

*****ATTACHMENTS*****

III

Res. No. 33 - 20 - 21. By Alderpersons Wolf and Donohue.
June 1, 2020.

A RESOLUTION authorizing the appropriate City officials to sign the Final Offer of the City of Sheboygan, with the attached Tentative Agreement, which document has been approved by Amalgamated Transit Union Local 998.

RESOLVED: That the Common Council hereby authorizes the appropriate City officials to sign the Final Offer of the City of Sheboygan, with the attached Tentative Agreement, a copy of which is attached hereto.

Transit

I HEREBY CERTIFY that the foregoing Resolution was duly passed by the Common Council of the City of Sheboygan, Wisconsin, on the _____ day of _____, 20____.

Dated _____ 20____. _____, City Clerk

Approved _____ 20____. _____, Mayor

Final Offer of the City of Sheboygan

June 2020

The City proposes to maintain the provisions of the prior Agreement, with the exceptions as follows:

- 1) Article I (Condition and Duration) – Amend line 40 to say “January 1st, 2020” and amend line 41 to say “December 31, 2022”. The length of the contract shall be three (3) years.
- 2) Article XXV (Base Pay) – The pay scales of employees shall be on the basis of the hourly rates as prescribed herein for the respective positions:
 - a. Increase to the base wage for Class A, B and C employees shall be **2.0%** for each of the contract.
 - i. Class A mechanics will further receive **\$0.50** per hour increase to the base wage in 2020 and **\$0.25** per hour increase to the base wage in 2021.
 - ii. Hostler position title changed to Maintenance Assistant starting in 2020.
 - b. Increase to the base wage for Class D and E employees shall be **8%** for 2020 and **2.0%** for each year thereafter of the contract.
 - i. Step 2 increases for Class D and E employees shall be **8%** for 2020 (\$16.20) and **2.0%** for each year thereafter of the contract.
 - ii. Amend tables starting on line 1508 to “3 years” for Step 2 for Class D/E Driver.

Position	2020 Class A, B, C – 2.0% Class D, E – 8% Mechanics – Additional \$0.50/hr.	2021 All Classes – 2.0% Mechanics – Additional \$0.25/hr.	2022 All Classes – 2.0%
Class A, B or C Driver	\$22.79	\$23.24	\$23.70
Class D or E Driver	\$14.58	\$14.87	\$15.17
Class D or E Driver (Step 2)	\$16.20	\$16.52	\$16.85
Mechanic	\$26.80	\$27.59	\$28.14
Maintenance Assistant (Hostler)	\$19.80	\$20.19	\$20.59

*rounding may impact these hourly rates by +/- \$0.01-\$0.02.

- 3) Incorporate Tentative Agreement attached hereto.

Dated this _____, day of June, 2020.

On Behalf of the City of Sheboygan:

Transit Commission Chairperson

Transit & Parking Director

TENTATIVE AGREEMENTS

- 1) Article XV (Holidays) – Remove lines 978-979. Amend line 1012 to “six (6) floating holidays”. Christmas Eve and New Year’s Eve will no longer be paid half-day holidays. Employees will receive an additional floating holiday to use throughout the year in accordance with Article XV.

Remove lines 991-999 and 1007-1009. Remove “and two (2) designated half-day holidays in Article XV” in lines 1001-1002. This language will become obsolete with the aforementioned change to contract language.

Add “All holiday’s count as time worked for overtime calculations. Floating holidays or all other paid time off does not count as time worked for overtime calculations” after lines 714.

- 2) Article XXII (Bereavement Pay) – Amend lines 1382-1383 to include “grandchild”.
- 3) Article XIV (Vacation) – Add “Maintenance staff may use vacation in two (2) hour increments as staffing permits” to line 945.
- 4) Article VI (Grievance Procedure) – In Section 2, add “Step 3: Failing to resolve the grievance in the second step, the steward shall within seven (7) working days of receipt of the department manager’s disposition present an appeal in writing and take up the matter with the Human Resources Director or his designated representative. The Director or his designated representative shall, within seven (7) working days of receipt of the grievance, record his disposition.”

Remove “If the parties in this step are unable to resolve the grievance the matter may be submitted to arbitration within fifteen (15) days as herein after provided for in this Agreement” in lines 234-235 and place after the proposed Step 3 language above.

OPERATING STATISTICS FOR THE PARKING UTILITY - 2019 to 2020

	JANUARY				FEBRUARY				MARCH				APRIL				MAY				JUNE			
REVENUES	2020	2019	Difference	% Change	2020	2019	Difference	% Change	2020	2019	Difference	% Change	2020	2019	Difference	% Change	2020	2019	Difference	% Change	2020	2019	Difference	% Change
Meters	\$14,921	\$8,424	6,497.32	77.1%	\$9,406	\$7,983	1,423.04	17.8%	\$5,029	\$12,491	(7,462.00)	-59.7%		\$13,944	(13,944.00)	-100.0%		\$11,973	(11,973.00)	-100.0%		\$16,615	(16,615.00)	-100.0%
Stall Rentals	\$19,606	\$20,179	(573.00)	-2.8%	\$33,639	\$1,980	31,659.00	1598.9%	\$17,202	\$31,155	(13,953.00)	-44.8%		\$8,193	(8,193.00)	-100.0%		\$2,285	(2,285.00)	-100.0%		\$40,641	(40,641.00)	-100.0%
MONTH TOTALS	\$34,527	\$28,603	5,924.32	20.7%	\$43,045	\$9,963	33,082.04	332.1%	\$22,231	\$43,646	(21,415.00)	-49.1%	\$0	\$22,137	(22,137.00)	-100.0%	\$0	\$14,258	(14,258.00)	-100.0%	\$0	\$57,256	(57,256.00)	-100.0%
	JULY				AUGUST				SEPTEMBER				OCTOBER				NOVEMBER				DECEMBER			
REVENUES	2020	2019	Difference	% Change	2020	2019	Difference	% Change	2020	2019	Difference	% Change	2020	2019	Difference	% Change	2020	2019	Difference	% Change	2020	2019	Difference	% Change
Meters		\$15,638	(15,638.06)	-100.0%		\$12,410	(12,410.00)	-100.0%		\$12,706	(12,706.00)	-100.0%		\$11,899	(11,899.00)	-100.0%		\$10,715	(10,715.00)	-100.0%		\$13,168	(13,168.00)	-100.0%
Stall Rentals		\$11,997	(11,996.74)	-100.0%		\$2,032	(2,032.00)	-100.0%		\$18,811	(18,811.00)	-100.0%		\$6,394	(6,394.00)	-100.0%		\$2,728	(2,728.00)	-100.0%		\$21,182	(21,182.00)	-100.0%
MONTH TOTALS	\$0	\$27,635	(27,634.80)	-100.0%	\$0	\$14,442	(14,442.00)	-100.0%	\$0	\$31,517	(31,517.00)	-100.0%	\$0	\$18,293	(18,293.00)	-100.0%	\$0	\$13,443	(13,443.00)	-100.0%	\$0	\$34,350	(34,350.00)	-100.0%
REVENUE COMPARISON BY YEAR					REVENUE COMPARISON BY QUARTER																			
ANNUAL TOTALS	2019 YTD	2020 YTD	Difference	% Change	FIRST QUARTER		SECOND QUARTER		THIRD QUARTER		FOURTH QUARTER													
					2019	2020	2019	2020	2019	2020	2019	2020												
<i>Meters</i>	\$147,966	\$29,356	(118,609.70)	-80.2%	\$28,898	\$29,356	\$42,532	\$0	\$40,754	\$0	\$35,782	\$0												
<i>Stall Rentals</i>	\$167,577	\$70,447	(97,129.74)	-58.0%	\$53,314	\$70,447	\$51,119	\$0	\$32,840	\$0	\$30,304	\$0												
TOTAL REVENUE	\$315,543	\$99,803	(215,739.44)	-68.4%	\$82,212	\$99,803	\$93,651	\$0	\$73,594	\$0	\$66,086	\$0												

Prepared by Shoreline Metro for the Transit Commission.

OPERATING STATISTICS FOR SHORELINE METRO & METRO CONNECTION - 2019 to 2020

	JANUARY				FEBRUARY				MARCH				APRIL				MAY				JUNE			
REVENUES	2020	2019	Difference	% Change	2020	2019	Difference	% Change	2020	2019	Difference	% Change	2020	2019	Difference	% Change	2020	2019	Difference	% Change	2020	2019	Difference	% Change
Metro Connection	\$25,763	\$21,901	\$3,862	17.6%	\$25,026	\$22,191	\$2,835	12.8%	\$14,626	\$25,279	(\$10,653)	-42.1%		\$23,786	(\$23,786)	-100.0%		\$24,593	(\$24,593)	-100.0%		\$21,607	(\$21,607)	-100.0%
Shoreline Metro	\$27,958	\$29,868	(\$1,910)	-6.4%	\$27,543	\$26,156	\$1,387	5.3%	\$18,411	\$24,218	(\$5,807)	-24.0%		\$37,571	(\$37,571)	-100.0%		\$31,129	(\$31,129)	-100.0%		\$27,231	(\$27,231)	-100.0%
MONTH TOTALS	\$53,721	\$51,769	\$1,952	3.8%	\$52,569	\$48,347	\$4,222	8.7%	\$33,037	\$49,497	(\$16,460)	-33.3%	\$0	\$61,357	(\$61,357)	-100.0%	\$0	\$55,722	(\$55,722)	-100.0%	\$0	\$48,838	(\$48,838)	-100.0%
RIDERSHIP	2020	2019	Difference	% Change	2020	2019	Difference	% Change	2020	2019	Difference	% Change	2020	2019	Difference	% Change	2020	2019	Difference	% Change	2020	2019	Difference	% Change
Metro Connection	3,079	2,747	332	12.1%	2,941	2,643	298	11.3%	1,865	3,000	(1,135)	-37.8%		2,903	(2,903)	-100.0%		2,887	(2,887)	-100.0%		2,541	(2,541)	-100.0%
Trips/Revenue Hour	2.73	2.72	0.01	0.4%	2.83	2.66	0.17	6.4%	2.29	2.83	(0.54)	-19.1%		2.70	(2.70)	-100.0%		2.59	(2.59)	-100.0%		2.59	(2.59)	-100.0%
Shoreline Metro	65,815	53,062	12,753	24.0%	62,203	52,706	9,497	18.0%	43,108	60,899	(17,791)	-29.2%		67,310	(67,310)	-100.0%		65,087	(65,087)	-100.0%		47,223	(47,223)	-100.0%
Trips/Revenue Hour	19.69	17.35	2.34	13.5%	19.50	17.98	1.52	8.5%	13.27	19.79	(6.52)	-32.9%		19.77	(19.77)	-100.0%		20.41	(20.41)	-100.0%		16.00	(16.00)	-100.0%
MONTH TOTALS	68,894	55,809	13,085	23.4%	65,144	55,349	9,795	17.7%	44,973	63,899	(18,926)	-29.6%	0	70,213	(70,213)	-100.0%	0	67,974	(67,974)	-100.0%	0	49,764	(49,764)	-100.0%
	JULY				AUGUST				SEPTEMBER				OCTOBER				NOVEMBER				DECEMBER			
REVENUES	2020	2019	Difference	% Change	2020	2019	Difference	% Change	2020	2019	Difference	% Change	2020	2019	Difference	% Change	2020	2019	Difference	% Change	2020	2019	Difference	% Change
Metro Connection		\$23,155	(\$23,155)	-100.0%		\$22,825	(\$22,825)	-100.0%		\$22,204	(\$22,204)	-100.0%		\$26,410	(\$26,410)	-100.0%		\$22,598	(\$22,598)	-100.0%		\$22,835	(\$22,835)	-100.0%
Shoreline Metro		\$34,210	(\$34,210)	-100.0%		\$30,593	(\$30,593)	-100.0%		\$24,414	(\$24,414)	-100.0%		\$27,430	(\$27,430)	-100.0%		\$24,961	(\$24,961)	-100.0%		\$26,974	(\$26,974)	-100.0%
MONTH TOTALS	\$0	\$57,365	(\$57,365)	-100.0%	\$0	\$53,418	(\$53,418)	-100.0%	\$0	\$46,618	(\$46,618)	-100.0%	\$0	\$53,840	(\$53,840)	-100.0%	\$0	\$47,559	(\$47,559)	-100.0%	\$0	\$49,809	(\$49,809)	-100.0%
RIDERSHIP	2020	2019	Difference	% Change	2020	2019	Difference	% Change	2020	2019	Difference	% Change	2020	2019	Difference	% Change	2020	2019	Difference	% Change	2020	2019	Difference	% Change
Metro Connection		2,766	(2,766)	-100.0%		2,676	(2,676)	-100.0%		2,688	(2,688)	-100.0%		3,116	(3,116)	-100.0%		2,671	(2,671)	-100.0%		2,676	(2,676)	-100.0%
Trips/Revenue Hour		2.57	(2.57)	-100.0%		2.51	(2.51)	-100.0%		2.69	(2.69)	-100.0%		2.70	(2.70)	-100.0%		2.68	(2.68)	-100.0%		2.69	(2.69)	-100.0%
Shoreline Metro		46,088	(46,088)	-100.0%		45,532	(45,532)	-100.0%		58,744	(58,744)	-100.0%		69,370	(69,370)	-100.0%		57,147	(57,147)	-100.0%		56,098	(56,098)	-100.0%
Trips/Revenue Hour		14.41	(14.41)	-100.0%		14.19	(14.19)	-100.0%		18.49	(18.49)	-100.0%		20.13	(20.13)	-100.0%		18.73	(18.73)	-100.0%		18.88	(18.88)	-100.0%
MONTH TOTALS	0	48,854	(48,854)	-100.0%	0	48,208	(48,208)	-100.0%	0	61,432	(61,432)	-100.0%	0	72,486	(72,486)	-100.0%	0	59,818	(59,818)	-100.0%	0	58,774	(58,774)	-100.0%
REVENUE COMPARISON BY YEAR				RIDERSHIP COMPARISON BY YEAR				TRIPS/REV HOUR		REVENUE HOURS		REVENUE MILES												
ANNUAL TOTALS	2019 YTD	2020 YTD	Difference	% Change	ANNUAL TOTALS	2019 YTD	2020 YTD	Difference	% Change	2019 YTD	2020 YTD	2019 YTD	2020 YTD	2019 YTD	2020 YTD									
Metro Connection	\$69,371	\$65,415	(\$3,956)	-6%	Metro Connection	8,390	7,885	-505	-6%	2.74	2.62	3,061	3,404	39,140	40,683									
Shoreline Metro	\$80,242	\$73,912	(\$6,330)	-8%	Shoreline Metro	166,667	171,126	4,459	3%	18.37	17.49	9,069	9,781	129,108	129,213									

1st Quarter Report - 2020



Prepared by Shoreline Metro for the Transit Commission.

CITY OF SHEBOYGAN

REQUEST FOR TRANSIT COMMISSION CONSIDERATION

ITEM DESCRIPTION: 4.2 Transit & Parking First Quarter Reports for 2020

REPORT PREPARED BY: Derek Muench, Director of Transit & Parking

REPORT DATE: 5/28/20

MEETING DATE: 6/3/20

FISCAL SUMMARY:

STATUTORY REFERENCE:

Budget Line Item: N/A
Budget Summary: N/A
Budgeted Expenditure: N/A
Budgeted Revenue: N/A

Wisconsin Statutes: N/A
Municipal Code: N/A

BACKGROUND / ANALYSIS:

The reports for the first quarter of 2020 are presented for Shoreline Metro, Metro Connection and the Parking Utility for review and approval.

STAFF COMMENTS:

The Director of Transit & Parking has reviewed the reports as submitted.

Here is a summary of the fourth quarter and final reports:

- Shoreline Metro ridership was up 3% for the quarter with revenue down around 8%. Overall, ridership was up for the year by 3% with revenue down 8% for the year.
 - COVID-19 pandemic started to impact ridership in late March (January and February had significant increases over 2019). Revenue was down significantly starting in March due to free trips for customers on all services.
 - CARES Act funds will be used to offset the loss of revenues and potential increase in expenses due to the pandemic (applies to loss of revenue with Metro Connection as well).
 - Revenue trips for the quarter were 17.49 trips per revenue hour. Revenue trips year-to-date are 17.49 trips per revenue hour. This is a decrease over 2019 (18.37 for the first quarter).

