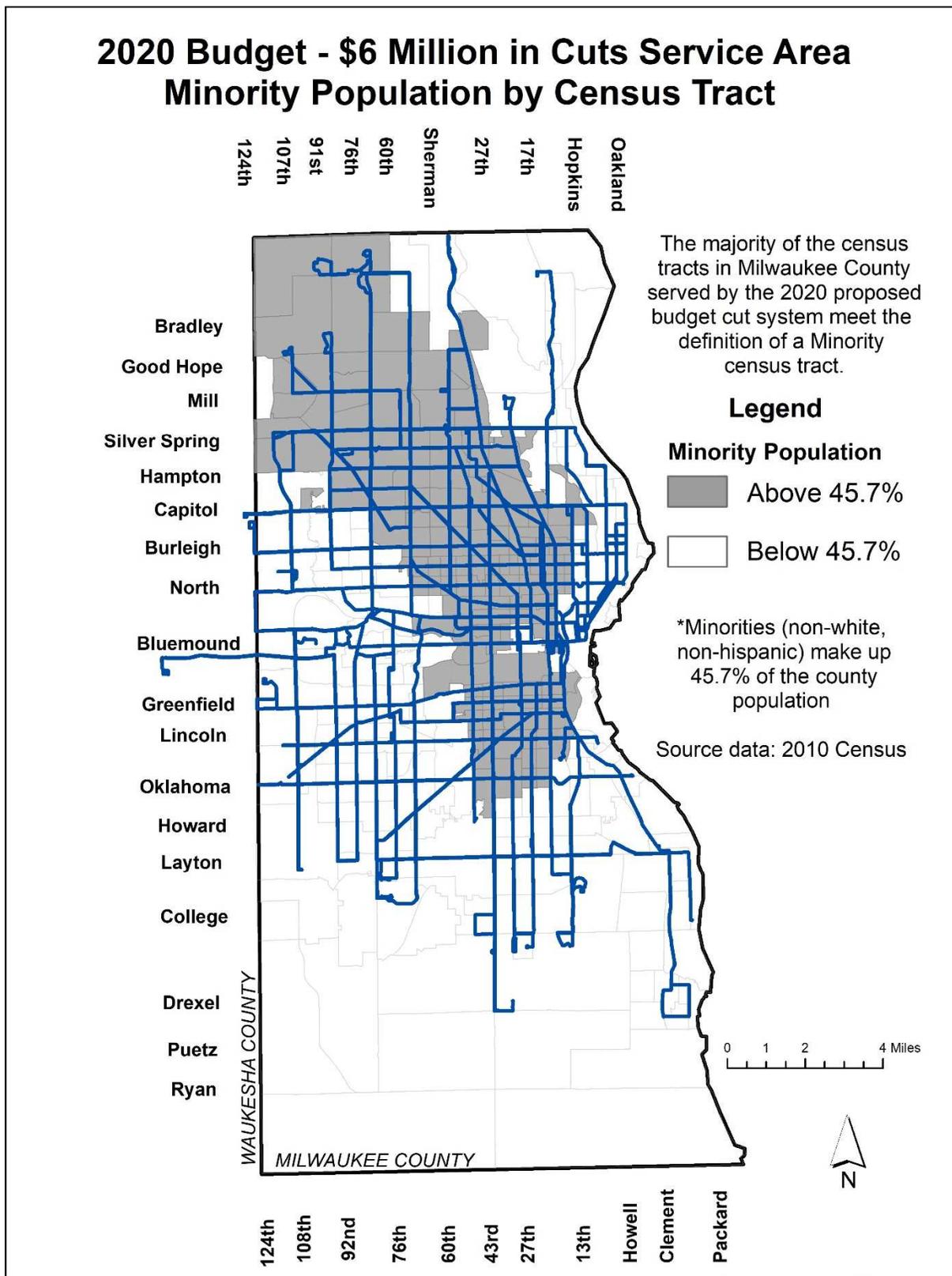
55	Fixed	No service west of S. 76 th Street; limited service east of Packard
56	Fixed	No change
57	Fixed	No change
60	Fixed	No change
63	Fixed	No change
64	Fixed	No change
67	Fixed	No change
76	Fixed	No change
80	Fixed	No service south of MATC South campus
137	Shuttle	Eliminated
219	Shuttle	Eliminated
223	Shuttle	Eliminated
276	Shuttle	Eliminated
Summer Service in MCTS 2020 Budget		
Route	Type of Service	Description of Change under MCTS 2020 Budget
BRW	Summer	Eliminated
7E	Summer	Eliminated
40E	Summer	Eliminated
44E	Summer	Eliminated
49E	Summer	Eliminated
7S	Summer	Eliminated
40S	Summer	No change
42S	Summer	Eliminated
43S	Summer	No change
44S	Summer	No change
45S	Summer	No change
47S	Summer	No change
49S	Summer	No change
23F	Summer	Eliminated
40F	Summer	Eliminated
43F	Summer	Eliminated
45F	Summer	Eliminated
46F	Summer	Eliminated
49F	Summer	Eliminated

Map 4.
Low-Income and Non-Low-Income Census Block Groups



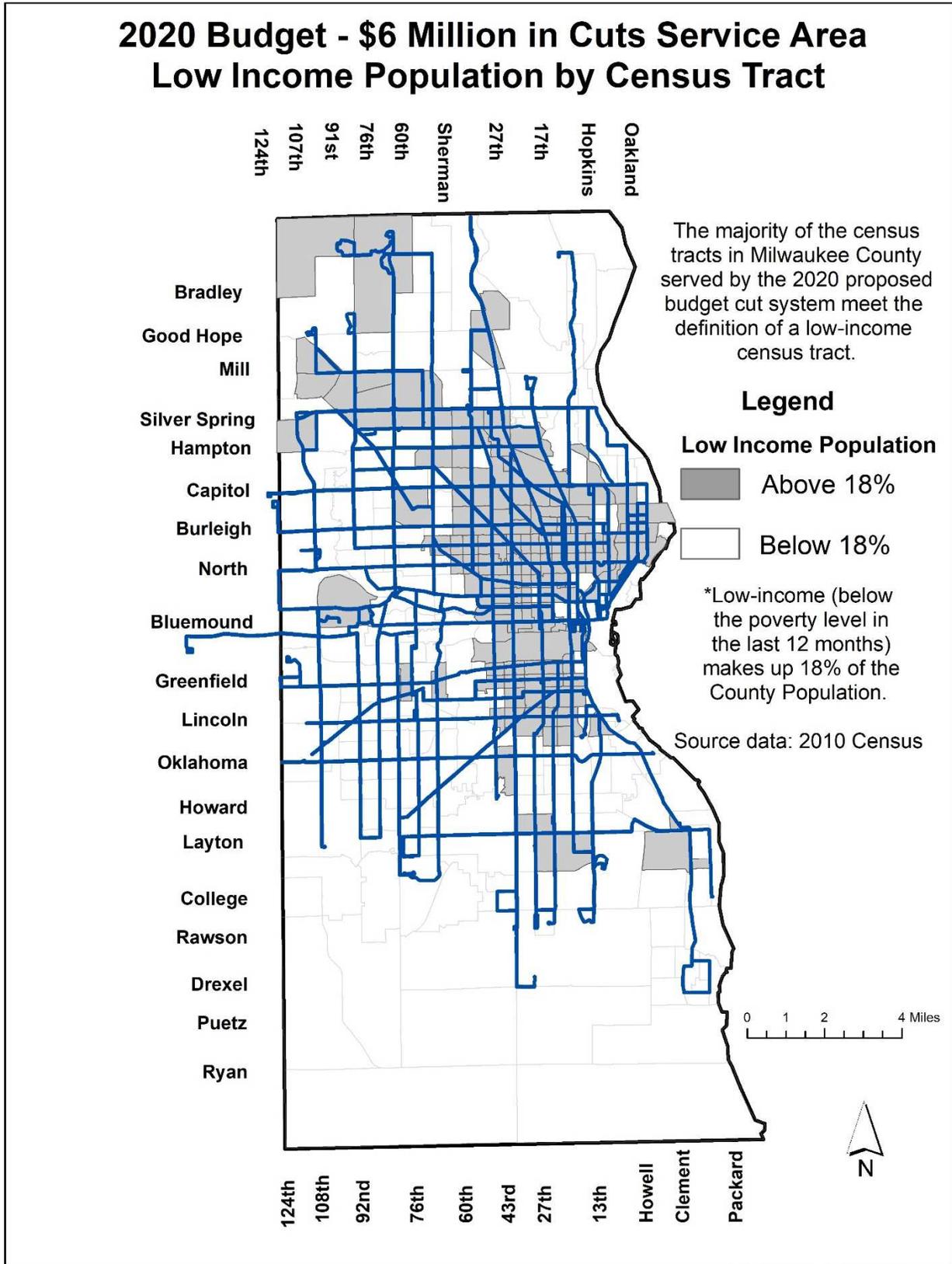
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Map 5.
 Minority and Non-Minority Census Block Groups in 2020 Budget Proposal



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Map 6.
 Low-Income and Non-Low-Income Census Block Groups in 2020 Budget Proposal



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**Milwaukee County Transit System
Interoffice Memorandum**

TO: File

FROM: Jesus Ochoa, Transit Planner

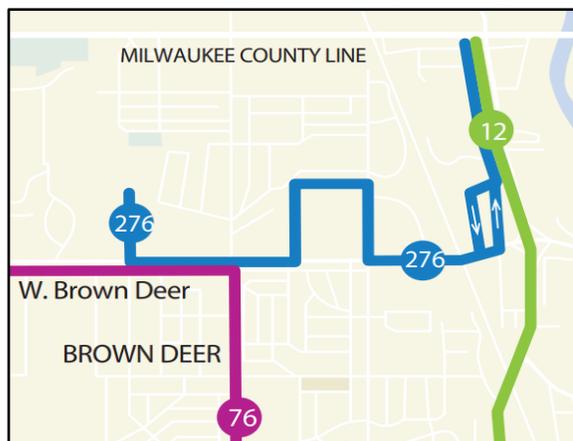
SUBJECT: SAFE Analysis – Reconfiguration of Route 12 (Teutonia-Hampton) and Elimination of Route 276 (Brown Deer Shuttle)

DATE: April 13, 2020

MCTS projects to have a \$6 million budget deficit in 2020. The elimination of Route 276 (Brown Deer Shuttle) and the reconfiguration of Route 12 meets the definition of a major service change and, per FTA rules, requires MCTS to prepare a Service and Fare Equity analysis (SAFE). The SAFE indicates whether the change has a disparate impact on the minority population or a disproportionate burden on the low-income population. If either impact does exist, MCTS must take steps to avoid, minimize or mitigate the impacts where practicable.

BACKGROUND

Route 276 (see Map 1) was created to serve the Brown Deer Industrial Park on the north side of Brown Deer Road between N. 51st and N. 55th Streets. Its primary destinations are major employers in the Brown Deer Industrial Park. This route connects with Route 76 (N. 60th - S. 70th) at Brown Deer Road & N. 60th Street and Route 12 (Teutonia - Hampton) at Green Bay Road & Cherrywood Lane, enabling workers from the north and south sides of Milwaukee County to get dropped off and picked up relatively close to their place of employment in this industrial park. This route operates using one bus between 5:00AM and 7:00PM on weekdays, totaling approximately 14.2 in-service hours per weekday. The also operates on Saturdays and Sundays for approximately 12 in-service hours per day. In the Fall 2019, Route 276 carried 116 rides per weekday with its passengers per bus hour averaging between 5.0 PBH and 8.0 PBH for the past year—a very low productivity rate.



Map 1.

Route 12 (see Map 2) was created to serve the greater Downtown Milwaukee, with its southern terminus at the Intermodal Station, and north side neighborhoods of the City of Milwaukee via 12th Street and Teutonia Avenue. Route 12 branches out on Hampton Avenue, serving residences and businesses, from Teutonia to N. 92nd Street. Additionally, its other branch continues, north of Hampton, on Teutonia to Green Bay serving residents and businesses along the northeast part of the City of Milwaukee and the Village of Brown Deer. This branch terminates at Green Bay and Cherrywood that serves a mix of residential and commercial land uses.

MCTS also analyzed how this change would affect minority and low-income peoples' access to transit across the entire system. While the elimination of any route will have a detrimental effect on everyone's access to transit service, it was determined that the impact of this service elimination/reconfiguration on minority communities was disparate and the impact of this change on low-income communities was disproportionate (Table 1). Therefore, mitigation measures are recommended.

Table 1	Trips Before	Trips After	4/5ths Rule	Percent Change
Low Income	3,207,185	2,943,080	62.67%	-8.23%
Non-Low Income	1,044,565	990,660		-5.16%
Minority	3,745,245	3,424,040	-7.36%	-8.58%
Non-Minority	506,505	509,700		0.63%
Total	4,251,750	3,933,740		-7.48%

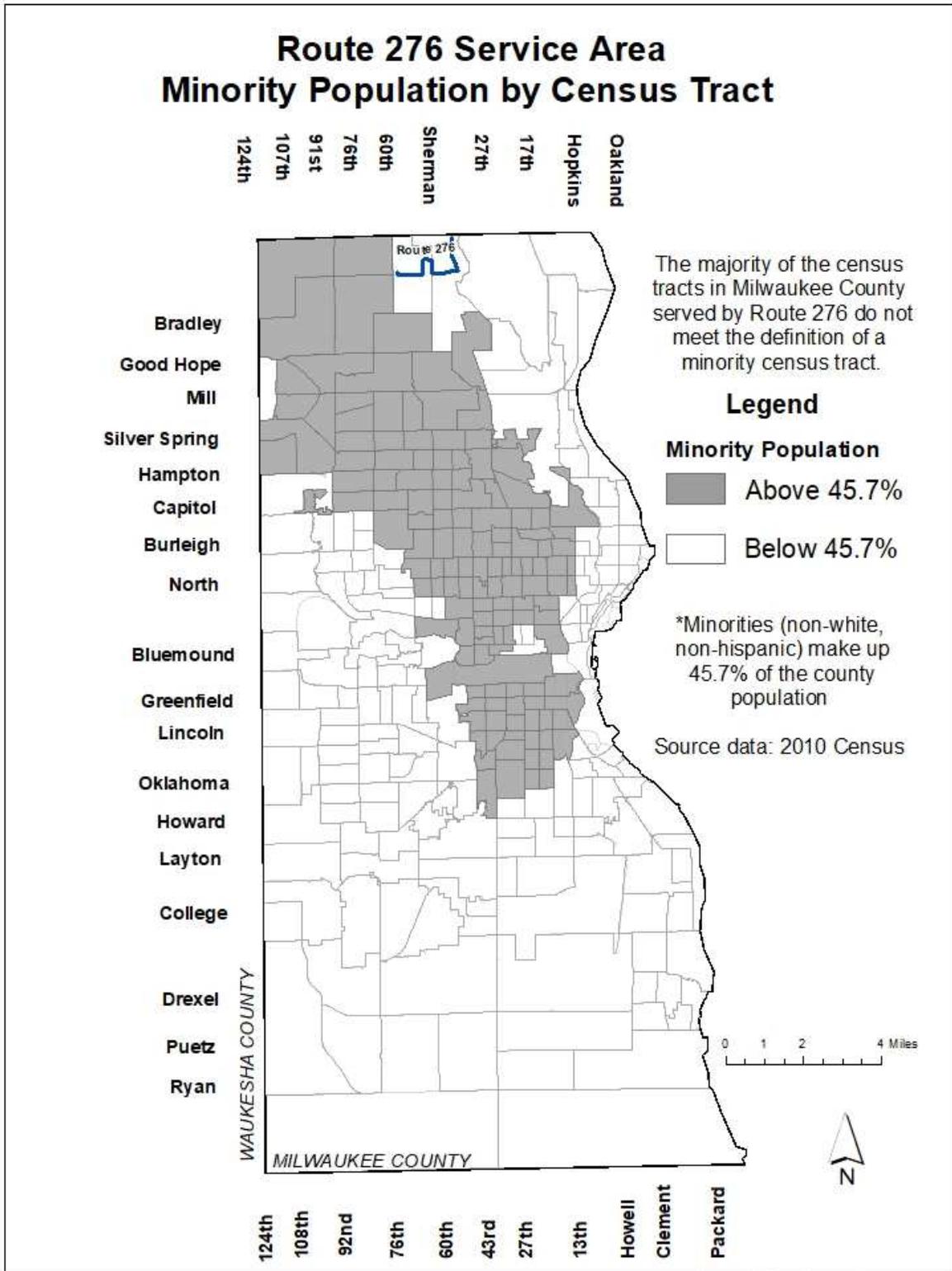
MEASURES TO AVOID, MITIGATE OR MINIMIZE IMPACTS

Multiple Transportation Network Companies' on-demand ride services such as Uber and Lyft exist to help passengers with specific trip times that the proposed service change cannot meet. The heaviest used trips on Route 276 can be analyzed so that those trip times are used in the proposed Route 12 schedule. In addition, as future budgets and ridership demand increase, more service can be added to the new Route 12 to mitigate the impacts caused by using the same amount of service hours stretched over longer distances that caused the reduction in the number of trips per day. The extended service along both of this route's corridors (Teutonia-Brown Deer and Hampton) vastly improves all riders' potential transit access and travel time, decreasing the need to transfer and wait for another route, and expands their ability to travel across the county.

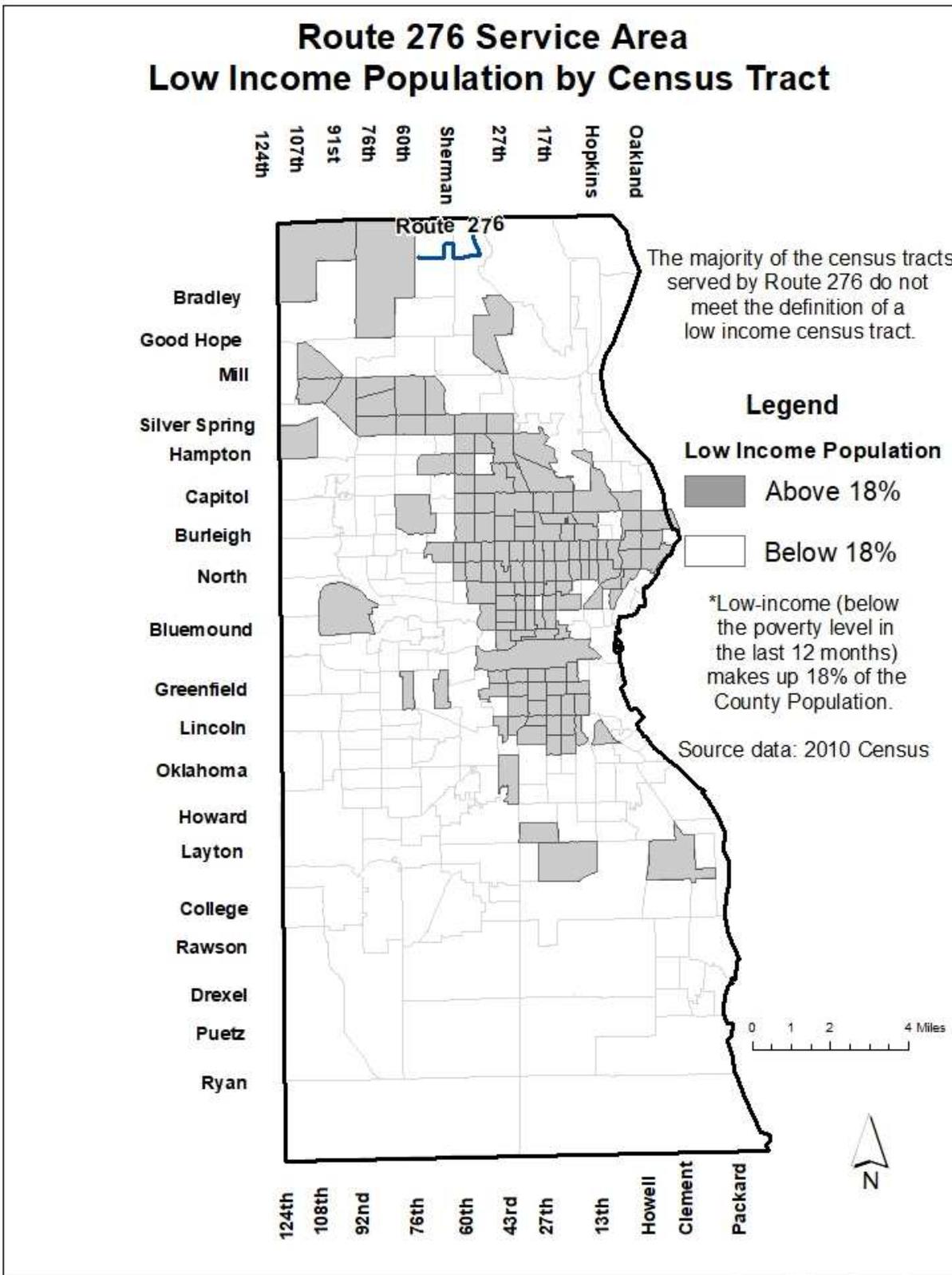
SUMMARY

- MCTS' budget will have a projected \$6 million gap in 2020.
- MCTS has identified several low productivity routes to eliminate to balance the operating budget including Route 276, which carries approximately 116 rides per day and has a PBH of 8.0.
- MCTS has identified potential extensions to Route 12 that can still serve the proposed elimination and is more efficient with taxpayer dollars and serves thousands of daily riders.
- The elimination/reconfiguration of Route 276 and Route 12 meet the threshold of a major service change and requires that MCTS perform a Service and Fare Equity analysis to determine if a disparate impact or disproportionate burden would occur.
- As Route 276 serves predominantly non-minority and non-low-income population census tracts, its elimination would not be considered a disparate impact and a disproportionate burden on the minority and low-income population, respectively. However, when looking at the entire reconfiguration with Route 12, which is considered a minority and low-income route, there appears to be a disproportionate burden on low-income population and a disparate impact on minority populations with the reduction of overall trips.
- In order to help mitigate any impacts to low-income and minority populations, Route 12 would continue to be monitored for potential service additions, as future budgets allow. However, the overall change creates more accessibility for low-income and minority populations with more route connections like Route 28, which serves Mayfair Mall, and direct service to destinations like Walmart, among others, on Brown Deer Road.

