

*****ATTACHMENTS*****

CITY OF SHEBOYGAN

REQUEST FOR TRANSIT COMMISSION CONSIDERATION

ITEM DESCRIPTION: 3.1 Transit & Parking Fourth Quarter and Final Report for 2018

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

REPORT DATE: 1/9/19

MEETING DATE: 1/15/19

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:

The reports for the fourth quarter of 2018 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 report:

- Shoreline Metro ridership was up 23.2% for the quarter with revenue down by 16.6%. Overall ridership is up for the year by 13.2% with revenue down 8% for the year.
 - The large increase in ridership is due to students. However, ridership was up close to 10% through June prior to the SASD Student Agreement. Revenue is down due to the SASD Student Agreement but is made up through invoices for service (\$45,000) starting in July 2018.

- Metro Connection ridership was up 2% for the quarter with revenue down 6%. Overall ridership is down 3% with revenue down 3% for the year.
 - Ridership has decreased this quarter (typically linked with cold winter weather). Revenue trips for the fourth quarter were 2.74 per hour and 2.72 for the year. This marks a 5% decrease in productivity from 2017.
 - Metro Connection staff has been working with one of the social service agencies, Community Care, in becoming more efficient by taking advantage of the abilities of staff and the Ecolane software. This has resulted in loss revenue for a couple of months. This revenue is expected to rebound in 2019. (Linked to going token-less and working with Community Care to become more efficient stewards of transportation for clients.)

- Parking Utility revenue was up significantly in the fourth quarter over the same period in 2017. Overall, revenue is up 11.6% from 2017. There are no concerns on revenue at this time.
 - Increase in meter revenue is attributed to increase in the per hour rate implemented in Summer 2018 from \$0.30 per hour to \$0.50 per hour. This resulted in a 22.9% increase year-over-year.
 - Increase in Stall Rentals is attributed to the change from assigned parking to permit parking, increase in permits (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.
 - Minimal revenue collected in Lot 14 in 2017. This seems to be an ongoing issue that has been related to changeover in management in the IT department that has caused delays in the process.

ACTION REQUESTED:

Motion to accept the reports provided by the Director of Transit & Parking and place on file.

ATTACHMENTS:

- I. Report of Benchmark Measurements;