- Metro Connection ridership was down 6% for the quarter with revenue down 6%. Overall ridership is down 6% with revenue up about 6% for the year.
 - COVID-19 pandemic started to impact ridership in late March (January and February were steady from 2019). Revenue was down significantly starting in March due to free trips for customers on all services.

- Revenue trips for the quarter were 2.62 per hour and 2.62 for the year. This marks a slight decrease in productivity from 2019 (2.74).
- Parking Utility revenue was up significantly in the quarter over the same period in 2019. Overall, revenue is up 21.4% from 2019.
 - Increase in meter revenue is attributed to increase in the per hour rate implemented in fall 2018 from \$0.30 per hour to \$0.50 per hour.
 - Increase in Stall Rentals is attributed to the change from assigned parking to permit parking, increase in permit fees (minus the tier C lots) and the increase purchases of permits in general. The increase in permits is due in large part to the requirement to have a permit.
 - Revenue is going to be a concern for the second quarter as meter revenue has dropped significantly and parking permits were returned or not renewed by customers. It's too early to forecast the damage to revenue due to the pandemic but it could be as high as 25% reduction in meter and parking permit revenues.

ACTION REQUESTED:

Staff recommends approval of the Transit and Parking Utility 2020 First Quarter Reports and placing on file.

ATTACHMENTS:

- I. 2020 First Quarter Report for Transit;
- II. 2020 First Quarter Report for Parking Utility;

CITY OF SHEBOYGAN

REQUEST FOR TRANSIT COMMISSION CONSIDERATION

ITEM DESCRIPTION: 4.3 Res. No. 199-19-20 – A Resolution authorizing the Mayor to execute the Amendment to 2020 General Contract between Sheboygan County Health & Human Services Department and Shoreline Metro regarding transportation for elderly and disabled individuals.

REPORT PREPARED BY: Derek Muench, Director of Transit & Parking

REPORT DATE: 5/28/20

MEETING DATE: 6/3/20

FISCAL SUMMARY:

STATUTORY REFERENCE:

Budget Line Item: N/A
Budget Summary: N/A
Budgeted Expenditure: N/A
Budgeted Revenue: N/A

Wisconsin Statutes: N/A
Municipal Code: N/A

BACKGROUND / ANALYSIS:

Shoreline Metro provides service annually on behalf of Sheboygan County Health & Human Services for elderly and disabled individuals living in Sheboygan County. This longstanding relationship between the two municipalities allows for a more coordinated, cost-effective delivery of transportation services and is the recognized preferred transportation model by the Wisconsin Department of Transportation. Shoreline Metro provides roughly 25,000 trips annually through this program.

STAFF COMMENTS:

This agreement is an annual formality authorizing Shoreline Metro and the City of Sheboygan to provide transportation service as outlined in the agreement on behalf of Sheboygan County. This longstanding partnership allows for efficient and cost-effective delivery of services. Shoreline Metro staff and Sheboygan County staff has had an upstanding relationship and continue to work very positively and effectively together. The original agreement was approved in December of 2019 with this version being a revision submitted by Sheboygan County in early 2020.

ACTION REQUESTED:

Staff recommends the support of Res. No. 199-19-20 and presenting to the Common Council for consideration and approval authorizing the Mayor to execute the 2020 Amendment to 2020 General Contract between Sheboygan County Health & Human Services Department and Shoreline Metro regarding transportation for elderly and disabled individuals.

ATTACHMENTS:

- I. Res. No. 199-19-20;
- II. 2020 Amendment to 2020 General Contract;

III

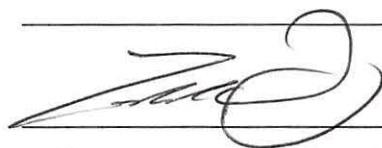
5.3


Res. No. 199 - 19 - 20. By Alderpersons Wolf, Donohue, and Sorenson.
April 8, 2020.

A RESOLUTION authorizing the Mayor to execute the Amendment to 2020 General Contract between the Sheboygan County Health & Human Services Department and Shoreline Metro regarding transportation for elderly and disabled individuals.

RESOLVED: That the Mayor is hereby authorized to execute said Amendment to 2020 General Contract, a copy of which is attached hereto.

Transit





I HEREBY CERTIFY that the foregoing Resolution was duly passed by the Common Council of the City of Sheboygan, Wisconsin, on the _____ day of _____, 20____.

Dated _____ 20____. _____, City Clerk

Approved _____ 20____. _____, Mayor

AMENDMENT TO 2020 GENERAL CONTRACT

This amendment is made to the 2020 General Contract executed by and between Sheboygan County Health & Human Services Department, hereinafter referred to as County, and Shoreline Metro, hereinafter referred to as Provider.

It is mutually understood and agreed by and between the undersigned contracting parties to amend that previously executed agreement as follows:

Article III Payment for Services, Section B, Paragraph 2 is changed effective January 1, 2020 to read:

Wisconsin Statutes require that Purchase of Service rates be based on actual allowable costs. These costs have been identified in the Allowable Cost Policy Manual for each Department (online at <https://www.dhs.wisconsin.gov/business/allow-cost-manual.htm> or <https://dcf.wisconsin.gov/files/finance/fias/pdf/dcfallowablecostmanual.pdf>). ~~The Statutes permit allowances for profit for For Profit Providers and retention of excess revenue for non-profit Providers for specific cost categories. The amount allowable on an annual basis is determined by applying a percent equal to revenue received under the contract; all other profit/retention of earnings is unallowable. For Sheboygan County Health and Human Services, those limits have been set at 5 percent for both For Profit Providers and Non-Profit Providers. Please see the Allowable Cost Policy Manual for more information on retention of excess revenues.~~

For-Profit Providers

Annual allowable profit is determined by applying a percentage equal to 7.5 percent (7.5%) of net allowable operating **costs** plus 15 percent (15%) applied to the average net equity, the sum of which may not exceed ten percent (10%) of net allowable operating costs. All other profit is unallowable.

Any amount exceeding allowable retention must be returned to the County subject to Wisconsin §46.036.

Non-Profit Providers

Annual allowable retention is determined by applying a percentage equal to 5 percent (5%) of **revenue** received under the contract. The retained surplus is property of the provider.

Any amount exceeding allowable retention must be returned to the County subject to Wisconsin §46.036.

All other terms and conditions that are not hereby amended are to remain in full force and effect.

For County:

Matthew Strittmater, Director
County's Authorized Representative
Sheboygan County Health & Human Services

Date

For Provider:

Provider's Authorized Representative

Date

Title:



Shoreline Metro ADA Paratransit Program

For Elderly and Disabled Customers



ADA Paratransit Program Author:
Derek Muench, Director of Transit
City of Sheboygan / Shoreline Metro

Approved: June 16, 2020 by the Sheboygan Transit Commission



SHEBOYGAN COMMON COUNCIL

District 1: Barbara Felde

District 2: Todd Wolf

District 3: Mary Lynne Donohue

District 4: Betty Ackley

District 5: Markus Savaglio

District 6: Dean Dekker

District 7: Rose Phillips

District 8: Ryan Sorenson

District 9: Trey Mitchell

District 10: Jim Bohren

Mayor: Michael Vandersteen

TRANSIT COMMISSION

Chairperson: Alderperson Todd Wolf

Vice Chairperson: Alderperson Ryan Sorenson

Committee Members:

Mayor Michael Vandersteen

Police Chief Christopher Domagalski

Citizen Member Ryan Zinkel

Citizen Member Charles Windsor

Secretary Ann Koeller

Alderperson Trey Mitchell

Planning Director Chad Pelishek

Citizen Member Roy Kluss

Transit & Parking Director Derek Muench (ex-officio)*

*Advisory to the Commission

Ordinance

The city establishes a transit commission pursuant to W.S.A., § 66.1021, which shall be designated the "Sheboygan Transit Commission." Such commission shall be responsible for the maintenance and operation of the city's comprehensive, unified local transportation system in accordance with the jurisdiction, powers and duties set forth in W.S.A., § 66.1021. Additionally, such commission shall maintain, operate and control all off-street parking facilities and on-street parking facilities, under the general control and supervision of the common council.

- (a) The transit commission shall consist of nine commissioners. Six of the members shall be the mayor, the chairman of the Committee on Finance and Personnel of the common council, the chair of the Committee on Public Safety of the common council, the chair of the committee on public works of the common council, the chief of police and the director of planning and development, who shall be members by virtue of their office. The other commissioners shall be three citizen members.
- (b) The three citizen members shall be appointed by the mayor and approved by the common council.
- (c) The citizen members of the commission shall be appointed for staggered three-year terms expiring on April 30 each year.
- (d) The mayor, the chief of police and the director of planning and development may designate another member of their respective department to attend a meeting or meetings of the transit commission in his or her absence with full power to act in his or her stead.

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Section One: General Information about Shoreline Metro

A. Historical

Shoreline Metro is a publicly owned and operated fixed route bus system serving the cities of Sheboygan and Sheboygan Falls and Village of Kohler. The City of Sheboygan took over management of operations of the privately owned Sheboygan Transit, Inc. in 1972 and was renamed to Sheboygan Transit System. Transit services had been privately operated in the Sheboygan area since inception in 1944.

In 2011, Sheboygan Transit System was renamed to Lakeshore Metro, but due to a short legal dispute over the naming of the transit system, officials later renamed the public transit system to Shoreline Metro. The renaming was an effort to change the image of the bus system and rebrand it to appeal to new riders. The name change helped capture a holistic approach to lakeshore transportation and no longer singled out one community over the other.

In 2014, Metro Connection upgraded its dispatching and scheduling software from Route Match to Ecolane MDT. The upgrade included mobile data terminals (MDTs) for all vehicles, web-based software application and a reduction in data entry. In April 2015, the software went live with a noticeable increase in efficiency including a 25 percent reduction in revenue hours, 33 percent reduction in revenue miles, 25 percent reduction in vehicles in revenue service and a near 100 percent reduction in paper and printing. Trips per hour in 2014 were 2.08 and by August 2015, trips per hour had improved to 3.17.

In 2017, Shoreline Metro redesigned all route guides to be ADA-friendly including both route names and colors. Shoreline Metro also redesigned its website to include many features such as mobile-friendly. All ADA information for Shoreline Metro and Metro Connection is available on the website including program info, accessibility, and application materials.

In 2019, Shoreline Metro launched a customer-friendly Bus Tracker app to assist with locating Shoreline Metro buses in real-time on routes to assist customers with wait times, especially elderly and disabled customers. An agreement with the Sheboygan Area School District in 2019 allows students to ride free with school ID.

B. Name, Address and Contact Information

Office: Shoreline Metro
608 S Commerce St
Sheboygan, WI 53081

Intermodal Facility: Shoreline Metro
828 Pennsylvania Ave
Sheboygan, WI 53081

Contacts: Derek Muench, Director
Shoreline Metro ADA Officer
608 S Commerce St
Sheboygan, WI 53081
Ph: 920.459.3140
derek.muench@shorelinemetro.com

Margaret Myers
ADA Coordinator
608 S Commerce St
Sheboygan, WI 53081
Ph: 920.459.3409
margaret.myers@shorelinemetro.com

Website: www.shorelinemetro.com

Social Media: www.facebook.com/shorelinemetro

Section Two: Description of Fixed Route System

A. System Characteristics

Population Served: 56,897 (2010 Census)

Service Area: Cities of Sheboygan and Sheboygan Falls and Village of Kohler

Fare Structure: Cash Fare \$1.75, Elderly and Disabled \$0.85. Monthly bus passes are available for \$48; Day passes for \$3; 10 Adult tokens for \$13; 10 Student tokens for \$11. Passengers under the age of 5 may ride free when accompanied by an adult. Sheboygan Area School District students are free with school ID.

Route Structure: Fixed

Route Narratives:

Route 3 North – North Central Sheboygan

Route 3 North services the north central area of the City of Sheboygan including Piggly Wiggly, Pigeon River Elementary School, Walgreens and RCS. It departs from the Transfer Point at quarter past (:15) and quarter to (:45) each hour. From the Transfer Point, the route heads west on Pennsylvania Avenue, north on N 14th Street/Calumet Drive past LTC then veers north onto N 15th Street up to Piggly Wiggly. From Piggly Wiggly, the route exits onto Mayflower Avenue and heads west to N 15th Street, then north on N 15th Street, west on Eisner Avenue then south on N 21st Street to North Avenue. At North Avenue, the route heads west to N 25th Street, east on Geele Avenue and then south on N 13th Street, east on Michigan Avenue followed by heading south on N 10th Street, east on Center Avenue and returning to the Transfer Point.

Route 3 South – South Central Sheboygan

Route 3 South services the south central area of the City of Sheboygan including South Pier/Blue Harbor Resort, Madison Elementary School, Georgia Avenue Apartments, Horace Mann Middle School, BioLife, UW Sheboygan, and Old Wisconsin. It departs the Transfer Point at quarter past (:15) and quarter to (:45) each hour. From the Transfer Point, the route heads west on Pennsylvania Avenue, south on S 9th Street onto S 8th Street, then continues around the Indiana Avenue roundabout onto South Pier Drive, east on Fisherman's Row, and north on Blue Harbor Drive before heading south on South Pier Drive to Indiana Avenue. The route then continues west on Indiana Avenue to S 17th Street, south on S 17th Street, then west on Georgia Avenue, west on Union Avenue to University Drive, east on the university access road then north back to University Drive. The route then heads north and east on University Drive to Taylor Drive, south on Taylor Drive, east on Union Avenue, north on S 24th Street, east on Broadway Avenue, north on S 14th Street and then east on Pennsylvania Avenue back to the Transfer Point. UW is serviced on :15 runs and Blue Harbor on :45 runs with both being serviced during hourly evening service and on Saturdays on all runs.

Route 5 North – Northeast Sheboygan

Route 5 North services the northeast area of the City of Sheboygan including Urban Middle School, Piggly Wiggly, North High School, Memorial Hospital, and the YMCA. The Senior Center is also serviced on this route by request only. It departs the Transfer Point at quarter past (:15) and quarter to (:45) each hour. From the Transfer Point, the route heads east on Center Avenue, north on N 8th Street, west on Geele Avenue, north on N 13th Street, west on MacArthur Avenue and then north on N 15th to Eisner Avenue. From Eisner Avenue, the route travels east to N 10th Street, south on N 10th Street, east on North Avenue, south on N 5th Street, east on Geele Avenue, south on N 3rd Street to Superior Avenue, then west on Superior Avenue to N 4th Street. On N 4th Street, the route travels south to and then east on Ontario Avenue to Broughton Drive, south on Broughton Drive to Pennsylvania Avenue, west on Pennsylvania Avenue, north on N 6th Street, west on Center Avenue back to the Transfer Point.

Route 5 South – South Central Sheboygan

Route 5 South services the south central area of the City of Sheboygan including the Shoreline Metro office, Indian Meadows Mobile Home Park, Heritage Square, Pick N Save and access to Wilson Elementary School. It departs the Transfer Point at quarter past (:15) and quarter to (:45) each hour. From the Transfer Point, the route heads west on Pennsylvania Avenue, south on Commerce Street, west on Indiana Avenue, south on S 11th Street, west on Georgia Avenue followed by south on S 12th Street. At Union Avenue, the route travels west, then south on S 16th Street, west on Mead Avenue, south on S 18th Street, west on Wilson Avenue, south on S Business Drive to Indian Meadows. From Indian Meadows, the route heads east on Carmen Avenue, north on S 18th Street, west on Wilson Avenue, north on S Business Drive, east on Broadway Avenue, north on S 12th Street, east on Georgia Avenue, north on S 11th St, east on Indiana Avenue, north on Commerce Street and east on Pennsylvania Avenue to the Transfer Point.

Route 7 North – Northwest Sheboygan

Route 7 North services the northwest area of the City of Sheboygan including the Mead Public Library, Sheboygan Aurora Clinic, Pick N Save, St Nicholas Hospital, and Jefferson Elementary School. It departs the Transfer Point at quarter past (:15) and quarter to (:45) each hour. From the Transfer Point, the route heads west on Center Avenue, north on N 9th Street, west on Superior Avenue, south on N 23rd Street, west on Kohler Memorial Drive, north on N 25th Street, west on Superior Avenue past St Nicholas Hospital. At Taylor Drive, the route heads north to Main Avenue, south on N 29th Street, east on Saemann Avenue, south on N 16th Street, east on Superior Avenue and then south on N 9th Street and east on Center Avenue back to the Transfer Point.