Map 3.
 Minority Population in Milwaukee County by Census Tract
 Route 276 Service Area

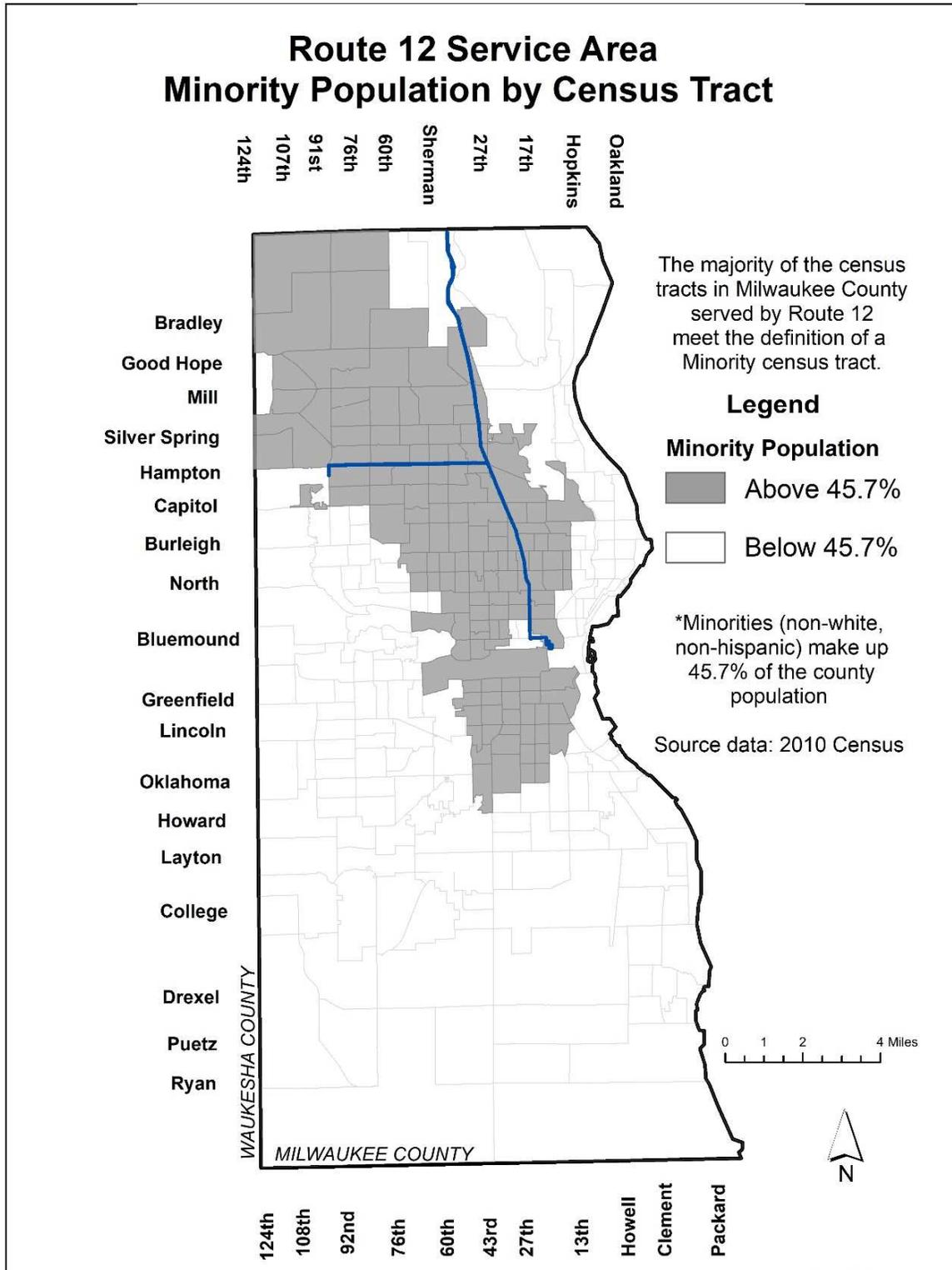


Map 4.
 Low Income Population in Milwaukee County by Census Tract
 Route 276 Service Area



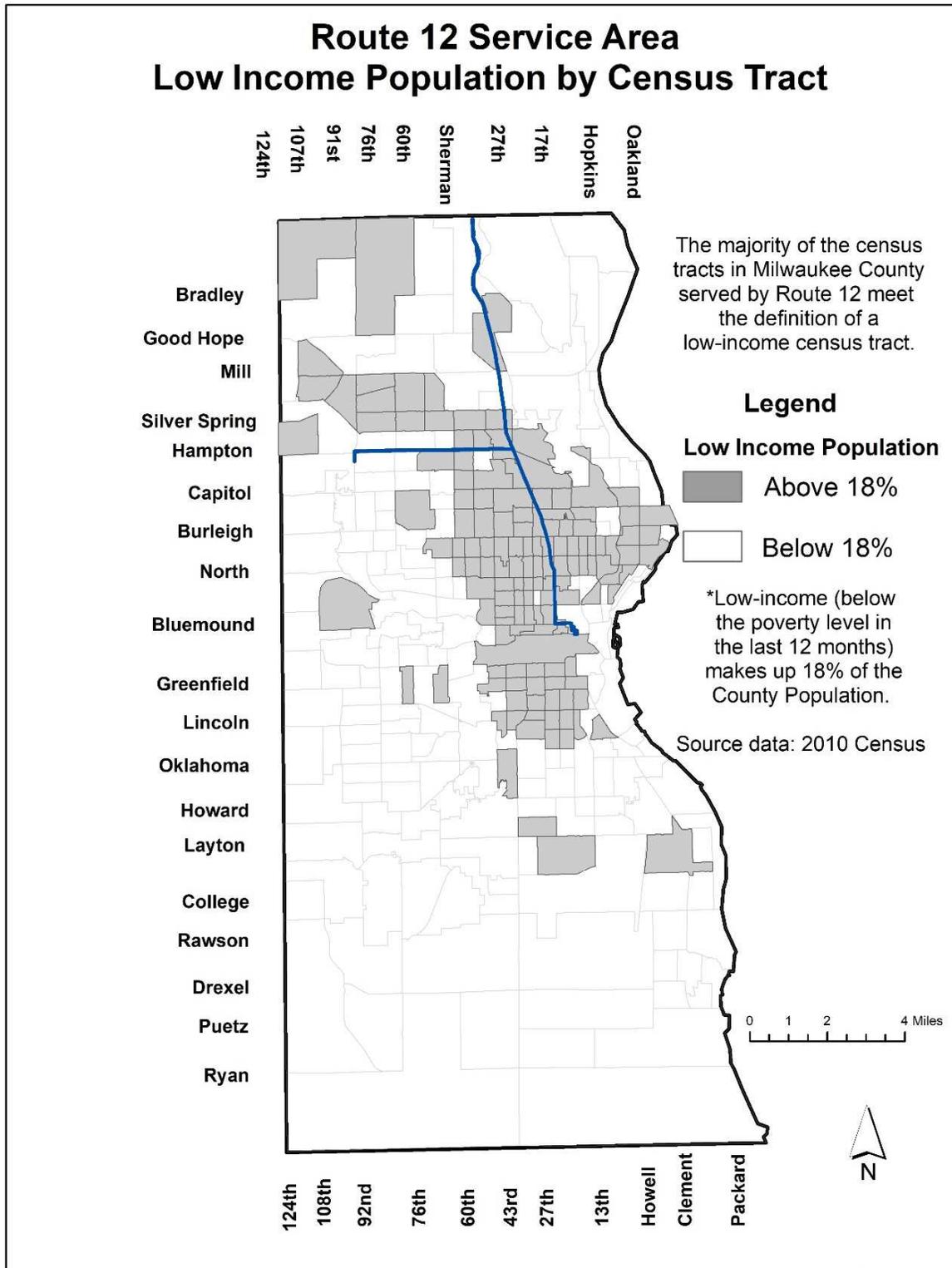
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Map 5.
 Minority Population in Milwaukee County by Census Tract
 Route 12 Service Area



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Map 6.
 Low Income Population in Milwaukee County by Census Tract
 Route 12 Service Area



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**Milwaukee County Transit System
Interoffice Memorandum**

TO: File

FROM: Jesus Ochoa, Transit Planner

SUBJECT: SAFE Analysis – Elimination of Route 17 (Canal Street Shuttle)

DATE: June 28, 2019

The elimination of Route 17 (Canal Street Shuttle) meets the definition of a major service change and, per FTA rules, requires MCTS prepare a Service and Fare Equity analysis (SAFE). The SAFE indicates whether the change has a disparate impact on the minority population or a disproportionate burden on the low-income population. If either impact does exist, MCTS must take steps to avoid, minimize or mitigate the impacts where practicable.

BACKGROUND

Route 17 (see Map 1) was created to serve businesses in the Menomonee Valley. Its primary destinations are major employers along Canal Street. This route connects with Route 14 along Cesar Chavez Drive, BlueLine/Route 23 at National Avenue, Route 56 at Greenfield Avenue, and various routes along Mitchell Street (Route 15, 19, 52, 54, 80 and GreenLine) enabling workers from the north and south sides of Milwaukee County to get dropped off and picked up relatively close to their place of employment in the Valley. This route operates using one bus during shift change times between 3:30AM and 7:00AM and two buses between 12:30PM and 12:00 AM on weekdays totaling approximately 10 in-service hours per day. In the 19-MAR pick, Route 17 carried 53 rides per weekday with its passengers per bus hour averaging between 2 PBH and 6 PBH for the past year—a very low productivity rate. Due to a \$6 million budget shortage forecasted in the 2020 Budget and based on the cost of operating Route 17 versus the ridership on the route, MCTS will be discontinuing this route. Its last day of service will be in January 2020.



(Map 1.)

DETERMINATION OF DISPARATE IMPACT AND/OR DISPROPORTIONATE BURDEN

In general, the determination is based on an assessment of whether the impact of the service change on the minority or low-income population is more or less than the impact on the non-minority or non-low-income population.

According to the 2010 Census, the minority population (defined as everyone not white-alone, non-Hispanic origin) of Milwaukee County is 45.7% while the low-income population (defined as people with incomes in the past 12 months below the poverty level) is 18%. The majority of both populations reside on the northwest side and near south side of Milwaukee County (Maps 2 and 3).

As a part of its annual assessment of compliance required by FTA, MCTS categorizes routes as “minority” and “non-minority” according to whether one-third of the route’s mileage travels within minority census tracts. A census tract was identified as minority if the percent of minority residents exceeded the countywide average. The same methodology was followed for the low-income population.

A GIS analysis of Route 17 revealed that it predominantly travels through minority and low-income census tracts (Maps 2 and 3). Consequently, Route 17 would be defined as a minority and low-income route. Most routes that feed into Route 17 are minority routes (BlueLine/23, 14, 19, 54 and 80). As a result, it was deduced that the elimination of Route 17 would have a disparate impact on the minority population and a disproportionate burden on the low-income population.

MCTS also analyzed how this change would affect minority and low-income people’s access to transit. While the elimination of any route or route segment will have a detrimental effect on everybody’s access to transit service, it was determined that the impact on minority and low-income communities was disproportionately more than non-minority and non-low-income communities (Table 1). Therefore, mitigation measures are required.

Table 1	Trips Before	Trips After	4/5ths Rule	Percent Change
Low Income	56,419,940	56,155,460	0.00%	-0.47%
Non-Low Income	40,174,375	40,174,375		0.00%
Minority	54,597,105	54,332,625	0.00%	-0.48%
Non-Minority	41,997,210	41,997,210		0.00%
Total	96,594,315	96,329,835		-0.27%

MEASURES TO AVOID, MITIGATE OR MINIMIZE IMPACTS

The only way to avoid the elimination of Route 17 would be to secure a new source of funding or absorb the current year’s reduced funding in the budget.

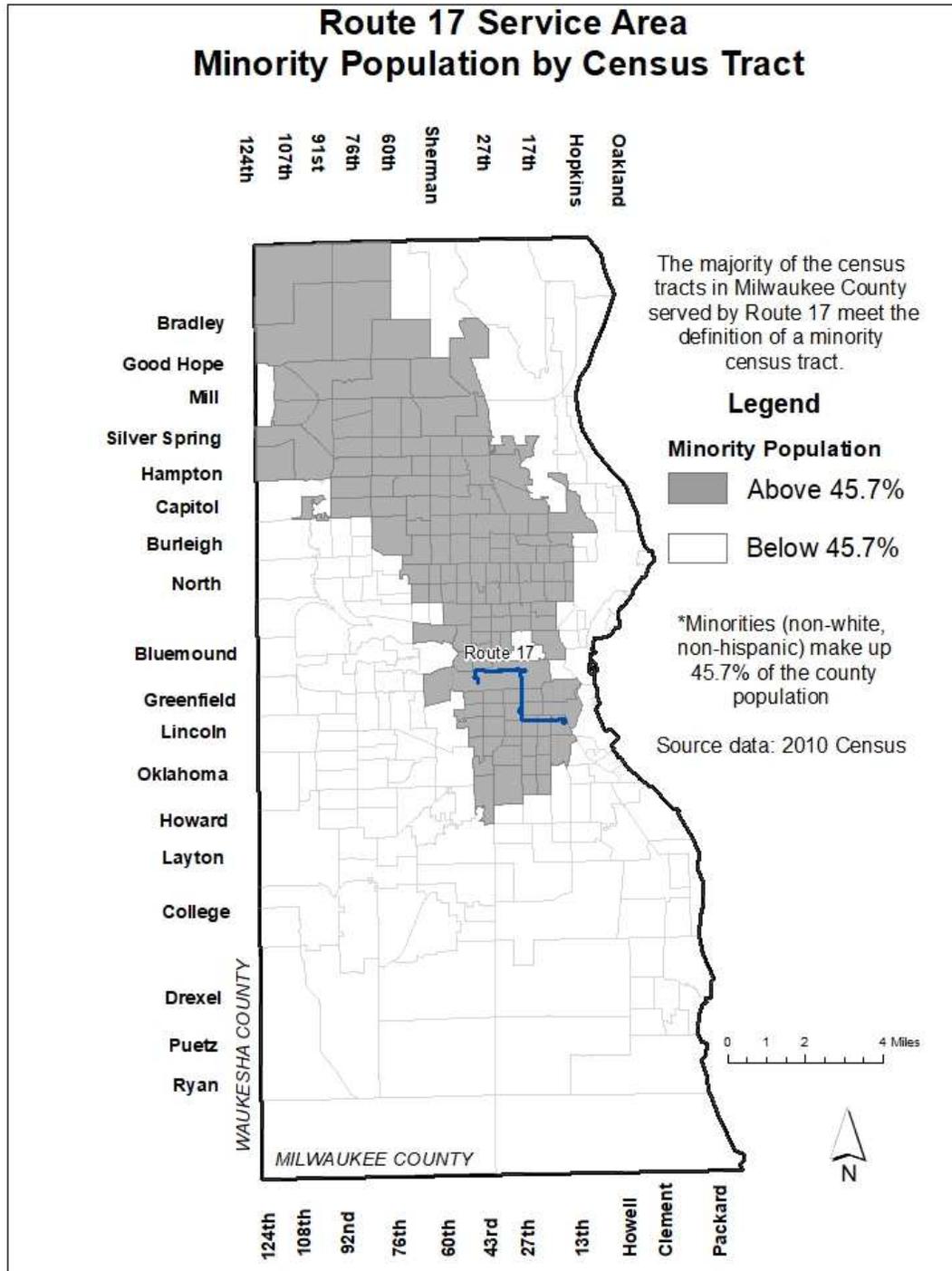
There are some options that would mitigate the impact of eliminating Route 17. Passengers may be able to connect to businesses within the Valley via Route 14 (many fixed routes intersect Route 14 at some point). While Route 14 provides all-day service and more trips than Route 17, riders who are employed at companies in the Valley would need to walk or bike upwards of ½-mile or more to reach their destination. MCTS also operates fixed route service above the Menomonee Valley via Route 35 and PurpleLine which have bus stops on their respective streets’ viaducts at staircases which provide access to employers in the Valley. Additionally, Menomonee Valley Partners is in discussions with a Transportation Network Company about the possibility of providing rides around Valley businesses’ shift change times that could connect to MCTS fixed routes and help mitigate last-mile issues some workers

may face. MCTS' Planning staff has also provided Planning and Scheduling expertise during the exploration of other ways to help mitigate this loss of transit service.

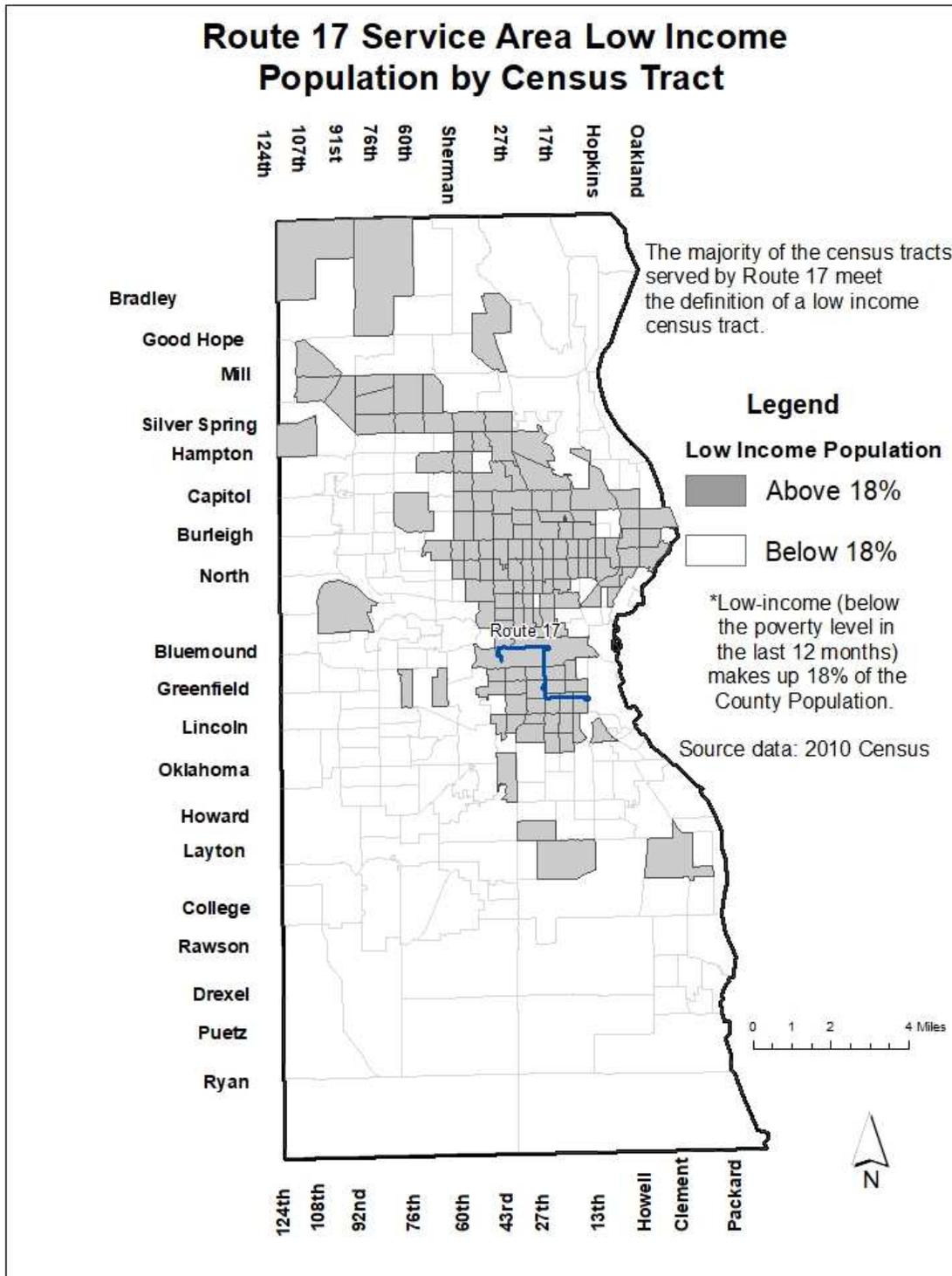
SUMMARY

- MCTS' operating budget has been reduced by at least \$6 million in 2020.
- MCTS has identified several low productivity routes to eliminate to balance the operating budget—one of those being Route 17, which carries approximately 53 rides per day and has a 6.0 PBH.
- The elimination of Route 17 meets the threshold of a major service change and requires that MCTS perform a Service and Fare Equity analysis to determine if a disparate impact or disproportionate burden would occur.
- Route 17 is considered a minority and low-income route, so its elimination would be considered a disparate impact and a disproportionate burden on the minority and low-income population, respectively.
- There are no alternative funds available to maintain Route 17 and avoid its elimination.
- MCTS does operate alternative service near Route 17 (Routes 14, 35 and PurpleLine) which would help mitigate the impact of eliminating the route.
- MCTS Planning has worked with Menomonee Valley Partners on exploring other means of transportation for their businesses' workers. MVP is also researching a partnership with a Transportation Network Company to mitigate this loss of transit service.

Map 2.
 Minority Population in Milwaukee County by Census Tract
 Route 17 Service Area



Map 3.
 Low Income Population in Milwaukee County by Census Tract
 Route 17 Service Area



**Milwaukee County Transit System
Interoffice Memorandum**

TO: File

FROM: Rose Alvarez, Transit Planning Intern

SUBJECT: SAFE Analysis – Route 35 (35th Street) Service Change

DATE: April 13, 2020

The extension of Route 35 (35th Street) to N. Teutonia Avenue & W. Good Hope Road meets the definition of a major service change and, per FTA rules, requires MCTS prepare a Service and Fare Equity analysis (SAFE). The SAFE indicates whether the change has a disparate impact on the minority population or a disproportionate burden on the low-income population. If either impact does exist, MCTS must take steps to avoid, minimize or mitigate the impacts where practicable.

BACKGROUND

Route 35 (see Map 1) was created as a north-south fixed route connector along 35th Street for the City of Milwaukee. Its primary destinations are major businesses and employers along 35th Street, Alverno College and the route operates through a multitude of high-density residential neighborhoods on Milwaukee’s north and south sides. This route operates between 4AM and 1:30AM on weekdays totaling 108.6 in-service hours per weekday. It operates on a similar service span on weekends. In Fall 2019, Route 35 carried 2,653 rides per weekday with its passengers per bus hour averaging 24.4 PBH. In order to provide direct transit access to the Aurora Health facility just east of Teutonia & Good Hope (as requested by elected officials and riders), MCTS explored potential ways to extend service to this location. It was ultimately decided that extending the north end of Route 35 to Good Hope Road and extending service east to Green Bay Road would be the best way to accomplish this. This reconfiguration also provided a way to improve the bus operator layover and restroom location on the north end of this route—it is now near a Walgreens drug store with this change. Additionally, the layover and restroom location on the southern end of this route were also improved as it is now near a Speedway gas station. The extension on the northern end to Good Hope & Teutonia provides communities better access to health care services at the Aurora Health facility and the extension on the southern end improved the bus operator experience while simultaneously providing better transit access to multi-family residential buildings near the layover. MCTS began the extension in January 2020.

DETERMINATION OF DISPARATE IMPACT AND/OR DISPROPORTIONATE BURDEN

In general, the determination is based on an assessment of whether the impact of the service change on the minority or low-income population is more or less than the impact on the non-minority or non-low-income population.

According to the 2010 Census, the minority population (defined as everyone not white-alone, non-Hispanic origin) of Milwaukee County is 45.7% while the low-income population (defined as people with incomes in the past 12 months below the poverty level) is 18%. The majority of both populations reside on the northwest side and near south side of Milwaukee County (Maps 2 and 3).

As a part of its annual assessment of compliance required by FTA, MCTS categorizes routes as “minority” and “non-minority” according to whether one-third of the route’s mileage travels within minority census

MCTS then analyzed how this change would affect minority and low-income people's access to transit. The extension of any route will improve everyone's access to transit service, however reducing the frequency will also reduce the number of trips offered by a route. It was determined that there is a disparate impact on minority and a disproportionate burden on low-income communities compared to non-minority or non-low-income communities, respectively (Table 1). Therefore, mitigation measures are recommended.

Table 1	Trips Before	Trips After	4/5ths Rule	Percent Change
Low Income	2,687,765	2,603,920	- 604.19%	-3.12%
Non-Low Income	479,105	569,405		18.85%
Minority	2,939,900	2,877,070	- 1,428.36%	-2.14%
Non-Minority	226,970	296,255		30.53%
Total	3,166,870	3,173,325		

MEASURES TO AVOID, MITIGATE OR MINIMIZE IMPACTS

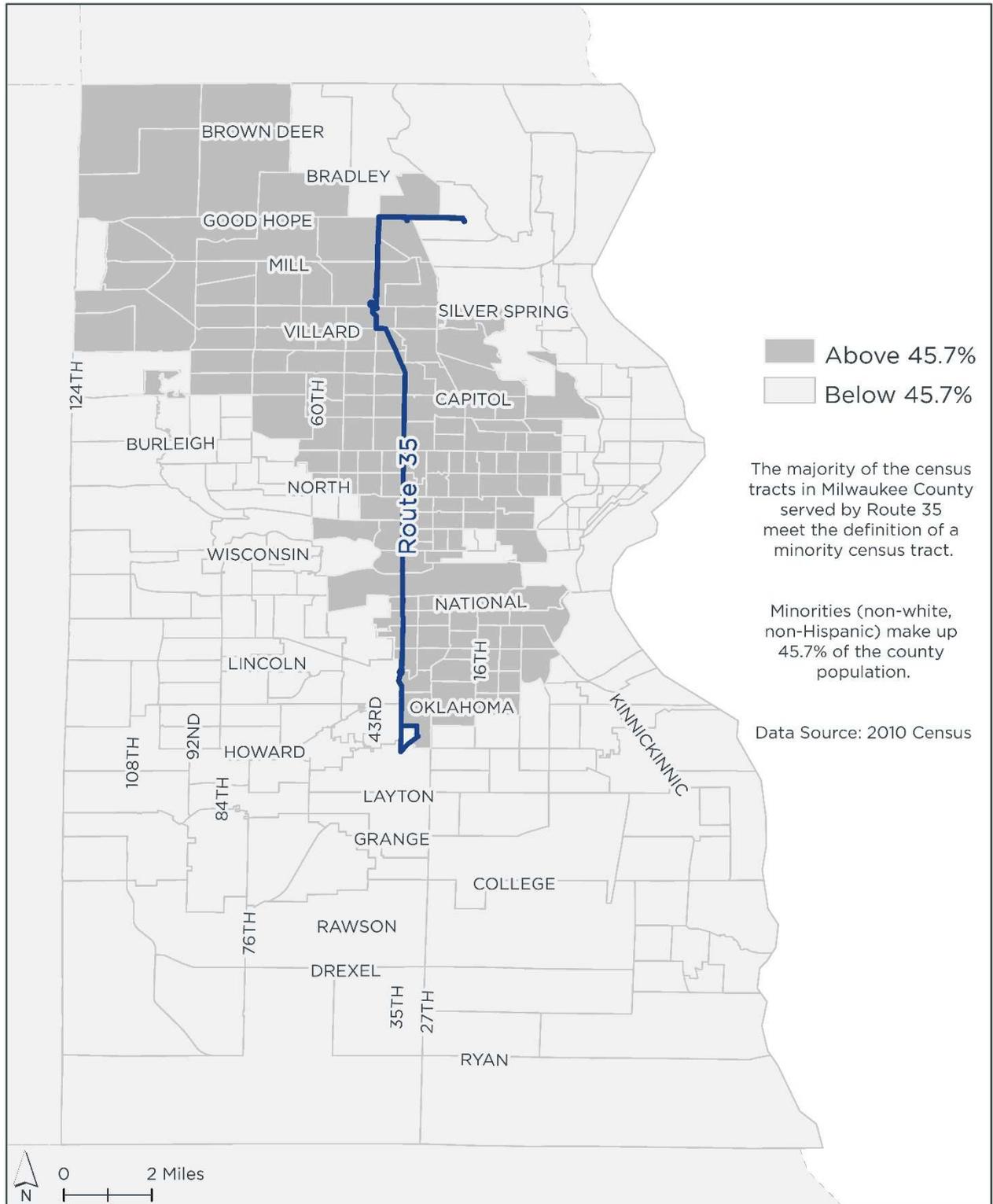
The only way to avoid improving the frequency of Route 35 and continuing the extended access to the Aurora Health facility would be to secure an additional source of funding. However, the northern end extension to the Aurora Healthcare Center was specifically requested by both elected officials and riders. Thus, transit access for all was improved. There are options that would mitigate the frequency reduction of Route 35—passengers may use other north-south routes in the area like Routes 12, 30 or PurpleLine, all of which have 12 to 15-minute frequency for most of the day.