OPERATING STATISTICS FOR SHORELINE METRO & METRO CONNECTION - 2017 to 2018

| | JANUARY | | | | FEBRUARY | | | | MARCH | | | | APRIL | | | | MAY | | | | JUNE | | | |
|----------------------------|-----------------|-----------------|-------------------|---------------|------------------------------|-------------------------|------------------|---------------|-----------------|-----------------|------------------|---------------|-----------------|-----------------|------------------|---------------|-----------------|-----------------|------------------|--------------|-----------------|-----------------|------------------|---------------|
| REVENUES | 2018 | 2017 | Difference | % Change | 2018 | 2017 | Difference | % Change | 2018 | 2017 | Difference | % Change | 2018 | 2017 | Difference | % Change | 2018 | 2017 | Difference | % Change | 2018 | 2017 | Difference | % Change |
| Metro Connection | \$25,452 | \$23,690 | \$1,762 | 7.4% | \$23,339 | \$23,583 | (\$244) | -1.0% | \$23,777 | \$26,666 | (\$2,889) | -10.8% | \$22,586 | \$22,240 | \$346 | 1.6% | \$24,500 | \$24,262 | \$238 | 1.0% | \$21,190 | \$23,207 | (\$2,017) | -8.7% |
| Shoreline Metro | \$37,784 | \$43,032 | (\$5,248) | -12.2% | \$40,434 | \$34,603 | \$5,831 | 16.9% | \$41,338 | \$41,507 | (\$169) | -0.4% | \$29,652 | \$37,840 | (\$8,188) | -21.6% | \$33,894 | \$33,008 | \$886 | 2.7% | \$44,697 | \$34,932 | \$9,765 | 28.0% |
| MONTH TOTALS | \$63,236 | \$66,722 | (\$3,486) | -5.2% | \$63,773 | \$58,186 | \$5,587 | 9.6% | \$65,115 | \$68,173 | (\$3,058) | -4.5% | \$52,238 | \$60,080 | (\$7,842) | -13.1% | \$58,394 | \$57,270 | \$1,124 | 2.0% | \$65,887 | \$58,139 | \$7,748 | 13.3% |
| RIDERSHIP | 2018 | 2017 | Difference | % Change | 2018 | 2017 | Difference | % Change | 2018 | 2017 | Difference | % Change | 2018 | 2017 | Difference | % Change | 2018 | 2017 | Difference | % Change | 2018 | 2017 | Difference | % Change |
| Metro Connection | 2,967 | 2,935 | 32 | 1.1% | 2,874 | 3,000 | (126) | -4.2% | 3,034 | 3,461 | (427) | -12.3% | 2,857 | 2,925 | (68) | -2.3% | 3,102 | 3,227 | (125) | -3.9% | 2,759 | 3,003 | (244) | -8.1% |
| Trips/Revenue Hour | 2.66 | 2.77 | (0.11) | -4.0% | 2.77 | 2.99 | (0.22) | -7.4% | 2.79 | 2.98 | (0.19) | -6.4% | 2.74 | 3.00 | (0.26) | -8.7% | 2.81 | 3.02 | (0.21) | -7.0% | 2.60 | 2.85 | (0.25) | -8.8% |
| Shoreline Metro | 48,719 | 41,916 | 6,803 | 16.2% | 46,699 | 41,710 | 4,989 | 12.0% | 48,326 | 45,154 | 3,172 | 7.0% | 48,775 | 42,695 | 6,080 | 14.2% | 49,395 | 48,116 | 1,279 | 2.7% | 39,918 | 41,729 | (1,811) | -4.3% |
| Trips/Revenue Hour | 15.29 | 13.66 | 1.63 | 11.9% | 16.03 | 14.56 | 1.47 | 10.1% | 14.91 | 13.54 | 1.37 | 10.1% | 15.35 | 13.91 | 1.44 | 10.4% | 15.23 | 14.77 | 0.46 | 3.1% | 12.02 | 12.17 | (0.15) | -1.2% |
| MONTH TOTALS | 51,686 | 44,851 | 6,835 | 15.2% | 49,573 | 44,710 | 4,863 | 10.9% | 51,360 | 48,615 | 2,745 | 5.6% | 51,632 | 45,620 | 6,012 | 13.2% | 52,497 | 51,343 | 1,154 | 2.2% | 42,677 | 44,732 | (2,055) | -4.6% |
| | JULY | | | | AUGUST | | | | SEPTEMBER | | | | OCTOBER | | | | NOVEMBER | | | | DECEMBER | | | |
| REVENUES | 2018 | 2017 | Difference | % Change | 2018 | 2017 | Difference | % Change | 2018 | 2017 | Difference | % Change | 2018 | 2017 | Difference | % Change | 2018 | 2017 | Difference | % Change | 2018 | 2017 | Difference | % Change |
| Metro Connection | \$22,266 | \$20,900 | \$1,366 | 6.5% | \$23,511 | \$24,651 | (\$1,140) | -4.6% | \$20,559 | \$23,119 | (\$2,560) | -11.1% | \$24,326 | \$24,814 | (\$488) | -2.0% | \$21,573 | \$23,417 | (\$1,844) | -7.9% | \$19,533 | \$21,648 | (\$2,115) | -9.8% |
| Shoreline Metro | \$25,902 | \$40,328 | (\$14,426) | -35.8% | \$28,663 | \$35,848 | (\$7,185) | -20.0% | \$28,522 | \$30,781 | (\$2,259) | -7.3% | \$32,217 | \$39,627 | (\$7,410) | -18.7% | \$30,794 | \$33,032 | (\$2,238) | -6.8% | \$26,899 | \$32,192 | (\$5,293) | -16.4% |
| MONTH TOTALS | \$48,168 | \$61,228 | (\$13,060) | -21.3% | \$52,174 | \$60,499 | (\$8,325) | -13.8% | \$49,081 | \$53,900 | (\$4,819) | -8.9% | \$56,543 | \$64,441 | (\$7,898) | -12.3% | \$52,367 | \$56,449 | (\$4,082) | -7.2% | \$46,432 | \$53,840 | (\$7,408) | -13.8% |
| RIDERSHIP | 2018 | 2017 | Difference | % Change | 2018 | 2017 | Difference | % Change | 2018 | 2017 | Difference | % Change | 2018 | 2017 | Difference | % Change | 2018 | 2017 | Difference | % Change | 2018 | 2017 | Difference | % Change |
| Metro Connection | 2,789 | 2,696 | 93 | 3.4% | 2,963 | 3,047 | (84) | -2.8% | 2,640 | 2,792 | (152) | -5.4% | 3,174 | 3,085 | 89 | 2.9% | 2,919 | 2,833 | 86 | 3.0% | 2,580 | 2,585 | (5) | -0.2% |
| Trips/Revenue Hour | 2.61 | 2.80 | (0.19) | -6.8% | 2.58 | 2.75 | (0.17) | -6.2% | 2.73 | 2.80 | (0.07) | -2.5% | 2.77 | 2.81 | (0.04) | -1.4% | 2.80 | 2.71 | 0.09 | 3.3% | 2.74 | 2.57 | 0.17 | 6.6% |
| Shoreline Metro | 41,658 | 36,496 | 5,162 | 14.1% | 45,430 | 41,411 | 4,019 | 9.7% | 51,683 | 45,144 | 6,539 | 14.5% | 66,024 | 51,216 | 14,808 | 28.9% | 59,593 | 50,210 | 9,383 | 18.7% | 53,494 | 43,929 | 9,565 | 21.8% |
| Trips/Revenue Hour | 12.91 | 11.22 | 1.69 | 15.1% | 13.81 | 12.57 | 1.24 | 9.9% | 15.78 | 15.23 | 0.55 | 3.6% | 18.01 | 15.91 | 2.10 | 13.2% | 18.70 | 16.68 | 2.02 | 12.1% | 16.57 | 15.05 | 1.52 | 10.1% |
| MONTH TOTALS | 44,447 | 39,192 | 5,255 | 13.4% | 48,393 | 44,458 | 3,935 | 8.9% | 54,323 | 47,936 | 6,387 | 13.3% | 69,198 | 54,301 | 14,897 | 27.4% | 62,512 | 53,043 | 9,469 | 17.9% | 56,074 | 46,514 | 9,560 | 20.6% |
| REVENUE COMPARISON BY YEAR | | | | | RIDERSHIP COMPARISON BY YEAR | | | | | TRIPS/REV HOUR | | REVENUE HOURS | | REVENUE MILES | | | | | | | | | | |
| ANNUAL TOTALS | 2017 YTD | | 2018 YTD | Difference | % Change | ANNUAL TOTALS | 2017 YTD | | 2018 YTD | Difference | % Change | 2017 YTD | 2018 YTD | 2017 YTD | 2018 YTD | 2017 YTD | 2018 YTD | | | | | | | |
| <i>Metro Connection</i> | \$282,197 | | \$272,612 | (\$9,585) | -3% | <i>Metro Connection</i> | 35,589 | | 34,658 | -931 | -3% | 2.88 | 2.72 | 12,539 | 12,761 | 155,464 | 163,145 | | | | | | | |
| <i>Shoreline Metro</i> | \$436,730 | | \$400,796 | (\$35,934) | -8% | <i>Shoreline Metro</i> | 529,726 | | 599,714 | 69,988 | 13% | 13.52 | 15.38 | 37,679 | 38,957 | 543,561 | 536,426 | | | | | | | |