Route 7 South – Southeast Sheboygan

Route 7 South services the southeast area of the City of Sheboygan including Longfellow Elementary School, the Boys & Girls Club, South High School, Sunnyside Mall, Country Village, Embers Apartments and access to Indian Meadows and Southtown Mall. It departs the Transfer Point at quarter past (:15) and quarter to (:45) each hour. From the Transfer Point, the route heads west on Pennsylvania Avenue, south on S 9th Street and continues south on S 8th Street, around the roundabout on S 8th Street, west on Wilson Avenue, south on S 12th Street to Weeden Creek Rd, west on Weeden Creek Rd, then north on S Business Drive, east on Washington Avenue then heads north

on N 12th Street, east on Union Avenue, north on S 8th Street to Pennsylvania Avenue, west on Pennsylvania Avenue to the Transfer Point.

Route 10 North – Northwest Sheboygan

Route 10 North services the northwest area of the City of Sheboygan including the Sheboygan Aurora Clinic, Job Center, Big Lots, Marcus Cinema, Memorial Mall, Meijer, Festival Foods, Taylor Heights and the Tamarack Apartments. It departs the Transfer Point at quarter past (:15) and quarter to (:45) each hour. From the Transfer Point, the route heads west on Center Avenue, north on N 10th Street, west on Erie Avenue/Kohler Memorial Drive, north on N 25th Street, west on the Frontage Road, northwest on Wilgus Avenue and loops around through the Job Center. From the Job Center, the route continues southeast on Wilgus Avenue, south on Taylor Drive and loops through Meijer. From Meijer, the route heads south on Taylor Drive and loops through Festival Foods and Taylor Heights. From Taylor Heights, the route heads east on Erie Avenue, north on N 19th Street, east on Kohler Memorial Drive/Erie Avenue, south on N 9th Street, and then east on Center Avenue to the Transfer Point.

Route 10 South – Southwest/South Central Sheboygan

Route 10 South services the southwest and south central areas of the City of Sheboygan including Washington Square, Walmart, the Detention Center, Nemark, Acuity, Aldi, and Wildwood Park. It departs the Transfer Point at quarter past (:15) and quarter to (:45) each hour. From the Transfer Point, the route heads west on Pennsylvania Avenue, south on S 14th Street, continues south on S Business Drive, west on Wilson Avenue into Washington Square past Piggly Wiggly before exiting on the Frontage Road onto Washington Avenue, then west to Greenwing Drive, south on Greenwing Drive, west into Walmart then north out of Walmart to the Frontage Rd, east to Greenwing Drive, north to Washington Avenue, east to S 32nd Street, then north on S 32nd Street, west on Crocker Avenue to Taylor Drive, then north to New Jersey Avenue, east on New Jersey Avenue to S 15th Street, east on Pennsylvania Avenue to the Transfer Point.

Routes 20N & 20S – Sheboygan Falls/Kohler

Route 20N and 20S service the Village of Kohler and City of Sheboygan Falls, and a small portion of the City of Sheboygan, Woodlake Market, Kohler Company, Deer Trace Kohler, Bemis Manufacturing, Sheboygan Falls High School and Middle School, Sheboygan Falls Municipal Building, Piggly Wiggly, Forest Avenue Mobile Home Park, the Aging and Disability Resource Center and Walmart (south side Sheboygan). Route 20N travels in a counterclockwise motion departing the Transfer Point weekdays at 5:45 a.m, 7:15 a.m, 11:15 a.m and 5:45 p.m. Route 20S travels in a clockwise motion departing the Transfer Point weekdays at 9:15 a.m, 1:15 p.m, 3:45 p.m and 7:45 p.m. Route 20N also departs the Transfer Point intermittently on Saturdays at 9:15 a.m, 12:15 p.m, and 3:15 p.m. Route 20S also departs the Transfer Point intermittently on Saturdays at 11:15 a.m and 1:15 p.m. All runs have a headway of 60-min.

Route 40 – The Square

Route 40 services the downtown, Riverfront, South Pier and Marina/Lakefront areas of the City of Sheboygan including Blue Harbor Resort, Riverfront, John Michael Kohler Arts Center, Harbor Centre Marina, Deland Park, Fountain Park and downtown Sheboygan. The route runs annually from Memorial Day to Labor and includes service on the Fourth of July. It departs the Transfer Point

weekdays at the top (:00) and bottom (:30) of each hour weekdays from 12:00 p.m to 8:00 p.m (9:00 p.m. on Thursday and Fridays) and Saturdays from 12:00 p.m to 6:00 p.m. From the Transfer Point, it travels east on Pennsylvania Avenue to S 8th Street, S 8th Street to Indiana Avenue and onto South Pier Drive via roundabout, followed by heading around past Blue Harbor Resort on Blue Harbor Drive and finally departing South Pier on South Pier Drive. At the roundabout at Indiana Avenue, the route heads north on S 8th Street, before heading northeast on Riverfront Drive to Pennsylvania Avenue. It then continues north on N 6th St to New York Avenue, east on New York Avenue to the Kohler Arts Center, then south on N 7th Street to Pennsylvania Avenue, east on Pennsylvania Avenue to Broughton Drive and then north to the marina. The route then continues into the marina and circles back to Broughton Drive where the route continues north to Michigan Avenue, then west on Michigan Avenue to N 8th Street, south on N 8th Street to Center Avenue and finally west on Center to the Transfer Point.

B. Service Vehicles and Accessibility

Shoreline Metro has thirty seven (37) vehicles in its fleet including twenty (20) Gillig low floor 35' coaches, ten (10) medium-sized paratransit buses, and two (2) Dupont Trolleys. Support vehicles include one (1) Dodge Caravan minivan, one (1) Chevrolet Equinox SUV, and one (1) Chevrolet Impala sedan. Maintenance vehicles include two (2) Ford Superduty Pickup trucks.

The Gillig low floor coaches are 100% accessible and are equipped with ramps and Q-Straint mobility device securement systems. The paratransit buses are also 100% accessible and are equipped with lifts and Q-Straint mobility device securement systems. The Dupont Trolley's are 100% accessible and are equipped with lifts and Q-Straint mobility device securement systems. The non-revenue support vehicles are not accessible. All of Shoreline Metro's routes are 100% accessible for mobility devices and disabled individuals.

Drivers shall pick up and disembark disabled passengers including mobility devices at all designated bus stops unless the ramp cannot be deployed, the ramp will be damaged if deployed, or temporary conditions preclude the safe use of the stop by all passengers.

In the event of an unsafe disembark location the driver shall temporarily use the next closest corner or safe bus stop to disembark the passenger as to not cause any damage to the ramp or harm to the passenger.

C. Ramp and Securement Policy

Shoreline Metro's fleet of revenue vehicles are all equipped with securement devices as well as ramps. Shoreline Metro requires that all mobility devices such as wheelchairs and scooters be secured using the four (4) point securement devices on board all fixed route buses (or three (3) point securement available on all the 1900 series buses). Shoreline Metro also strongly encourages but does not require users in mobility devices to use the provided lap and shoulder belts. Shoreline Metro drivers must document and report all mobility device users who have declined the use of the lap and shoulder belts. Transit drivers must also assist with the use of ramps and securement devices, as necessary.

Shoreline Metro will transport customers using a mobility device such as a wheelchair, scooter, or power chair (any device used as a mobility aid and is classified as a transport chair). Drivers will secure these devices using proper securement whenever possible. Shoreline Metro will not deny service to passengers using a mobility device when an attempt to secure using proper securement has been made, but for whatever reason, proper securement cannot be obtained. It is also the policy to follow the department procedures for proper securing mobility devices and in accordance with the ADA as documented in 49 CFR, Part 37 (Transportation Services for Individuals with Disabilities).

Service will be denied to a passenger using a mobility device who declines to permit his/her wheelchair to be secured to an accessible bus with the securement devices provided or cannot be safely accommodated outside of the aforementioned safety specifications.

Shoreline Metro may, at the discretion of the staff and drivers, use Q-Straint looping straps to assist with securing mobility devices to the bus. Certain scooters and non-traditional mobility devices will require these straps to assist with proper securement

All Shoreline Metro drivers and staff will be trained on proper mobility device securements and “best practice” techniques by a certified trainer. All drivers will have written certificates on file of the training date and training curriculum. Drivers will be trained once every two (2) years with training not to exceed every three (3) years. Please see Appendix A for the policy in its entirety.

D. Maintenance

All vehicles in the Shoreline Metro fleet must be properly maintained including the operative condition of all accessibility features available to individuals with disabilities. These features include lifts, ramps, securement devices, signage, and systems to facilitate communication. All accessibility features will be repaired promptly.

In the event of an inoperative device or impaired accessibility feature, the vehicle will be removed from the assigned route until all repairs are complete. If the device or accessibility feature occurs or is noticed during the middle of a shift, the vehicle must either be repaired or removed from route prior to the start of the next service day.

Alternative service to individuals with disabilities will be made if a vehicle with an inoperative device or impaired accessibility feature is on a fixed route and the headway to the next accessible vehicle exceeds thirty (30) minutes on the Sheboygan routes or sixty (60) minutes on the Sheboygan Falls and Kohler route.

E. Service Animals

Individuals requiring the use of a service animal are permitted to bring their service animal on board the bus. Service animals may accompany an individual for any reason including physical, mental, emotional or psychological reasons.

A service animal is defined as any animal individually trained to work or perform tasks for an individual with a disability, including but not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

Individuals requiring a service animal are not required to certify or register the animal, but the animal must remain on a leash or safe holding container as to not cause harm or undue hardship to other passengers. There is no limit as to how many service animals a passenger may bring on board.

Shoreline Metro drivers will ask a customer:

- 1) Is that a service animal?
- 2) What task has the animal been trained to perform?

Customers should be prepared to answer these questions upon boarding the bus.

F. Medical Equipment

Shoreline Metro allows individuals to bring medical equipment such as respirators and portable oxygen tanks on board the fixed route buses. Individuals using these devices are asked to keep them strapped to the mobility device or remain in the lap while on route. Oxygen tanks should remain upright at all times and must be secured to the mobility device or held in an upright position.

G. Communications

Shoreline Metro will provide to its passengers, upon request, material including maps, applications and policies in an accessible format for disabled individuals. If an accessible format is unavailable, Shoreline Metro will accommodate the individual's request to the best of its ability.

Shoreline Metro drivers and operators are required to announce stops at transfer points, major intersections, and destination points, at adequate intervals along a route. An individual's stop may also be requested as part of the communication dialogue.

H. Assistance

Shoreline Metro will provide assistance to any individual requiring additional help with boarding and alighting. Drivers may assist passengers for safety reasons as to prevent passenger accidents. Shoreline Metro does not promote assistance when safety to drivers or passengers is at risk. When a driver's or passenger's safety is at risk, Shoreline Metro staff may recommend paratransit service for the user, but may not require it.

Shoreline Metro drivers will not lift, drag, pull or operate a passenger's mobility device. Shoreline Metro drivers will not lift or carry a passenger. Passengers requiring this level of assistance should travel with a Personal Care Attendant (PCA).

I. Carry-On

Customers are permitted to carry up to four personal belongings and grocery bags on board. This constitutes a reasonable amount. Drivers may not permit an excessive amount of belongings or grocery bags. A customer's trip may be denied due to an excessive amount of belongings or grocery bags without a personal care attendant or guest.

J. Reasonable Modifications

Shoreline Metro will honor and accommodate any reasonable modification to service as long as the request 1) does not fundamentally alter the service; 2) does not create a direct threat to the health and safety of others; and 3) is not necessary to permit the passenger to use the services for their intended purpose (nondiscriminatory). Such modifications should be made in advance to properly consider and plan for such modification but may be made to the driver at the time of boarding.

K. Facilities

Shoreline Metro owns and operates two facilities used in conjunction with providing fixed route public transit service. The administrative and maintenance facility, located at 608 S Commerce Street in Sheboygan, does not offer customer parking that is accessible to the facility. Customer parking is limited to on-street parking adjacent to the building and therefore, lacks accessibility. The facility, built in 1973, does not see much customer foot traffic. All meetings, hearings, or public information sessions are held at an accessible location such as City Hall or the library. Shoreline Metro staff is able to assist customers as needed.

The Shoreline Metro Intermodal Transfer Station, located at 828 Pennsylvania Ave in Sheboygan, is 100% accessible to customers. The station, built in the 1990s, has several accessible ramps located at each end of the station. The customer service office is accessible featuring an ADA accessible door and customer service counter at ADA height. The customer service counter area is large enough to accommodate a mobility device. The customer boarding and alighting areas allow for buses to deploy ramps for customers with mobility issues.

Section Three: Description of ADA Paratransit Service and Eligibility

Shoreline Metro's Paratransit service, known as Metro Connection, is an origin-to-destination transportation service for people with disabilities who have been certified as unable to use Shoreline Metro's accessible fixed route bus service for some or all trips.

Shoreline Metro provides complimentary ADA Paratransit services in conjunction with its fixed route bus system and in accordance with the Americans with Disabilities (ADA) Act of 1992 under Title III. Under this provision, individuals who are unable, because of a disability, to use the fixed bus service may be eligible for this program.

Shoreline Metro operates Metro Connection for its paratransit services. Shoreline Metro also contracts with Sheboygan County to provide other specialized transportation programs (SS 85.21) such as the Elderly and Disabled transportation programs which are managed by Shoreline Metro.

A. Application Materials

Application material and other information for Metro Connection's Specialized Transportation Services are available in print form at the Shoreline Metro and Metro Connection office.

Applications are also available for download on Shoreline Metro's website, www.shorelinemetro.com.

Notices and applications will be sent to potential users of paratransit services upon request. Potential users are encouraged to contact the Metro Connection office to request an application. Please see Exhibit B to view the application.

B. ADA Paratransit and Visitor Eligibility

Metro Connection determines eligibility upon review of a completed application form containing information regarding the applicant's functional ability. Metro Connection reserves the right to require a medical professional's opinion and/or a functional assessment prior to determining eligibility. An individual's origin and destination must be within $\frac{3}{4}$ mile of the fixed bus route. Please see Section C for hours.

Clients are asked to complete an application form to establish eligibility. Upon completion of the entire application and submittal to Metro Connection, an application review will take place. Metro Connection, in accordance with Title III of the Americans with Disabilities Act of 1992 will determine eligibility after receiving the completed application. As part of the application process, Metro Connection may require further medical information from a medical professional or an in-person assessment to be conducted by the ADA Coordinator or his/her designee. Upon receipt of all required forms and/or assessment, a written response will be mailed to the individual notifying them of their eligibility status within twenty-one (21) business days.

If the application is denied, the determination will be in writing and a copy will be retained in the customer's file for future reference.

Eligibility Requirements:

- a. Temporary Disabilities – An individual must meet one of the three eligibility criteria for a limited period of time.
- b. Trip-by-Trip – An individual may meet criteria for some trips but not others.

Eligibility Criteria:

Individuals meeting any of the following criteria will be determined ADA paratransit eligible as defined by the Americans with Disabilities Act (ADA):

- 1) An individual with a disability who is unable to board, ride, or disembark from a fully accessible Shoreline Metro bus.
- 2) An individual with a disability who is able to board, ride, or disembark from a fully accessible Shoreline Metro bus, however, an accessible vehicle is not available on the regular bus system.
- 3) An individual who as a specific impairment-related condition, which prevents the individual from getting to or from a boarding or departure location of the regular bus system. This relates to environmental or architectural barriers under public control, which prevent individuals getting to or from accessible transportation.

Presumptive/Reciprocal Eligibility (Visitor Policy):

Metro Connection will observe presumptive and reciprocal eligibility if the individual meets the ADA certified eligibility criteria. Eligibility will be presumed and reciprocal provided an individual presents certification from another system. If an individual claims eligibility from another system, but has no certification, Metro Connection will honor the request on the presumption of eligibility. In such cases, a proof that the individual is, in fact, not a resident of the local transit district and if the request for service is based upon a hidden impairment, medical documentation may be required.

Such presumption of eligibility will be for twenty one (21) days and service will be provided on the same basis as for locally certified individuals. Metro Connection requires that the individual make a request for ADA certification beyond the twenty one (21) day period, if the individual plans to continue using the paratransit services.