SUMMARY

- Elected officials and riders requested that Route 35 be extended to provide access to the Aurora Health facility east of Good Hope & Teutonia.
- Reconfiguring the southern end improved bus operator restroom access and experience.
- The extension of Route 35 without the funding to add another bus on the route caused frequency along the entire route to worsen.
- The extension of Route 35 is a major service change and requires that MCTS perform a Service and Fare Equity analysis to determine if a disparate impact or disproportionate burden would occur.
- Route 35 is a minority and low-income route and the extension does create a disparate impact and a disproportionate burden on the minority and low-income population, respectively
- There are no alternative funds to add buses to Route 35.
- MCTS does operate alternative north-south service near Route 35 (Routes 12, 30 and PurpleLine) which would help mitigate the impact of reducing Route 35's frequency.

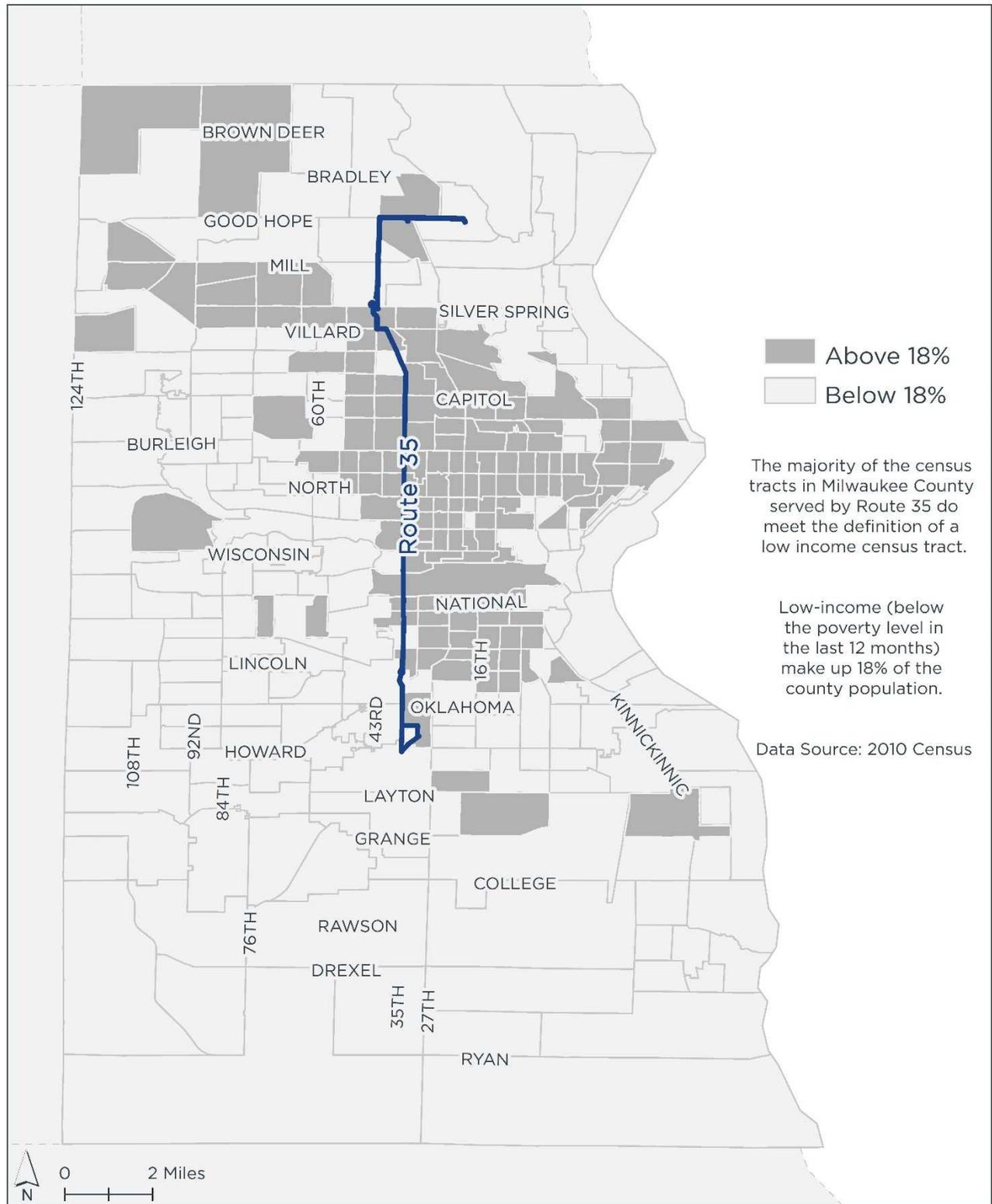
Map 2.

Route 35 Service Area: Minority Population by Census Tract



Map 3.

Route 35 Service Area: Low Income Population by Census Tract



**Milwaukee County Transit System
Interoffice Memorandum**

TO: File

FROM: Jesus Ochoa, Transit Planner

SUBJECT: SAFE Analysis – Elimination of Route 42U (6th Street– Port Washington Road)

DATE: August 13, 2019

The elimination of Route 42U (6th Street– Port Washington Road) meets the definition of a major service change and, per FTA rules, requires MCTS prepare a Service and Fare Equity analysis (SAFE). The SAFE indicates whether the change has a disparate impact on the minority population or a disproportionate burden on the low-income population. If either impact does exist, MCTS must take steps to avoid, minimize or mitigate the impacts where practicable.

BACKGROUND

Route 42U (see Map 1 on the right) was created to serve major universities and Park & Ride Lots in Ozaukee County and Milwaukee County. Its primary destinations are MATC North Campus, Concordia University, Brown Deer East Park & Ride Lot, Cardinal Stritch, Bayshore Park & Ride Lot and MATC Downtown Campus. This route operates two buses between 6:30AM and 7:00PM on weekdays during the school year totaling approximately 22 in-service hours per day. In the 19-MAR pick, Route 42U carried 89 rides per weekday with an average of 3 passengers per bus hour for the past year—a very low productivity rate. Due to a \$6 million budget shortage forecasted in the 2020 Budget and based on the cost of operating Route 42U versus the ridership on the route, MCTS has decided this route will be discontinued. Its last day of service will be in January 2020.

DETERMINATION OF DISPARATE IMPACT AND/OR DISPROPORTIONATE BURDEN

In general, the determination is based on an assessment of whether the impact of the service change on the minority or low-income population is more or less than the impact on the non-minority or non-low-income population.

According to the 2010 Census, the minority population (defined as everyone not white-alone, non-Hispanic origin) of Milwaukee County is 45.7% while the low-income population (defined as people with incomes in the past 12 months below the poverty level) is 18%. The majority of both populations reside on the northwest side and near south side of Milwaukee County (Maps 2 and 3).

As a part of its annual assessment of compliance required by FTA, MCTS categorizes routes as “minority” and “non-minority” according to whether one-third of the route’s mileage travels within minority census tracts. A census tract was identified as minority if the percent of minority residents exceeded the countywide average. The same methodology was followed for the low-income population.

A GIS analysis of Route 42U revealed that it predominantly travels through minority and low-income census tracts (Maps 2 and 3). As a result, it was deduced that the elimination of Route 42U



Map 1.

would have a disparate impact on the minority population and a disproportionate burden on the low-income population.

MCTS also analyzed how this change would affect minority and low-income people's access to transit. While the elimination of any route or route segment will have a detrimental effect on everybody's access to transit service, it was determined that the impact on minority populations was not disparately more than non-minority populations but was a disproportionate burden in comparison to non-low-income communities (Table 1). Therefore, mitigation measures should be explored.

Table 1	Trips Before	Trips After	4/5ths Rule	Percent Change
Low-Income	56,419,940	56,279,945	77.25%	-0.25%
Non-Low Income	40,174,375	40,097,365		-0.19%
Minority	54,597,105	54,467,310	87.35%	-0.24%
Non-Minority	41,997,210	41,910,000		-0.21%
Total	96,594,315	96,377,310		-0.22%

MEASURES TO AVOID, MITIGATE OR MINIMIZE IMPACTS

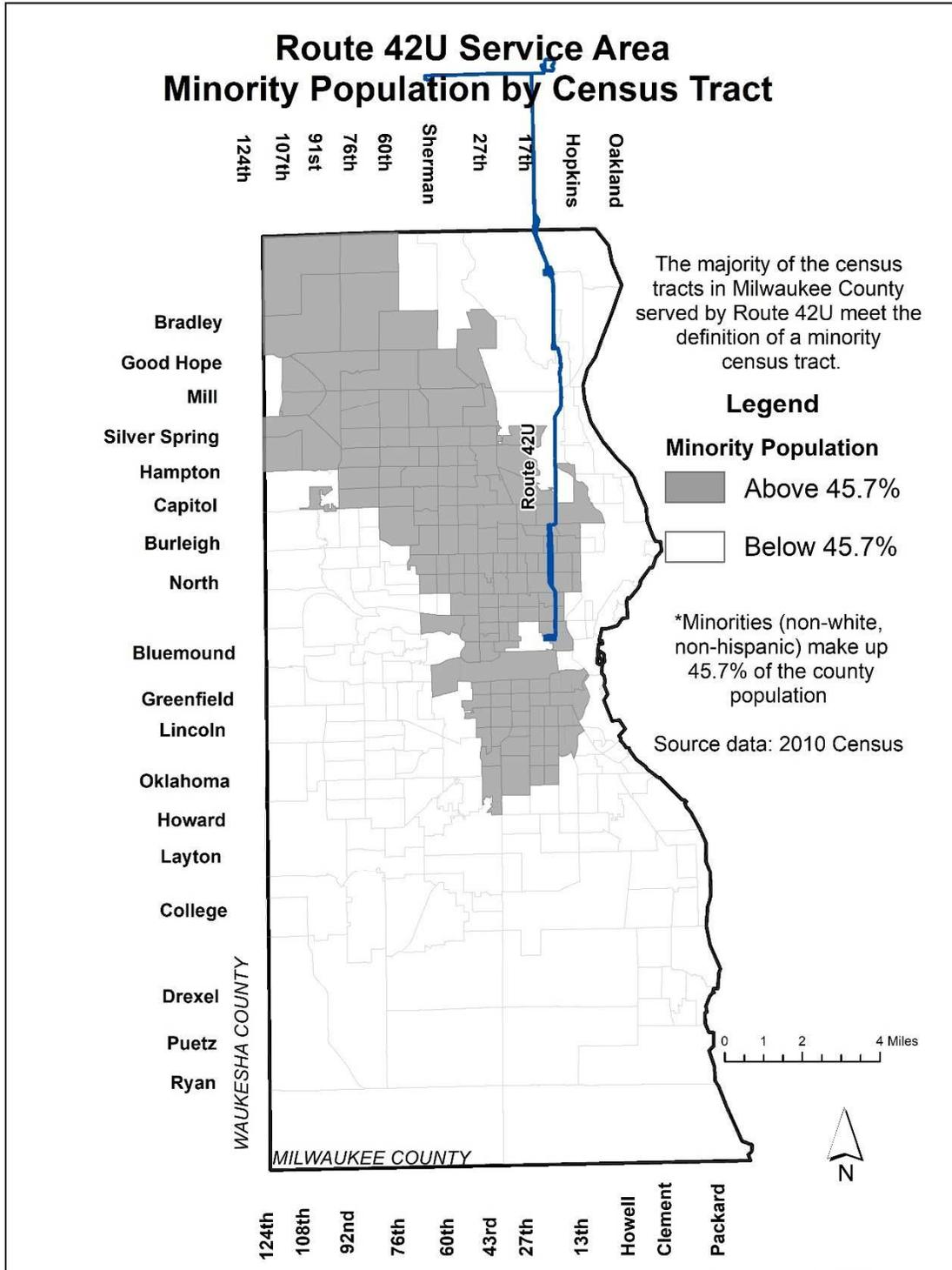
The only way to avoid the elimination of Route 42U would be to secure a new source of funding or absorb the current year's reduced funding in the budget.

There are some options that would mitigate the impact of eliminating Route 42U. Passengers may be able to utilize the fixed routes that are within a ¼-mile to ½-mile of current 42U stops including: Routes 63, 80 and 143. These routes serve the universities that Route 42U serves in Milwaukee County. However, passengers that utilize Route 42U for the universities in Ozaukee County (MATC North Campus and Concordia University) will not have alternative fixed route service. Ozaukee County's Shared-Ride Taxi service can be used by these passengers. There are two Shared-Ride Taxi pickup points in Milwaukee County directly accessible by MCTS routes: Schroeder & Green Bay on Route 12 and the Brown Deer East Park & Ride Lot on Route 63.

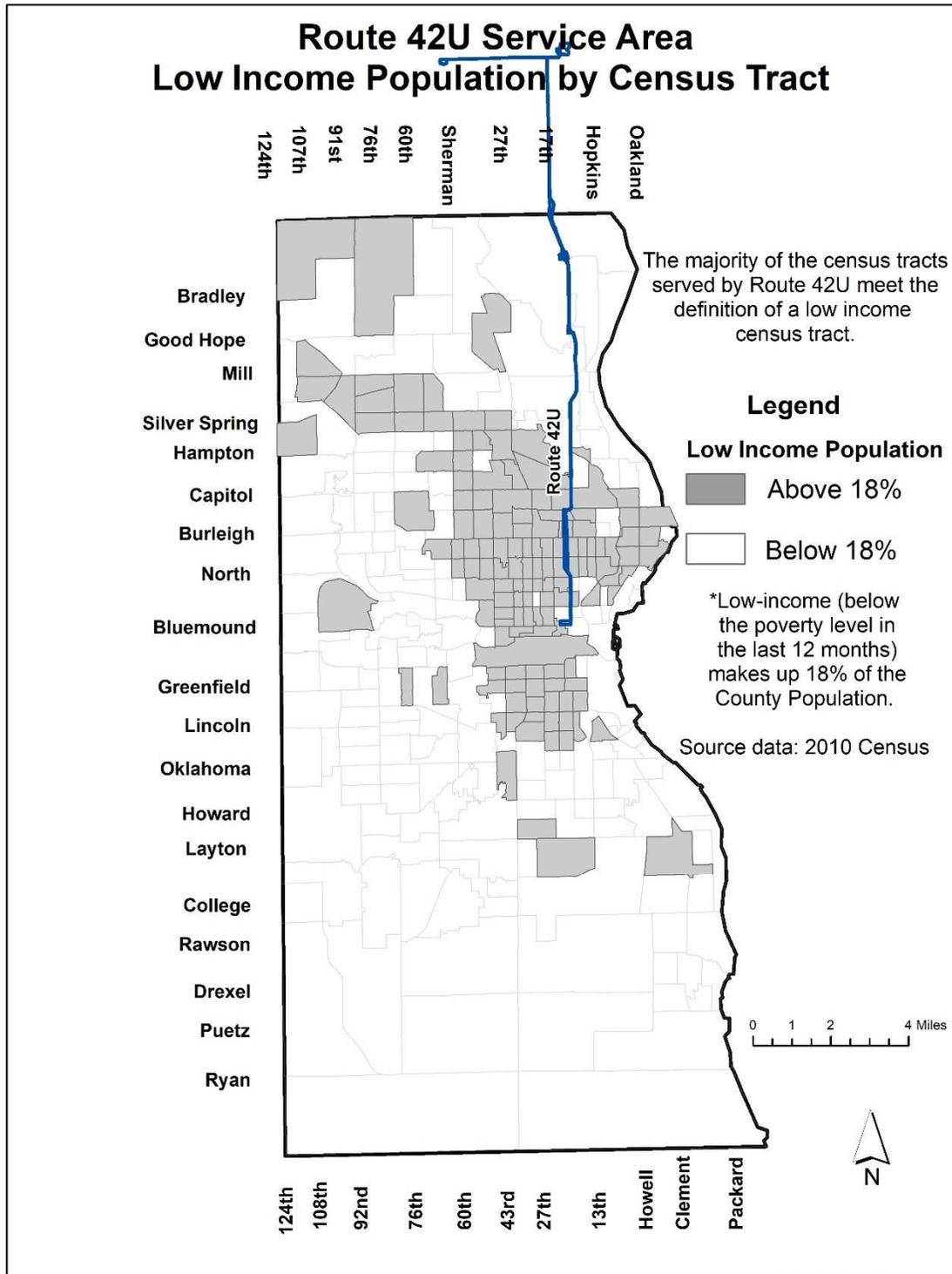
SUMMARY

- MCTS' operating budget has been reduced by at least \$6 million in 2020.
- MCTS has identified several low productivity routes to eliminate to balance the operating budget—one of those being Route 42U, which carries approximately 90 rides per day and has a 3.0 PBH.
- The elimination of Route 42U meets the threshold of a major service change and requires that MCTS perform a Service and Fare Equity analysis to determine if a disparate impact or disproportionate burden would occur.
- Route 42U is considered a minority and low-income route and its elimination creates a disproportionate burden on low-income populations.
- There are no alternative funds available to maintain Route 42U and avoid its elimination.
- MCTS does operate alternative service near Route 42U (Routes 63, 80 and 143) and the Ozaukee County Shared-Ride Taxi has two pickup points in Milwaukee County directly on MCTS bus routes.

Map 2.
 Minority Population in Milwaukee County by Census Tract
 Route 42U Service Area



Map 3.
Low Income Population in Milwaukee County by Census Tract
Route 42U Service Area



**Milwaukee County Transit System
Interoffice Memorandum**

TO: File

FROM: Rose Alvarez, Transit Planning Intern

SUBJECT: SAFE Analysis – Route 55 (Layton Avenue) Service Change

DATE: April 13, 2020

The reduction of service east of S. Packard Avenue on Route 55 (Layton Avenue) meets the definition of a major service change and, per FTA rules, requires MCTS prepare a Service and Fare Equity analysis (SAFE). The SAFE indicates whether the change has a disparate impact on the minority population or a disproportionate burden on the low-income population. If either impact does exist, MCTS must take steps to avoid, minimize or mitigate the impacts where practicable.

BACKGROUND

Route 55 (see Map 1) was created as an east-west fixed route connector along Layton Avenue for Hales Corners, Greendale, Greenfield, Milwaukee and Cudahy. Its primary destinations are the Hales Corners Park & Ride Lot, 84 South, Southridge Mall, Mitchell International Airport, St. Luke’s South Shore Hospital and Kelly Senior Center. This route operates four buses between 6:00AM and 12:30AM on weekdays totaling 51.55 in-service hours per weekday. The route averages 940 rides per weekday, calculating to 18.4 passengers per bus hour. Despite operating every trip east of Packard Avenue to Lake Drive to its layover location at the Kelly Senior Center, ridership east of Packard Avenue is low—just 55 of the route’s 940 rides per weekday originated from this segment in Fall 2019. Also, the Kelly Senior Center is only open on weekdays during first shift business hours, so bus operators are not able to use this facility’s restrooms outside of those hours and days. Therefore, another layover location on the east end of this route was researched—a Citgo station (open 5:30AM-10PM Monday through Saturday and 6AM-9PM on Sunday) just north of Layton Avenue on Lipton Avenue & Kinnickinnic Avenue. After analyzing the feasibility of utilizing this layover location, MCTS decided to operate every other eastbound trip to terminate at Lipton & Kinnickinnic, bypassing service to Lake Drive on those trips. As a result, there are now 47.36 in-service hours on Route 55. Reducing service to Lake Drive and having a second layover on the east end of this route improves restroom access for bus operators. Based on low ridership east of S. Packard Avenue and the improved bus operator layover experience, MCTS decided this segment will receive reduced service starting in January 2020.

Map 1.
Route 55 (Layton Avenue)
March 2020



DETERMINATION OF DISPARATE IMPACT AND/OR DISPROPORTIONATE BURDEN

In general, the determination is based on an assessment of whether the impact of the service change on the minority or low-income population is more or less than the impact on the non-minority or non-low-income population.

According to the 2010 Census, the minority population (defined as everyone not white-alone, non-Hispanic origin) of Milwaukee County is 45.7% while the low-income population (defined as people with incomes in the past 12 months below the poverty level) is 18%. The majority of both populations reside on the northwest side and near south side of Milwaukee County (Maps 2 and 3).

As a part of its annual assessment of compliance required by FTA, MCTS categorizes routes as “minority” and “non-minority” according to whether one-third of the route’s mileage travels within minority census tracts. A census tract was identified as minority if the percent of minority residents exceeded the countywide average. The same methodology was followed for the low-income population.

A GIS analysis of Route 55 revealed that it does not predominantly travel through minority and low-income census tracts (Maps 2 and 3). As a result, it was deduced that the reduction of this segment would not have a disparate impact on the minority population nor a disproportionate burden on low-income population.

MCTS also analyzed how this change would affect minority and low-income people’s access to transit. While the reduction of service on any route segment will have a detrimental effect on everyone’s access to transit service in that area, it was determined that there is not a disparate impact on minority population nor a disproportionate burden on low-income population compared to non-minority or non-low-income populations (Table 1). Therefore, no mitigation measures are recommended.

Table 1	Trips Before	Trips After	4/5ths Rule	Percent Change
Low Income	140,770	137,360	100% (actual 362.65%)	-2.42%
Non-Low Income	680,210	620,455		-8.78%
Minority	37,660	37,880	100% (actual 1,385.18%)	0.58%
Non-Minority	783,320	719,935		-8.09%
Total	820,980	757,815		

MEASURES TO AVOID, MITIGATE OR MINIMIZE IMPACTS

There is no disparate impact on the minority population or disproportionate burden on the low-income population to mitigate.

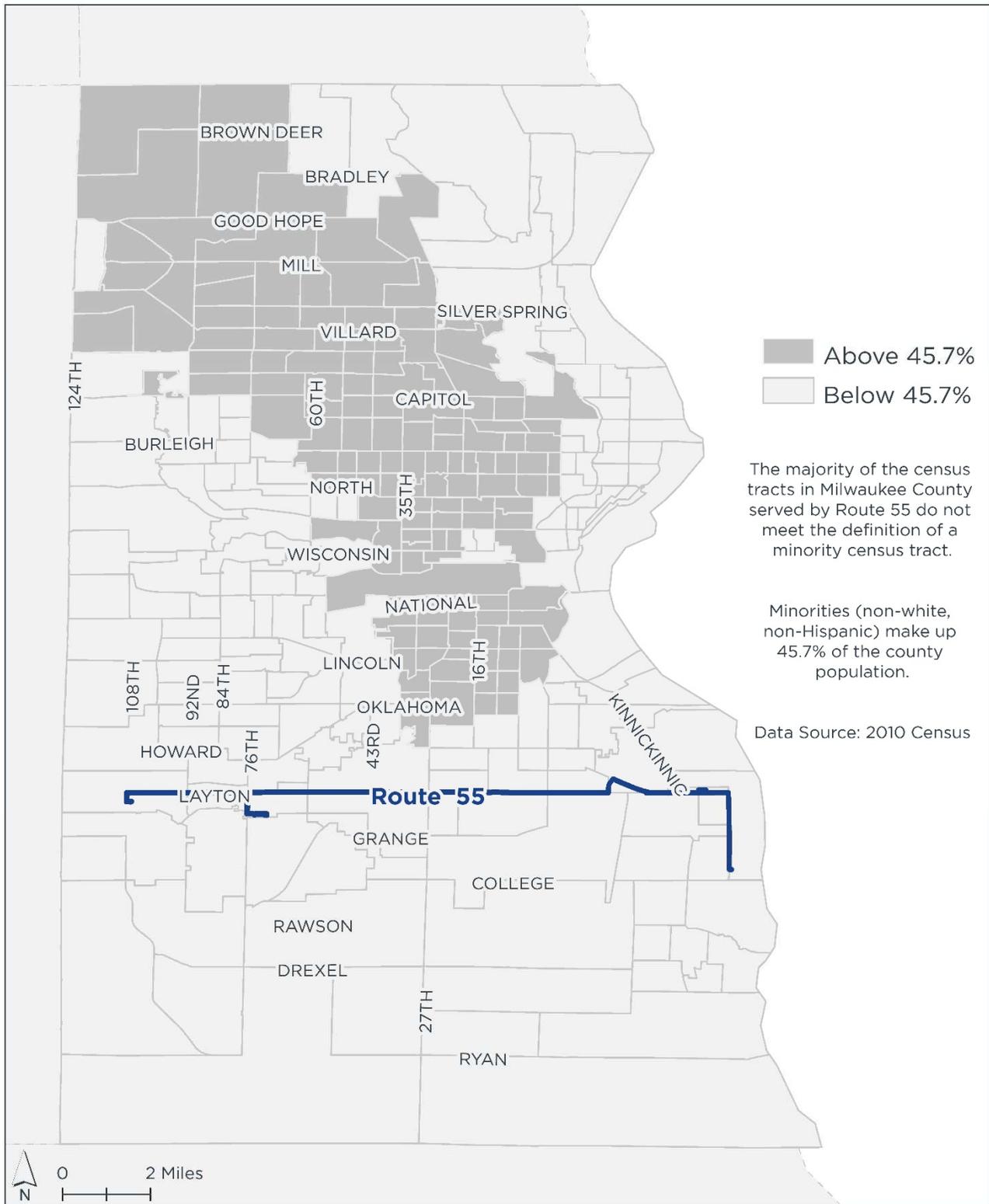
SUMMARY

- Ridership east of S. Packard Avenue is very low on Route 55.
- Reducing service on Lake Drive allows MCTS to improve bus operators’ restroom access at a new layover location on Lipton & Kinnickinnic.
- Route 55 is not considered a minority route or a low-income route.

- The service reduction meets the threshold of a major service change and requires that MCTS perform a Service and Fare Equity analysis to determine if a disparate impact on minority population or a disproportionate burden on low-income population would occur.
- The service reduction does not create a disparate impact and a disproportionate burden on the minority and low-income population, respectively

Map 2.