OPERATING STATISTICS FOR THE PARKING UTILITY - 2017 to 2018

| | JANUARY | | | | FEBRUARY | | | | MARCH | | | | APRIL | | | | MAY | | | | JUNE | | | |
|---------------------|-----------------|-----------------|--------------------|---------------|-----------------|----------------|-----------------|--------------|-----------------|-----------------|------------------|--------------|-----------------|----------------|-----------------|--------------|----------------|-----------------|-------------------|---------------|-----------------|-----------------|-----------------|--------------|
| REVENUES | 2018 | 2017 | Difference | % Change | 2018 | 2017 | Difference | % Change | 2018 | 2017 | Difference | % Change | 2018 | 2017 | Difference | % Change | 2018 | 2017 | Difference | % Change | 2018 | 2017 | Difference | % Change |
| Meters | \$11,293 | \$7,117 | 4,175.60 | 58.7% | \$9,327 | \$8,279 | 1,048.00 | 12.7% | \$9,786 | \$7,298 | 2,488.00 | 34.1% | \$9,298 | \$7,500 | 1,798.13 | 24.0% | \$9,124 | \$11,980 | (2,856.00) | -23.8% | \$11,543 | \$8,430 | 3,113.18 | 36.9% |
| Stall Rentals | \$8,063 | \$30,820 | (22,757.00) | -73.8% | \$7,529 | \$596 | 6,933.05 | 1163.4% | \$24,669 | \$14,732 | 9,936.94 | 67.5% | \$5,859 | \$1,683 | 4,176.00 | 248.1% | \$271 | \$284 | (13.00) | -4.6% | \$14,102 | \$9,613 | 4,489.00 | 46.7% |
| MONTH TOTALS | \$19,356 | \$37,937 | (18,581.40) | -49.0% | \$16,856 | \$8,875 | 7,981.05 | 89.9% | \$34,455 | \$22,030 | 12,424.94 | 56.4% | \$15,157 | \$9,183 | 5,974.13 | 65.1% | \$9,395 | \$12,264 | (2,869.00) | -23.4% | \$25,645 | \$18,043 | 7,602.18 | 42.1% |

| | JULY | | | | AUGUST | | | | SEPTEMBER | | | | OCTOBER | | | | NOVEMBER | | | | DECEMBER | | | |
|---------------------|-----------------|-----------------|-----------------|--------------|-----------------|-----------------|-----------------|--------------|-----------------|-----------------|-------------------|---------------|-----------------|-----------------|------------------|---------------|-----------------|-----------------|-----------------|--------------|-----------------|-----------------|--------------------|---------------|
| REVENUES | 2018 | 2017 | Difference | % Change | 2018 | 2017 | Difference | % Change | 2018 | 2017 | Difference | % Change | 2018 | 2017 | Difference | % Change | 2018 | 2017 | Difference | % Change | 2018 | 2017 | Difference | % Change |
| Meters | \$13,022 | \$12,676 | 346.00 | 2.7% | \$10,382 | \$10,436 | (54.00) | -0.5% | \$7,309 | \$9,162 | (1,853.00) | -20.2% | \$19,381 | \$9,205 | 10,176.00 | 110.5% | \$10,567 | \$8,505 | 2,062.00 | 24.2% | \$15,093 | \$10,131 | 4,962.00 | 49.0% |
| Stall Rentals | \$9,330 | \$5,135 | 4,194.92 | 81.7% | \$3,643 | \$926 | 2,717.25 | 293.5% | \$14,633 | \$18,231 | (3,598.20) | -19.7% | \$33,402 | \$3,033 | 30,369.00 | 1001.3% | \$4,951 | \$2,734 | 2,217.00 | 81.1% | \$12,861 | \$48,299 | (35,438.00) | -73.4% |
| MONTH TOTALS | \$22,352 | \$17,811 | 4,540.92 | 25.5% | \$14,025 | \$11,362 | 2,663.25 | 23.4% | \$21,942 | \$27,393 | (5,451.20) | -19.9% | \$52,783 | \$12,238 | 40,545.00 | 331.3% | \$15,518 | \$11,239 | 4,279.00 | 38.1% | \$27,954 | \$58,430 | (30,476.00) | -52.2% |