Once the applicant is certified eligible, the applicant will receive a notification. Certified individuals will not be denied service based on trip purpose. Individuals may be requested to provide the reason for the trip, but will not be denied service based on trip purpose. However, subscription service may be capped at 50% unless there is non-subscription capacity. Subscription service is defined as trips that are scheduled regularly weekly, monthly, or bi-monthly in advance. Conditions which make traveling to or from a boarding or disembarking location, or riding on the bus system more difficult or less comfortable, but not impossible, are not reasons for paratransit eligibility.

For individuals determined not eligible for paratransit services, please see Section Five for the Appeals Process for ADA Eligibility.

C. Hours of Service

Shoreline Metro's Paratransit Service is available only during the regular Shoreline Metro fixed route bus service hours. Paratransit service is available on weekdays from 5:45 a.m. to 8:45 p.m. and on Saturdays from 7:45 a.m. to 5:45 p.m. Paratransit service is not available on Sundays or major holidays including New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, or Christmas Day.

Individuals certified for paratransit services must contact Metro Connection to schedule a trip. Individuals wishing to make trip reservations must do so during the regular office hours. Office hours are from 6:30 a.m. to 3:00 p.m., Monday through Friday.

D. Fares

The cash fare for origin-to-destination transportation is \$3.50 per ride (available in 10-ride punch cards for \$35.00). The fare established for paratransit transportation is equal to or less than double the fixed route adult fare (\$1.75). Agency fares are \$17.00 per trip.

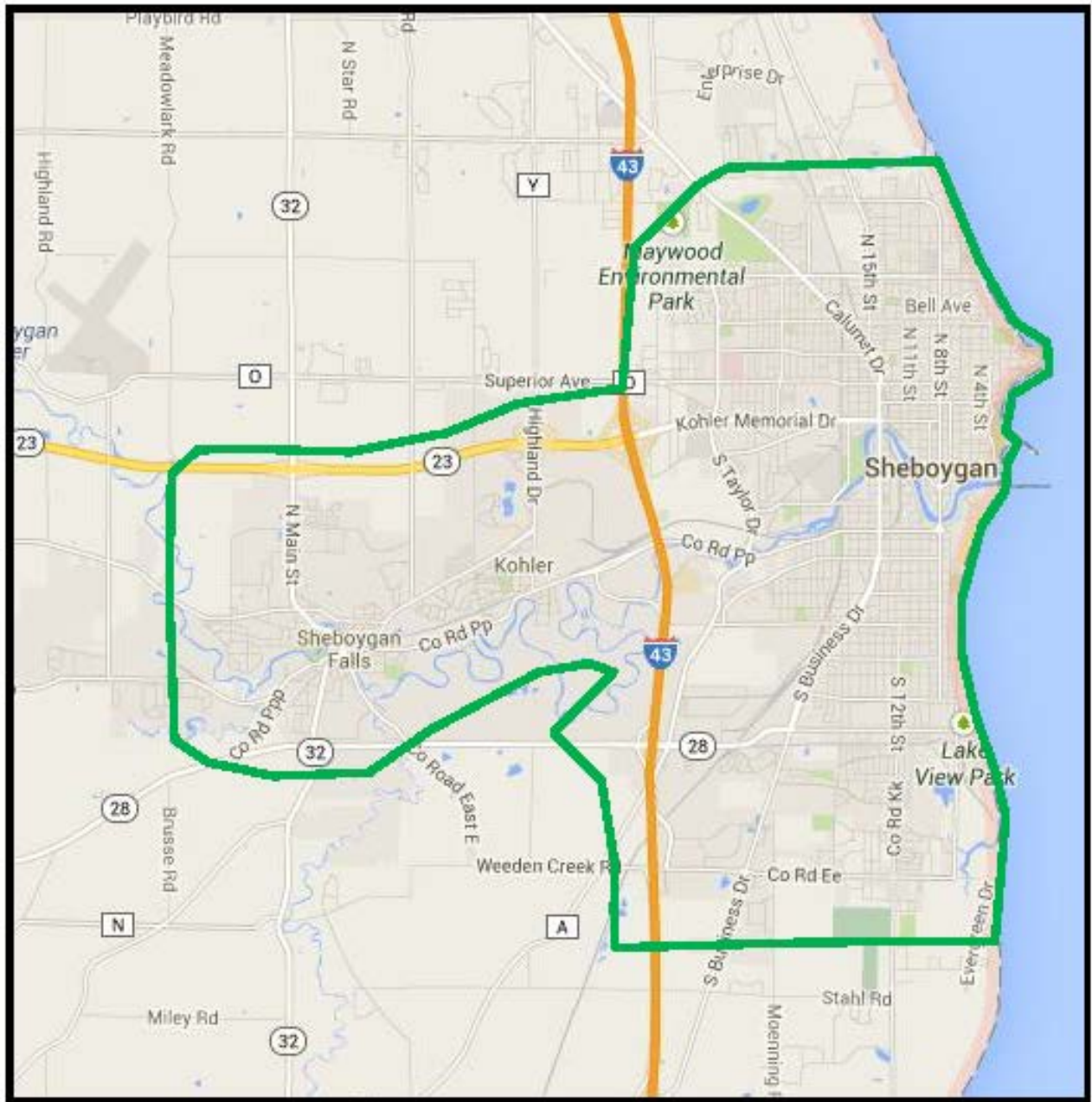
E. Service Area

The service area includes much of the Cities of Sheboygan and Sheboygan Falls and Village of Kohler. Service area is $\frac{3}{4}$ of a mile from the fixed route in these communities and is measured "as the crow flies". The following map shows an overview of the service area. Customers living in a borderline area are assessed at the time of their application for availability of service.

(See map on next page.)

SERVICE AREA MAP

(Estimated)



Section Four: Description of Sheboygan County Specialized Transportation Programs

Shoreline Metro and the City of Sheboygan enter into an agreement with Sheboygan County annually to provide transportation services for the residents of Sheboygan County. The County transportation options are managed by Shoreline Metro through coordination with the Aging and Disability Resource Center (ADRIVEC).

Funding for the County's programs is available through the State of Wisconsin's 85.21 Program. The program requires an annual grant application and disbursement of funds is based on Sheboygan County's elderly and disabled population. The money available for this program has been designated to service elderly and disabled individuals throughout portions of Sheboygan County.

A. Elderly Program

The Elderly Program is a specialized transportation option for ambulatory individuals over the age of 60. This program is origin-to-destination and is available for Sheboygan County residents living in the service area. Individuals using this program must travel within the Sheboygan County service area. No out of county service is available with this program.

The Elderly Program established medical, nutritional, and employment rides have first priority with social and recreational rides on a first-come, first-serve basis. Any Personal Care Attendants (PCA) may ride free of charge.

B. Rural Disabled Program

The Rural Disabled Program is a specialized transportation option for non-ambulatory individuals traveling within the Sheboygan County service area. This program is origin-to-destination and is available for Sheboygan County residents living in the service area. No out of county service is available with this program.

The Rural Disabled Program established medical, nutritional, and employment rides have first priority with social and recreational rides on a first-come, first-serve basis. Any Personal Care Attendants (PCA) may ride free of charge.

C. Fares and Hours of Service

Elderly Program: Fares as set forth by the Transportation Coordinating Committee (TCC) shall be \$2.50 per trip. Individuals using this program for trips to any of the meal sites have a reduced fare of \$2.50 roundtrip. Hours of service are from 7:30 a.m. to 3:30 p.m., Monday through Friday. No weekend or major holiday service. Agency fares are \$17.00 per trip.

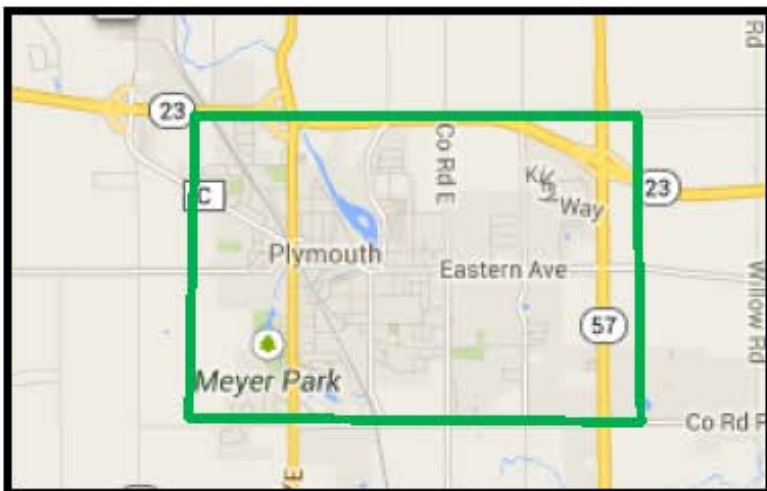
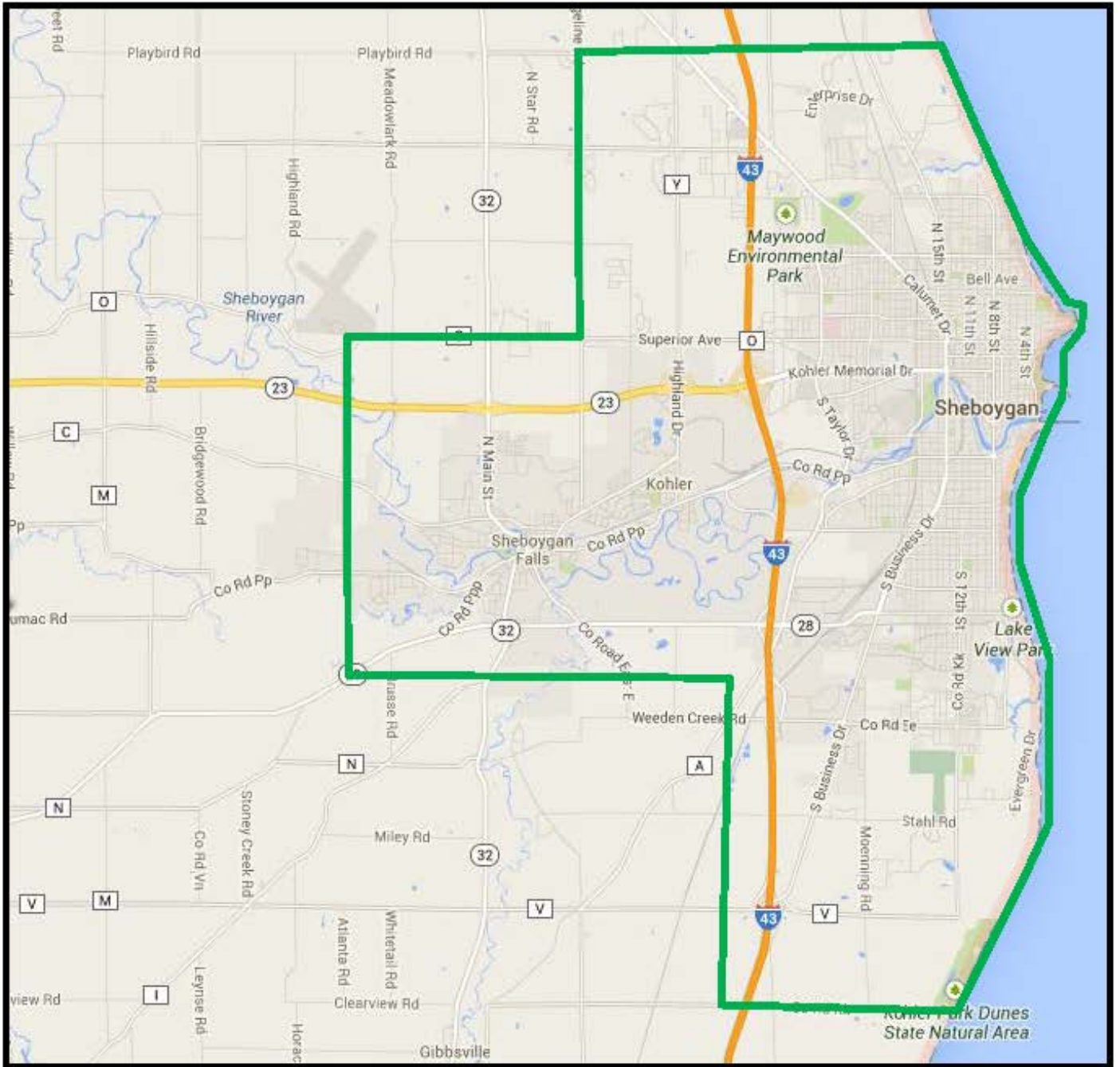
Rural Disabled Program: Fares as set forth by the Transportation Coordinating Committee (TCC) shall be \$2.50 per trip for non-ambulatory individuals. Hours of service are from 7:30am to 3:30pm, Monday through Friday. No weekend or major holiday service. Agency fares are \$17.00 per trip.

D. Service Area

The service area includes much of the eastern part of Sheboygan County as outlined on the map on the next page. Additional service is provided to the meal sites Sheboygan, Sheboygan Falls, Plymouth and Adell. Limited service is also available to the Village of Oostburg, Town of Gibbsville and Village of Cedar Grove.

SERVICE AREA MAP

(Estimated)



Section Five: Additional Service Characteristics

A. Service Cancellations

In the event of a major snowstorm or other emergency, Shoreline Metro and Metro Connection advise passengers to tune to a local radio station, the website, or Shoreline Metro's Facebook page for information regarding paratransit and regular bus service. These media outlets will be notified prior to Shoreline Metro service being cancelled.

B. Personal Care Attendants/Companions

Individuals requiring a personal care attendant (PCA) shall be permitted to travel with one personal attendant on his/her trip at no additional charge. A personal care attendant should be certified during the eligibility evaluation. Individuals requiring a companion shall be permitted to travel with a companion, but the companion must pay the same fare. Additional companions may also be allowed to travel on a space availability basis.

Arrangements for additional companions must be made at the time of reservation; however, if other ADA certified individuals make arrangements for a ride on a "next day" basis and space for the additional companions becomes unavailable, Metro Connection will contact the individual. Companions must have the same origin and destination as the certified individual in order to be eligible as a personal care attendant or companion. Passengers under the age of 5 must travel with a parent or guardian.

C. Reservations and Cancellations

Certified ADA paratransit riders are encouraged to call as early as possible to secure a trip at the desired time. *All trips will be accepted on a "next day" basis (by end of business day prior to the day of the trip) and must be reserved during normal business hours (6:30am to 3:00pm, Monday through Friday).* It may be necessary to negotiate pick up times on occasion up to one hour before or after the desired pick up time. Metro Connection may also pick up passengers up to fifteen (15) minutes before or after the scheduled pick up time. Metro Connection asks passengers to be ready at least fifteen (15) minutes prior to the scheduled pick up time.

Users must be prompt in notifying Metro Connection of any cancellations. All cancellations must be received at least thirty (30) minutes prior to the scheduled pickup time. An established pattern or practice of missed trips or "no shows" may lead to sanctions being imposed. All users who are facing sanctions will be notified in writing of the "no show" policy prior to sanctions being imposed.

D. "No-Show" Policy

A "no-show" occurs when a passenger schedules a ride with Metro Connection and fails to take the ride without canceling the reservation. If a rider wishes to cancel a reservation, they must contact Metro Connection at least thirty (30) minutes before the scheduled ride to prevent the trip from being considered a "no show".

A passenger is counted as a no-show when the paratransit vehicle arrives at a passenger pickup location within the thirty (30) minute window waits the required four (4) minutes and the scheduled passenger does not board the vehicle. A late cancellation will also be considered and treated as a no-show. A late cancellation occurs when the scheduled trip is canceled less than thirty (30) minutes prior to the scheduled pick up time.

After three (3) no-shows within a twelve (12) month period, the following sanctions may be imposed if the frequency is greater than 15% of the reserved trips. No-shows which are beyond the passenger's control will not be subject to sanctions. For example, if a passenger's scheduled pick up is 1:00 p.m., and the passenger is not available for pick up between 12:45 p.m. and 1:15 p.m., the passenger is then considered a "no-show".

Notification Procedure:

- 1st No-Show – Letter stating date of no-show and a copy of the no-show policy;
- 2nd No-Show – Letter stating date of no-show and a copy of the no-show policy;
- 3rd No-Show – Letter stating date of no-show, a copy of the no-show policy, and a thirty (30) day suspension (if applicable).

In all cases where service is suspended, riders will have the opportunity to appeal. When appealed, service will continue to be provided until the appeal is heard.