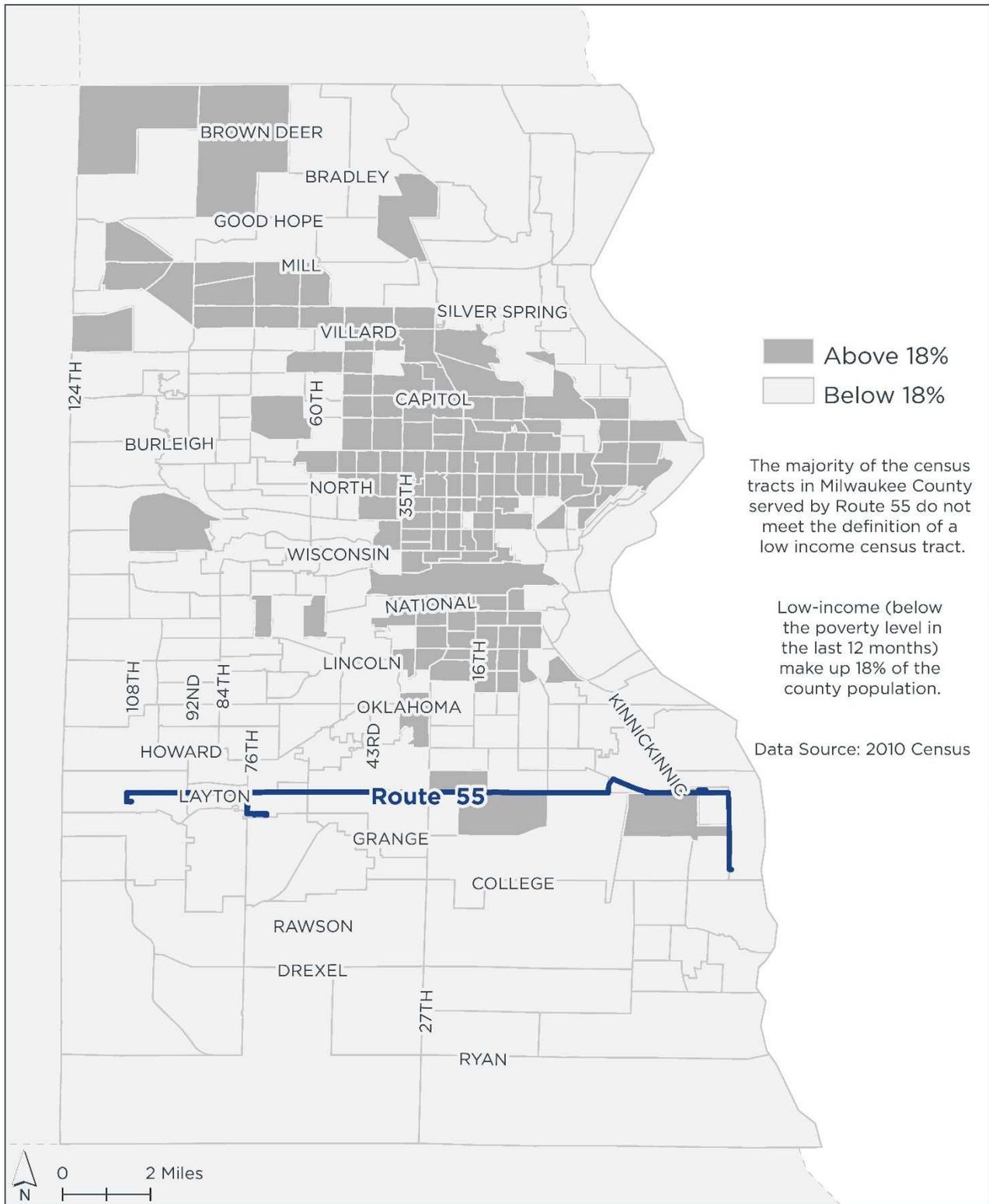
Route 55 Service Area: Minority Population by Census Tract



Date: 4/13/2020

Map 3.

Route 55 Service Area: Low Income Population by Census Tract



Date: 4/13/2020

**Milwaukee County Transit System
Interoffice Memorandum**

TO: File

FROM: Jesus Ochoa, Transit Planner

SUBJECT: SAFE Analysis – Segment Elimination of Route 80 (6th Street)

DATE: April 14th, 2020

The reconfiguration of service in Oak Creek on Route 80 (6th Street) meets the definition of a major service change and, per FTA rules, requires MCTS prepare a Service and Fare Equity analysis (SAFE). The SAFE indicates whether the change has a disparate impact on the minority population or a disproportionate burden on the low-income population. If either impact does exist, MCTS must take steps to avoid, minimize or mitigate the impacts where practicable.

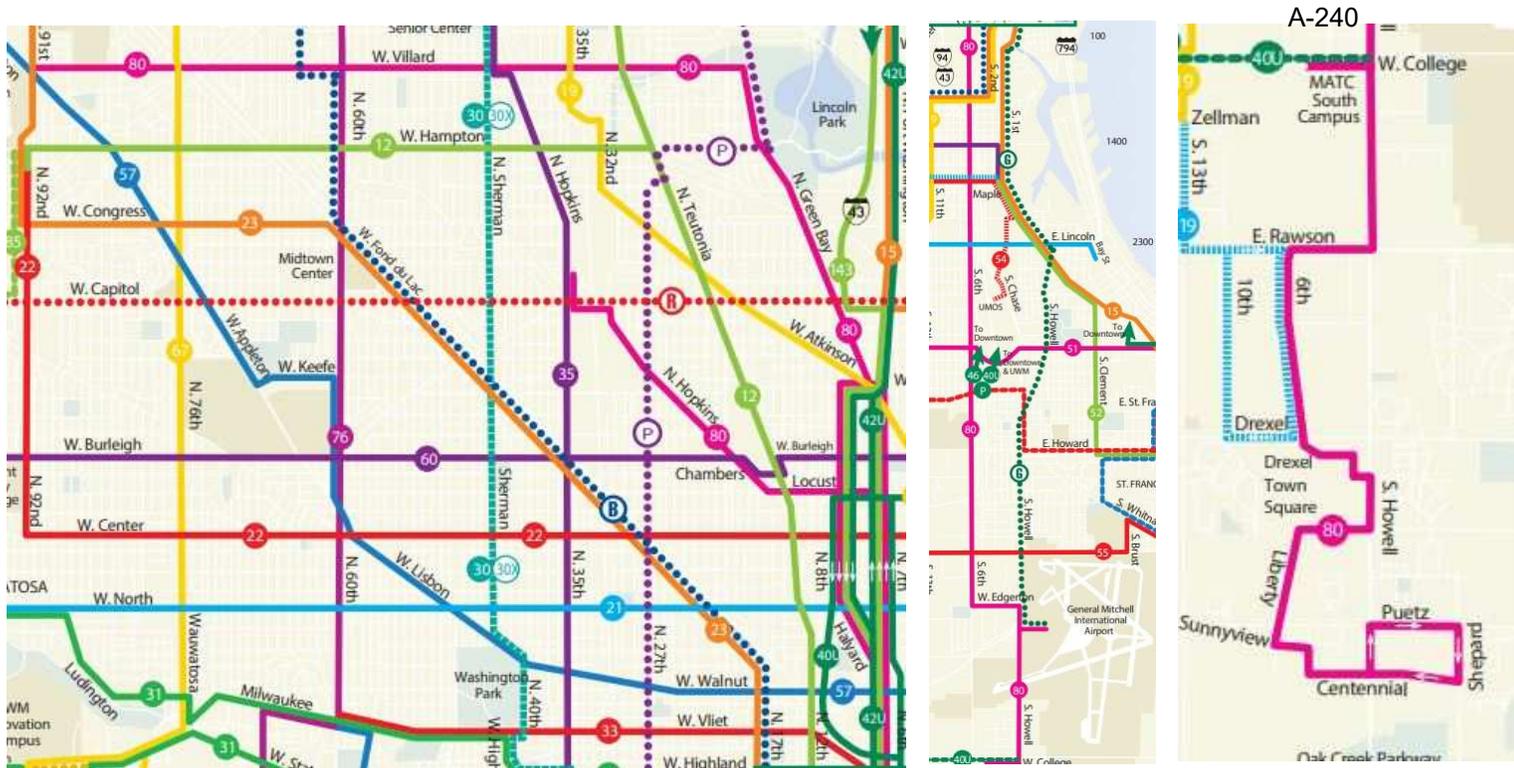
BACKGROUND

Route 80 (see Map 1) was created to serve residents and businesses in Oak Creek and Milwaukee via 6th Street. Its primary destinations are MATC Downtown Campus, Downtown Milwaukee, Mitchell Street Shopping Area, Mitchell International Airport, MATC South Campus and Drexel Town Square. This route operates 14 buses between 3:45AM and 2:00AM on weekdays totaling approximately 205 in-service hours per day. Due to lack of ridership and circuitous routing on the south end of Route 80, MCTS proposes no longer serving the Puetz-Shephard-Centennial clockwise loops (16 rides per day). In addition, the routing on Liberty between Sunnyview and Forest Hill is also proposed to be eliminated due to low ridership (2 rides per day). Instead, all Oak Creek trips would make a counter-clockwise loops from southbound Howell Avenue onto westbound Centennial Drive and to its layover at Target. After the layover, the routing would continue westbound on Sunnyview, northbound on Liberty and westbound on Puetz and back to northbound Howell to regular routing. Moreover, on the weekends, all Oak Creek trips would remain on Howell Avenue between Drexel and Rawson when employers are not open along S. 6th Street. The proposed changes would create simpler routing for riders and operators and save run time by no longer making circuitous movements. There would be roughly 193 in-service hours after no longer serving the segments. Based on the cost of operating on these segments versus the ridership, service on these segments of Route 80 will be discontinued starting in January 2020.

DETERMINATION OF DISPARATE IMPACT AND/OR DISPROPORTIONATE BURDEN

In general, the determination is based on an assessment of whether the impact of the service change on the minority or low-income population is more or less than the impact on the non-minority or non-low-income population.

According to the 2010 Census, the minority population (defined as everyone not white-alone, non-Hispanic origin) of Milwaukee County is 45.7% while the low-income population (defined as people with incomes in the past 12 months below the poverty level) is 18%. The majority of both populations reside on the northwest side and near south side of Milwaukee County (Maps 2 and 3).



(Map 1.)

As a part of its annual assessment of compliance required by FTA, MCTS categorizes routes as “minority” and “non-minority” according to whether one-third of the route’s mileage travels within minority census tracts. A census tract was identified as minority if the percent of minority residents exceeded the countywide average. The same methodology was followed for the low-income population.

A GIS analysis of Route 80 revealed that it does predominantly travel through minority and low-income census tracts (Maps 2 and 3). As a result, it was deduced that the elimination of these segments may have a disparate impact on the minority or low-income populations.

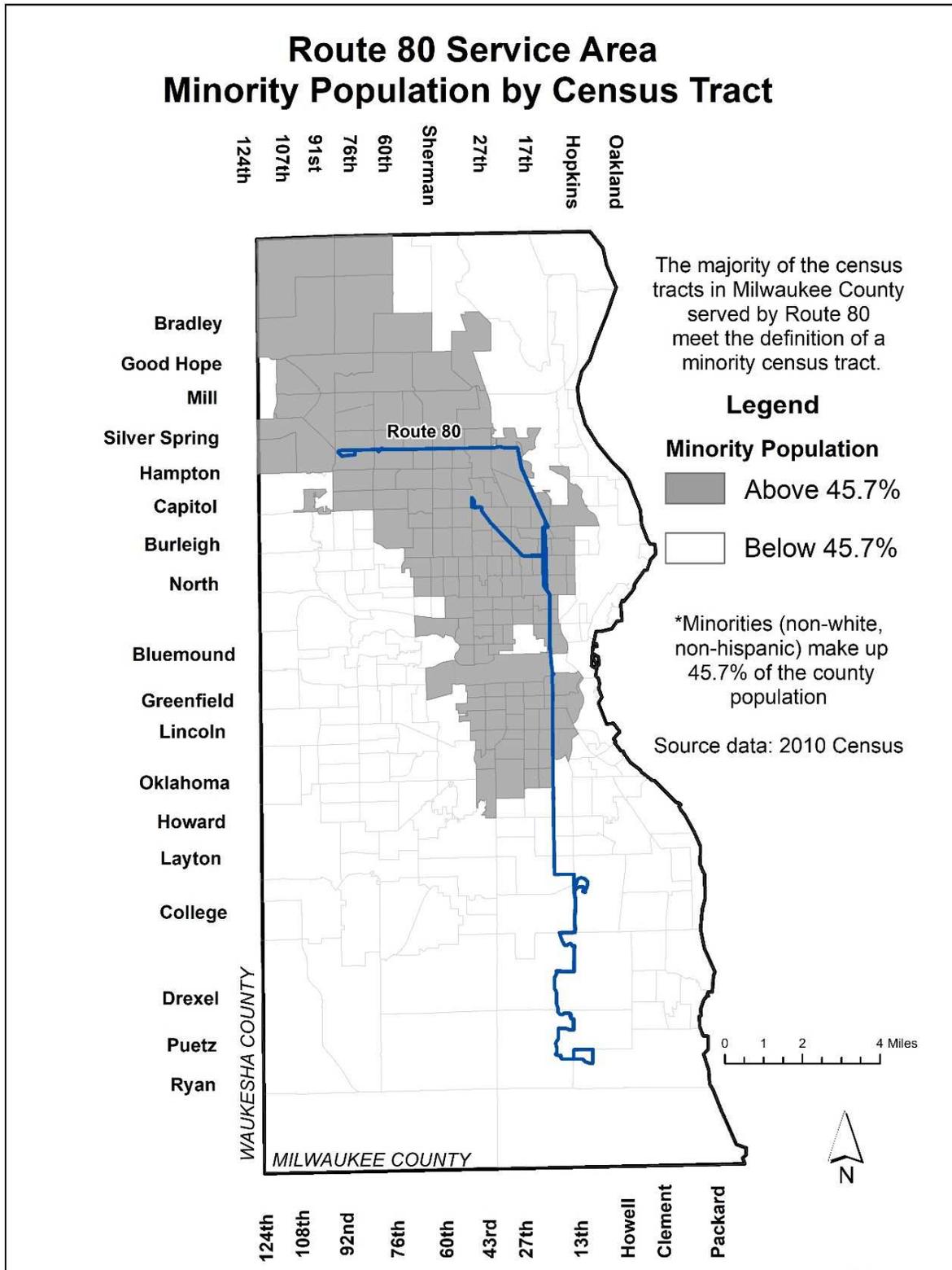
MCTS also analyzed how this change would affect minority and low-income people’s access to transit. While the elimination of any route or route segment will have a detrimental effect on everybody’s access to transit service, it was determined that there is not a disparate impact on minority populations nor a disproportionate burden on low-income populations compared to non-minority or non-low-income populations (Table 1). All Route 80 passengers have access to more trips with this change. In addition, a higher percentage of minority and low-income residents have access to more trips than non-minority and non-low-income residents. Therefore, no mitigation measures are recommended.

Table 1	Trips Before	Trips After	4/5ths Rule	Percent Change
Low Income	3,122,570	3,286,310	100% (actual 130.90%)	5.24%
Non-Low Income	1,083,635	1,127,045		4.01%
Minority	3,439,210	3,619,315	100% (actual 148.52%)	5.24%
Non-Minority	766,995	794,040		3.53%
Total	4,206,205	4,413,355		4.92%

SUMMARY

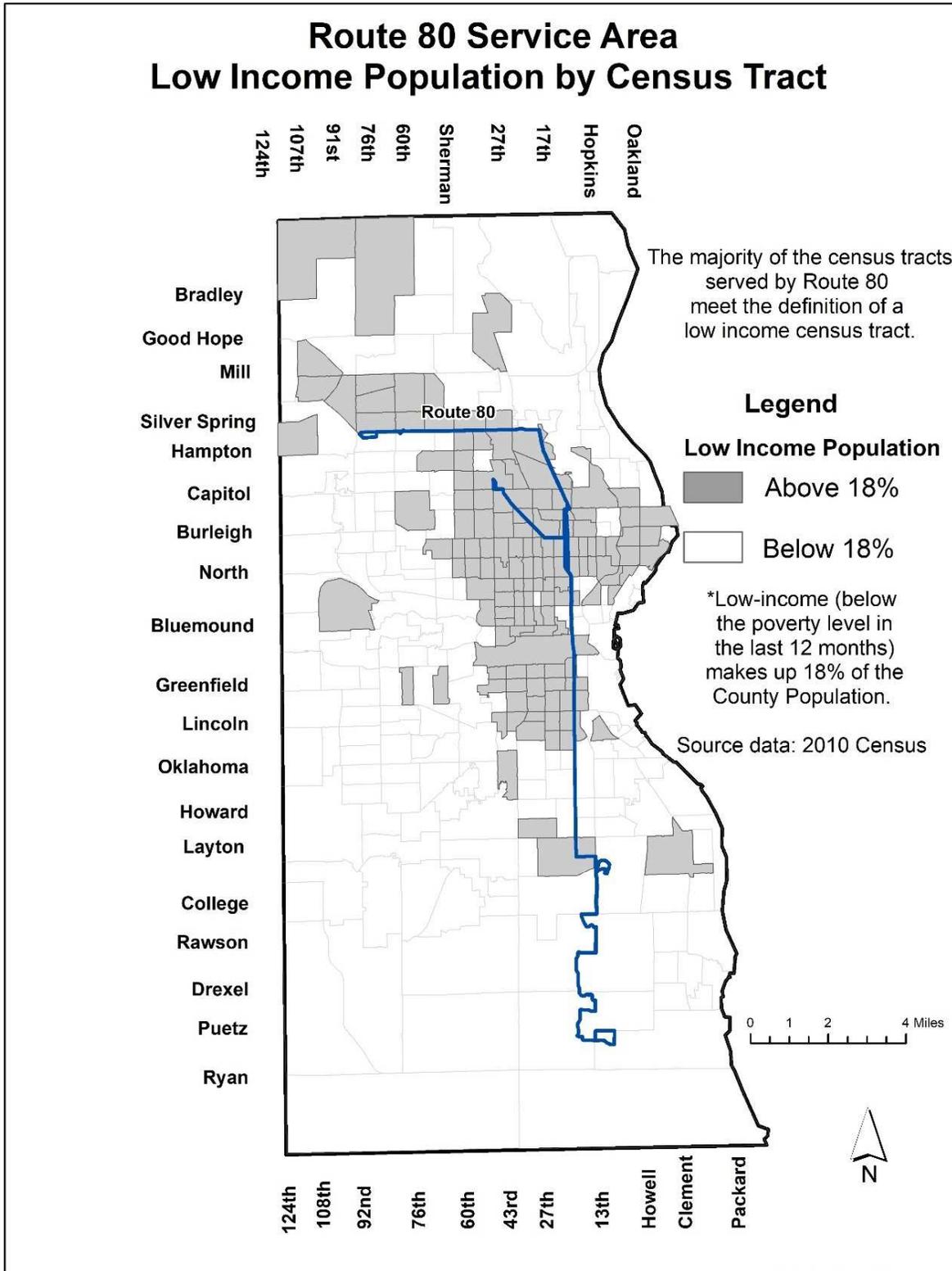
- MCTS' operating budget has been reduced by at least \$6 million in 2020.
- MCTS has identified several low productivity routes to eliminate to balance the operating budget. In addition, MCTS has identified eliminating service on unproductive loops and segments of Route 80, which carry less than 20 rides per day.
- The elimination of this service meets the threshold of a major service change and requires that MCTS perform a Service and Fare Equity analysis to determine if a disparate impact or disproportionate burden would occur.
- Route 80 is considered a minority and low-income route, so the segment eliminations may be considered to have a disparate impact and a disproportionate burden on the minority and low-income population, respectively.
- It is determined that minority or low-income populations would not be disproportionately impacted due to this change, therefore no mitigation measures are recommended.
- In fact, low-income and minority populations would benefit from more trips on Route 80 versus non-minority and non-low-income populations while creating more efficient and simpler routing.

Map 2.
 Minority Population in Milwaukee County by Census Tract
 Route 80 Service Area



Created by: MCTS Planning Department AT
 Map File: L:\Apps\Arcview\Projects\AT\Illman\MXD\MinorityPop

Map 3.
 Low Income Population in Milwaukee County by Census Tract
 Route 80 Service Area



**Milwaukee County Transit System
Interoffice Memorandum**

TO: File

FROM: Jesus Ochoa, Transit Planner

SUBJECT: SAFE Analysis – Segment Elimination of Route 143 (Ozaukee County Express)

DATE: April 8, 2020

The segment elimination to the Grafton Park and Ride Lot and the Port Washington Park and Ride Lot meets the definition of a major service change and, per FTA rules, requires MCTS prepare a Service and Fare Equity analysis (SAFE). The SAFE indicates whether the change has a disparate impact on the minority population or a disproportionate burden on the low-income population. If either impact does exist, MCTS must take steps to avoid, minimize or mitigate the impacts where practicable.

BACKGROUND

Route 143 (see Map 1) was created to connect residents in Ozaukee County and northern Milwaukee County to employment centers in the greater Downtown Milwaukee and vice versa in Ozaukee County via I-43 and Port Washington Road. Route 143 service is contracted between Ozaukee County, that pays for the service, and Milwaukee County that operates the service. All service changes to Route 143 are subject to Ozaukee County's discretion. Its primary destinations are employment centers at Schlitz Park and Downtown Milwaukee on the southern end of the route and Grafton Commons and Saukville Walmart on the northern end of the route. This route operates five buses between 5:30AM and 5:30PM during peak hours only on weekdays totaling approximately 25 in-service hours per day. There would be 24 in-service hours after no longer serving the Grafton Park and Ride Lot or the Port Washington Park and Ride Lot. In Fall 2019, the entire route carried 223 rides per weekday, but the stops served north and west of the Saukville Walmart carried just 7 rides per weekday. Based on the cost of operating north and west of the Saukville Walmart and the lack of ridership at both Park and Ride Lots, Ozaukee County has decided this segment will be discontinued. Its last day of service will be in January 2020.

(Map 1.)



DETERMINATION OF DISPARATE IMPACT AND/OR DISPROPORTIONATE BURDEN

In general, the determination is based on an assessment of whether the impact of the service change on the minority or low-income population is more or less than the impact on the non-minority or non-low-income population.

According to the 2010 Census, the minority population (defined as everyone not white-alone, non-Hispanic origin) of Milwaukee County is 45.7% while the low-income population (defined as people with incomes in the past 12 months below the poverty level) is 18%. The majority of both populations reside on the northwest side and near south side of Milwaukee County (Maps 2 and 3).

As a part of its annual assessment of compliance required by FTA, MCTS categorizes routes as “minority” and “non-minority” according to whether one-third of the route’s mileage travels within minority census tracts. A census tract was identified as minority if the percent of minority residents exceeded the countywide average. The same methodology was followed for the low-income population.

A GIS analysis of Route 143 revealed that it does not predominantly travel through minority and low-income census tracts (Maps 2 and 3). As a result, it was deduced that the elimination of this segment would not have a disparate impact on minority or low-income populations.

MCTS also analyzed how this change would affect minority and low-income people’s access to transit. While the elimination of any route or route segment will have a detrimental effect on everybody’s access to transit service it was determined that there is not a disproportionate impact on minority and low-income communities compared to non-minority or non-low-income communities (Table 1). In fact, the reduction in service to the Port Washington and Grafton Park and Ride Lots allow for more trips to be made on the entire route increasing the number of trips for all riders including low-income and minority populations. Therefore, no mitigation measures are recommended.