| REVENUE COMPARISON BY YEAR | | | | | REVENUE COMPARISON BY QUARTER | | | | | | | |
|----------------------------|------------------|------------------|------------------|--------------|-------------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| ANNUAL TOTALS | 2017 YTD | 2018 YTD | Difference | % Change | FIRST QUARTER | | SECOND QUARTER | | THIRD QUARTER | | FOURTH QUARTER | |
| | | | | | 2017 | 2018 | 2017 | 2018 | 2017 | 2018 | 2017 | 2018 |
| <i>Meters</i> | \$110,719 | \$136,125 | 25,405.91 | 22.9% | \$22,694 | \$30,406 | \$27,910 | \$29,965 | \$32,274 | \$30,713 | \$27,841 | \$45,041 |
| <i>Stall Rentals</i> | \$136,086 | \$139,313 | 3,226.96 | 2.4% | \$46,148 | \$40,261 | \$11,580 | \$20,232 | \$24,292 | \$27,606 | \$54,066 | \$51,214 |
| TOTAL REVENUE | \$246,805 | \$275,438 | 28,632.87 | 11.6% | \$68,842 | \$70,667 | \$39,490 | \$50,197 | \$56,566 | \$58,319 | \$81,907 | \$96,255 |

2018 FOURTH QUARTER REPORT

Prepared by Shoreline Metro for the Transit Commission.

2018 ANNUAL BENCHMARKS

| PARKING UTILITY BENCHMARKS | JANUARY | | FEBRUARY | | MARCH | | APRIL | | MAY | | JUNE | | JULY | | AUGUST | | SEPTEMBER | | OCTOBER | | NOVEMBER | | DECEMBER | |
|----------------------------|------------|---------|------------|---------|------------|---------|------------|---------|------------|---------|------------|---------|-------------|---------|------------|---------|------------|---------|-------------|---------|------------|---------|-------------|---------|
| | Revenue | Permits | Revenue | Permits | Revenue | Permits | Revenue | Permits | Revenue | Permits | Revenue | Permits | Revenue | Permits | Revenue | Permits | Revenue | Permits | Revenue | Permits | Revenue | Permits | Revenue | Permits |
| Lot 2 | \$82.46 | 9 | \$0.00 | 9 | \$0.00 | 9 | \$0.00 | 9 | \$0.00 | 9 | \$0.00 | 9 | \$164.92 | 9 | \$0.00 | 9 | \$71.09 | 9 | \$142.18 | 13 | \$308.05 | 13 | \$1,777.25 | 13 |
| Lot 3 | \$0.00 | 4 | \$0.00 | 4 | \$659.72 | 4 | \$0.00 | 4 | \$0.00 | 4 | \$0.00 | 4 | \$0.00 | 4 | \$0.00 | 4 | \$0.00 | 4 | \$284.36 | 4 | \$0.00 | 4 | \$0.00 | 4 |
| Lot 3 METERS | \$0.00 | | \$0.00 | | \$483.45 | | \$0.00 | 0 | \$0.00 | | \$0.00 | | \$0.00 | | \$0.00 | | \$0.00 | | \$54.74 | | \$30.00 | | \$62.11 | |
| Lot 4 METERS | \$1,856.76 | | \$1,783.28 | | \$1,508.11 | | \$1,624.58 | | \$1,458.82 | | \$1,891.94 | | \$2,301.96 | | \$1,673.02 | | \$954.84 | | \$3,520.18 | | \$1,965.75 | | \$2,043.11 | |
| Lot 5 | \$82.46 | 35 | \$0.00 | 35 | \$164.92 | 35 | \$0.00 | 34 | \$0.00 | 34 | \$82.46 | 34 | \$0.00 | 34 | \$0.00 | 34 | \$235.05 | 34 | \$85.31 | 32 | \$0.00 | 32 | \$0.00 | 32 |
| Lot 7 | \$5,195.25 | 27 | \$0.00 | 27 | \$1,154.47 | 27 | \$0.00 | 27 | \$0.00 | 27 | \$412.31 | 27 | \$577.24 | 27 | \$0.00 | 27 | \$398.11 | 27 | \$1,015.19 | 37 | \$0.00 | 37 | \$796.22 | 37 |
| Lot 7 METERS | \$215.45 | | \$193.25 | | \$183.82 | | \$153.25 | | \$184.54 | | \$214.45 | | \$135.96 | | \$140.92 | | \$118.93 | | \$473.75 | | \$335.63 | | \$428.99 | |
| Lot 8 | \$82.46 | 25 | \$0.00 | 25 | \$907.07 | 25 | \$82.46 | 25 | \$0.00 | 25 | \$907.07 | 25 | \$164.92 | 25 | \$0.00 | 25 | \$314.43 | 25 | \$767.79 | 24 | \$50.24 | 24 | \$767.79 | 24 |
| Lot 9 | \$237.91 | 40 | \$291.94 | 40 | \$2,556.34 | 40 | \$912.57 | 40 | \$188.39 | 40 | \$2,564.89 | 40 | \$486.24 | 40 | \$88.16 | 40 | \$213.27 | 40 | \$2,040.77 | 48 | \$1,047.37 | 48 | \$2,175.36 | 48 |
| Lot 9 METERS | \$303.79 | | \$202.68 | | \$255.08 | | \$225.22 | | \$209.48 | | \$241.05 | | \$206.77 | | \$277.30 | | \$298.30 | | \$362.49 | | \$0.00 | | \$627.50 | |
| Lot 10 | \$0.00 | 10 | \$0.00 | 10 | \$824.64 | 10 | \$0.00 | 10 | \$0.00 | 10 | \$824.64 | 10 | \$0.00 | 10 | \$0.00 | 10 | \$0.00 | 10 | \$860.90 | 10 | -\$150.00 | 10 | \$0.00 | 10 |
| Lot 11 | \$192.41 | 10 | \$54.97 | 10 | \$577.23 | 11 | \$412.30 | 11 | \$0.00 | 12 | \$669.16 | 12 | \$247.39 | 12 | \$77.72 | 11 | \$426.55 | 10 | \$255.93 | 8 | \$0.00 | 8 | \$464.46 | 8 |
| Lot 13 | \$329.84 | 63 | \$0.00 | 63 | \$4,947.83 | 63 | \$329.84 | 63 | \$0.00 | 63 | \$3,051.16 | 63 | \$1,731.74 | 63 | \$134.93 | 63 | \$4,677.74 | 63 | \$1,263.54 | 26 | \$73.93 | 26 | \$1,492.91 | 26 |
| Lot 14 | \$907.11 | 72 | \$3,381.04 | 72 | \$4,700.46 | 72 | \$494.78 | 72 | \$0.00 | 70 | \$824.63 | 92 | \$785.76 | 92 | \$2,839.39 | 92 | \$99.53 | 92 | \$9,309.98 | 107 | \$895.74 | 107 | \$1,327.02 | 107 |
| Lot 14 METERS | \$0.00 | | \$0.00 | | \$0.00 | | \$0.00 | | \$0.00 | | \$0.00 | | \$0.00 | | \$0.00 | | \$0.00 | | \$0.00 | | \$0.00 | | \$0.00 | |
| LOT 17 | \$82.46 | 25 | \$0.00 | 25 | \$1,566.82 | 25 | \$2,564.26 | 25 | \$0.00 | 25 | \$1,589.16 | 25 | \$412.32 | 25 | \$0.00 | 25 | \$1,336.49 | 25 | \$1,492.89 | 23 | \$66.35 | 23 | \$298.58 | 23 |
| Lot 18 | \$0.00 | 41 | \$3,381.04 | 41 | \$3,380.86 | 41 | \$0.00 | 41 | \$0.00 | 41 | \$0.00 | 41 | \$3,380.86 | 41 | \$0.00 | 41 | \$0.00 | 41 | \$3,497.71 | 41 | \$0.00 | 41 | \$0.00 | 41 |
| On-Street Meters | \$8,916.72 | | \$7,147.10 | | \$7,755.87 | | \$7,295.36 | | \$7,271.32 | | \$9,096.69 | | \$10,377.95 | | \$8,290.94 | | \$5,937.62 | | \$14,970.01 | | \$8,660.26 | | \$11,931.78 | |
| On-Street Permits | \$870.35 | 89 | \$420.03 | 91 | \$3,145.92 | 90 | \$912.57 | 92 | \$188.39 | 94 | \$2,764.69 | 96 | \$1,078.45 | 97 | \$351.57 | 97 | \$2,223.65 | 99 | \$3,080.80 | 122 | \$545.02 | 122 | \$2,593.31 | 122 |