E. Service Animals

Individuals requiring the use of a service animal are permitted to bring their service animal on board the bus. Service animals may accompany an individual for any reason including physical, mental, emotional or psychological reasons.

A service animal is defined as any animal individually trained to work or perform tasks for an individual with a disability, including but not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

Individuals requiring a service animal are not required to certify or register the animal, but the animal must remain on a leash or safe holding container as to not cause harm or undue hardship to other passengers. There is no limit as to how many service animals a passenger may bring on board.

Metro Connection drivers will ask a customer:

- 1) Is that a service animal?
- 2) What task has the animal been trained to perform?

Customers should be prepared to answer these questions upon boarding the bus.

F. Medical Equipment

Metro Connection allows individuals to bring medical equipment such as respirators and portable oxygen tanks on board the fixed route buses. Individuals using these devices are asked to keep them strapped to the mobility device or remain in the lap while on route. Oxygen tanks should remain upright at all times and must be secured to the mobility device or held in an upright position.

G. Communications

Metro Connection will provide to its passengers, upon request, material including maps, applications and policies in an accessible format for disabled individuals. If an accessible format is unavailable, Metro Connection will accommodate the individual's request to the best of its ability.

H. Assistance

Metro Connection drivers will provide assistance to individuals from the first door of their origin to the vehicle and from the vehicle to the first door of their destination. Drivers will assist passengers for safety reasons as to prevent passenger accidents and incidents. Metro Connection does not promote assistance when safety to drivers or passengers is at risk. When a driver's or passenger's safety is at risk, Metro Connection staff may not assist a passenger.

Shoreline Metro drivers will not lift, drag, pull or operate a passenger's mobility device. Shoreline Metro drivers will not lift or carry a passenger. Passengers requiring this level of assistance should travel with a Personal Care Attendant (PCA).

I. Seatbelts

Metro Connection requires all passengers to use the provided lap and/or shoulder belts unless the passenger's disability or condition prevents them from doing so or will cause further harm to the passenger. Passengers should communicate this to the driver when boarding the bus.

J. Ramp and Securement Policy

Metro Connection's fleet of revenue vehicles are all equipped with securement devices as well as lifts. Metro Connection requires that all mobility devices such as wheelchairs and scooters be secured using the proper four (4) point securement devices on board all paratransit buses. Metro Connection also requires users in mobility devices to use the provided lap and shoulder belts.

Metro Connection will transport customers using a mobility device such as a wheelchair, scooter, or power chair (any device used as a mobility aid and is classified as a transport chair). Drivers will secure these devices using 4-point securement whenever possible. Metro Connection will not deny service to passengers using a mobility device when an attempt to secure using 4-point securement has been made, but for whatever reason, 4-point securement cannot be obtained. It is also the policy to follow the department procedures for proper securing mobility devices and in accordance with the ADA as documented in 49 CFR, Part 37 (Transportation Services for Individuals with Disabilities).

Service will be denied to a passenger using a mobility device who declines to permit his/her wheelchair to be secured to an accessible bus with the securement devices provided or cannot be safely accommodated outside of the aforementioned safety specifications.

Metro Connection may, at the discretion of the staff and drivers, use Q-Strait looping straps to assist with securing mobility devices to the bus. Certain scooters and non-traditional mobility devices will require these straps to assist with proper securement

All Metro Connection drivers and staff will be trained on proper mobility device securements and "best practice" techniques by a certified trainer. All drivers will have written certificates on file of the training date and training curriculum. Drivers will be trained once every two (2) years with training not to exceed every three (3) years. Please see Appendix A for the policy in its entirety.

K. Reasonable Modifications

Metro Connection will honor and accommodate any reasonable modification to service as long as the request 1) does not fundamentally alter the service; 2) does not create a direct threat to the health and safety of others; and 3) is not necessary to permit the passenger to use the services for their intended purpose (nondiscriminatory). Such modifications should be made in advance to properly consider and plan for such modification but may be made to the driver at the time of boarding.

L. Restrictions to Service

Metro Connection vehicles may safely transport passengers and their mobility device with a total combined weight up to 800lbs and up to 30" wide by 48" long.

M. Negotiated Pick Up Times, Pickup Window & Driver Wait Times

Metro Connection reserves the right to negotiate a requested pick up time by up to 1-hour of the requested time. Metro Connection may also pick up a customer up to fifteen (:15) minutes prior to or after the scheduled pick up time. For example, if a customer's scheduled pick up time is 8:00 a.m., Metro Connection may pick up the customer no earlier than 7:45 a.m. or later than 8:15 a.m.

Metro Connection has a wait time of four (4) minutes upon arrival before departing. Metro Connection will in most cases provide a courtesy call to the customer upon arrival by the driver. If the customer fails to show for the trip after the four (4) minutes, the driver will depart and the customer may be marked as a "no show".

Passengers are permitted to ride on board up to one (1) hour from the time of the pickup to the time of the drop off.

N. "Will Call" Pick Ups

Metro Connection provides flexibility for its customers. Customers may call for their return trip; however, the wait period for pickups may be up to one (1) hour. Metro Connection strives to provide

timely pickups for customers that call for their return pickups with typical response times much less than one (1) hour.

O. Carry-On

Customers are permitted to bring a reasonable amount (up to 4) of bags, packages, or containers on board with them. Reasonable is defined as an amount that an individual is able to and can comfortably carry-on one boarding and/or place on the seat next to them, if such space is available. Metro Connection drivers may only assist with light bags and packages only if it does not interfere with the safety of assisting the customer.

Customers intending to travel with more than the reasonable amount of bags and packages may have a Personal Care Attendant (PCA) travel with them at no additional cost. Each person is then able to bring a reasonable amount on board the bus.

Customers found to be in violation of this policy may not have their belongings or bags above the reasonable amount transported by Metro Connection.

P. Definitions

Trip Denials – Trips that are denied based on capacity constraints by the provider. This includes trips that are denied because they cannot be provided within the one-hour scheduling window, return trips that cannot be taken, on board capacity, or other restraints of the provider.

On-Time Performance – Trips provided within the timeframes set forth by ADA including trips within the 30-min pickup/drop off window.

Missed Trips – Trips not performed by Shoreline Metro despite reservation was made in a timely manner and in accordance with ADA and Shoreline Metro policies.

Excessively Long Trips – Trips involving customers on board longer than 1-hour in accordance with a comparable trip taken on the fixed route service. Shoreline Metro operates half hour bus service so the longest trip a customer could take under normal circumstances is one hour (transfer at the Transfer Station).

Section Six: Appeals Process and Complaint Registration

Shoreline Metro has an administrative appeal process which is intended to give applicants who have been denied, suspended or refused ADA paratransit service through Shoreline Metro have the opportunity to have their cases heard by a committee other than the one whom originally turned down the individual. In this case, the Transit Commission shall be the appeal review committee. A 60-day statute of limitations on filing of appeals will apply from the date of denial. An interpreter will be available, if possible.

A. Appeals Process

Individuals who have been denied, suspended or refused ADA paratransit service through Shoreline Metro have the opportunity to appeal the decision. Shoreline Metro will provide in a written statement whether an individual is granted, denied or granted conditional eligibility followed by a comprehensive reason for the decision.

In the event an individual is denied service, eligibility or granted conditional eligibility, an appeal can be heard by the transit system's advisory committee, Transit Commission. The individual will be given no more than sixty (60) days to appeal the decision before the Committee. The individual will be given an opportunity to be heard and present information at the next Transit Commission meeting. The Commission has thirty (30) days to review the appeal and make a decision.

Passengers should submit, in writing, their intent to appeal a decision. The initial appeal should be addressed to the Director of Transit/ADA Officer and contain the following information:

- 1) Name of Customer
- 2) Nature of the Appeal
- 3) Date of the Occurrence
- 4) Contact Information

The Director of Transit will then review the appeal and make one of the following recommendations:

- 1) Overturn the Initial Decision
- 2) Refer the Appeal to the Transit Commission

To file an appeal:

- By email – dmuench@shorelinemetro.com
- By mail – Director of Transit, 608 S Commerce Street, Sheboygan, WI 53081
- In person – 608 S Commerce Street, Sheboygan, WI 53081

B. Complaint Registration

Shoreline Metro prides itself on providing safe, affordable, and dependable specialized transportation to individuals with a disability, the senior community, and users unable to use the fixed route. If for any reason the service does not live up to these expectations, passengers are encouraged to register a

complaint with Shoreline Metro. A thorough and prompt investigation of all complaints shall be conducted by Shoreline Metro.

Complaint Process:

- 1) All complaints will be documented at the source (driver, dispatch, ADA coordinator, supervisor, website, etc).
- 2) The complaint will then be submitted to the Operations Supervisor for review and action.
- 3) The Operations Supervisor will investigate the nature of the complaint both with the customer and the alleged offender.
- 4) The Operations Supervisor will contact the customer with the results of the complaint and offer (if necessary) restitution as a result of the incident no later than five (5) working days from the original date of the complaint.
- 5) The Operations Supervisor will file the complaint. A copy may be submitted to the Director of Transit.

Customers who wish to have their complaint reviewed by the Sheboygan Transit Commission may do so by submitting the original complaint in writing along with any documentation provided by Shoreline Metro no more than sixty (60) days after the date of response of the complaint by Shoreline Metro.

To file a complaint:

- By email – contact@shorelinemetro.com
- By mail – Director of Transit, 608 S Commerce Street, Sheboygan, WI 53081
- In person – 608 S Commerce Street, Sheboygan, WI 53081
- Online – www.shorelinemetro.com/about/file-a-complaint

Section Seven: Support Documentation

A. Budget/Costs

In 2018, Shoreline Metro had expenses of \$766,909 for ADA paratransit and specialized transportation rides. The overall operating budget exceeded \$3.8 million for the entire fixed route, ADA paratransit, and County Elderly and Disabled services.

The per trip cost per ADA paratransit ride was \$22.13 per ride. Total Specialized Transportation rides for 2018 was 34,658 rides. Metro Connection's agency fare increased to \$17.00 per trip in January 2019.

B. Census Information*

According to the 2010 Census, the following statistics are available for the Sheboygan Urbanized Area and Sheboygan County:

City of Sheboygan

As of the [census](#) of 2010, there were 49,288 people, 20,308 households, and 12,219 families residing in the city. The [population density](#) was 3,528.1 inhabitants per square mile (1,362.2 /km²). There were 22,339 housing units at an average density of 1,599.1 per square mile (617.4 /km²). The racial makeup of the city was 82.5% [White](#), 1.8% [African American](#), 0.5% [Native American](#), 9.0% [Asian](#), 3.6% from [other races](#), and 2.5% from two or more races. [Hispanic](#) or [Latino](#) of any race were 9.9% of the population.

There were 20,308 households of which 30.7% had children under the age of 18 living with them, 43.4% were [married couples](#) living together, 11.7% had a female householder with no husband present, 5.1% had a male householder with no wife present, and 39.8% were non-families. 33.4% of all households were made up of individuals and 12.1% had someone living alone who was 65 years of age or older. The average household size was 2.38 and the average family size was 3.06.

The median age in the city was 36.2 years. 25.3% of residents were under the age of 18; 8.7% were between the ages of 18 and 24; 27.2% were from 25 to 44; 24.8% were from 45 to 64; and 13.9% were 65 years of age or older. The gender makeup of the city was 49.5% male and 50.5% female.

Sheboygan Falls

As of the [census](#) of 2010, there were 7,775 people, 3,480 households, and 2,152 families residing in the city. The [population density](#) was 1,472.5 inhabitants per square mile (568.5 /km²). There were 3,681 housing units at an average density of 697.2 per square mile (269.2 /km²). The racial makeup of the city was 96.1% [White](#), 0.6% [African American](#), 0.3% [Native American](#), 0.9% [Asian](#), 0.8% from [other races](#), and 1.4% from two or more races. [Hispanic](#) or [Latino](#) of any race were 2.5% of the population.

There were 3,480 households of which 27.2% had children under the age of 18 living with them, 50.2% were [married couples](#) living together, 8.6% had a female householder with no husband present, 3.1% had a male householder with no wife present, and 38.2% were non-families. 33.0% of all

households were made up of individuals and 14.9% had someone living alone who was 65 years of age or older. The average household size was 2.22 and the average family size was 2.82.

The median age in the city was 42.6 years. 22.3% of residents were under the age of 18; 6% were between the ages of 18 and 24; 25.1% were from 25 to 44; 28.9% were from 45 to 64; and 17.7% were 65 years of age or older. The gender makeup of the city was 48.0% male and 52.0% female.

Village of Kohler

As of the [census](#) of 2010, there were 2,120 people, 784 households, and 608 families residing in the village. The [population density](#) was 391.9 inhabitants per square mile (151.3 /km²). There were 871 housing units at an average density of 161.0 per square mile (62.2 /km²). The racial makeup of the village was 96.0% [White](#), 0.2% [African American](#), 2.5% [Asian](#), 0.2% from [other races](#), and 1.1% from two or more races. [Hispanic](#) or [Latino](#) of any race were 2.3% of the population.

There were 784 households of which 38.6% had children under the age of 18 living with them, 68.9% were [married couples](#) living together, 6.6% had a female householder with no husband present, 2.0% had a male householder with no wife present, and 22.4% were non-families. 19.0% of all households were made up of individuals and 9.8% had someone living alone who was 65 years of age or older. The average household size was 2.70 and the average family size was 3.12.

The median age in the village was 42 years. 30.5% of residents were under the age of 18; 3.2% were between the ages of 18 and 24; 22% were from 25 to 44; 29.4% were from 45 to 64; and 15% were 65 years of age or older. The gender makeup of the village was 47.2% male and 52.8% female.

Sheboygan County

As of the [census](#) of 2000, there were 112,646 people, 43,545 households, and 29,915 families residing in the county. The [population density](#) was 219 people per square mile (85/km²). There were 45,947 housing units at an average density of 90 per square mile (35/km²). The racial makeup of the county was 92.71% [White](#), 1.09% [Black](#) or [African American](#), 0.36% [Native American](#), 3.28% [Asian](#), 0.02% [Pacific Islander](#), 1.46% from [other races](#), and 1.07% from two or more races.

3.36% of the population were [Hispanic](#) or [Latino](#) of any race. 54.9% were of [German](#), 7.8% [Dutch](#) and 5.4% [American](#) ancestry. 91.9% spoke [English](#), 3.0% [Spanish](#), 2.5% [Hmong](#) and 1.7% [German](#) as their first language.

There were 43,545 households out of which 32.30% had children under the age of 18 living with them, 58.00% were [married couples](#) living together, 7.30% had a female householder with no husband present, and 31.30% were non-families. 26.10% of all households were made up of individuals and 10.40% had someone living alone who was 65 years of age or older. The average household size was 2.50 and the average family size was 3.05.

In the county, the population was spread out with 25.50% under the age of 18, 8.40% from 18 to 24, 29.80% from 25 to 44, 22.30% from 45 to 64, and 14.00% who were 65 years of age or older. The median age was 37 years. For every 100 females there were 100.60 males. For every 100 females age 18 and over, there were 99.90 males.

**Census data obtained and referenced from Wikipedia at www.wikipedia.com. Additional information was obtained from "American Fact Finder" of the United States Census Bureau.*

Exhibit A: Mobility Device Securement Policy

1.0 PURPOSE

Transporting mobility devices often requires more time and responsibility of the driver. Drivers should keep in mind that passengers in mobility devices may need more time boarding and alighting, more time to pay fares, require assistance boarding and alighting, and users may have difficulty communicating and understanding instructions. All Shoreline Metro and Metro Connection coaches are ADA accessible and are capable of transporting up to two (2) mobility devices at a time.

1.1 POLICY

Shoreline Metro and Metro Connection will transport customers using a mobility device such as a wheelchair, scooter, or power chair (any device used as a mobility aid and is classified as a transport chair). Drivers will secure these devices using 4-point securement whenever possible. Shoreline Metro and Metro Connection will not deny service to passengers using a mobility device when an attempt to secure using 4-point securement has been made, but for whatever reason, 4-point securement cannot be obtained. It is also the policy to follow the department procedures for proper securing mobility devices as detailed in the following Section 1.2 and illustrated in Appendix A and in accordance with the ADA as documented in 49 CFR, Part 37 (Transportation Services for Individuals with Disabilities).