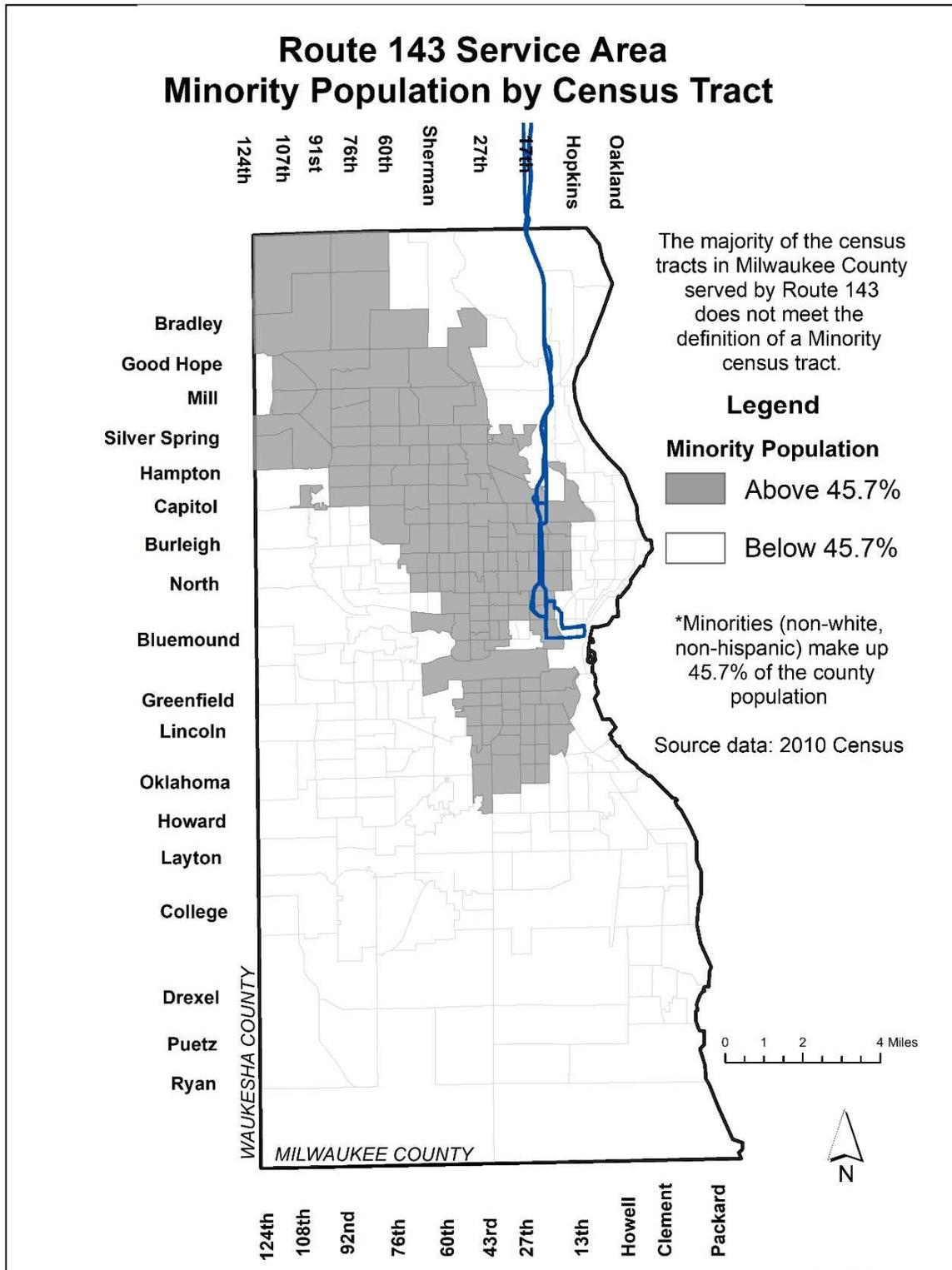
Table 1	Trips Before	Trips After	4/5ths Rule	Percent Change
Low Income	52,785	58,395	100% (actual 491.55%)	10.63%
Non-Low Income	47,175	48,195		2.16%
Minority	40,290	46,155	100% (actual 1,135.44%)	14.56%
Non-Minority	59,670	60,435		1.28%
Total	99,960	106,590		6.63%

SUMMARY

- Ozaukee County has decided to look for cost saving measures for its contracted Route 143 for the 2020 budget year.
- MCTS has identified low productivity segments along the route for Ozaukee County to consider—eliminating service to Grafton and Port Washington Park and Ride Lots in Ozaukee County, which carries 7 rides per day.
- The elimination of this service meets the threshold of a major service change and requires that MCTS perform a Service and Fare Equity analysis to determine if a disparate impact or disproportionate burden would occur.

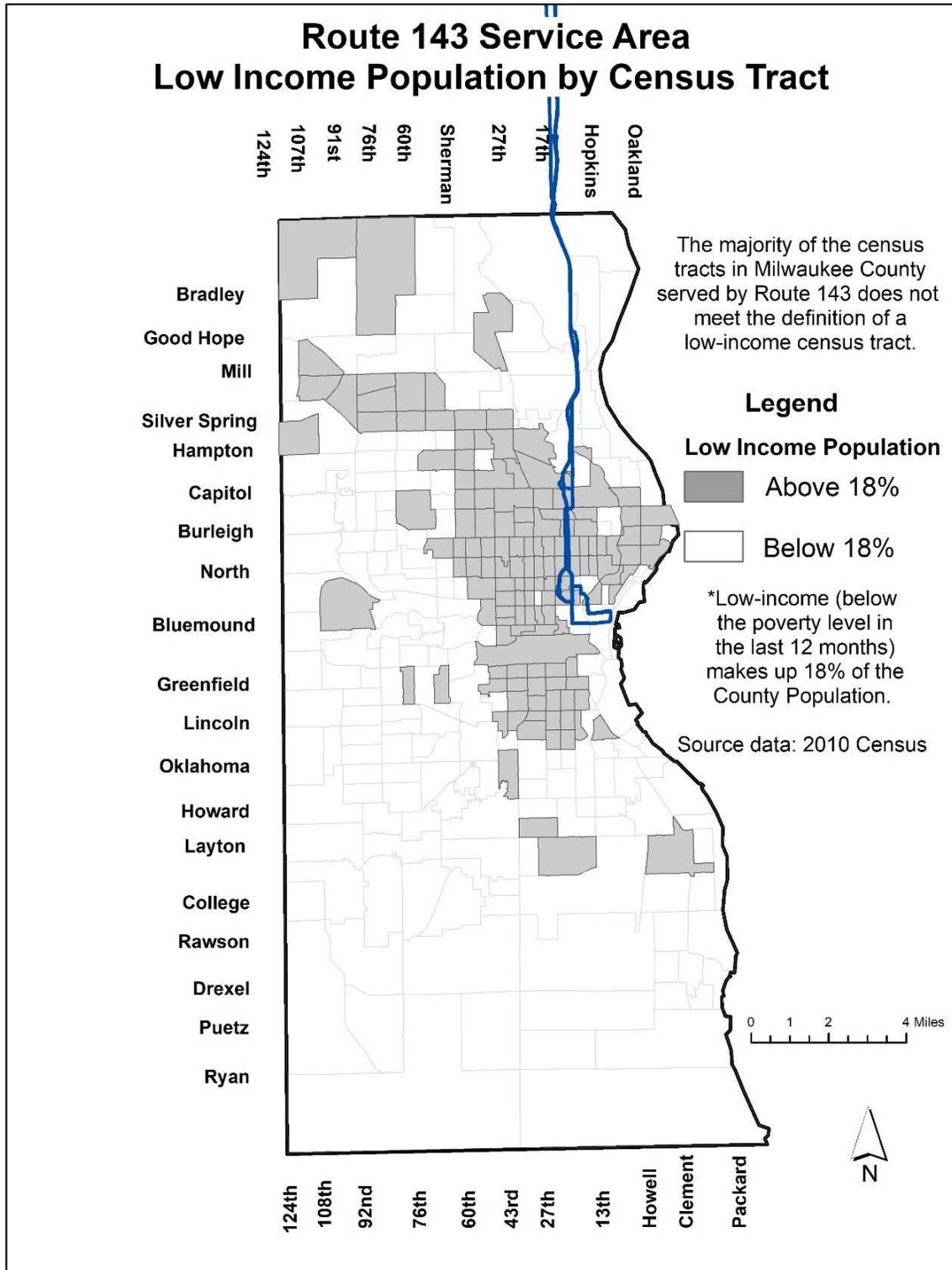
- Route 143 is not considered a minority and low-income route, so its segment elimination would not be considered to have a disparate impact and a disproportionate burden on the minority and low-income population, respectively.
- The segment elimination does not mean a reduction in overall service, and consequently creates more trips for all riders including minority and low-income populations.
- A funding alternative for the segment elimination is at Ozaukee County's discretion.
- MCTS does not operate alternative service near this segment of Route 143, but services such as Ozaukee County Shared Ride Service, UBER and Lyft do exist that can be used to connect to the fixed route network.

Map 2.
 Minority Population in Milwaukee County by Census Tract
 Route 143 Service Area



Created by: MCTS Planning Department AT
 Map File: L:\Apps\Arcview\Projects\AT\Tilman\MXD\MinorityPop

Map 3.
Low Income Population in Milwaukee County by Census Tract
Route 143 Service Area



**Milwaukee County Transit System
Interoffice Memorandum**

TO: File

FROM: Jeff Sponcia, Manager of Planning

SUBJECT: SAFE Analysis – Elimination of Route 219 (Oak Creek Shuttle)

DATE: August 14, 2019

MCTS projects to have a \$6 million budget deficit in 2020. The proposed elimination of Route 219 (Oak Creek Shuttle) in the 2020 Budget meets the definition of a major service change and, per FTA rules, requires MCTS prepare a Service and Fare Equity analysis (SAFE). The SAFE indicates whether the change has a disparate impact on the minority population or a disproportionate burden on the low-income population. If either impact does exist, MCTS must take steps to avoid, minimize or mitigate the impacts where practicable.

BACKGROUND

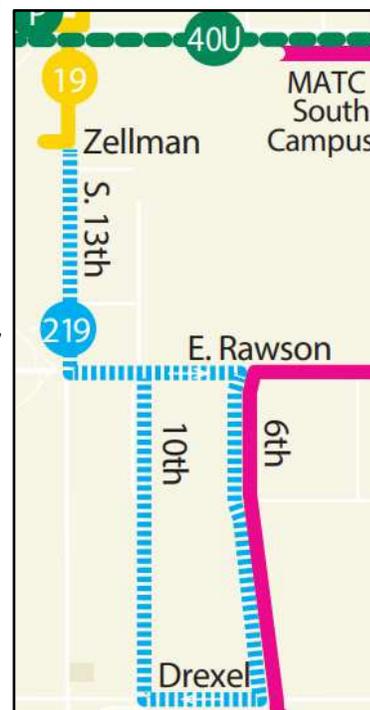
Route 219 (see Map 1) was created to serve the Oak Creek Industrial Park between S. 6th to S. 10th Streets and Rawson Avenue to Drexel Avenue. Its primary destinations are major employers in the Oak Creek Industrial Park. This route connects with Route 19 (MLK – S. 13th & S. 20th) at Zellman Court & S. 13th Street, enabling workers from the north and south sides of Milwaukee County to get dropped off and picked up relatively close to their place of employment in the industrial park. This route operates using one bus between 5:30AM and 7:30AM and between 2:45PM and 5:30PM on weekdays only totaling approximately 5.0 in-service hours per day. In the 18-SEP pick, Route 219 carried 27 rides per weekday with its passengers per bus hour averaging between 4 PBH and 6 PBH for the past year—a very low productivity rate.

In order to save funds in the 2020 Budget to put towards operating more productive routes that serve thousands of riders each day and reduce its fleet size, based on the cost of operating Route 219 versus the ridership on the route, MCTS has proposed to eliminate this route in January 2020.

DETERMINATION OF DISPARATE IMPACT AND/OR DISPROPORTIONATE BURDEN

In general, the determination is based on an assessment of whether the impact of the service change on the minority or low-income population is more or less than the impact on the non-minority or non-low-income population.

According to the 2010 Census, the minority population (defined as everyone not white-alone, non-Hispanic origin) of Milwaukee County is 45.7% while the low-income population (defined as people with incomes in the past 12 months below the poverty level) is 18%. The majority of both populations reside on the northwest side and near south side of Milwaukee County (Maps 2 and 3).



Map 1.

As a part of its annual assessment of compliance required by FTA, MCTS categorizes routes as “minority” and “non-minority” according to whether one-third of the route’s mileage travels within minority census

tracts. A census tract was identified as minority if the percent of minority residents exceeded the countywide average. The same methodology was followed for the low-income population. A GIS analysis of Route 219 revealed it predominantly travels through non-minority and non-low-income census tracts (Maps 2 and 3). Consequently, Route 219 would be defined as a non-minority and a non-low-income route. As a result, it was deduced that the elimination of Route 219 would not be a disparate impact on the minority population and a disproportionate burden on the low-income population.

MCTS also analyzed how this change would affect minority and low-income peoples' access to transit across the entire system. While the elimination of any route will have a detrimental effect on everyone's access to transit service, it was determined that the impact of this route elimination on minority and low-income communities was not disproportionate (Table 1). Therefore, no mitigation measures are recommended.

Table 1	Trips Before	Trips After	4/5ths Rule	Change
Low Income	56,419,940	56,419,940	100.00%	0.00%
Non-Low Income	40,174,375	40,158,055		-0.04%
Minority	54,597,105	54,597,105	100.00%	0.00%
Non-Minority	41,997,210	41,980,890		-0.04%
Total	96,594,315	96,577,995		-0.02%

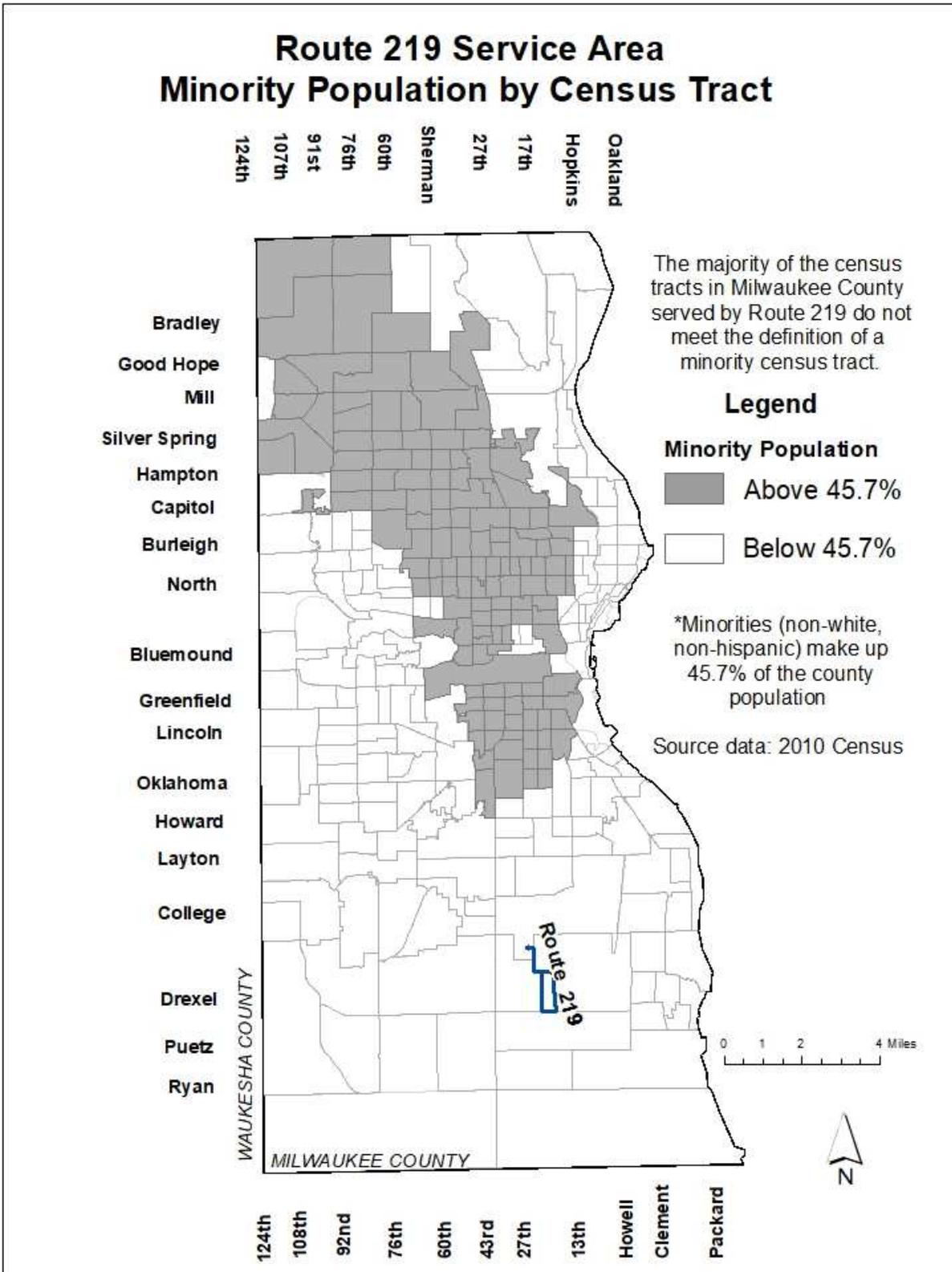
MEASURES TO AVOID, MITIGATE OR MINIMIZE IMPACTS

There is no disparate impact on the minority population or disproportionate burden on the low-income population to mitigate.

SUMMARY

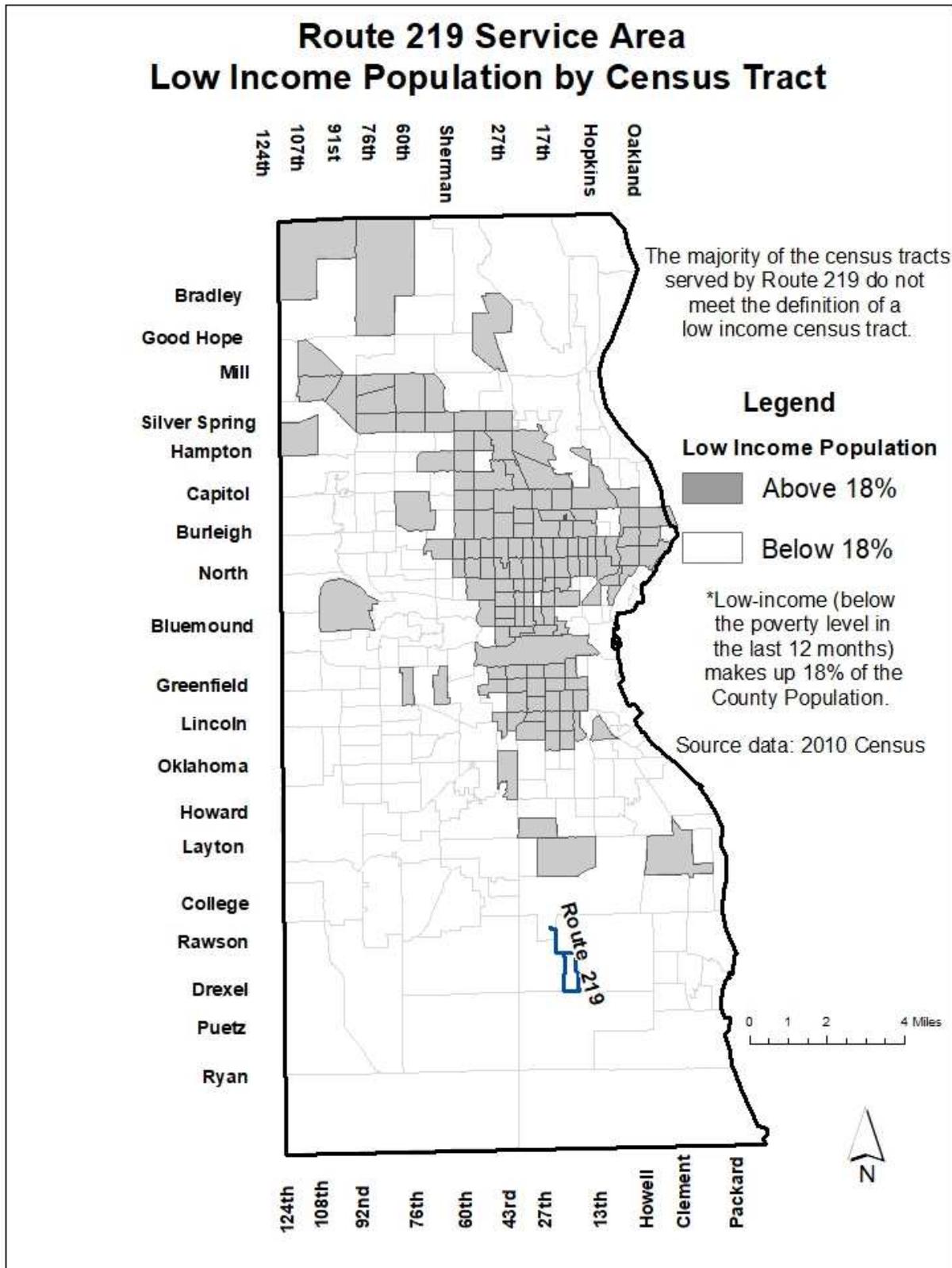
- MCTS' budget will have a projected \$6 million gap in 2020.
- MCTS has identified several low productivity routes to eliminate to balance the operating budget—one of those being Route 219, which carries approximately 27 rides per day and has a 5.0 PBH.
- The elimination of Route 219 meets the threshold of a major service change and requires that MCTS perform a Service and Fare Equity analysis to determine if a disparate impact or disproportionate burden would occur.
- There is no disparate impact on the minority population or disproportionate burden on the low-income population as this route travels through census tracts that are predominantly non-minority and non-low-income.
- There are no alternative funds available to maintain Route 219 and avoid its elimination.

Map 2.
 Minority Population in Milwaukee County by Census Tract
 Route 219 Service Area



Created by: MCTS Planning Department AT
 Map File: L:\App\Arcswt\Project\A11man\AQ\MinorityPop

Map 3.
 Low Income Population in Milwaukee County by Census Tract
 Route 219 Service Area



**Milwaukee County Transit System
Interoffice Memorandum**

TO: File

FROM: Jeff Sponcia, Manager of Planning

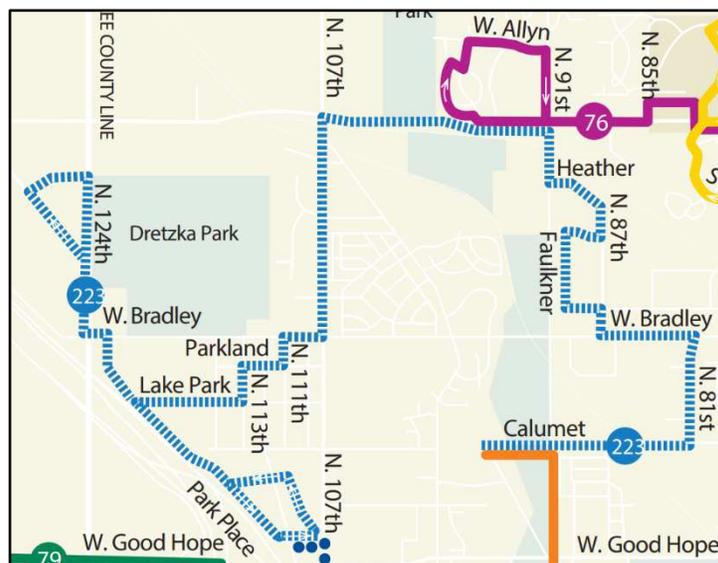
SUBJECT: SAFE Analysis – Elimination of Route 223 (Park Place - Bradley Woods Shuttle)

DATE: August 14, 2019

MCTS projects to have a \$6 million budget deficit in 2020. The proposed elimination of Route 223 (Park Place - Bradley Woods Shuttle) meets the definition of a major service change and, per FTA rules, requires MCTS prepare a Service and Fare Equity analysis (SAFE). The SAFE indicates whether the change has a disparate impact on the minority population or a disproportionate burden on the low-income population. If either impact does exist, MCTS must take steps to avoid, minimize or mitigate the impacts where practicable.

BACKGROUND

Route 223 (see Map 1) was created to serve the Park Place and Bradley Woods Business Parks on the far northwest side of Milwaukee County. Its primary destinations are major employers in the Park Place and Bradley Woods Business Parks. This route connects with BlueLine (Fond du Lac - National) at Park Place & Liberty and Route 23 (Fond du Lac – National) at Granville & Calumet, enabling workers from the north and near south sides of Milwaukee County to get dropped off and picked up relatively close to their place of employment in these business parks. This route operates using two buses between 6:00AM and 8:00AM, three buses between 1:30PM and 7:00PM and one bus between 10:00PM and 12:00AM on weekdays only totaling approximately 13.2 in-service hours per day. In the 18-SEP pick, Route 223 carried 38 rides per weekday with its passengers per bus hour averaging between 2 PBH and 6 PBH for the past year— a very low productivity rate.



Map 1.

In order to save funds in the 2020 Budget to put towards operating more productive routes that serve thousands of riders each day and reduce its fleet size, based on the cost of operating Route 223 versus the ridership on the route, MCTS has proposed to eliminate this route in January 2020.

DETERMINATION OF DISPARATE IMPACT AND/OR DISPROPORTIONATE BURDEN

In general, the determination is based on an assessment of whether the impact of the service change on the minority or low-income population is more or less than the impact on the non-minority or non-low-income population.

According to the 2010 Census, the minority population (defined as everyone not white-alone, non-Hispanic origin) of Milwaukee County is 45.7% while the low-income population (defined as people with incomes in the past 12 months below the poverty level) is 18%. The majority of both populations reside on the northwest side and near south side of Milwaukee County (Maps 2 and 3).

As a part of its annual assessment of compliance required by FTA, MCTS categorizes routes as “minority” and “non-minority” according to whether one-third of the route’s mileage travels within minority census tracts. A census tract was identified as minority if the percent of minority residents exceeded the countywide average. The same methodology was followed for the low-income population. A GIS analysis of Route 223 revealed it predominantly travels through minority and low-income census tracts (Maps 2 and 3). Consequently, Route 223 would be defined as a minority and a low-income route. Given that Route 223 passengers transfer from BlueLine and Route 23, these were also considered to be minority and low-income routes. As a result, it was deduced that the elimination of Route 223 would be a disparate impact on the minority population and a disproportionate burden on the low-income population.

MCTS also analyzed how this change would affect minority and low-income peoples’ access to transit across the entire system. While the elimination of any route will have a detrimental effect on everyone’s access to transit service, it was determined that the impact of this route elimination on low-income communities was disproportionate (Table 1). Therefore, mitigation measures are recommended.