City of Sheboygan
Department of Transit and Parking
REPORT OF BENCHMARK MEASUREMENTS

Through 3/30/2018

| TRANSIT | | | | | | | | | |
|-------------------------------------------|------------------|------------------|------------------|------------------|------------------|------------------|-----------------|-----------------|------------------|
| | 2017 Actual | 2017 Goals | 2018 YTD | 2018 Goals | 2018 Q1 | 2018 Q2 | 2018 Q3 | 2018 Q4 | 2018 TOTAL |
| REVENUES | | | | | | | | | |
| Metro Connection | \$282,197 | \$300,000 | \$272,612 | \$300,000 | \$72,568 | \$68,276 | \$66,336 | \$65,432 | \$272,612 |
| Shoreline Metro | <u>\$436,730</u> | <u>\$450,000</u> | <u>\$400,796</u> | <u>\$450,000</u> | <u>\$119,556</u> | <u>\$108,243</u> | <u>\$83,087</u> | <u>\$89,910</u> | <u>\$400,796</u> |
| Totals | \$718,927 | \$750,000 | \$673,408 | \$750,000 | \$192,124 | \$176,519 | \$149,423 | \$155,342 | \$673,408 |
| TRANSIT RIDERSHIP & BENCHMARKS | | | | | | | | | |
| Metro Connection | 35,589 | 34,000 | 8,875 | 34,000 | 8,875 | 8,718 | 8,392 | 8,673 | 34,658 |
| Trip/Revenue Hour | 2.84 | 2.75 | 2.72 | 2.75 | 2.74 | 2.72 | 2.64 | 2.77 | 2.72 |
| Shoreline Metro | 529,726 | 530,000 | 143,744 | 530,000 | 143,744 | 138,088 | 138,771 | 179,111 | 599,714 |
| Trip/Revenue Hour | <u>14.11</u> | <u>13.00</u> | <u>15.38</u> | <u>13.00</u> | <u>15.41</u> | <u>14.20</u> | <u>14.17</u> | <u>17.76</u> | <u>15.38</u> |
| Totals | 565,315 | 564,000 | 152,619 | 564,000 | 152,619 | 146,806 | 147,163 | 187,784 | 634,372 |
| PARKING UTILITY | | | | | | | | | |
| | 2017 Actual | 2017 Goals | 2018 YTD | 2018 Goals | 2018 Q1 | 2018 Q2 | 2018 Q3 | 2018 Q4 | 2018 TOTAL |
| REVENUES | | | | | | | | | |
| Meters | \$110,719 | \$127,950 | \$136,125 | \$127,950 | \$30,406 | \$29,965 | \$30,713 | \$45,041 | \$136,125 |
| Stall Rentals | <u>\$136,086</u> | <u>\$122,200</u> | <u>\$139,313</u> | <u>\$122,200</u> | <u>\$40,261</u> | <u>\$20,232</u> | <u>\$27,606</u> | <u>\$51,214</u> | <u>\$139,313</u> |
| Totals | \$246,805 | \$250,150 | \$275,438 | \$250,150 | \$70,667 | \$50,197 | \$58,319 | \$96,255 | \$275,438 |