1.2 PROCEDURE FOR BOARDING AND ALIGHTING MOBILITY DEVICES

BOARDING:

When boarding a mobility device, drivers must follow the procedures and guidelines outlined in this section. The following procedure will be used for securing a mobility device:

- 1) *SHORELINE METRO*: Notify dispatch at passenger's pick up location of having a 10-1 (location is helpful).
- 2) Announce to passenger to keep away from ramp/lift deployment area. Deploy ramp/lift onto a solid and safe approach accessible for a mobility device.
- 3) *SHORELINE METRO*: Driver must properly secure bus and assist passenger from the downside area of the ramp behind the mobility device onto the ramp and into the bus. *METRO CONNECTION*: Driver must properly secure bus and assist passenger onto lift and secure passenger on lift with belt strap. Raise lift until lift is level with floor of bus.
- 4) Raise appropriate seats located directly above mobility device securements in bus to accommodate mobility device.
- 5) Driver must assist passenger into the securement area and guide the passenger while maneuvering into proper position. Instruct passenger to power down mobility device (if necessary).
- 6) Driver must then locate and apply the securement straps to the appropriate hook up points on the mobility device. All four securement straps must be used for proper securement of the mobility device. Double check mobility device is secure and safe for transporting.
- 7) *SHORELINE METRO*: Driver must then offer the passenger the lap and shoulder belts. Passenger must decline the lap and shoulder belts if they wish to be transported without them.* *METRO CONNECTION*: Passengers are required to wear the lap and shoulder belts as it is a policy for all passengers on board Metro Connection to wear the provided lap and shoulder belts.
- 8) Finally, Driver must document if the passenger declines the lap and should belts. Drivers should notify dispatch and/or talk into the cameras located onboard the bus. Additionally, fixed route

Drivers should coordinate with dispatch regarding any route changes to accommodate and ease in the transporting of the mobility device, referred to as 10-1.

**Shoreline Metro strongly encourages but does not require users in mobility devices to use the provided lap and shoulder belts. Drivers must document and report all mobility device users who have declined the use of the lap and shoulder belts.*

ALIGHTING:

When alighting a mobility device, drivers must follow the procedures and guidelines outlined in this section. The following procedure will be used for alighting:

- 1) Once the passenger has reached his/her destination, properly curb and secure the bus at the designated stop in a safe location. Deploy ramp/lift.
- 2) Approach passenger and release lap and shoulder straps if applied. Then release securement straps and properly wind back into securement casing.
- 3) Assist passenger out of securement area to the ramp/lift. *SHORELINE METRO:* Assist passenger down ramp or stand on the downside of the ramp and visually assist passenger down ramp. *METRO CONNECTION:* Assist passenger onto lift and secure onto lift with belt strap. Lower lift until level with ground.
- 4) Once passenger is safely down the ramp/lift and off the bus, put securement arm or other plugs back into original storage position and lower seats.
- 5) Return to driver's cabin and stow away ramp (Metro Connection: store securements back into pouches on board bus).

Once the driver is ready to proceed on route, radio dispatch and announce that your route has completed a 10-1 and is now 10-8. *SHORELINE METRO:* Dispatch will coordinate routes if a switch is needed to return the bus to its original route and switch back at the next available run.

1.3 RAMP/LIFT OPERATION AND MECHANICAL ISSUES

Ramp Operation:

SHORELINE METRO:

To deploy ramp, put coach in neutral, set parking brake, engage front door switch to "open", engage kneeler switch to "down", and engage ramp switch to "out".

To stow away ramp, engage ramp switch to "in", engage kneeler to "up", and engage front door switch to "close". Remove parking brake and continue on route.

METRO CONNECTION: To deploy lift, put coach in park and set parking brake. Open lift doors and use control box to operate lift. Press the "unfold" button to unfold lift followed by "down" button to lower lift onto ground.

To stow away lift, press "up" button to raise lift level with bus followed by "fold" to fold lift back into its storage area. Remove parking brake and continue on route.

Mechanical Issues:

Drivers experiencing problems with the ramp or any securement devices must notify dispatch immediately. If the driver cannot get the devices and ramp to function properly, the bus must be taken

out of service or repaired. Maintenance will coordinate the best plan for replacing or repairing the vehicle.

1.4 ACCOMMODATIONS

Shoreline Metro

Passengers using a mobility device are permitted to ride the fixed route as long as the mobility device meets the safety specifications and policies of the Shoreline Metro buses. These specifications include:

- Up to 600lbs weight limit (passenger and chair combined)
- Dimensions of maximum 32" wide by 48" long (length may be determined per vehicle)
- The device is a transport chair (meant to be transported in)
- Passenger allows mobility device to be secured to the vehicle*

Metro Connection

Passengers using a mobility device are permitted to ride Metro Connection as long as the mobility device meets the safety specifications and policies of the Metro Connection buses. These specifications include:

- Up to 800lbs weight limit (passenger and chair combined)
- Dimensions of maximum 32" wide by 48" long (length may be determined per vehicle)
- The device is a transport chair (meant to be transported in)
- Passenger allows mobility device to be secured to the vehicle*
- Lap and shoulder belts are required for all passengers (unless disability prevents use of the belts)

***Service will be denied to a passenger using a mobility device who declines to permit his/her wheelchair to be secured to an accessible bus with the securement devices provided or cannot be safely accommodated outside of the aforementioned safety specifications.**

Drivers may at their discretion use looping straps to assist with securing mobility devices to the bus. Certain scooters and non-traditional mobility devices will require these straps to assist with proper securement.

1.5 DRIVER ASSISTANCE

Shoreline Metro

Drivers must assist passengers using a mobility device while boarding and alighting a bus. Normal and reasonable assistance is expected of all Drivers. Mobility devices requiring extensive assistance should be documented and a supervisor and/or dispatcher notified. Drivers are not expected to assist passengers when safety or injury is at risk to the driver or passenger.

It is recommended, although not required, that passengers that are able to, should transfer out of their mobility device and into a seat for added safety.

Metro Connection

Drivers must assist all passengers from the door to the vehicle and from the vehicle to the door. Normal and reasonable assistance is expected of all drivers. Mobility devices requiring extensive assistance should be documented and a supervisor and/or dispatcher notified. Drivers are not expected

to assist passengers when safety or injury is at risk to the driver or passenger. Drivers will not assist mobility devices up and down stairs.

It is recommended, although not required, that passengers that are able to, should transfer out of their mobility device and into a seat for added safety.

1.6 MOBILITY DEVICE SECUREMENT CARD

Passengers using a mobility device may be entitled to carry a Mobility Device Securement Card. Inspections of mobility devices may be conducted by a qualified supervisor. While passengers are not required to use these cards or carry them as means of using Shoreline Metro or Metro Connection, drivers may consult with these cards to aid in the proper securement of the passenger's mobility device. Any and all passenger referrals should be made to the Metro Connection Operations Supervisor.





 SECUREMENT CARD CUSTOMERS USING A MOBILITY DEVICE		
FRONT SECUREMENTS	REAR SECUREMENTS	PASSENGER: <u>BEVERLY K.</u> Effective Date: <u>06/04/2013</u>
		MOBILITY DEVICE EVALUATED BY: <u>DEREK MUENCH, SUPERVISOR</u> Date: <u>06/04/2013</u>
✓ ONE BLUE STRAP REQUIRED – WRAP AROUND STEERING COLUMN, CRISS-CROSS THE STRAP TO SNUG IT IN PLACE; ATTACH J-HOOKS.	✓ TWO BLUE STRAPS REQUIRED – ATTACH EACH INSIDE OF PEG; J-HOOKS MOUNTED IN TRACK INSIDE OF WHEELBASE. (PEGS = WHITE DOT)	Please carry this card with you whenever riding Shoreline Metro or Metro Connection. Give this card to the driver when boarding so he/she may use it to properly secure your mobility device as evaluated. This card expires when the user replaces or changes mobility devices. The user should contact Shoreline Metro and/or Metro Connection for an evaluation of the new mobility device. This card also serves as a Reduced Fare Certification card for Shoreline Metro, the fixed route bus system. The reduced fare for passengers using this card is \$0.85 per trip during non-peak times. Peak times are Monday-Friday, 6:00am – 9:00am and 3:00pm – 5:30pm. Regular cash fares are required during these peak times.
		Please return this card to Shoreline Metro at 608 S Commerce Street, Sheboygan, WI, 53081 if found or misplaced. This card is the property of Shoreline Metro.

Exhibit B: Application for Paratransit Services
(Please see next page.)



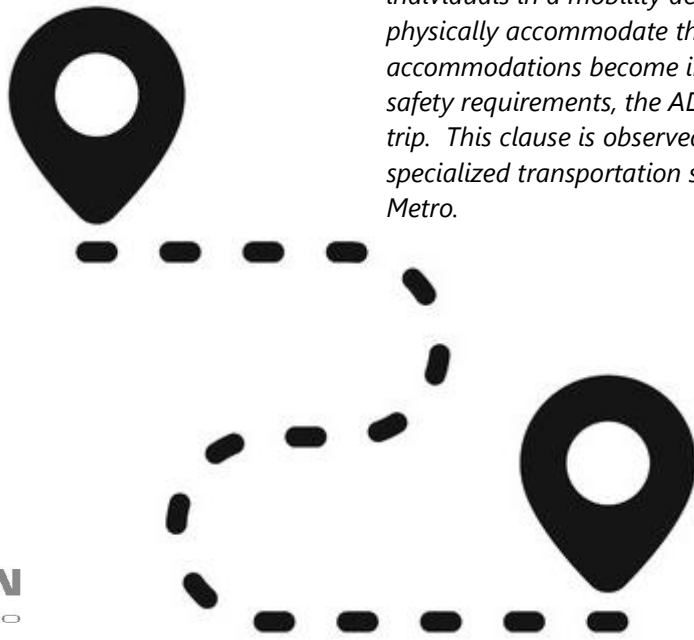
ADA Paratransit Application

For Specialized Transportation Services

ADA Paratransit Service: Door-to-door transportation for individuals whose disability prevents them from using the accessible fixed route public bus system*. Trip origin and destination must be made within a ¾ mile distance from the fixed route bus service area.

County Program: Door-to-door transportation for persons 60 years or older, and for those under 60 who have a qualifying disability. Meal site trips are also available in Sheboygan, Sheboygan Falls, Plymouth and Tuesdays only in Adell.

** The Americans with Disabilities Act (ADA) requires public transportation programs to service those individuals in a mobility device **if** the lift and vehicle can physically accommodate the passenger. If accommodations become inconsistent with legitimate safety requirements, the ADA does not guarantee your trip. This clause is observed by all specialized and non-specialized transportation services provided by Shoreline Metro.*



(920) 459-3420

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs & activities receiving Federal financial assistance (42 U.S.C. Section 2000d). Shoreline Metro is committed to practicing non-discrimination. If you believe you have been subjected to discrimination you may file a complaint with the Shoreline Metro Title VI and ADA Officer. For more information you may visit us at shorelinemetro.com & view the "Riders Rights" page by clicking on the Riders Services tab or you may call the Shoreline Metro Title VI and ADA Officer at 920.459.3140.

INTRODUCTION

Thank you for choosing Metro Connection!

The attached application for specialized transportation certification is a general application for shared city and county transportation services provided by Metro Connection, a division of Shoreline Metro.

Please complete the following pages thoroughly and return to the address provided. Applicants will receive a letter of determination within 21 days of receipt of the completed application. Any incomplete applications will be returned, thereby delaying the certification process. Submission of this application does not guarantee eligibility.

After reviewing your application, Metro Connection may need to:

- Contact you by phone;
- Schedule an in-person assessment or on-board assessment;
- Consult with your doctor or health professional;
- Submit a request for professional verification to your doctor or health professional.

An in-person assessment may include discussion on fixed route travel training and/or an assessment to determine your ability to use public transit. For more information, please contact Metro Connection at (920) 459-3420, Option 2.

Section A: Applicant Information

Name: _____ **Gender:** _____
FIRST MI LAST

Address: _____ **City:** _____

State: _____ **Zip Code:** _____ **Date of Birth:** ____/____/____

Home Phone: _____ **Mobile Phone:** _____

Facility Name (if applicable): _____

Are you on Medical Assistance? Yes No

(Otherwise known as Medicaid, Title XIX or MA-not to be confused with Medicare)

Are you a member of any of the following social service agencies?

Community Care Care Wisconsin My Choice Family Care Inclusion

MTM Logisticare IRIS (iLife, Outreach)

Please check which best describes your current living situation:

- I live independently (without the assistance of another person)
- I live with family members who help me
- I receive assistance from someone that comes to my home to help with daily living activities
- Assisted Living Facility
- 24-hour care or Skilled Nursing Facility

Section B: Mobility Information

Do you require the use of a mobility aid?

Yes No *If Yes, please check all that apply:*

- Manual wheelchair
- Electric wheelchair
- Electric scooter
- Walker
- Guide animal
- White Cane
- Cane
- Crutches

If you use a wheelchair or scooter, please provide the following information:

Make/Model: _____ Size: Length _____ Width _____ Weight _____

Please answer all the following questions about your mobility:

Can you travel from your residence to the curb or roadside without assistance?

- Yes
- No
- Sometimes

How many city blocks can you travel without the assistance of another person?

- 1 city block
- 2-4 city blocks
- 5-7 city blocks

Can you wait outside without support for 10 minutes?

- Yes
- No
- Sometimes

Is your ability to travel affected by any physical, architectural, or natural barriers (such as distance, terrain, weather, lack of curb ramps, etc.)?

- Yes (Please explain): _____
- No

Can you make your way to a bus stop with or without the use of a mobility device?

- Yes
- No (Check all that apply to you.)
 - I cannot find the stop because I get confused.
 - I need assistance when I travel to the bus stop.
 - I cannot cross the street.
 - Heavy rain/snow makes it impossible for me to get there.
 - Bus service is not available in my area.

Have you ever used Shoreline Metro, the fixed route city bus?

Yes No Sometimes

Please explain: _____

If personalized assistance were provided to educate you in riding the city bus, would you be willing to use it? Why or why not?

Do you have a problematic health condition? Yes No

****IF YOU ANSWERED "NO" TO THIS QUESTION, PLEASE SKIP TO SECTION D****

Section C: Problematic Health Condition Information

What is your disability or problematic health condition? Do not abbreviate or use acronyms.

Is this condition temporary? Yes No If "Yes," the expected duration is until ___ / ___ / ___

Is your disability cognitive? Yes No If "Yes", please indicate level of assistance necessary:

Minimal Help Moderate Help Maximum Help (Must have help)

If you live in Sheboygan, Sheboygan Falls or Kohler, how does your disability/health condition prevent you from using the city bus? Please explain thoroughly, including any special accommodations you may need.

When did you first experience the condition(s) you described above?

0-1 year ago 1 – 5 years ago Longer than 5 years

Do the conditions you described change from day-to-day?

Yes, good on some days, bad on others No, doesn't change Don't know

Please answer the following questions about your disability/health condition:

Do you travel with a Personal Care Attendant (PCA)?

Yes No If "Yes," list name and relationship_____

Does your disability allow you to give addresses and telephone numbers upon request?

Yes No Sometimes

Does your disability allow you to recognize a destination landmark?

Yes No Sometimes

Does your disability allow you to ask for, understand and follow directions?

Yes No Sometimes

Do you use a communication aide?

Yes No If "Yes," please specify the device_____

The Americans with Disabilities Act (ADA) requires public transportation programs to service those individuals in a mobility device **if** the lift and vehicle can physically accommodate the passenger. If accommodations become inconsistent with legitimate safety requirements, the ADA does not guarantee your trip. This clause is observed by all specialized and non-specialized transportation services provided by Shoreline Metro.

Section D: Emergency Contact Information

List the names of two people who may be contacted in case of an emergency:

1) Name:_____

Relationship:_____ Phone No(s): _____

2) Name:_____

Relationship:_____ Phone No(s): _____

Section E: Acknowledgement of Application

To the best of my knowledge the above information is true and factual. I understand that falsification, distortion, or misrepresentation of information may result in denial of service. Further, an incomplete application may delay in the certification process and may result in the process taking longer than 21 days in accordance with ADA law.

Signed: _____ **Date:** _____

If this application has been completed by someone other than the person requesting certification, he or she must supply the following information about him/herself:

Name: _____ Relationship: _____

Address: _____ Phone No: _____

Would you like correspondence regarding this application and service sent to you? Yes No

Signed: _____ **Date:** _____

Please mail, email, or drop off this completed application to:

Metro Connection
608 S Commerce Street
Sheboygan, WI 53081
Email: margaret.myers@shorelinemetro.com
Confidential Fax: (920) 459-0231

Please note that you will be contacted via telephone if you need to be evaluated in person. All applicants will receive a letter within 21 days of receipt of the completed application with a determination. If you are denied, the appeals process will be provided.