Table 1	Trips Before	Trips After	4/5ths Rule	Change
Low Income	56,419,940	56,387,810	89.17%	-0.06%
Non-Low Income	40,174,375	40,152,975		-0.05%
Minority	54,597,105	54,549,165	12.45%	-0.09%
Non-Minority	41,997,210	41,992,620		-0.01%
Total	96,594,315	96,541,785		-0.05%

MEASURES TO AVOID, MITIGATE OR MINIMIZE IMPACTS

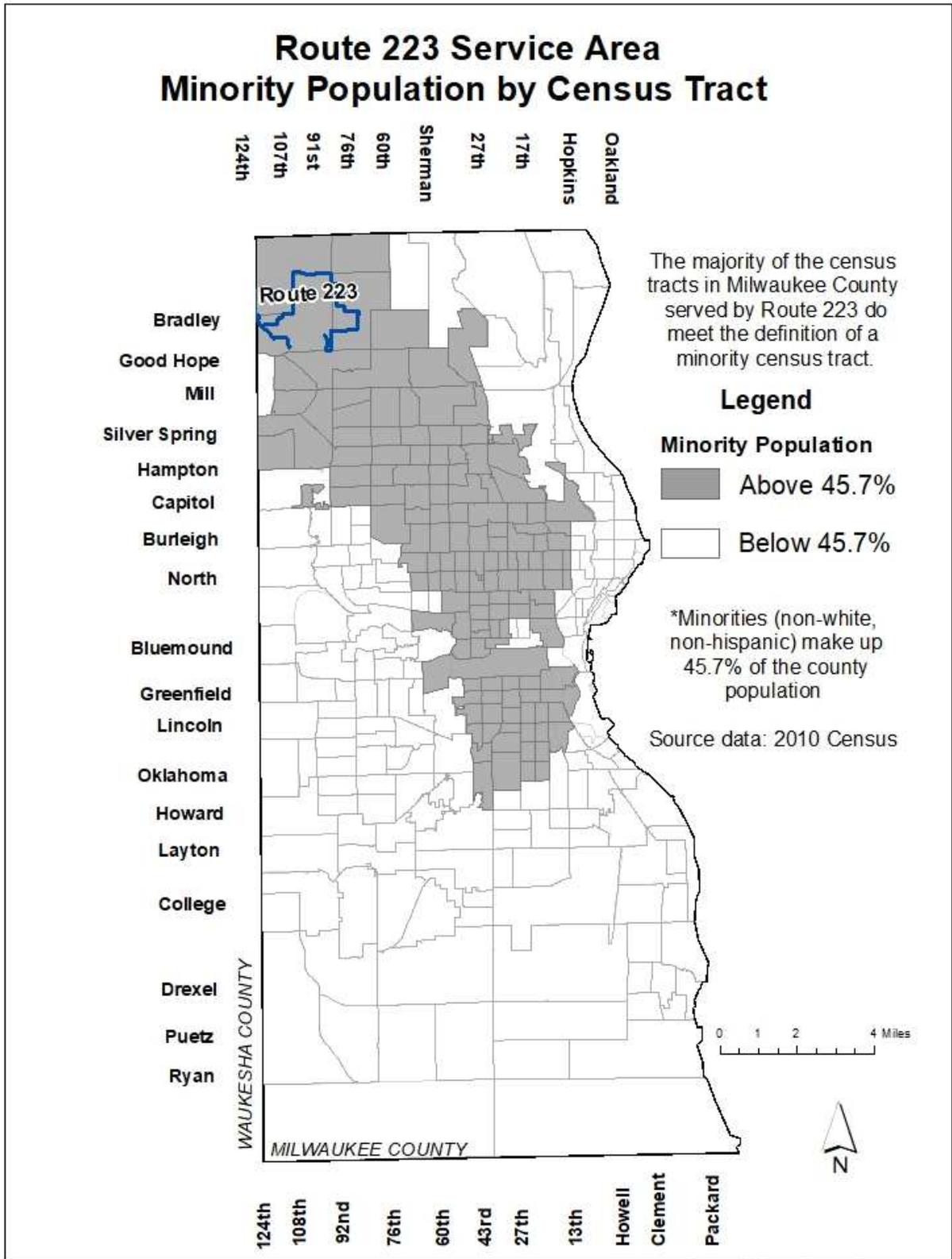
There are some options that would mitigate the impact of eliminating Route 223. Passengers can ride MCTS Routes 23, 67, 76, 79 or BlueLine which serve within several blocks of where Route 223 currently provides service. This would require riders who are employed at companies in the Park Place and Bradley Woods Business Parks to walk or bike upwards of 1/3-mile to one mile to reach their destination. Additionally, many riders now have multiple Transportation Network Companies’ on-demand ride services available to them when a last-mile issue arises.

SUMMARY

- MCTS’ budget will have a projected \$6 million gap in 2020.
- MCTS has identified several low productivity routes to eliminate to balance the operating budget—one of those being Route 223, which carries approximately 38 rides per day and has a 4.0 PBH.
- The elimination of Route 223 meets the threshold of a major service change and requires that MCTS perform a Service and Fare Equity analysis to determine if a disparate impact or disproportionate burden would occur.

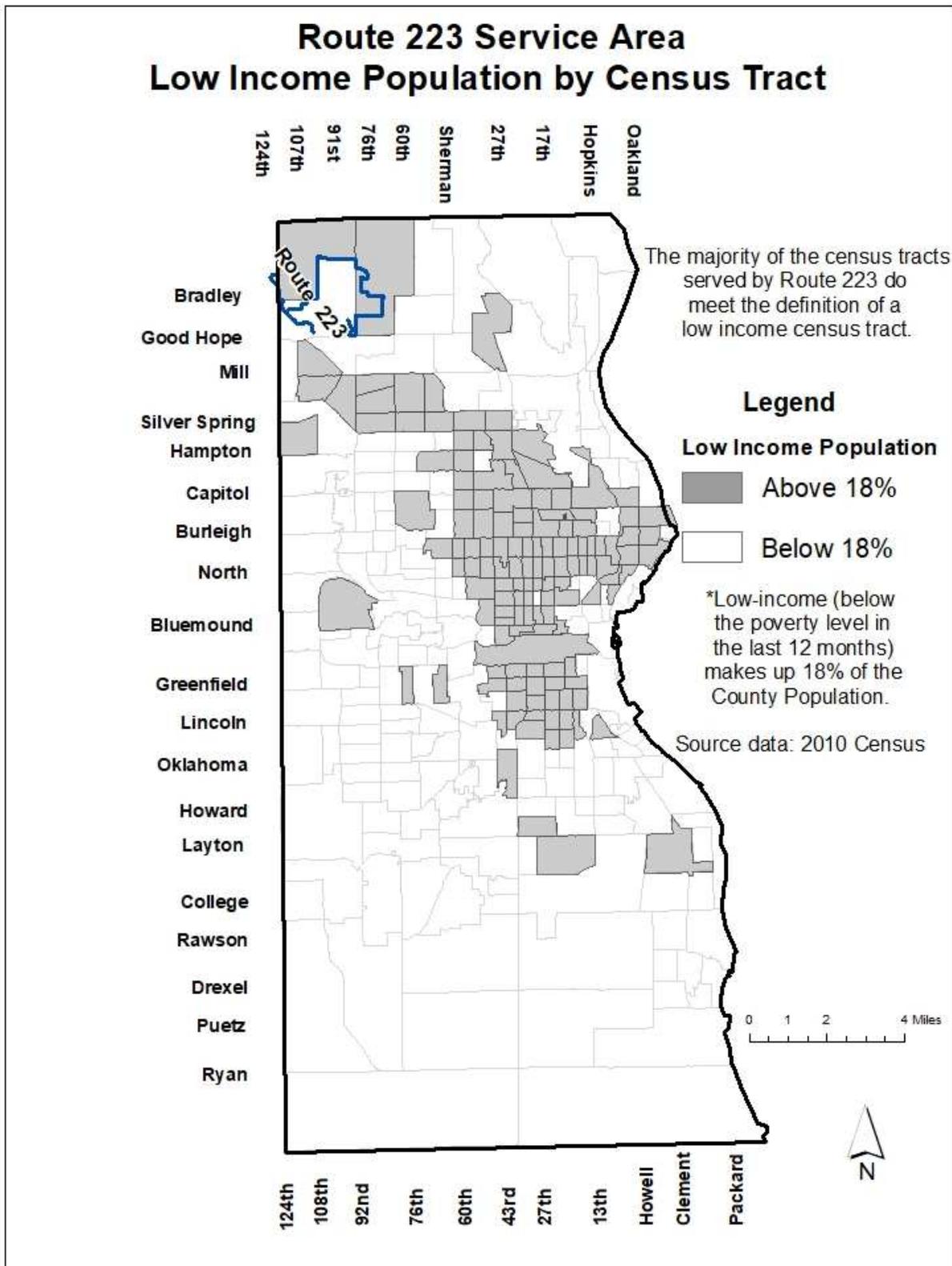
- As Route 223 serves predominantly minority and low-income population census tracts, its elimination would be considered a disparate impact and a disproportionate burden on the minority and low-income population, respectively.
- There are no alternative funds available to maintain Route 223 and avoid its elimination.
- MCTS does operate alternative service near Route 223 (Routes 23, 67, 76, 79 and BlueLine) which would partially mitigate the elimination of the route.

Map 2.
 Minority Population in Milwaukee County by Census Tract
 Route 223 Service Area



Created by: MCIS Planning Department AT
 Map File: L:\App\Arcview\Projects\A11\Items\Map2\MinorityPop

Map 3.
 Low Income Population in Milwaukee County by Census Tract
 Route 223 Service Area



**Milwaukee County Transit System
Interoffice Memorandum**

TO: File

FROM: Jeff Sponcia, Manager of Planning

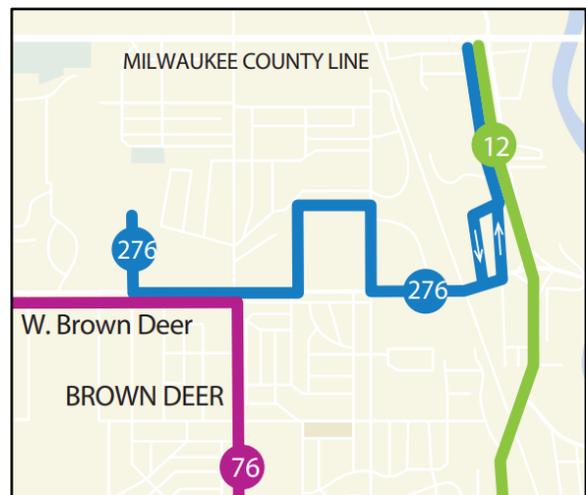
SUBJECT: SAFE Analysis – Elimination of Route 276 (Brown Deer Shuttle)

DATE: August 14, 2019

MCTS projects to have a \$6 million budget deficit in 2020. The elimination of Route 276 (Brown Deer Shuttle) meets the definition of a major service change and, per FTA rules, requires MCTS prepare a Service and Fare Equity analysis (SAFE). The SAFE indicates whether the change has a disparate impact on the minority population or a disproportionate burden on the low-income population. If either impact does exist, MCTS must take steps to avoid, minimize or mitigate the impacts where practicable.

BACKGROUND

Route 276 (see Map 1) was created to serve the Brown Deer Industrial Park on the north side of Brown Deer Road between N. 51st and N. 55th Streets. Its primary destinations are major employers in the Brown Deer Industrial Park. This route connects with Route 76 (N. 60th - S. 70th) at Brown Deer Road & N. 60th Street and Route 12 (Teutonia - Hampton) at Green Bay Road & Cherrywood Lane, enabling workers from the north and south sides of Milwaukee County to get dropped off and picked up relatively close to their place of employment in this industrial park. This route operates using one bus between 5:00AM and 7:00PM on weekdays, totaling approximately 14.2 in-service hours per weekday. The route also operates on Saturdays and Sundays for approximately 12 in-service hours per day. In the 18-SEP pick, Route 276 carried 79 rides per weekday with its passengers per bus hour averaging between 5.0 PBH and 6.0 PBH for the past year—a very low productivity rate.



Map 1.

In order to save funds in the 2020 Budget to put towards operating more productive routes that serve thousands of riders each day and reduce its fleet size, based on the cost of operating Route 276 versus the ridership on the route, MCTS has proposed to eliminate this route in January 2020.

DETERMINATION OF DISPARATE IMPACT AND/OR DISPROPORTIONATE BURDEN

In general, the determination is based on an assessment of whether the impact of the service change on the minority or low-income population is more or less than the impact on the non-minority or non-low-income population.

According to the 2010 Census, the minority population (defined as everyone not white-alone, non-Hispanic origin) of Milwaukee County is 45.7% while the low-income population (defined as people with

incomes in the past 12 months below the poverty level) is 18%. The majority of both populations reside on the northwest side and near south side of Milwaukee County (Maps 2 and 3).

As a part of its annual assessment of compliance required by FTA, MCTS categorizes routes as “minority” and “non-minority” according to whether one-third of the route’s mileage travels within minority census tracts. A census tract was identified as minority if the percent of minority residents exceeded the countywide average. The same methodology was followed for the low-income population. A GIS analysis of Route 276 revealed that it predominantly travels through non-minority and non-low-income census tracts (Maps 2 and 3). Consequently, Route 276 would be defined as a non-minority and a non-low-income route. As a result, it was deduced that the elimination of Route 276 would not be a disparate impact on the minority population and a disproportionate burden on the low-income population.

MCTS also analyzed how this change would affect minority and low-income peoples’ access to transit across the entire system. While the elimination of any route will have a detrimental effect on everyone’s access to transit service, it was determined that the impact of this route elimination on minority communities was not disparate and that the impact of this route elimination on low-income communities was not disproportionate (Table 1). Therefore, no mitigation measures are recommended.

Table 1	Trips Before	Trips After	4/5ths Rule	Change
Low Income	56,419,940	56,339,800	210.66%	-0.14%
Non-Low Income	40,174,375	40,054,165		-0.30%
Minority	54,597,105	54,476,895	86.67%	-0.22%
Non-Minority	41,997,210	41,917,070		-0.19%
Total	96,594,315	96,393,965		-0.21%

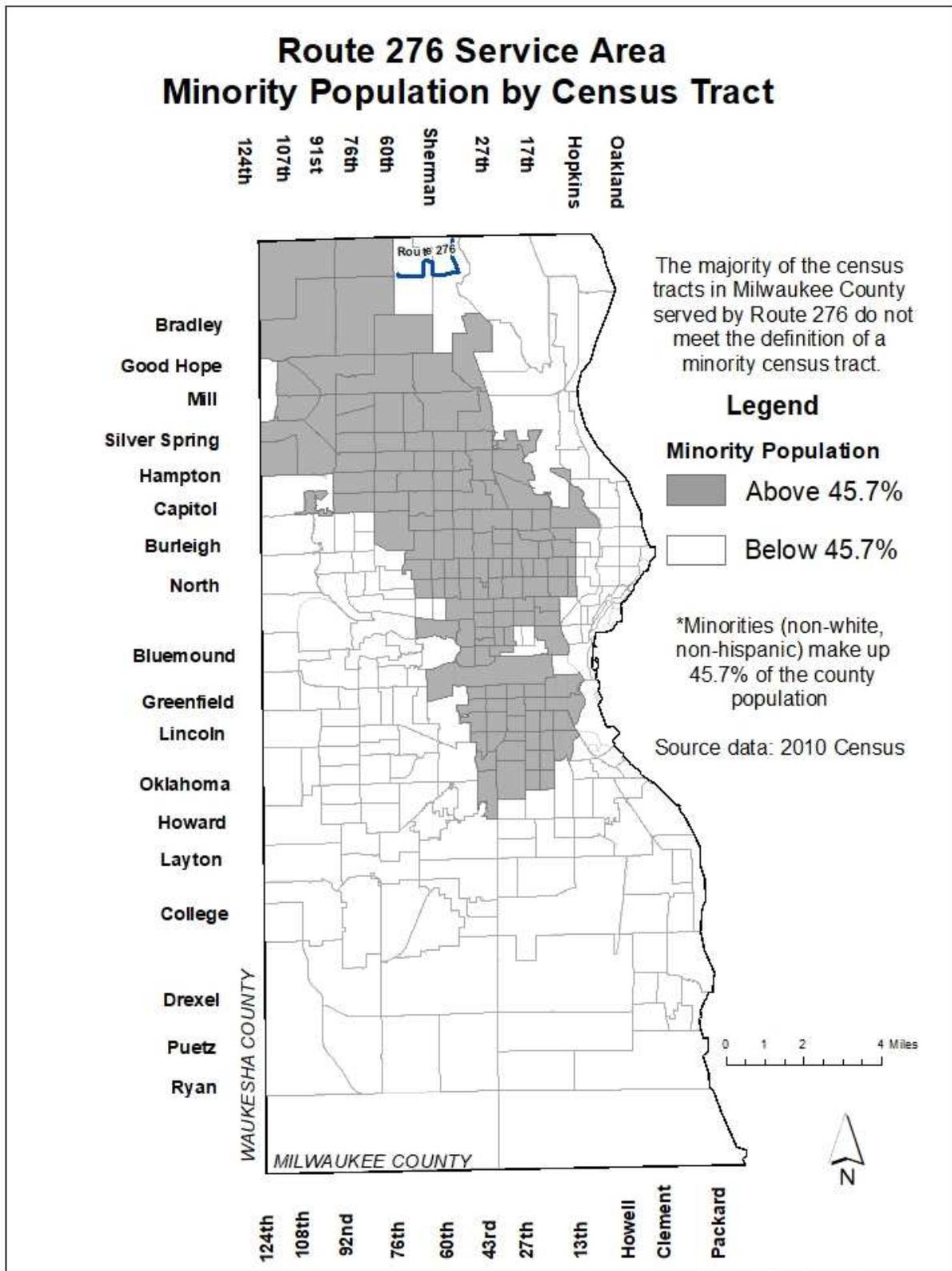
MEASURES TO AVOID, MITIGATE OR MINIMIZE IMPACTS

There is no disparate impact on the minority population or disproportionate burden on the low-income population to mitigate.

SUMMARY

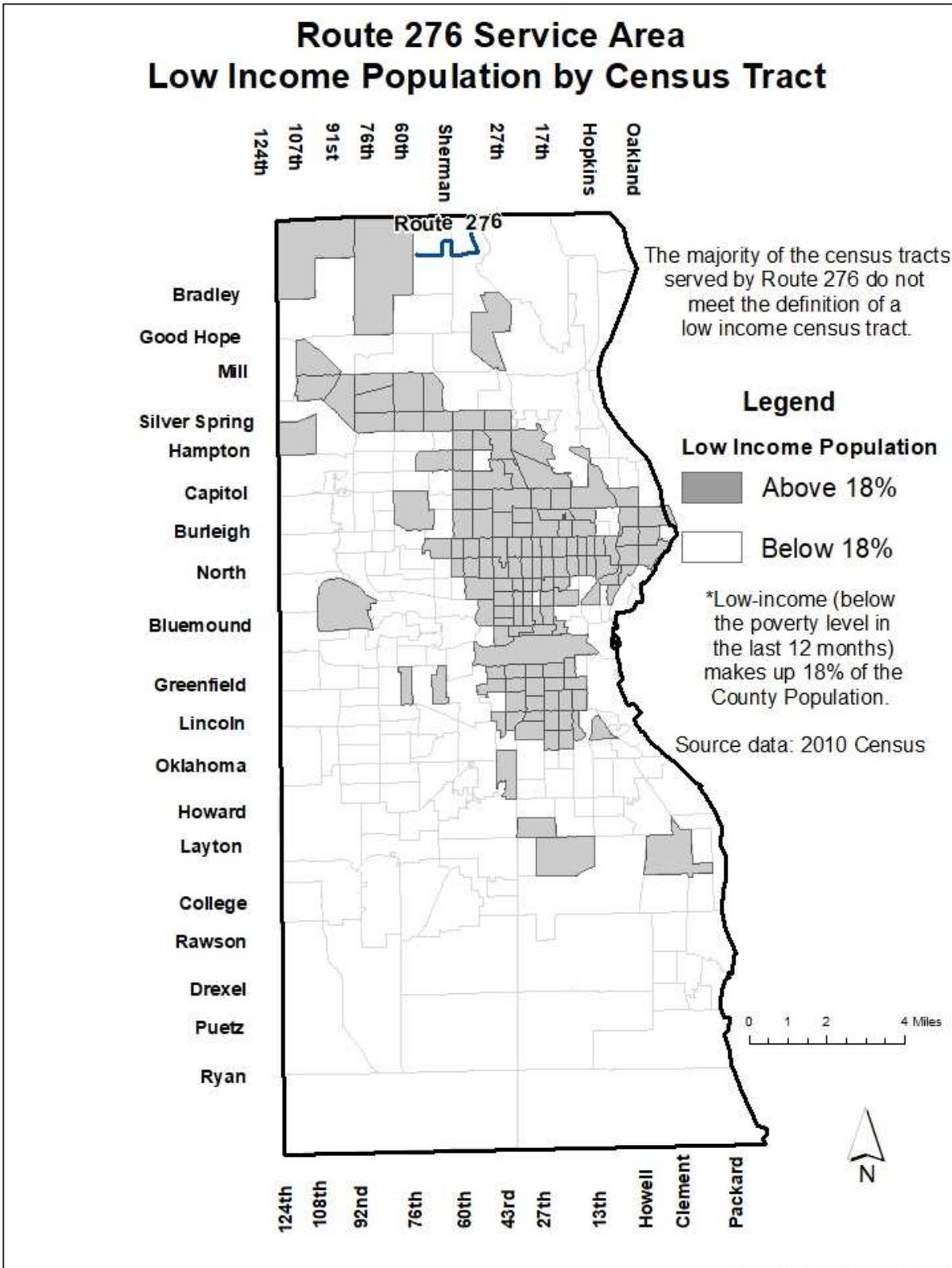
- MCTS’ budget will have a projected \$6 million gap in 2020.
- MCTS has identified several low productivity routes to eliminate to balance the operating budget—one of those being Route 276, which carries approximately 79 rides per day and has a 5.0 PBH.
- The elimination of Route 276 meets the threshold of a major service change and requires that MCTS perform a Service and Fare Equity analysis to determine if a disparate impact or disproportionate burden would occur.
- As Route 276 serves predominantly non-minority and non-low-income population census tracts, its elimination would not be considered a disparate impact and a disproportionate burden on the minority and low-income population, respectively.
- There are no alternative funds available to maintain Route 276 and avoid its elimination.