| PARKING UTILITY BENCHMARKS | 2018 Q1 | | 2018 Q2 | | 2018 Q3 | | 2018 Q4 | | ANNUAL TOTAL | |
|----------------------------|-------------|---------|-------------|---------|-------------|---------|-------------|---------|--------------|---------|
| | Revenue | Permits | Revenue | Permits | Revenue | Permits | Revenue | Permits | Revenue | Permits |
| Lot 2 | \$82.46 | 27 | \$0.00 | 27 | \$236.01 | 27 | \$2,227.48 | 39 | \$2,545.95 | 120 |
| Lot 3 | \$1,143.17 | 12 | \$0.00 | 12 | \$0.00 | 12 | \$431.21 | 12 | \$1,574.38 | 48 |
| Lot 4 | \$5,148.15 | N/A | \$4,975.34 | N/A | \$4,929.82 | N/A | \$7,529.04 | N/A | \$22,582.35 | N/A |
| Lot 5 | \$247.38 | 105 | \$82.46 | 102 | \$235.05 | 102 | \$85.31 | 96 | \$650.20 | 405 |
| Lot 7 | \$6,349.72 | 81 | \$412.31 | 81 | \$975.35 | 81 | \$1,811.41 | 111 | \$9,548.79 | 354 |
| Lot 8 | \$989.53 | 75 | \$1,541.77 | 0 | \$875.16 | 0 | \$2,824.19 | 0 | \$6,230.65 | 75 |
| Lot 9 | \$3,847.74 | 120 | \$3,665.85 | 120 | \$787.67 | 120 | \$5,263.50 | 144 | \$13,564.76 | 504 |
| Lot 10 | \$824.64 | 30 | \$1,500.39 | 0 | \$782.37 | 0 | \$1,700.89 | 0 | \$4,808.29 | 30 |
| Lot 11 | \$824.61 | 31 | \$1,081.46 | 35 | \$751.66 | 33 | \$720.39 | 24 | \$3,378.12 | 123 |
| Lot 13 | \$5,277.67 | 189 | \$3,381.00 | 189 | \$6,544.41 | 189 | \$2,830.38 | 78 | \$18,033.46 | 645 |
| Lot 14 | \$8,988.61 | 216 | \$1,319.41 | 234 | \$3,724.68 | 276 | \$11,532.74 | 321 | \$25,565.44 | 1047 |
| Lot 17 | \$1,649.28 | 75 | \$4,153.42 | 0 | \$1,748.81 | 0 | \$1,857.82 | 0 | \$9,409.33 | 75 |
| Lot 18 | \$6,761.90 | 123 | \$0.00 | 123 | \$3,380.86 | 123 | \$3,497.71 | 123 | \$13,640.47 | 492 |
| On-Street Meters | \$23,819.69 | N/A | \$23,663.37 | N/A | \$24,606.51 | N/A | \$35,562.05 | N/A | \$107,651.62 | N/A |
| On-Street Permits | \$4,436.30 | 270 | \$3,865.65 | 282 | \$3,653.67 | 293 | \$6,219.13 | 366 | \$18,174.75 | 1211 |

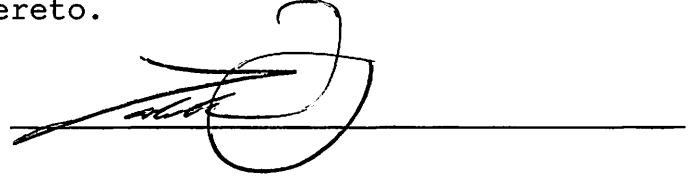
III

4.5

Res. No. 161- 18 - 19. By Alderperson Wolf. January 7, 2019.

A RESOLUTION authorizing the Mayor to execute the 2019 General Contract between 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 2019 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

2019 GENERAL CONTRACT

I. Parties and Contract Period

This contract is made and entered into for the period of January 1, 2019 through December 31, 2019 by and between Sheboygan County Health & Human Services Department, hereinafter referred to as County, and Shoreline Metro, hereinafter referred to as Provider.