Metro Connection Documentation Only:

Date Received: _____ **Reviewed By:** _____

In-Person Review Required: Yes No **In-Person Review Completed:** Yes No **Date:** _____

Bus Assessment Required: Yes No **Bus Assessment Completed:** Yes No **Date:** _____

Doctor's Verification Required: Yes No **Doctor's Verification Received:** Yes No

Service: Paratransit County **Eligibility:** Conditional Unconditional Lifetime

Effective Date: _____ **Expiration Date:** _____ **Initials:** _____

Authorization for Professional Verification

In order for your application to be evaluated, it may be necessary to contact a physician or other professional to confirm the information you have provided.

The following professional(s) is/are most familiar with my disability/health condition and is/are authorized to provide Metro Connection with the information required to complete this certification.

Please complete the following information and authorization form (please attach additional information if necessary):

- | | | |
|---|--|---|
| <input type="checkbox"/> Registered Nurse | <input type="checkbox"/> Rehabilitation Professional | <input type="checkbox"/> Case Manager |
| <input type="checkbox"/> Physical Therapist | <input type="checkbox"/> Occupational Therapist | <input type="checkbox"/> Mental Health Professional |

Professional(s) Name: _____

Facility: _____

Address: _____ **City:** _____ **State:** _____ **Zip:** _____

Phone No: _____ **Fax No:** _____

I hereby authorize the above professional to provide the required information to Metro Connection. Furthermore, I understand that it may be necessary for me to participate in an in-person evaluation to determine my eligibility for specialized transportation services. I certify that the information here and on the preceding pages is correct. I understand that falsification of information may result in denial of service.

Applicant Name: _____ **Date of Birth:** _____

Signed: _____ **Date:** _____

(Signature of Applicant or Legal Guardian)

Exhibit C: Customer Conduct and Responsibilities

A. Overview

Customers may not engage in inappropriate conduct on, at or in the facilities of Shoreline Metro, including at the Transfer Point, in shelters, at bus stops, and at administrative, operational, and maintenance facilities, or on buses used to provide fixed route or paratransit services. Inappropriate conduct includes any individual or group activity which is disruptive or injurious to other individuals lawfully using Shoreline Metro facilities or services; damaging or destructive to transit facilities or services; or disruptive, harassing, threatening or injurious to transit employees.

Inappropriate conduct may also constitute a violation of an ordinance or criminal law. The fact that an individual is or is not charged or convicted of an incident of inappropriate conduct does not bar investigation and/or exclusion under this Policy.

The following conduct is prohibited in all Shoreline Metro facilities, including but not limited to, buses, Transfer Point, and bus shelters except as specifically limited below. Any individual observed engaging in the conduct may be told by a Bus Operator or Operation Supervisor or other authorized individual to leave the facilities immediately and may be subject to arrest by proper authorities. The Bus Operator is authorized to request police assistance if necessary.

B. Conduct and Responsibilities

Services may be refused, suspended, or conditioned due to the following circumstances and/or behaviors:

- Documented pattern of No-Shows;
 - In accordance with Section 5, Letter D.
- Seriously disruptive behavior;
 - Service may be refused to riders who engage in violent, illegal, or seriously disruptive behavior including, but not limited to:
 - Distracting or disturbing a driver while the bus is in motion
 - Violent or threatening behavior towards the driver, staff or other customers
 - Smoking on board the bus
 - Damage to vehicle equipment
 - Unsafe or dangerous activity towards driver or customers
 - Offensive language
 - Harassment
 - Customer vacating the seat or vehicle while it is parked
- Public health threats;
 - The existence of excrement on clothes, hands or mobility device
 - The existence of other bodily fluid including blood and vomit

- Refusal to pay the applicable fare;
 - Customers are required to pay the per-trip fare or make arrangements within 1-business day to settle any outstanding fares owed

- Refusal to comply with safety rules;
 - Any customer who refuses to comply with safety rules or driver instructions.
 - Any customer who cannot be safely accommodated outside the safety specifications of the vehicle.
 - Any customer who violates the Carry-on policy.

- Refusal to have a mobility device secured to bus
 - Service will be denied to a passenger using a mobility device who declines to permit his/her wheelchair to be secured to an accessible bus with the securement devices provided.

C. Service Suspension/Refusal Policy

Drivers with the approval of a supervisor or coordinator have the authority to refuse service on the day and time of the violation. Violations and actions taken will be reviewed by staff and management for further action.

The Director of Transit, or his/her designee, is authorized to suspend or refuse the provision of service to riders who:

1. Violate Shoreline Metro's No-Show policy;
2. Engage in violent, seriously disruptive, or illegal conduct;
3. Pose a public health threat;
4. Refuse to pay the applicable fare;
5. Refuse to comply with safety rules.
6. Refuse to have mobility device secured to bus.

The term of the suspension or refusal of service shall depend on the nature and severity of the conduct. The customer shall be notified in writing and will state the specific basis for the proposed action, the proposed sanction and the appeal process (Section 6).

Paratransit Plan Revision Notes

September 9, 2019

- Updated Page 2 – Sheboygan Common Council and Transit Commission members
- Route 10N Page 7 – Revised route to say Meijer in place of Shopko
- Letter B Page 8 – Updated vehicle fleet

May 5, 2020

- Formatting of Paratransit Program
- Page 2 – Revised Common Council and Transit Commission Members
- Letter I Page 10 – Revised Carry-on policy
- Letter B Page 12 – Revised section header to include “Visitor”
- Letter H Page 19 – Revised assistance policy
- Letter O Page 20 – Revised Carry-on policy
- Letter A Page 21 – Revised appeals process to include contact information
- Letter B Page 21 – Revised complaint process to include contact information
- Exhibit C Page 35 – Added this section
- Removal of Cindy Ver Duin from sections, addition of Margaret Myers to sections.
- Appendix B – Revised application for transportation services

CITY OF SHEBOYGAN

REQUEST FOR TRANSIT COMMISSION CONSIDERATION

ITEM DESCRIPTION: 4.4 Paratransit Program for Shoreline Metro

REPORT PREPARED BY: Derek Muench, Director of Transit & Parking

REPORT DATE: 5/28/20

MEETING DATE: 6/3/20

FISCAL SUMMARY:

Budget Line Item: N/A
Budget Summary: N/A
Budgeted Expenditure: N/A
Budgeted Revenue: N/A

STATUTORY REFERENCE:

Wisconsin Statutes: N/A
Municipal Code: N/A

BACKGROUND / ANALYSIS:

Shoreline Metro has maintained a Paratransit Plan annually serving as the official document of ADA Paratransit Service for Shoreline Metro and Metro Connection. This all-inclusive plan documents policies and procedures related to ADA for both fixed route and paratransit services. The plan is now being called the Paratransit Program for Shoreline Metro. The change from plan to program is due to the fact that a program is an active document containing policies and procedures already implemented and being practiced in the operations. This is no longer a planning document since all elements are implemented and being practiced. This program will be revised as needed and in accordance with all FTA and federal laws and maintained by Shoreline Metro.

STAFF COMMENTS:

The Director of Transit & Parking presents the Paratransit Program for Shoreline Metro for consideration, review and approval. All policies, procedures and best practices are in accordance with ADA law, federal regulations and any other statutes. The Director serves as the oversight for all ADA related concerns and assures compliancy of ADA related policies on behalf of the Transit Commission.

This document was well-received by FTA during the last Triennial Review. The Director feels it is an important document for employees and customers alike and contributes to the transparency of the organization. The document is available on the Shoreline Metro website for viewing anytime.

This document replaces the previous Paratransit Plan from 2016-2020. The program document includes a refreshed cover and layout.

ACTION REQUESTED:

Staff recommends the support of the Paratransit Program for Shoreline Metro.

ATTACHMENTS:

- I. Paratransit Program for Shoreline Metro;

COVID-19 Documentation

Shoreline Metro's response to the COVID-19 outbreak and the changes, alterations and protections taken to combat the situation.



The following is a timeline of events related to the COVID-19 outbreak and the steps taken by the City of Sheboygan and Shoreline Metro to maintain a safe and healthy work environment for employees and a safe and reliable transit service for customers.

January 30, 2020

- The World Health Organization declares a global health emergency for COVID-19.

March 11, 2020

- Director Muench meets with City officials (Hofland and HR Interim Director Vicky Schneider) to draft COVID-19 leave policy for transit employees.

March 12, 2020

- Governor Tony Evers declares a public health emergency for the State of Wisconsin as a result of outbreaks in several counties related to COVID-19.

March 13, 2020

- Governor Tony Evers orders all schools to close by March 18 (indefinitely). The City of Sheboygan announces the closing of the Senior Activity Center. Transit remains available to the public and maintains normal/regular service. CDC recommends social distancing of 4-6 feet as well as people staying home and not to attend gatherings or large crowds.
- President Donald Trump declares a national emergency concerning COVID-19.

March 15, 2020

- CDC recommends gatherings of no more than 50 people in the United States.

March 16, 2020

- Shoreline Metro makes the determination that transit service would be updated and announced daily for the following the day. Posts were made on its Facebook

page. A COVID-19 update section was also created on the Shoreline Metro home page and important information uploaded for customers.

- Director Derek Muench and Alderperson Todd Wolf (Chair of the Transit Commission) talked to discuss authoritative decisions amidst the COVID-19 outbreak. Determination was made that Director Muench and City Administrator Darrell Hofland have authority to make appropriate and executive decisions related to transit service.
- Director Muench makes executive decision that effective immediately, all trips (fixed route and paratransit) would be at no-charge, limited capacity on all fixed route buses, and social distancing would be encouraged. Drivers would recommend customers use the rear door for boarding and alighting buses. Paratransit buses would be limited capacity as well (see email dated 3/17/20).
- All drivers and maintenance staff begin thoroughly cleaning all revenue service vehicles, office areas and public customer service areas.
- Public transit is an essential service and will be maintained at this time.
- President Trump advises citizens to avoid groups of more than 10.
- ATU Local 998 sends Shoreline Metro a letter requesting information on the handling of services due to COVID-19 and provides additional documents meant to aid in the handling of the pandemic.

March 17, 2020

- Director Muench informs Sheboygan Transit Commission members via email of changes to service including suspending fares for all services, limit capacity on all buses, use of rear door for boarding and use of part-time employees to assist with cleaning.
- Shoreline Metro posts service changes on board all buses including a max capacity of 20 individuals per bus, social distancing of 6 feet, and free fares for all customers. Drivers and staff stop sales of fare media until further notice. Drivers and maintenance staff incorporate a rigorous cleaning schedule for vehicles and offices.

- The heated shelter at the Transfer Station is closed to customers until further notice.
- Shoreline Metro updates WisDOT on service levels provided (on Google Docs form).
- The City of Sheboygan issues a draft COVID-19 leave policy for employees.
- Shoreline Metro holds an all-employee meeting for transit team members to discuss service and items related to the COVID-19 outbreak and agree to hold weekly meetings to keep all team members up to date on information.
- City of Sheboygan holds an Emergency Management Team Meeting to discuss COVID-19. City of Sheboygan also announces closure of city facilities including Mead Public Library, park buildings and the municipal court until May. Reaffirms transit as an essential service to the community.
- Shoreline Metro temporarily closes Admin and Maintenance Facility to customers but remains accessible for deliveries and mail.

March 18, 2020

- Director Muench meets with City Administrator Hofland and HR Interim Director Schneider to continue draft COVID-19 leave policy for transit employees.

March 19, 2020

- The City of Sheboygan issues an update on COVID-19 as well as a policy on telecommuting.
- Shoreline Metro management discusses options for maintaining service including possible suspension of service. The decision to reduce service was ultimately considered and supported moving forward. Service reduction discussed with union steward.

March 23, 2020

- Governor Tony Evers announces an order banning all nonessential travel and business.

- City Administrator Hofland signs and approves per the recommendation of Director Muench to reduce service and implement other characteristics to ensure safety of employees and customers. Service reduction would start March 25, 2020 and be in place until further notice.

March 24, 2020

- Shoreline Metro announces a reduced service schedule effective March 25, 2020 until further notice on its Facebook page and website. Notices were posted on buses, in offices and at the Transfer Station. The revised schedule was also posted in the Bus Tracker app.

Weekday Service Schedule

- Weekdays from 5:45 a.m. to 5:45 p.m.
 - 5:45 a.m. to 9:45 a.m. – All routes running ½ hr. service
 - 9:45 a.m. to 1:45 p.m. – Hourly service (:45 north; :15 south)
 - 1:45 p.m. to 5:45 p.m. – All routes running ½ hr. service
- AM (5:15) Shuttles provided by calling and making your reservation
 - Call (920) 459-3281, Option 2
- PM Shuttles provided at 5:45 p.m. north and south bound.
- Please view the Reduced Service Route Timetable for more details

Saturday Service Schedule

- No fixed route service (temporarily suspended)
- Customers requiring service may schedule a trip using Shoreline Metro's Demand Response/ADA Service, Metro Connection
 - Requires a reservation no later than 3:00 p.m. on the Friday preceding the Saturday you wish to travel.
 - Call (920) 459-3420, Option 1 to make your reservation or for questions – We are here to help you!
 - Please limit trips to those that are absolutely necessary.
- All Shoreline Metro and Metro Connection fares continue to be suspended (free) to assist our customers with financial challenges during this difficult time.
- All Shoreline Metro buses have a temporary limited capacity of 10 total individuals. Once capacity is reached, the bus is considered full and will not allow any more customers on board until customers exit the bus. Metro Connection buses have a limited capacity of 3 total individuals.

- Customers must use the rear doors for entering and exiting the bus unless the driver feels it is unsafe to do so. ADA customers will continue to be serviced using the front door.
- Customers are strongly encouraged to maintain 6-feet between each other at all times to limit exposure and the spread of the COVID-19 virus.
- Shoreline Metro holds an all-employee meeting for transit team members to discuss service and items related to the COVID-19 outbreak.

March 25, 2020

- Governor Tony Evers signs into law the Safer at Home order through April 24, 2020. Shoreline Metro reduced service goes into effect. Director Muench has a phone call with FTA Program Specialist Tarressa Carrell (:30) and informs FTA of the reduced service characteristics as well as other measures being taken to ensure safety and health for employees and customers.
- Shoreline Metro updates WisDOT on service levels provided (on Google Docs form).
- Supervisor Roland Knorr reaches out to FTA to investigate drug and alcohol testing during pandemic.
- Director Muench has a meeting with HR Interim Director Schneider on "essential" employees.
- City of Sheboygan issues a draft policy preventing layoffs of transit and library employees.

March 27, 2020

- The federal government passes the C.A.R.E.S. Act with substantial funding for transit systems.
- The City of Sheboygan issues a revised draft COVID-19 leave policy appropriately named Contagious Temporary Illness Policy.

March 30, 2020

- Director Muench presents an update on transit services at the Special Common Council Meeting. The report includes service changes and all additional steps

taken to date to prevent the spread of COVID-19 and keep employees and customers safe. The report is made available on the Shoreline Metro website.

March 31, 2020

- Shoreline Metro limits capacity at its customer service office at the Transfer Station to one customer at a time to ensure at least 6-foot social distancing.
- Shoreline Metro holds an all-employee meeting (conference call) for transit team members to discuss service and items related to the COVID-19 outbreak.

April 2, 2020

- Shoreline Metro at the direction of Director Muench suspends service to Sunny Ridge and Taylor Park Apartments due to a COVID-19 outbreak at Sunny Ridge. Suspension of service was made in support by Sheboygan County Emergency Management Coordinators and Sheboygan County Health Officials (per email from City Emergency Manager Charles Butler).
- An email was sent to FTA Program Specialists Mariliza Trovela and Tarressa Carrell regarding the suspension of service. They recommended Shoreline Metro follow the direction of local and state public health and law enforcement agencies.
- Director Muench participates in FTA "C.A.R.E.S. Act" Conference call.

April 3, 2020

- Director Muench has a meeting with HR Interim Director Schneider on C.A.R.E.S. Act information from FTA conference call on 4/2/20.
- The City of Sheboygan issues a final Contagious Temporary Illness Policy to employees incorporating C.A.R.E.S. Act provisions, federal requirements and state of Wisconsin requirements. Policy is implemented by Human Resources.