Map 2.
 Minority Population in Milwaukee County by Census Tract
 Route 276 Service Area



Created by: MCTS Planning Department AT
 Map File: L:\apps\arcview\proj\atlanta\Map2\MinorityPop

Map 3.
 Low Income Population in Milwaukee County by Census Tract
 Route 276 Service Area



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 Map File: L:\App\Arcview\Projects\A11\mcmwq\mcounty\pop

Milwaukee County Population and Race Distribution Chart 2018

Census Tract	2018 Population	White		Black		American Indian and Alaska Native		Asian		Native Hawaiian and Other Pacific Islander		Other		Multiracial		Hispanic or Latino		Total Minority
		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	%
1.01	4476	1121	25.0	2879	64.3	0	0.0	64	1.4	0	0.0	257	5.7	155	3.5	386	8.6	75.0
1.02	3468	918	26.5	2098	60.5	16	0.5	225	6.5	0	0.0	72	2.1	139	4.0	290	8.4	73.5
2.01	5561	1317	23.7	3325	59.8	0	0.0	212	3.8	0	0.0	529	9.5	178	3.2	1122	20.2	76.3
2.02	6439	2848	44.2	2978	46.2	62	1.0	339	5.3	0	0.0	59	0.9	153	2.4	356	5.5	55.8
3.01	1485	1198	80.7	192	12.9	0	0.0	65	4.4	0	0.0	0	0.0	30	2.0	67	4.5	19.3
3.02	3176	344	10.8	2320	73.0	0	0.0	191	6.0	0	0.0	68	2.1	253	8.0	146	4.6	89.2
3.03	1888	633	33.5	952	50.4	18	1.0	61	3.2	0	0.0	108	5.7	116	6.1	113	6.0	66.5
3.04	3495	1332	38.1	1543	44.1	0	0.0	436	12.5	0	0.0	131	3.7	53	1.5	197	5.6	61.9
4	2675	921	34.4	1584	59.2	0	0.0	118	4.4	0	0.0	0	0.0	52	1.9	178	6.7	65.6
5.01	3861	1540	39.9	1848	47.9	0	0.0	62	1.6	6	0.2	252	6.5	153	4.0	309	8.0	60.1
5.02	5095	822	16.1	3577	70.2	0	0.0	311	6.1	0	0.0	174	3.4	211	4.1	350	6.9	83.9
6	7005	1764	25.2	4032	57.6	6	0.1	819	11.7	0	0.0	21	0.3	363	5.2	118	1.7	74.8
7	3653	1057	28.9	2228	61.0	0	0.0	243	6.7	0	0.0	33	0.9	92	2.5	199	5.4	71.1
8	4996	1128	22.6	3142	62.9	0	0.0	491	9.8	0	0.0	5	0.1	230	4.6	208	4.2	77.4
9	3356	636	19.0	2339	69.7	50	1.5	52	1.5	0	0.0	136	4.1	143	4.3	209	6.2	81.0
10	3737	462	12.4	3026	81.0	0	0.0	156	4.2	0	0.0	0	0.0	93	2.5	15	0.4	87.6
11	2225	363	16.3	1724	77.5	0	0.0	0	0.0	0	0.0	59	2.7	79	3.6	95	4.3	83.7
12	3122	214	6.9	2254	72.2	0	0.0	524	16.8	0	0.0	6	0.2	124	4.0	42	1.3	93.1
13	4261	441	10.3	2790	65.5	0	0.0	737	17.3	0	0.0	44	1.0	249	5.8	224	5.3	89.7
14	2483	283	11.4	1434	57.8	13	0.5	680	27.4	0	0.0	22	0.9	51	2.1	57	2.3	88.6
15	3605	539	15.0	1957	54.3	0	0.0	863	23.9	0	0.0	205	5.7	41	1.1	249	6.9	85.0
16	3089	338	10.9	2451	79.3	0	0.0	110	3.6	77	2.5	22	0.7	91	2.9	176	5.7	89.1
17	4858	745	15.3	3355	69.1	48	1.0	438	9.0	0	0.0	153	3.1	119	2.4	198	4.1	84.7
18	3049	666	21.8	1978	64.9	0	0.0	156	5.1	0	0.0	220	7.2	29	1.0	426	14.0	78.2
19	3074	391	12.7	2496	81.2	0	0.0	120	3.9	0	0.0	0	0.0	67	2.2	0	0.0	87.3
20	2506	113	4.5	2222	88.7	0	0.0	58	2.3	0	0.0	7	0.3	106	4.2	12	0.5	95.5
21	2040	147	7.2	1822	89.3	0	0.0	0	0.0	0	0.0	35	1.7	36	1.8	50	2.5	92.8
22	1906	779	40.9	1048	55.0	30	1.6	0	0.0	0	0.0	34	1.8	15	0.8	230	12.1	59.1
23	3935	151	3.8	3709	94.3	0	0.0	0	0.0	0	0.0	26	0.7	49	1.2	92	2.3	96.2
24	2491	291	11.7	2042	82.0	1	0.0	51	2.0	0	0.0	64	2.6	42	1.7	114	4.6	88.3
25	2135	216	10.1	1702	79.7	13	0.6	29	1.4	0	0.0	60	2.8	115	5.4	137	6.4	89.9
26	2961	109	3.7	2730	92.2	13	0.4	0	0.0	0	0.0	0	0.0	109	3.7	89	3.0	96.3
27	1961	152	7.8	1789	91.2	6	0.3	0	0.0	0	0.0	4	0.2	10	0.5	0	0.0	92.2
28	2404	196	8.2	2118	88.1	0	0.0	27	1.1	0	0.0	4	0.2	59	2.5	49	2.0	91.8
29	2295	287	12.5	1805	78.6	9	0.4	61	2.7	0	0.0	26	1.1	107	4.7	216	9.4	87.5
30	4575	614	13.4	3209	70.1	1	0.0	420	9.2	0	0.0	131	2.9	200	4.4	586	12.8	86.6
31	4121	618	15.0	2848	69.1	21	0.5	373	9.1	0	0.0	39	0.9	222	5.4	356	8.6	85.0
32	2711	386	14.2	1847	68.1	9	0.3	384	14.2	6	0.2	33	1.2	46	1.7	104	3.8	85.8
33	5298	1109	20.9	3449	65.1	0	0.0	487	9.2	10	0.2	102	1.9	141	2.7	296	5.6	79.1
34	6160	1841	29.9	3380	54.9	171	2.8	225	3.7	0	0.0	39	0.6	504	8.2	154	2.5	70.1
35	3576	322	9.0	2952	82.6	2	0.1	210	5.9	0	0.0	47	1.3	43	1.2	81	2.3	91.0
36	2084	207	9.9	1791	85.9	34	1.6	0	0.0	0	0.0	17	0.8	35	1.7	147	7.1	90.1
37	2424	575	23.7	1609	66.4	4	0.2	66	2.7	0	0.0	0	0.0	170	7.0	103	4.2	76.3
38	2313	167	7.2	1989	86.0	4	0.2	9	0.4	0	0.0	126	5.4	18	0.8	131	5.7	92.8
39	2890	166	5.7	2533	87.6	9	0.3	0	0.0	0	0.0	35	1.2	147	5.1	197	6.8	94.3

Milwaukee County Population and Race Distribution Chart 2018

Census Tract	2018 Population	White		Black		American Indian and Alaska Native		Asian		Native Hawaiian and Other Pacific Islander		Other		Multiracial		Hispanic or Latino		Total Minority
		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	%
40	2670	208	7.8	2298	86.1	0	0.0	134	5.0	0	0.0	11	0.4	19	0.7	32	1.2	92.2
41	2746	125	4.6	2424	88.3	0	0.0	0	0.0	0	0.0	44	1.6	153	5.6	121	4.4	95.4
42	3677	71	1.9	3423	93.1	0	0.0	6	0.2	0	0.0	95	2.6	82	2.2	78	2.1	98.1
43	4812	267	5.5	4313	89.6	1	0.0	15	0.3	0	0.0	30	0.6	186	3.9	67	1.4	94.5
44	3124	670	21.4	2216	70.9	9	0.3	50	1.6	0	0.0	73	2.3	106	3.4	102	3.3	78.6
45	2118	19	0.9	1912	90.3	0	0.0	1	0.0	0	0.0	4	0.2	182	8.6	157	7.4	99.1
46	2550	60	2.4	2466	96.7	8	0.3	0	0.0	0	0.0	0	0.0	16	0.6	16	0.6	97.6
47	4139	32	0.8	4028	97.3	1	0.0	0	0.0	6	0.1	16	0.4	56	1.4	0	0.0	99.2
48	3801	249	6.6	3476	91.4	0	0.0	3	0.1	0	0.0	17	0.4	56	1.5	82	2.2	93.4
49	4522	842	18.6	3336	73.8	0	0.0	1	0.0	0	0.0	97	2.1	246	5.4	351	7.8	81.4
50	5387	1353	25.1	3331	61.8	0	0.0	260	4.8	0	0.0	185	3.4	258	4.8	383	7.1	74.9
51	3296	348	10.6	2689	81.6	0	0.0	83	2.5	0	0.0	68	2.1	108	3.3	121	3.7	89.4
52	1631	853	52.3	661	40.5	0	0.0	62	3.8	0	0.0	19	1.2	36	2.2	113	6.9	47.7
53	2243	1114	49.7	826	36.8	0	0.0	9	0.4	0	0.0	0	0.0	294	13.1	75	3.3	50.3
54	3677	2704	73.5	656	17.8	13	0.4	165	4.5	0	0.0	14	0.4	125	3.4	138	3.8	26.5
55	3429	2708	79.0	484	14.1	16	0.5	40	1.2	9	0.3	17	0.5	155	4.5	323	9.4	21.0
56	2260	1905	84.3	95	4.2	11	0.5	57	2.5	0	0.0	70	3.1	122	5.4	131	5.8	15.7
57	2579	2017	78.2	485	18.8	3	0.1	0	0.0	0	0.0	27	1.0	47	1.8	163	6.3	21.8
58	3582	2147	59.9	1200	33.5	0	0.0	67	1.9	0	0.0	15	0.4	153	4.3	60	1.7	40.1
59	3697	1007	27.2	2387	64.6	9	0.2	35	0.9	0	0.0	132	3.6	127	3.4	442	12.0	72.8
60	2411	164	6.8	2029	84.2	5	0.2	12	0.5	0	0.0	117	4.9	84	3.5	197	8.2	93.2
61	2287	239	10.5	1816	79.4	5	0.2	73	3.2	0	0.0	0	0.0	154	6.7	143	6.3	89.5
62	2685	75	2.8	2574	95.9	18	0.7	0	0.0	0	0.0	4	0.1	14	0.5	10	0.4	97.2
63	2412	47	1.9	2244	93.0	0	0.0	0	0.0	0	0.0	9	0.4	112	4.6	53	2.2	98.1
64	1923	20	1.0	1867	97.1	1	0.1	0	0.0	0	0.0	0	0.0	35	1.8	19	1.0	99.0
65	2126	56	2.6	1990	93.6	14	0.7	41	1.9	0	0.0	0	0.0	25	1.2	27	1.3	97.4
66	2095	118	5.6	1939	92.6	0	0.0	0	0.0	0	0.0	0	0.0	38	1.8	83	4.0	94.4
67	1347	66	4.9	1166	86.6	18	1.3	35	2.6	0	0.0	15	1.1	47	3.5	17	1.3	95.1
68	2327	85	3.7	2205	94.8	5	0.2	2	0.1	0	0.0	6	0.3	24	1.0	40	1.7	96.3
69	2840	395	13.9	2334	82.2	0	0.0	0	0.0	0	0.0	46	1.6	65	2.3	342	12.0	86.1
70	3067	411	13.4	2504	81.6	13	0.4	51	1.7	0	0.0	0	0.0	88	2.9	256	8.3	86.6
71	1998	1452	72.7	316	15.8	0	0.0	39	2.0	3	0.2	53	2.7	135	6.8	223	11.2	27.3
72	2813	1947	69.2	596	21.2	30	1.1	9	0.3	0	0.0	115	4.1	116	4.1	330	11.7	30.8
73	2723	1998	73.4	486	17.8	71	2.6	98	3.6	0	0.0	0	0.0	70	2.6	22	0.8	26.6
74	4073	3269	80.3	372	9.1	30	0.7	112	2.7	0	0.0	61	1.5	229	5.6	233	5.7	19.7
75	2742	2385	87.0	118	4.3	0	0.0	85	3.1	0	0.0	78	2.8	76	2.8	120	4.4	13.0
76	3612	3212	88.9	165	4.6	10	0.3	68	1.9	0	0.0	39	1.1	118	3.3	147	4.1	11.1
77	3515	3079	87.6	118	3.4	0	0.0	134	3.8	0	0.0	42	1.2	142	4.0	267	7.6	12.4
78	3260	2467	75.7	198	6.1	6	0.2	325	10.0	0	0.0	142	4.4	122	3.7	282	8.7	24.3
79	2138	1760	82.3	197	9.2	0	0.0	30	1.4	0	0.0	31	1.4	120	5.6	189	8.8	17.7
80	1906	1056	55.4	602	31.6	4	0.2	49	2.6	0	0.0	40	2.1	155	8.1	86	4.5	44.6
81	1238	349	28.2	712	57.5	34	2.7	0	0.0	0	0.0	92	7.4	51	4.1	235	19.0	71.8
84	984	38	3.9	855	86.9	0	0.0	32	3.3	0	0.0	9	0.9	50	5.1	47	4.8	96.1
85	1155	12	1.0	1132	98.0	7	0.6	0	0.0	0	0.0	0	0.0	4	0.3	7	0.6	99.0
86	999	21	2.1	960	96.1	16	1.6	0	0.0	0	0.0	0	0.0	2	0.2	0	0.0	97.9

Milwaukee County Population and Race Distribution Chart 2018

Census Tract	2018 Population	White		Black		American Indian and Alaska Native		Asian		Native Hawaiian and Other Pacific Islander		Other		Multiracial		Hispanic or Latino		Total Minority
		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	%
87	1189	5	0.4	1184	99.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	99.6
88	1762	24	1.4	1695	96.2	5	0.3	0	0.0	0	0.0	5	0.3	33	1.9	9	0.5	98.6
89	1236	123	10.0	1010	81.7	0	0.0	95	7.7	0	0.0	0	0.0	8	0.6	52	4.2	90.0
90	2341	94	4.0	1913	81.7	1	0.0	311	13.3	0	0.0	2	0.1	20	0.9	8	0.3	96.0
91	2367	124	5.2	1740	73.5	0	0.0	337	14.2	0	0.0	86	3.6	80	3.4	86	3.6	94.8
92	1740	459	26.4	1036	59.5	14	0.8	3	0.2	0	0.0	60	3.4	168	9.7	131	7.5	73.6
93	2600	1324	50.9	975	37.5	0	0.0	0	0.0	0	0.0	64	2.5	237	9.1	138	5.3	49.1
94	2514	2066	82.2	297	11.8	16	0.6	0	0.0	0	0.0	12	0.5	123	4.9	244	9.7	17.8
95	2113	1570	74.3	427	20.2	0	0.0	14	0.7	0	0.0	53	2.5	49	2.3	160	7.6	25.7
96	2068	179	8.7	1194	57.7	26	1.3	384	18.6	0	0.0	25	1.2	260	12.6	256	12.4	91.3
97	1683	117	7.0	571	33.9	0	0.0	832	49.4	0	0.0	0	0.0	163	9.7	117	7.0	93.0
98	1616	21	1.3	1266	78.3	0	0.0	189	11.7	0	0.0	0	0.0	140	8.7	23	1.4	98.7
99	1185	22	1.9	1148	96.9	0	0.0	0	0.0	0	0.0	0	0.0	15	1.3	22	1.9	98.1
106	1361	527	38.7	577	42.4	0	0.0	43	3.2	0	0.0	147	10.8	67	4.9	276	20.3	61.3
107	2424	1751	72.2	351	14.5	52	2.1	16	0.7	0	0.0	111	4.6	143	5.9	486	20.0	27.8
108	2584	2156	83.4	224	8.7	0	0.0	107	4.1	10	0.4	15	0.6	72	2.8	117	4.5	16.6
110	2671	2101	78.7	341	12.8	68	2.5	103	3.9	0	0.0	13	0.5	45	1.7	143	5.4	21.3
111	1703	1456	85.5	84	4.9	0	0.0	114	6.7	0	0.0	4	0.2	45	2.6	23	1.4	14.5
112	2297	1873	81.5	230	10.0	0	0.0	70	3.0	0	0.0	55	2.4	69	3.0	172	7.5	18.5
113	2321	1924	82.9	233	10.0	4	0.2	107	4.6	0	0.0	22	0.9	31	1.3	83	3.6	17.1
114	1485	1246	83.9	193	13.0	0	0.0	13	0.9	0	0.0	23	1.5	10	0.7	70	4.7	16.1
122	2168	494	22.8	795	36.7	0	0.0	710	32.7	0	0.0	37	1.7	132	6.1	134	6.2	77.2
123	1132	249	22.0	849	75.0	0	0.0	15	1.3	0	0.0	15	1.3	4	0.4	131	11.6	78.0
124	2456	1387	56.5	617	25.1	30	1.2	146	5.9	0	0.0	34	1.4	242	9.9	108	4.4	43.5
125	2077	1675	80.6	190	9.1	17	0.8	34	1.6	0	0.0	45	2.2	116	5.6	132	6.4	19.4
126	2439	2178	89.3	165	6.8	0	0.0	34	1.4	0	0.0	8	0.3	54	2.2	98	4.0	10.7
127	1230	1116	90.7	56	4.6	0	0.0	8	0.7	0	0.0	4	0.3	46	3.7	132	10.7	9.3
128	3084	2548	82.6	208	6.7	16	0.5	168	5.4	0	0.0	62	2.0	82	2.7	304	9.9	17.4
129	3308	2537	76.7	260	7.9	30	0.9	0	0.0	0	0.0	337	10.2	144	4.4	907	27.4	23.3
130	1922	1539	80.1	125	6.5	16	0.8	23	1.2	0	0.0	63	3.3	156	8.1	534	27.8	19.9
133	1017	447	44.0	362	35.6	0	0.0	117	11.5	0	0.0	68	6.7	23	2.3	167	16.4	56.0
134	2173	458	21.1	962	44.3	1	0.0	188	8.7	0	0.0	201	9.2	363	16.7	439	20.2	78.9
135	1848	467	25.3	1194	64.6	5	0.3	13	0.7	0	0.0	77	4.2	92	5.0	141	7.6	74.7
136	2177	484	22.2	1557	71.5	6	0.3	11	0.5	0	0.0	95	4.4	24	1.1	203	9.3	77.8
137	1402	248	17.7	1022	72.9	0	0.0	84	6.0	0	0.0	35	2.5	13	0.9	66	4.7	82.3
141	1641	299	18.2	1308	79.7	3	0.2	3	0.2	0	0.0	8	0.5	20	1.2	87	5.3	81.8
143	2408	1971	81.9	175	7.3	0	0.0	184	7.6	0	0.0	57	2.4	21	0.9	93	3.9	18.1
144	2734	2122	77.6	150	5.5	0	0.0	354	12.9	0	0.0	63	2.3	45	1.6	211	7.7	22.4
146	3666	2625	71.6	547	14.9	33	0.9	251	6.8	0	0.0	38	1.0	172	4.7	247	6.7	28.4
147	2969	1994	67.2	523	17.6	0	0.0	281	9.5	0	0.0	80	2.7	91	3.1	263	8.9	32.8
148	2087	990	47.4	595	28.5	69	3.3	170	8.1	0	0.0	200	9.6	63	3.0	337	16.1	52.6
149	1334	629	47.2	547	41.0	0	0.0	42	3.1	0	0.0	69	5.2	47	3.5	274	20.5	52.8
157	3116	929	29.8	308	9.9	42	1.3	0	0.0	0	0.0	1735	55.7	102	3.3	2318	74.4	70.2
158	2564	733	28.6	306	11.9	10	0.4	50	2.0	0	0.0	1410	55.0	55	2.1	1857	72.4	71.4
159	3460	1561	45.1	557	16.1	104	3.0	0	0.0	0	0.0	1117	32.3	121	3.5	2330	67.3	54.9

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		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	%
160	2969	1388	46.7	362	12.2	0	0.0	227	7.6	0	0.0	775	26.1	217	7.3	1836	61.8	53.3
161	3561	2116	59.4	120	3.4	56	1.6	0	0.0	0	0.0	1137	31.9	132	3.7	2657	74.6	40.6
162	3420	1872	54.7	133	3.9	36	1.1	161	4.7	0	0.0	1133	33.1	85	2.5	2406	70.4	45.3
163	4143	983	23.7	329	7.9	15	0.4	2	0.0	0	0.0	2742	66.2	72	1.7	3394	81.9	76.3
164	4334	1040	24.0	452	10.4	79	1.8	58	1.3	0	0.0	2613	60.3	92	2.1	3433	79.2	76.0
165	2121	997	47.0	65	3.1	42	2.0	0	0.0	0	0.0	961	45.3	56	2.6	1612	76.0	53.0
166	1697	631	37.2	296	17.4	21	1.2	18	1.1	0	0.0	684	40.3	47	2.8	998	58.8	62.8
167	3235	1553	48.0	523	16.2	83	2.6	122	3.8	0	0.0	954	29.5	0	0.0	2186	67.6	52.0
168	3499	1065	30.4	478	13.7	6	0.2	0	0.0	0	0.0	1862	53.2	88	2.5	2782	79.5	69.6
169	3575	1823	51.0	91	2.5	86	2.4	0	0.0	0	0.0	1382	38.7	193	5.4	2779	77.7	49.0
170	5492	2591	47.2	393	7.2	127	2.3	52	0.9	0	0.0	2030	37.0	299	5.4	3441	62.7	52.8
171	2943	1605	54.5	18	0.6	19	0.6	161	5.5	0	0.0	1038	35.3	102	3.5	2299	78.1	45.5
172	2898	1583	54.6	153	5.3	27	0.9	97	3.3	0	0.0	909	31.4	129	4.5	2270	78.3	45.4
173	4404	2576	58.5	63	1.4	9	0.2	16	0.4	29	0.7	1410	32.0	301	6.8	3418	77.6	41.5
174	2866	1428	49.8	269	9.4	0	0.0	200	7.0	5	0.2	833	29.1	131	4.6	1934	67.5	50.2
175	3731	1736	46.5	796	21.3	65	1.7	144	3.9	0	0.0	812	21.8	178	4.8	2706	72.5	53.5
176	2745	1281	46.7	254	9.3	79	2.9	18	0.7	0	0.0	1011	36.8	102	3.7	2028	73.9	53.3
179	3014	2386	79.2	132	4.4	106	3.5	20	0.7	0	0.0	195	6.5	175	5.8	465	15.4	20.8
180	2967	2415	81.4	58	2.0	22	0.7	251	8.5	0	0.0	198	6.7	23	0.8	424	14.3	18.6
181	1745	1666	95.5	9	0.5	7	0.4	28	1.6	0	0.0	0	0.0	35	2.0	92	5.3	4.5
182	1635	1585	96.9	7	0.4	0	0.0	38	2.3	0	0.0	5	0.3	0	0.0	95	5.8	3.1
183	2312	2151	93.0	42	1.8	15	0.6	0	0.0	0	0.0	17	0.7	87	3.8	240	10.4	7.0
184	1380	1286	93.2	0	0.0	0	0.0	0	0.0	0	0.0	54	3.9	40	2.9	167	12.1	6.8
185	1976	1499	75.9	15	0.8	10	0.5	8	0.4	0	0.0	419	21.2	25	1.3	581	29.4	24.1
186	2709	1367	50.5	149	5.5	18	0.7	181	6.7	0	0.0	758	28.0	236	8.7	1791	66.1	49.5
187	3461	2446	70.7	159	4.6	0	0.0	81	2.3	0	0.0	467	13.5	308	8.9	2307	66.7	29.3
188	1962	1376	70.1	55	2.8	11	0.6	0	0.0	0	0.0	466	23.8	54	2.8	1673	85.3	29.9
189	1943	1652	85.0	59	3.0	5	0.3	12	0.6	0	0.0	149	7.7	66	3.4	1142	58.8	15.0
190	4754	3162	66.5	276	5.8	27	0.6	67	1.4	0	0.0	914	19.2	308	6.5	1525	32.1	33.5
191	3923	2843	72.5	379	9.7	8	0.2	124	3.2	30	0.8	396	10.1	143	3.6	1409	35.9	27.5
192	3408	2748	80.6	176	5.2	56	1.6	40	1.2	0	0.0	246	7.2	142	4.2	948	27.8	19.4
193	3213	2689	83.7	109	3.4	10	0.3	240	7.5	0	0.0	26	0.8	139	4.3	617	19.2	16.3
194	4096	3458	84.4	121	3.0	15	0.4	87	2.1	0	0.0	181	4.4	234	5.7	740	18.1	15.6
195	3444	3098	90.0	11	0.3	7	0.2	29	0.8	0	0.0	152	4.4	147	4.3	356	10.3	10.0
196	3436	3001	87.3	168	4.9	7	0.2	66	1.9	0	0.0	27	0.8	167	4.9	374	10.9	12.7
197	5174	4793	92.6	23	0.4	58	1.1	124	2.4	0	0.0	88	1.7	88	1.7	785	15.2	7.4
198	5726	4432	77.4	331	5.8	0	0.0	282	4.9	0	0.0	294	5.1	387	6.8	1442	25.2	22.6
199	3886	3052	78.5	194	5.0	53	1.4	95	2.4	0	0.0	275	7.1	217	5.6	924	23.8	21.5
200	3448	2012	58.4	408	11.8	64	1.9	356	10.3	26	0.8	470	13.6	112	3.2	1245	36.1	41.6
201	4056	3170	78.2	322	7.9	51	1.3	110	2.7	0	0.0	123	3.0	280	6.9	2157	53.2	21.8
202	3626	2620	72.3	85	2.3	10	0.3	502	13.8	0	0.0	372	10.3	37	1.0	1330	36.7	27.7
203	4028	3339	82.9	25	0.6	0	0.0	270	6.7	0	0.0	324	8.0	70	1.7	1815	45.1	17.1
204	3519	1935	55.0	152	4.3	5	0.1	196	5.6	0	0.0	1114	31.7	117	3.3	2247	63.9	45.0
205	2939	2013	68.5	16	0.5	25	0.9	105	3.6	0	0.0	618	21.0	162	5.5	2022	68.8	31.5
206	3719	3202	86.1	5	0.1	98	2.6	43	1.2	0	0.0	102	2.7	269	7.2	617	16.6	13.9