Nothing in this contract shall create a partnership or joint venture between the County and the Provider. The Provider is at all times acting as an independent contractor and is in no sense an employee, agent or volunteer of the County.

In consideration of the mutual covenants herein, it is hereby agreed as follows.

County's employee responsible for administration of this contract will be Dale Deterding/Troy Krepsky, whose principal business address is 1011 North 8th Street, Sheboygan, Wisconsin 53081. Provider's employee responsible for administration of this contract will be Mr. Derek Muench, whose principal business address is 608 S. Commerce Street, Sheboygan, WI 53081. In the event that the Contract Administrator is unable to administer this Agreement, the County will contact the Provider and designate a new Contract Administrator.

II. Services to Be Provided

This contract is subject to terms and conditions set forth in the State/County Contract covering Administration of Income Maintenance Programs, Children and Families Programs, Social Services, and Community Programs, Community Youth, and Family Aids Programs. County agrees to purchase for and Provider agrees to provide to eligible clients the services as described in detail in this contract (see Section XIII).

III. Payment for Services

County and Provider agrees:

- A. The total amount to be paid to Provider by County for services provided in accordance with this Contract may be less, but shall not exceed the following contracted dollar amount. Actual total payment will be based upon the amount of service authorized by the County and the amount of service performed by the Provider. Unless otherwise stipulated, it is understood and agreed by all parties that the County assumes no obligation to purchase from the Provider any minimum amount of services as defined in the terms of this contract.

Payments for services covered by this contract shall be based on allowable costs with limited profit or reserve. Monthly payments will be made on a unit-times-unit price basis and in accordance with the "order of payment" requirements for the funding program, less client fees and other collections made by the Provider for services covered by this contract. Final settlement of the contract will be based on audit (see Section XII Audit Requirements).

The Provider agrees with the total cost for each service/program provided, and the rate (per hour, day, month, or year) and the number of clients and/or units of provided services. The County shall determine the type of services provided and the number of units of services provided for each client. The County will not reimburse the Provider for any unit of service not previously authorized by the County.

The Provider shall retain all documentation necessary to adequately demonstrate the named personnel providing the service, the credentials of named personnel providing the service, the date of service, time, duration, location, scope, quality and effectiveness of services rendered under the contract. The County reserves the right to not pay for units of services reported by the Provider that are not supported by documentation required under this contract.

| <u>Service/Program</u> | <u>Rate</u> | <u># of Units</u> | <u>Units of Measure</u> | <u>Total Cost of Service</u> |
|---------------------------------|--------------|-------------------|-------------------------|------------------------------|
| Transportation | \$48.00 | 213 | each | \$10,224.00 |
| Transportation | \$48.00 | 12 | each | \$576.00 |
| Elderly/Disabled Transportation | \$326,476.00 | 1 | year | \$326,476.00 |
| | | | TOTAL: | \$337,276.00 |

When applicable, the Provider shall bill clients for a portion of the cost of care, in conformance with the requirements of Chapter DHS 1, Wisconsin Administrative Code and using the uniform schedule of fees and policies supplied by the County.

The Provider shall also bill any responsible third parties for the cost of care.

All amounts collected from clients and third parties shall be supported by the Provider's records and shall be reported to the County within 90 days.

Invoices can be sent to the HHS e-mail address: hhs.provider@SheboyganCounty.com.

- B. The county will make payments for costs that are consistent with the State Departments Allowable Cost Policy Manual and applicable Federal allowable cost policies. Program expenditures and descriptions of allowable costs are further described in 2 CFR Part 225 (formerly OMB Circular A-87) and Part 230 (formerly OMB Circular A-122) or the program policy manual. See Office of Management and Budget website for links to Code of Federal Regulations (CFR) sections: <https://www.whitehouse.gov/omb/information-for-agencies/circulars/>.

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.

Provider shall return to County funds paid in excess of the allowable cost of services provided per 46.036(5) Wis. Stats. If the Provider fails to return funds paid in excess of the allowable costs of the services provided, County shall recover from Provider any money paid in excess of the allowable costs from subsequent payments made to the Provider.

- C. The County payment terms are net 60 days, and, while payment may be made in less than 60 days, there is no requirement and should be no expectation that this will occur.
- D. The Provider will submit monthly invoices that detail the type of service provided, the number of units (i.e. days, hours, miles, etc.) provided per client, date of service, the rate per unit, the authorization number, and any amounts collected from other resources. The invoice must be submitted by the 7th business day of each month for the prior month services and the December invoice must be submitted to the county for payment by January 10th of the next year.
- E. All billings for this contract period shall be received by the Purchaser no later than 90 days from date of service and all invoices for this contract year must be submitted no later than January 10th of the following year. Delinquent billings from this date will not be paid by the County.

IV. Billing and Collection Procedures

Invoices/Billing submitted to Sheboygan County Health & Human Services must be supported by client service information to include: name personnel providing the service, the credentials of named personnel providing the service, date of service, service provided, duration, unit of measure and units provided, rate, authorization number (issued by Sheboygan County), and client identification. Client services must be identified by date of service versus consolidated period billing. Invoices that do not contain an authorization number (per service/client) after January 1, 2018 will not be able to be processed for payment.

Fees collected on behalf of a client from any source will be treated as an adjustment to the costs and will be deducted from the amount paid under this contract.