April 6, 2020

- Wisconsin Public Transportation Association members hold a conference call to discuss the C.A.R.E.S. Act funding and how these funds can be used by transit systems during the pandemic.

- The City of Sheboygan, per the CDC, issues a policy advising the use of cloth masks by employees. Shoreline Metro employees create cloth masks for employees to take and use during the pandemic.
- Director Muench participates in video conference with several transit managers and Congressman Glenn Grothman in support of funding through the C.A.R.E.S. Act.
- Shoreline Metro employees begin rehab of benches at Transfer Station including the heated shelter benches.
- City Attorney Charles Adams confirms the ability of the Transit Director to make decisions relating to service changes.

April 7, 2020

- Shoreline Metro holds an all-employee meeting (conference call) for transit team members to discuss service and items related to the COVID-19 outbreak. Shoreline Metro reviews draft departmental policy documenting the implementation of the city's Contagious Temporary Illness Policy.

April 9, 2020

- Shoreline Metro drafts and publishes a supplemental departmental policy documenting the implementation of the city's Contagious Temporary Illness Policy.
- Director Muench temporarily suspended the program hours for the County Elderly and Disabled Program and made them the same hours as the ADA paratransit service to accommodate customers wishing to shop grocery stores during the early morning hours (most stores accommodate at-risk individuals with a special hour of shopping).

April 13, 2020

- Shoreline Metro at the direction of Director Muench will resume service to Taylor Park Apartments on April 15, 2020. Resuming of service was made in support by Sheboygan County Emergency Management Coordinators and Sheboygan County Health Officials (per emails from City Emergency Manager Charles Butler and Starrlene Grossman). Service to Sunny Ride remains suspended.

- ATU Local 998 sends Shoreline Metro a letter discussing stimulus money for transit employees and makes requests on hazard pay, leave of absences for employees, and strategies to avoid overcrowding on buses.

April 14, 2020

- Shoreline Metro holds an all-employee meeting (conference call) for transit team members to discuss service and items related to the COVID-19 outbreak.
- ATU Local 998 sends Shoreline Metro a letter and packet reiterating points from documents sent on 4/13/20.

April 15, 2020

- WisDOT submits the CARES Act Section 5307 split letter to FTA and notifies transit systems in Wisconsin of the apportionment of CARES Act funding. Sheboygan is apportioned \$3,497,562 in additional 5307 funding.

April 16, 2020

- Governor Tony Evers extends Safer at Home order through May 26, 2020 and loosens restrictions on golf courses and libraries.

April 20, 2020

- Governor Tony Evers publishes "Badger Bounce Back" moving Wisconsin from Safer at Home to the Badger Bounce Back plan. The plan announces ways to reopen Wisconsin to businesses.
- ATU Local 998 sends Shoreline Metro a "Safe Service Now" packet including samples of hazard pay language for Waukesha Metro Transit employees.

April 21, 2020

- Shoreline Metro holds an all-employee meeting (conference call) for transit team members to discuss service and items related to the COVID-19 outbreak.

April 24, 2020

- Shoreline Metro rented portable hand washing stations for its customers at the transfer station since there are no restrooms available for public use and all other area resources such as Mead Library and City Hall are closed to the public.

April 27, 2020

- Governor Tony Evers loosens restrictions on more nonessential businesses in conjunction with the Safer at Home order.
- City Administrator Hofland announces his resignation (retirement) from the City of Sheboygan.

April 28, 2020

- Shoreline Metro holds an all-employee meeting (conference call) for transit team members to discuss service and items related to the COVID-19 outbreak (all meetings coordinated by Supervisor Bruce Felten).

April 30, 2020

- Shoreline Metro drafts and publishes a revised supplemental departmental policy documenting the implementation of the city's Contagious Temporary Illness Policy as they related to exhausted COVID-Sick Pay and PTO benefits.
- The Wisconsin Public Transportation Association sends a letter to WisDOT asking for funds to be used at the discretion of transit systems and that unspent CARES Act funds not be recognized and consider for future year allocations.

May 5, 2020

- Shoreline Metro holds an all-employee meeting (conference call) for transit team members to discuss service and items related to the COVID-19 outbreak. No changes to service will be implemented.
- The Supreme Court takes up Governor Tony Evers' Safer at Home order with a ruling coming after the hearing (no timeline has been set).
- Shoreline Metro has first possible employee exposure to COVID-19. The employee is removed from revenue service immediately and placed on COVIDLOA after receiving confirmation of employee's relative testing positive for COVID-19.
- Director Muench provides an update to the Sheboygan Transit Commission members via email of the response to COVID-19 including proposed upcoming changes to service. A revised email was later sent updating changes would not occur before May 18, 2020.

- Director Muench issues memo to team members reiterating the proper procedures and expectations related to individuals that are sick, have been exposed to the virus, or have potentially been exposed to the virus.

May 6, 2020

- Director Muench creates timeline and documentation for incident that occurred on May 5, 2020.

May 11, 2020

- City Department Heads meet to talk about reopening the city departments to customers and employees. No strategy was implemented but many key points were discussed and identified.
- Shoreline Metro restricts team member limits in dispatch office, lunchroom, Director's office and Transfer Point office to further protect employees especially as businesses reopen and employees and customers are interacting with more people and places.
- Director Muench followed up with employee on her health and status from the event on May 5, 2020. She informed him that she is in good health and not showing symptoms.
- Governor Tony Evers as part of the "Badger Bounce Back" moving Wisconsin from Safer at Home announces small retail may reopen with a limit to five customers.

May 12, 2020

- Employee followed up with Director Muench on her health and status from the event on May 5, 2020. She informed him that she is in good health and not showing symptoms and that her husband has tested negative for the virus.
- Shoreline Metro holds an all-employee meeting (conference call) for transit team members to discuss service and items related to the COVID-19 outbreak. No changes to service will be implemented.
- The Wisconsin Supreme Court rules that the Safer at Order extension by Governor Evers was unconstitutional. The order was lifted immediately following the decision allowing businesses to reopen.

- Director Muench participates in a zoom conference call hosted by the Sheboygan County Chamber of Commerce and Sheboygan County Public Health Officials to discuss updates on COVID-19.

May 14, 2020

- City Department Heads meet to talk about reopening the city departments to customers and employees. No strategy was implemented but many key points were discussed and identified. Departments are allowed to create individual reopening strategies and share with City Administrator for announcement.
- Sheboygan County Public Health Officials issue a statement in response to the Supreme Court Decision. The statement was to not continue the Safer at Home Order for Sheboygan County and allow businesses to reopen following guidelines put together by the WEDC and Sheboygan County.

May 19, 2020

- Shoreline Metro holds an all-employee meeting (conference call) for transit team members to discuss service and items related to the COVID-19 outbreak. No changes to service will be implemented.
- Shoreline Metro explores long-term alternatives to cleaning and sanitizing buses and vehicles including UV lighting and fogger machines.
- Director Muench participates in a zoom conference call hosted by the Sheboygan County Chamber of Commerce and Sheboygan County Public Health Officials to discuss updates on COVID-19 and the reopening guidelines for businesses.

May 20, 2020

- Shoreline Metro management team meets to discuss a plan for returning service including hours of operation, capacity, fares and office hours. The plan also considers ongoing cleaning and sanitizing by drivers and maintenance staff.
- Director Muench created phase posters and a press release in preparation of the all-employee meetings on Tuesday, May 26, 2020.

May 21, 2020

- Director Muench revised procedures for accessing the main office by outside individuals and communicated instructions to the team. The main office remains

closed at this time. Mail will be dropped off using the mailbox outside the entrance. Deliveries will continue to use door 7. Appointments or individuals needing assistance must ring the doorbell.

- Director Muench had a monthly update meeting with City Administrator Hofland. The meeting included the phase-in plan for Shoreline Metro as well as other COVID-19 related items.

May 26, 2020

- Shoreline Metro holds an all-employee meeting (conference call) for transit team members to discuss service and items related to the COVID-19 outbreak. The announcement to phase-in transit service back to regular levels is announced. The first two phases are announced to employees and customers.
- Director Muench updates FTA, WisDOT, Transit Commission and City Officials on plan to return to regular service and shares Phase 1 and Phase 2 flyers and a press release.
- Press release is sent to media outlets announcing the first two phases of the Phase-In Plan.
- Flyers are posted for team members and made available on Facebook and website for customers. Bus Tracker is also updated to reflect dates and service. Flyers are hung in buses.
- Sheboygan Mayor Mike Vandersteen makes request to Director Muench to provide transit service to potential customers with symptoms of COVID-19 to the testing site located at the Sheboygan County Fairgrounds on May 28-20th. The request was denied by Director Muench after consultation with HR Director Schneider stating it was unsafe and not in the city's best interest to provide such service (email documentation). The request is later withdrawn by Mayor Vandersteen.
- Director Muench informed that an employee is showing symptoms consistent with COVID-19. She has been instructed to stay home and has been temporarily removed from service effective immediately. Her status will be monitored over the next several days by supervisors.

CITY OF SHEBOYGAN

REQUEST FOR TRANSIT COMMISSION CONSIDERATION

ITEM DESCRIPTION: 4.5 Director’s Report

REPORT PREPARED BY: Derek Muench, Director of Transit & Parking

REPORT DATE: 5/28/20

MEETING DATE: 6/3/20

FISCAL SUMMARY:

STATUTORY REFERENCE:

Budget Line Item: N/A
Budget Summary: N/A
Budgeted Expenditure: N/A
Budgeted Revenue: N/A

Wisconsin Statutes: N/A
Municipal Code: N/A

BACKGROUND / ANALYSIS:

The Director of Transit & Parking presents to the Transit Commission a report of operations for the Transit and Parking Utilities.

STAFF COMMENTS:

The Director of Transit & Parking presents the following items as advisory and information only:

- 1) The COVID-19 pandemic – The Director has shared several updates since the virus was declared a pandemic in March. Attached to the Director’s Report is a timeline and documentation file (to date) on the activities surrounding the pandemic. This information will not be new to the commission but is a nice summary of where we have been and the things we have done to support employees and customers and keep operations safe the past several months. (The Director will be available to answer any additional questions or address comments during the meeting.)

Shoreline Metro has developed a 5-Step Phase-In Plan for returning to regular service. Phase One is being implemented on June 1st with Phase Two a week later on June 8th. The last three phases are tentative and have not been released to employees or the general public (due to the volatility of the pandemic and the possibility to adjust dates). The Director will keep the Transit Commission informed of the next three phases as they announced.

Shoreline Metro has received \$3.5M in CARES Act funding for transit operations. These funds may be used to offset revenue losses and expense increases and may also be used to purchase capital equipment and vehicles. At this time, it is unclear how much of the \$3.5M will be used to offset revenue losses and expense increases in 2020 and 2021. Unused funds for operations will likely be used towards capital such as vehicles.

- 2) Ridership – 2019 saw ridership grow by another 13.26% to 679,263, the highest since 2001. Unfortunately, due to the pandemic, ridership will likely decrease in 2020. The first quarter increased over 2019, but the first month of the second quarter was an 80% decrease over April 2019. Paratransit ridership has also been significantly lower due to the pandemic. Ridership is expected to rebound each month but the actual timeline to reach 2019 levels will take months and even years at this point.
- 3) Trolley Service – Shoreline Metro, as part of its phase-in plan to return to regular service, has made the announcement that Route 40 (Harbor Centre Express) will resume service on July 6, 2020. Service will run through the end of August.
- 4) Parking Assessments for 2019 and 2020 – The city issued the assessments to property owners in late March from operations in 2019. There was a significant increase due to increases in operational expenses such as snow removal. The Director has been working through issues, questions and concerns (with several other city officials) and has addressed many of them through the issuance of an assessment letter (attached to this report).

The Director is advising the Transit Commission of the possibility of a high assessment in 2021 (based on 2020 expenses) due to the pandemic. Significantly reduced revenues coming in will be particularly challenging to a couple of districts. The Parking Utility has cut back on seasonal staff and will be reducing expenses such as landscaping, mulching and other purchases to help with the reduction in revenue. Beautification projects such as weeding, flowers and City Green will continue as normal.

- 5) Labor Agreement (TA) – Under section 3 of the agenda, you will see a closed session item to take action on the tentative agreement (TA) between the City of Sheboygan and the Amalgamated Transit Union Local 998. Details of the TA will be discussed during the closed session. The agreement is for 3-years covering 2020-2022.
- 6) Thank you – On behalf of everyone at Shoreline Metro, the Director wishes to thank the Transit Commission and its Chairperson, Todd Wolf for the ongoing support and direction especially through this pandemic. Without the support and trust to manage the day-to-day activities and the ability to make timely, effective decisions, this pandemic may have caused much more hardship and disruption to the services of the department.

City staff has also been tremendously supportive of the department and deserve a thank you for their ongoing support and trust.

ACTION REQUESTED:

Staff recommends placing the Director’s Report provided by the Director of Transit & Parking and on file.

ATTACHMENTS:

- I. COVID-19 Timeline and Documentation;
- II. Parking Assessment Letter



April 23, 2020

Dear Property Owner:

The City of Sheboygan recently sent out the 2019 parking assessments. We are aware there are some questions and concerns regarding the amounts of the assessments and would like to provide some additional information for you.

First, the Parking Utility had incurred significant expenses related to snow removal. The amount of snow received in 2019 was not record-breaking; however, there were a significant number of snow events related to the weather. Snow events occur when the Parking Utility or its contractor responds to snow, ice or slippery conditions requiring plowing, salting or hauling.

For example, the week of the notorious “polar vortex” required hours of snowplowing and snow hauling due to a major snowstorm on Monday and Tuesday. That was followed by back-to-back days of severe cold and rain by the end of the week. This week alone had several significant snow events costing thousands of dollars of snow and ice removal to make parking lots, sidewalks and walkways safe for businesses and their customers.

Proper and timely snow removal is a safety issue. Customers and businesses alike have expressed timely and effective snow removal as being important to them. We continue to strive to provide very timely and effective snow removal with the assistance of our contractor. Please remember that snow removal does come at a cost and as 2019 has demonstrated a significant cost.

Second, the Parking Utility purchased and installed lighting upgrades for some of its parking lots. The Parking Utility is responsible for replacing bulbs as they burn out and in some years, this meant the replacement of dozens of lights. The upgrade from high pressure sodium bulbs to brighter, more efficient LED bulbs provides much more security and dependability. This “green” investment will ensure parking lots are well-lit and safe for both your customers as well as ours.

Lastly, the Parking Utility did make an effort to mitigate these increased expenses by reducing its seasonal staff for the summer as well as its investments in landscaping projects. The Parking Utility staff made efforts to control expenses throughout the year in preparation for these assessments. Unfortunately, other than labor, snow removal remained the largest 2019 expense.

The Parking Utility does continue to provide many additional services including:

- Beautification efforts and weed control on all downtown sidewalks and store fronts;
- Planting and maintaining the light post flower pots and the corner flower planters;
- Maintaining City Green’s landscape and streetscape;
- Garbage and trash cleanup in many public areas including parking lots and walkways.

Below is a summary of the 2013 – 2019 Parking Area District (PAD) assessment by parking area:

PAD	2013	2014	2015	2016	2017	2018	2019	AVERAGE
1 – DOWNTOWN	\$60,052	\$33,761	\$31,694	\$47,663	\$55,120	\$8,291	\$88,749	\$46,476
2 – RIVERFRONT	\$37,840	\$27,166	\$38,274	\$43,641	\$44,515	\$44,501	\$68,642	\$43,511
4 – S 12TH ST	\$11,065	\$4,767	\$5,647	\$8,458	\$8,539	\$6,107	\$12,553	\$8,162
SOUTH PIER	\$16,838	\$14,326	\$13,555	\$19,689	\$17,494	\$19,698	\$29,419	\$18,717

Notes:

- Parking rate increases effective January 1, 2018 impacted PAD 1 positively.
- South Pier snow removal much more significant due to apartment development.

For more information, please visit our website at www.shorelinemetro.com/parkingutility, contact us at (920) 459-3285 or parkingutility@shorelinemetro.com.

If you have any additional questions, comments or concerns, please do not hesitate to contact me.
Thank you.

Sincerely,



Derek Muench
Director of Transit & Parking
City of Sheboygan
(920) 459-3140