Milwaukee County Population and Race Distribution Chart 2018

Census Tract	2018 Population	White		Black		American Indian and Alaska Native		Asian		Native Hawaiian and Other Pacific Islander		Other		Multiracial		Hispanic or Latino		Total Minority
		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	%
207	4486	3999	89.1	140	3.1	7	0.2	10	0.2	0	0.0	154	3.4	176	3.9	587	13.1	10.9
208	3227	2885	89.4	24	0.7	12	0.4	45	1.4	0	0.0	51	1.6	210	6.5	248	7.7	10.6
209	2709	2435	89.9	43	1.6	14	0.5	27	1.0	0	0.0	124	4.6	66	2.4	405	15.0	10.1
210	2181	1742	79.9	37	1.7	69	3.2	124	5.7	0	0.0	58	2.7	151	6.9	296	13.6	20.1
211	1454	1282	88.2	0	0.0	6	0.4	0	0.0	17	1.2	92	6.3	57	3.9	207	14.2	11.8
212	2257	1954	86.6	63	2.8	11	0.5	83	3.7	0	0.0	79	3.5	67	3.0	403	17.9	13.4
213	1749	1132	64.7	295	16.9	6	0.3	16	0.9	0	0.0	159	9.1	141	8.1	443	25.3	35.3
214	3472	1832	52.8	531	15.3	17	0.5	252	7.3	0	0.0	520	15.0	320	9.2	1261	36.3	47.2
215	3016	2561	84.9	73	2.4	15	0.5	224	7.4	0	0.0	9	0.3	134	4.4	321	10.6	15.1
216	4798	3767	78.5	16	0.3	0	0.0	576	12.0	0	0.0	177	3.7	262	5.5	1052	21.9	21.5
217	6581	5742	87.3	123	1.9	36	0.5	197	3.0	0	0.0	97	1.5	386	5.9	1078	16.4	12.7
218	2346	1829	78.0	179	7.6	30	1.3	111	4.7	0	0.0	62	2.6	135	5.8	469	20.0	22.0
301	4445	3715	83.6	103	2.3	20	0.4	452	10.2	0	0.0	12	0.3	143	3.2	113	2.5	16.4
351	2269	2071	91.3	37	1.6	0	0.0	94	4.1	0	0.0	5	0.2	62	2.7	46	2.0	8.7
352	4419	3964	89.7	131	3.0	0	0.0	218	4.9	0	0.0	0	0.0	106	2.4	111	2.5	10.3
401	1479	1153	78.0	159	10.8	3	0.2	116	7.8	0	0.0	2	0.1	46	3.1	23	1.6	22.0
501.01	5608	3767	67.2	1251	22.3	1	0.0	389	6.9	0	0.0	61	1.1	139	2.5	218	3.9	32.8
501.02	6431	2845	44.2	2521	39.2	72	1.1	188	2.9	0	0.0	318	4.9	487	7.6	513	8.0	55.8
601.01	4019	3104	77.2	569	14.2	10	0.2	222	5.5	0	0.0	8	0.2	106	2.6	145	3.6	22.8
601.02	3098	2516	81.2	356	11.5	12	0.4	82	2.6	0	0.0	63	2.0	69	2.2	171	5.5	18.8
602	5898	4248	72.0	1089	18.5	31	0.5	390	6.6	0	0.0	5	0.1	135	2.3	279	4.7	28.0
701	4312	4095	95.0	27	0.6	15	0.3	77	1.8	0	0.0	0	0.0	98	2.3	107	2.5	5.0
702	4944	4461	90.2	162	3.3	0	0.0	222	4.5	7	0.1	7	0.1	85	1.7	112	2.3	9.8
703	4783	3845	80.4	218	4.6	12	0.3	572	12.0	0	0.0	32	0.7	104	2.2	215	4.5	19.6
801	2700	2337	86.6	155	5.7	0	0.0	130	4.8	0	0.0	22	0.8	56	2.1	83	3.1	13.4
802	3598	3276	91.1	84	2.3	25	0.7	111	3.1	0	0.0	13	0.4	89	2.5	122	3.4	8.9
803	3772	3532	93.6	71	1.9	0	0.0	100	2.7	0	0.0	0	0.0	69	1.8	82	2.2	6.4
804	3274	2513	76.8	116	3.5	12	0.4	385	11.8	0	0.0	141	4.3	107	3.3	165	5.0	23.2
901	4289	3520	82.1	512	11.9	119	2.8	52	1.2	0	0.0	16	0.4	70	1.6	91	2.1	17.9
902	1883	1555	82.6	198	10.5	0	0.0	77	4.1	0	0.0	31	1.6	22	1.2	54	2.9	17.4
903	3350	2582	77.1	192	5.7	53	1.6	298	8.9	0	0.0	19	0.6	206	6.1	259	7.7	22.9
906	4605	3813	82.8	292	6.3	24	0.5	250	5.4	0	0.0	59	1.3	167	3.6	236	5.1	17.2
907	3163	3020	95.5	0	0.0	0	0.0	55	1.7	0	0.0	22	0.7	66	2.1	64	2.0	4.5
908	2345	2168	92.5	54	2.3	0	0.0	72	3.1	0	0.0	0	0.0	51	2.2	9	0.4	7.5
909	3981	3501	87.9	239	6.0	15	0.4	98	2.5	0	0.0	5	0.1	123	3.1	153	3.8	12.1
910	4825	4174	86.5	359	7.4	7	0.1	118	2.4	0	0.0	69	1.4	98	2.0	198	4.1	13.5
911	4349	4086	94.0	149	3.4	0	0.0	8	0.2	0	0.0	5	0.1	101	2.3	85	2.0	6.0
912	5153	4197	81.4	232	4.5	0	0.0	552	10.7	0	0.0	13	0.3	159	3.1	144	2.8	18.6
913	3772	3562	94.4	4	0.1	0	0.0	136	3.6	0	0.0	52	1.4	18	0.5	112	3.0	5.6
914	2377	2056	86.5	75	3.2	29	1.2	71	3.0	0	0.0	6	0.3	140	5.9	93	3.9	13.5
1001	3736	3188	85.3	374	10.0	16	0.4	21	0.6	0	0.0	31	0.8	106	2.8	917	24.5	14.7
1002	4159	2992	71.9	300	7.2	174	4.2	238	5.7	0	0.0	271	6.5	184	4.4	752	18.1	28.1
1003	2605	2011	77.2	28	1.1	29	1.1	161	6.2	0	0.0	312	12.0	64	2.5	419	16.1	22.8
1004	2746	2404	87.5	241	8.8	29	1.1	0	0.0	0	0.0	25	0.9	47	1.7	357	13.0	12.5
1005	3625	2822	77.8	191	5.3	48	1.3	197	5.4	0	0.0	269	7.4	98	2.7	514	14.2	22.2

Milwaukee County Population and Race Distribution Chart 2018

Census Tract	2018 Population	White		Black		American Indian and Alaska Native		Asian		Native Hawaiian and Other Pacific Islander		Other		Multiracial		Hispanic or Latino		Total Minority
		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	%
1006	2146	1880	87.6	56	2.6	0	0.0	37	1.7	0	0.0	102	4.8	71	3.3	156	7.3	12.4
1007	3225	2734	84.8	35	1.1	55	1.7	67	2.1	0	0.0	205	6.4	129	4.0	483	15.0	15.2
1008	2882	2693	93.4	39	1.4	0	0.0	69	2.4	0	0.0	13	0.5	68	2.4	138	4.8	6.6
1009	3981	2936	73.8	334	8.4	15	0.4	476	12.0	0	0.0	55	1.4	165	4.1	379	9.5	26.2
1010	5157	4181	81.1	644	12.5	0	0.0	166	3.2	0	0.0	21	0.4	145	2.8	494	9.6	18.9
1011	1782	1605	90.1	85	4.8	2	0.1	57	3.2	0	0.0	6	0.3	27	1.5	128	7.2	9.9
1012	3184	3018	94.8	62	1.9	13	0.4	0	0.0	0	0.0	73	2.3	18	0.6	207	6.5	5.2
1013	2715	2497	92.0	138	5.1	10	0.4	10	0.4	0	0.0	0	0.0	60	2.2	165	6.1	8.0
1014	3926	3357	85.5	243	6.2	57	1.5	8	0.2	0	0.0	106	2.7	155	3.9	453	11.5	14.5
1015	4251	3515	82.7	345	8.1	32	0.8	0	0.0	0	0.0	158	3.7	201	4.7	887	20.9	17.3
1016	4184	3819	91.3	174	4.2	0	0.0	123	2.9	0	0.0	35	0.8	33	0.8	524	12.5	8.7
1017	3364	2745	81.6	206	6.1	36	1.1	8	0.2	0	0.0	131	3.9	238	7.1	496	14.7	18.4
1018	2582	2110	81.7	225	8.7	121	4.7	55	2.1	0	0.0	6	0.2	65	2.5	97	3.8	18.3
1101	4173	3021	72.4	647	15.5	40	1.0	72	1.7	0	0.0	298	7.1	95	2.3	1265	30.3	27.6
1201.01	4158	3523	84.7	97	2.3	61	1.5	425	10.2	0	0.0	0	0.0	52	1.3	198	4.8	15.3
1201.02	3922	3574	91.1	52	1.3	0	0.0	120	3.1	0	0.0	0	0.0	176	4.5	225	5.7	8.9
1202.01	3796	3417	90.0	117	3.1	20	0.5	159	4.2	0	0.0	17	0.4	66	1.7	244	6.4	10.0
1202.02	3008	2656	88.3	63	2.1	0	0.0	11	0.4	0	0.0	225	7.5	53	1.8	476	15.8	11.7
1202.03	3480	2676	76.9	344	9.9	92	2.6	146	4.2	0	0.0	113	3.2	109	3.1	506	14.5	23.1
1203	2183	1839	84.2	70	3.2	6	0.3	78	3.6	0	0.0	126	5.8	64	2.9	490	22.4	15.8
1204	6675	5461	81.8	435	6.5	48	0.7	177	2.7	0	0.0	279	4.2	275	4.1	849	12.7	18.2
1205.01	4374	3691	84.4	193	4.4	0	0.0	409	9.4	0	0.0	21	0.5	60	1.4	292	6.7	15.6
1205.02	5288	4467	84.5	167	3.2	23	0.4	463	8.8	0	0.0	103	1.9	65	1.2	440	8.3	15.5
1301	4786	4478	93.6	28	0.6	13	0.3	140	2.9	9	0.2	105	2.2	13	0.3	377	7.9	6.4
1302	2880	2661	92.4	78	2.7	0	0.0	44	1.5	0	0.0	0	0.0	97	3.4	240	8.3	7.6
1401	3073	2865	93.2	4	0.1	16	0.5	183	6.0	5	0.2	0	0.0	0	0.0	140	4.6	6.8
1402.01	5235	4726	90.3	43	0.8	0	0.0	92	1.8	0	0.0	156	3.0	218	4.2	320	6.1	9.7
1402.02	5937	5508	92.8	131	2.2	55	0.9	74	1.2	0	0.0	96	1.6	73	1.2	141	2.4	7.2
1501	8718	7479	85.8	157	1.8	59	0.7	696	8.0	0	0.0	191	2.2	136	1.6	821	9.4	14.2
1503.01	5787	5388	93.1	20	0.3	6	0.1	285	4.9	0	0.0	16	0.3	72	1.2	112	1.9	6.9
1503.03	4770	4346	91.1	67	1.4	33	0.7	185	3.9	0	0.0	24	0.5	115	2.4	71	1.5	8.9
1503.04	4441	3880	87.4	115	2.6	25	0.6	402	9.1	0	0.0	0	0.0	19	0.4	159	3.6	12.6
1601	6509	5484	84.3	296	4.5	103	1.6	495	7.6	0	0.0	27	0.4	104	1.6	432	6.6	15.7
1602.02	7222	6350	87.9	84	1.2	140	1.9	307	4.3	19	0.3	137	1.9	185	2.6	914	12.7	12.1
1602.03	6442	5330	82.7	401	6.2	25	0.4	335	5.2	0	0.0	41	0.6	310	4.8	550	8.5	17.3
1602.04	5452	4145	76.0	339	6.2	16	0.3	802	14.7	0	0.0	65	1.2	85	1.6	286	5.2	24.0
1603	10218	9300	91.0	210	2.1	71	0.7	391	3.8	0	0.0	105	1.0	141	1.4	725	7.1	9.0
1701	2634	2378	90.3	118	4.5	31	1.2	0	0.0	0	0.0	36	1.4	71	2.7	297	11.3	9.7
1702	3981	3593	90.3	163	4.1	0	0.0	91	2.3	0	0.0	38	1.0	96	2.4	476	12.0	9.7
1703	2492	2382	95.6	62	2.5	0	0.0	0	0.0	9	0.4	0	0.0	39	1.6	234	9.4	4.4
1704	3093	2830	91.5	96	3.1	38	1.2	20	0.6	0	0.0	22	0.7	87	2.8	191	6.2	8.5
1705	2501	2334	93.3	98	3.9	0	0.0	40	1.6	0	0.0	21	0.8	8	0.3	185	7.4	6.7
1706	3604	3137	87.0	101	2.8	0	0.0	0	0.0	0	0.0	9	0.2	357	9.9	452	12.5	13.0
1707	2784	2461	88.4	123	4.4	12	0.4	8	0.3	0	0.0	51	1.8	129	4.6	546	19.6	11.6
1801	2839	2656	93.6	0	0.0	17	0.6	35	1.2	0	0.0	30	1.1	101	3.6	309	10.9	6.4

Milwaukee County Population and Race Distribution Chart 2018

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		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	%
1802	5187	4624	89.1	203	3.9	0	0.0	0	0.0	0	0.0	304	5.9	56	1.1	940	18.1	10.9
1803	3258	2844	87.3	150	4.6	22	0.7	20	0.6	0	0.0	65	2.0	157	4.8	418	12.8	12.7
1804	2531	2129	84.1	180	7.1	30	1.2	0	0.0	0	0.0	85	3.4	107	4.2	331	13.1	15.9
1805	4534	4167	91.9	115	2.5	46	1.0	71	1.6	0	0.0	11	0.2	124	2.7	342	7.5	8.1
1851	4655	4213	90.5	92	2.0	0	0.0	205	4.4	17	0.4	19	0.4	109	2.3	543	11.7	9.5
1852	4854	4381	90.3	113	2.3	15	0.3	119	2.5	0	0.0	94	1.9	132	2.7	488	10.1	9.7
1853	3790	3151	83.1	175	4.6	6	0.2	278	7.3	0	0.0	5	0.1	175	4.6	98	2.6	16.9
1854	1442	16	1.1	1252	86.8	12	0.8	0	0.0	0	0.0	9	0.6	153	10.6	9	0.6	98.9
1855	1747	24	1.4	1602	91.7	0	0.0	89	5.1	0	0.0	0	0.0	32	1.8	9	0.5	98.6
1856	1611	493	30.6	1000	62.1	14	0.9	0	0.0	0	0.0	0	0.0	104	6.5	67	4.2	69.4
1857	1877	160	8.5	1544	82.3	0	0.0	0	0.0	0	0.0	1	0.1	172	9.2	120	6.4	91.5
1858	1615	34	2.1	1440	89.2	0	0.0	62	3.8	0	0.0	50	3.1	29	1.8	100	6.2	97.9
1859	980	14	1.4	720	73.5	0	0.0	233	23.8	0	0.0	0	0.0	13	1.3	0	0.0	98.6
1860	1499	187	12.5	1192	79.5	20	1.3	10	0.7	0	0.0	37	2.5	53	3.5	51	3.4	87.5
1861	2006	242	12.1	1527	76.1	85	4.2	139	6.9	0	0.0	12	0.6	1	0.0	57	2.8	87.9
1862	1533	95	6.2	1360	88.7	0	0.0	26	1.7	0	0.0	19	1.2	33	2.2	81	5.3	93.8
1863	3811	1934	50.7	1576	41.4	8	0.2	74	1.9	0	0.0	55	1.4	164	4.3	252	6.6	49.3
1864	1408	1112	79.0	118	8.4	8	0.6	80	5.7	0	0.0	59	4.2	31	2.2	157	11.2	21.0
1865	1896	938	49.5	146	7.7	4	0.2	98	5.2	0	0.0	679	35.8	31	1.6	926	48.8	50.5
1866	2206	1364	61.8	195	8.8	1	0.0	9	0.4	0	0.0	592	26.8	45	2.0	1325	60.1	38.2
1868	1614	670	41.5	550	34.1	5	0.3	121	7.5	0	0.0	221	13.7	47	2.9	614	38.0	58.5
1869	2356	2031	86.2	85	3.6	0	0.0	183	7.8	10	0.4	20	0.8	27	1.1	73	3.1	13.8
1870	3499	2942	84.1	193	5.5	24	0.7	177	5.1	0	0.0	91	2.6	72	2.1	209	6.0	15.9
1872	5669	3665	64.6	1457	25.7	14	0.2	189	3.3	0	0.0	73	1.3	271	4.8	389	6.9	35.4
1873	6800	5760	84.7	32	0.5	56	0.8	544	8.0	0	0.0	165	2.4	243	3.6	340	5.0	15.3
1874	3371	2844	84.4	141	4.2	8	0.2	161	4.8	0	0.0	11	0.3	206	6.1	292	8.7	15.6
9800	0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0%	0	0.0	0	0.0	0.0
9900	0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0%	0	0.0	0	0.0	0.0

Note: Highlighted cells have a total minority rate greater than the county average of 44%

Data Source: Data from 2018: ACS 5-Year Estimates Census.

Milwaukee County Population and Poverty Chart 2018				
SN	Census Tract	2018 Population	Poverty Population	Percent Poverty
1	1.01	4476	1048	23.4
2	1.02	3468	687	19.8
3	2.01	5561	2044	36.8
4	2.02	6439	1606	24.9
5	3.01	1485	247	16.6
6	3.02	3176	1116	35.1
7	3.03	1888	532	28.2
8	3.04	3495	686	19.6
9	4	2675	732	27.4
10	5.01	3861	1047	27.1
11	5.02	5095	1733	34.0
12	6	7005	2279	32.5
13	7	3653	771	21.1
14	8	4996	1321	26.4
15	9	3356	1055	31.4
16	10	3737	1321	35.3
17	11	2225	515	23.1
18	12	3122	1080	34.6
19	13	4261	1491	35.0
20	14	2483	837	33.7
21	15	3605	1082	30.0
22	16	3089	923	29.9
23	17	4858	1728	35.6
24	18	3049	892	29.3
25	19	3074	822	26.7
26	20	2506	603	24.1
27	21	2040	432	21.2
28	22	1906	493	25.9
29	23	3935	892	22.7
30	24	2491	791	31.8
31	25	2135	555	26.0
32	26	2961	994	33.6
33	27	1961	615	31.4
34	28	2404	677	28.2
35	29	2295	930	40.5
36	30	4575	1695	37.0
37	31	4121	1045	25.4
38	32	2711	467	17.2
39	33	5298	1558	29.4
40	34	6160	1787	29.0
41	35	3576	751	21.0
42	36	2084	597	28.6
43	37	2424	541	22.3
44	38	2313	468	20.2
45	39	2890	632	21.9
46	40	2670	1031	38.6
47	41	2746	1000	36.4

Milwaukee County Population and Poverty Chart 2018				
SN	Census Tract	2018 Population	Poverty Population	Percent Poverty
48	42	3677	1336	36.3
49	43	4812	1275	26.5
50	44	3124	619	19.8
51	45	2118	497	23.5
52	46	2550	460	18.0
53	47	4139	1055	25.5
54	48	3801	991	26.1
55	49	4522	1310	29.0
56	50	5387	1136	21.1
57	51	3296	751	22.8
58	52	1631	403	24.7
59	53	2243	585	26.1
60	54	3677	758	20.6
61	55	3429	797	23.2
62	56	2260	422	18.7
63	57	2579	519	20.1
64	58	3582	788	22.0
65	59	3697	1107	29.9
66	60	2411	742	30.8
67	61	2287	727	31.8
68	62	2685	1077	40.1
69	63	2412	799	33.1
70	64	1923	515	26.8
71	65	2126	774	36.4
72	66	2095	495	23.6
73	67	1347	406	30.1
74	68	2327	687	29.5
75	69	2840	1206	42.5
76	70	3067	1023	33.4
77	71	1998	207	10.4
78	72	2813	434	15.4
79	73	2723	99	3.6
80	74	4073	192	4.7
81	75	2742	544	19.8
82	76	3612	142	3.9
83	77	3515	92	2.6
84	78	3260	98	3.0
85	79	2138	185	8.7
86	80	1906	350	18.4
87	81	1238	345	27.9
88	84	984	325	33.0
89	85	1155	403	34.9
90	86	999	324	32.4
91	87	1189	476	40.0
92	88	1762	485	27.5
93	89	1236	401	32.4
94	90	2341	915	39.1

Milwaukee County Population and Poverty Chart 2018				
SN	Census Tract	2018 Population	Poverty Population	Percent Poverty
95	91	2367	742	31.3
96	92	1740	458	26.3
97	93	2600	667	25.7
98	94	2514	484	19.3
99	95	2113	446	21.1
100	96	2068	717	34.7
101	97	1683	553	32.9
102	98	1616	533	33.0
103	99	1185	387	32.7
104	106	1361	407	29.9
105	107	2424	376	15.5
106	108	2584	20	0.8
107	110	2671	0	0.0
108	111	1703	76	4.5
109	112	2297	71	3.1
110	113	2321	0	0.0
111	114	1485	91	6.1
112	122	2168	738	34.0
113	123	1132	313	27.7
114	124	2456	472	19.2
115	125	2077	425	20.5
116	126	2439	479	19.6
117	127	1230	230	18.7
118	128	3084	403	13.1
119	129	3308	815	24.6
120	130	1922	602	31.3
121	133	1017	227	22.3
122	134	2173	686	31.6
123	135	1848	440	23.8
124	136	2177	425	19.5
125	137	1402	414	29.5
126	141	1641	454	27.7
127	143	2408	64	2.7
128	144	2734	26	1.0
129	146	3666	83	2.3
130	147	2969	173	5.8
131	148	2087	244	11.7
132	149	1334	218	16.3
133	157	3116	1101	35.3
134	158	2564	669	26.1
135	159	3460	941	27.2
136	160	2969	972	32.7
137	161	3561	1288	36.2
138	162	3420	956	28.0
139	163	4143	1210	29.2
140	164	4334	1757	40.5
141	165	2121	644	30.4

Milwaukee County Population and Poverty Chart 2018				
SN	Census Tract	2018 Population	Poverty Population	Percent Poverty
142	166	1697	503	29.6
143	167	3235	1194	36.9
144	168	3499	1320	37.7
145	169	3575	867	24.3
146	170	5492	1822	33.2
147	171	2943	1032	35.1
148	172	2898	1088	37.5
149	173	4404	1278	29.0
150	174	2866	1041	36.3
151	175	3731	1204	32.3
152	176	2745	968	35.3
153	179	3014	333	11.0
154	180	2967	434	14.6
155	181	1745	247	14.2
156	182	1635	233	14.3
157	183	2312	447	19.3
158	184	1380	262	19.0
159	185	1976	535	27.1
160	186	2709	867	32.0
161	187	3461	1138	32.9
162	188	1962	670	34.1
163	189	1943	687	35.4
164	190	4754	1117	23.5
165	191	3923	979	25.0
166	192	3408	708	20.8
167	193	3213	727	22.6
168	194	4096	805	19.7
169	195	3444	870	25.3
170	196	3436	508	14.8
171	197	5174	852	16.5
172	198	5726	1062	18.5
173	199	3886	1074	27.6
174	200	3448	746	21.6
175	201	4056	925	22.8
176	202	3626	1189	32.8
177	203	4028	1101	27.3
178	204	3519	1053	29.9
179	205	2939	885	30.1
180	206	3719	615	16.5
181	207	4486	710	15.8
182	208	3227	490	15.2
183	209	2709	635	23.4
184	210	2181	414	19.0
185	211	1454	352	24.2
186	212	2257	401	17.8
187	213	1749	311	17.8
188	214	3472	955	27.5

Milwaukee County Population and Poverty Chart 2018				
SN	Census Tract	2018 Population	Poverty Population	Percent Poverty
189	215	3016	563	18.7
190	216	4798	1388	28.9
191	217	6581	1205	18.3
192	218	2346	589	25.1
193	301	4445	1041	23.4
194	351	2269	606	26.7
195	352	4419	855	19.3
196	401	1479	317	21.4
197	501.01	5608	1201	21.4
198	501.02	6431	1477	23.0
199	601.01	4019	682	17.0
200	601.02	3098	550	17.8
201	602	5898	1056	17.9
202	701	4312	1448	33.6
203	702	4944	1576	31.9
204	703	4783	1189	24.9
205	801	2700	606	22.4
206	802	3598	790	22.0
207	803	3772	1089	28.9
208	804	3274	438	13.4
209	901	4289	819	19.1
210	902	1883	393	20.9
211	903	3350	660	19.7
212	906	4605	837	18.2
213	907	3163	862	27.3
214	908	2345	545	23.2
215	909	3981	806	20.2
216	910	4825	1351	28.0
217	911	4349	1152	26.5
218	912	5153	999	19.4
219	913	3772	834	22.1
220	914	2377	600	25.2
221	1001	3736	794	21.3
222	1002	4159	769	18.5
223	1003	2605	427	16.4
224	1004	2746	554	20.2
225	1005	3625	699	19.3
226	1006	2146	463	21.6
227	1007	3225	671	20.8
228	1008	2882	538	18.7
229	1009	3981	731	18.4
230	1010	5157	936	18.2
231	1011	1782	223	12.5
232	1012	3184	580	18.2
233	1013	2715	466	17.2
234	1014	3926	833	21.2
235	1015	4251	837	19.7

Milwaukee County Population and Poverty Chart 2018				
SN	Census Tract	2018 Population	Poverty Population	Percent Poverty
236	1016	4184	716	17.1
237	1017	3364	854	25.4
238	1018	2582	383	14.8
239	1101	4173	750	18.0
240	1201.01	4158	636	15.3
241	1201.02	3922	665	17.0
242	1202.01	3796	609	16.0
243	1202.02	3008	461	15.3
244	1202.03	3480	581	16.7
245	1203	2183	503	23.0
246	1204	6675	1196	17.9
247	1205.01	4374	1127	25.8
248	1205.02	5288	716	13.5
249	1301	4786	938	19.6
250	1302	2880	529	18.4
251	1401	3073	607	19.8
252	1402.01	5235	1094	20.9
253	1402.02	5937	1392	23.4
254	1501	8718	1881	21.6
255	1503.01	5787	1189	20.5
256	1503.03	4770	916	19.2
257	1503.04	4441	857	19.3
258	1601	6509	1275	19.6
259	1602.02	7222	1596	22.1
260	1602.03	6442	1348	20.9
261	1602.04	5452	1077	19.8
262	1603	10218	2694	26.4
263	1701	2634	437	16.6
264	1702	3981	818	20.5
265	1703	2492	544	21.8
266	1704	3093	593	19.2
267	1705	2501	454	18.2
268	1706	3604	783	21.7
269	1707	2784	608	21.8
270	1801	2839	522	18.4
271	1802	5187	1210	23.3
272	1803	3258	686	21.1
273	1804	2531	432	17.1
274	1805	4534	568	12.5
275	1851	4655	533	11.5
276	1852	4854	713	14.7
277	1853	3790	634	16.7
278	1854	1442	430	29.8
279	1855	1747	608	34.8
280	1856	1611	456	28.3
281	1857	1877	562	29.9
282	1858	1615	498	30.8

Milwaukee County Population and Poverty Chart 2018				
SN	Census Tract	2018 Population	Poverty Population	Percent Poverty
283	1859	980	291	29.7
284	1860	1499	309	20.6
285	1861	2006	851	42.4
286	1862	1533	546	35.6
287	1863	3811	101	2.7
288	1864	1408	0	0.0
289	1865	1896	329	17.4
290	1866	2206	795	36.0
291	1868	1614	219	13.6
292	1869	2356	36	1.5
293	1870	3499	149	4.3
294	1872	5669	793	14.0
295	1873	6800	1819	26.8
296	1874	3371	140	4.2
297	9800	0	0	0.0
298	9900	0	0	0.0

Note: Highlighted census tracts have a total poverty rate greater than the county average of 23.1%.

Data Source: 2018: American Community Survey 5 Year Estimates