V. Eligibility Standards for Recipients of Services

The Provider shall provide services only to those individuals who are eligible for services. Provider and County agree that the eligibility of individuals to receive the services to be purchased under this Agreement from Provider will be determined by County. An individual has a right to an administrative hearing concerning eligibility and the County shall inform individuals of this right. The Provider shall provide clients with information concerning their eligibility rights and how to appeal actions affecting those rights.

VI. Indemnity and Insurance

- A. Provider agrees that it will at all times during the existence of this Contract indemnify County against any and all loss, damages, and costs or expenses which County may sustain, incur, or be required to pay by reason of any eligible client's suffering, personal injury, death or property loss resulting from participating in or receiving the care and services to be furnished by the Provider under this Agreement; however, the provisions of this paragraph shall not apply to liabilities, losses, charges, costs, or expenses caused by County.
- B. Provider agrees that, in order to protect itself as well as the County under the indemnity provision set forth in the above paragraph, Provider will at all times during the terms of this contract keep in force a liability insurance policy issued by a company authorized to do business in the State of Wisconsin and licensed by the Office of the Commissioner of Insurance. The types of insurance coverage and minimum amounts shall be as follows (as applicable):

Comprehensive General Liability: minimum of \$1,000,000
Auto Liability (if applicable): minimum of \$1,000,000
Professional Liability (if applicable): minimum of \$1,000,000 per occurrence and \$3,000,000 for all occurrences in one (1) year;
Umbrella Liability (as necessary): minimum of \$1,000,000

Provider acknowledges that its indemnification liability to Purchaser is not limited by the limits of this insurance coverage.

Upon the execution of this Contract, Provider will furnish County with a "Certificate of Insurance" verifying the existence of such insurance. In the event of any action, suit, or proceedings against County upon any matter herein indemnified against, County shall, within five (5) working days, cause notice in writing thereof to be given to Provider by registered mail, addressed to its post office address. The Provider agrees to provide the County notice of cancellation or non-renewal of the policy within five (5) working days, by registered mail addressed to the County's post office address.

Provider agrees to provide the Purchaser with written verification of the existence of Worker's Compensation Insurance.

VII. Civil Rights Compliance/Assurances

All primary recipients and sub-recipients of Federal financial assistance must comply with all State and Federal Civil Rights laws and regulations. All Providers were required to submit a new Civil Rights Compliance (CRC) Letter of Assurance (LOA) by January 15, 2018 or within 15 working days from the date the grant, contract, or agreement was signed, if signed after January 1, 2018. All new Providers must submit LOA to be compliant for the CRC period of January 1, 2018 - December 31, 2021.

The provider agrees to meet state and federal Civil Rights Compliance (CRC) laws, requirements, rules, and regulations, as they pertain to the services covered by this contract. The website with instruction and templates necessary to complete both your CRC LOA and CRC plan to meet civil rights requirements is located at: <http://www.dhs.wisconsin.gov/civilrights/CRC/Requirements.htm> Additional resources and training information are available at: <https://dcf.wisconsin.gov/civilrights/plans>

All primary recipients and sub-recipients are obligated to meet the following requirements:

1. Provide civil rights and cultural awareness training to all agency employees.
2. Submit a Civil Rights Compliance Letter of Assurance (CRC LOA) to the appropriate state department. (Sub-recipients must submit the CRC LOA to the entity issuing the grant or contract.)
3. Providers that have more than fifty (50) employees and receive more than fifty thousand dollars (\$50,000) must develop and attach a Civil Rights Compliance Plan to this contract.
4. Providers that have more than fifty (50) employees and receive more than fifty thousand dollars (\$50,000) must develop and submit an Affirmative Action Plan to ensure equal access and equal opportunity in employment and service delivery to all applicants and participants. Additional information can be found at <http://vendornet.state.wi.us/vendornet/procman/prod3.pdf>

5. Provide oral language assistance and/or written translation to all limited English proficient (LEP) individuals requesting or applying for services to ensure equal access to programs, services and activities according to the LEP requirements and the recipient's or sub-recipient's LEP plan.

VIII. Contract Revisions and/or Terminations

- A. The County will monitor the Provider's performance and will use the results of this monitoring to evaluate the Provider's ability to provide adequate services to clients.
- B. Revisions of this contract must be agreed to by County and Provider by an addendum signed by the authorized representative of both parties.
- C. Provider shall notify County in writing delivered in person or by registered mail whenever it is unable to provide the required quality or quantity of services or as required by Section XIII L. of this contract. Upon such notification or if it is otherwise determined by the County that the Provider is not fulfilling the terms of the contract, the County may at its option immediately terminate the contract for cause, or seek a revision or suspension of its terms. If the County terminates the contract for cause, the Provider shall be liable to the County for any additional costs the County incurs for replacement services.
- D. This contract, or any part thereof, may be terminated immediately by either party for just cause, including, but not limited to, health and safety issues, fraud, criminal activity, violations of license or certification standards.
- E. This contract, or any part thereof, can be terminated by a 60-day written notice by either party without cause. Upon termination, the County's liability shall be limited to the costs incurred by the Provider up to the date of termination. If the County terminates the contract for reasons other than non-performance by the Provider, the County may compensate the Provider for its actual allowable costs in an amount determined by mutual agreement of both parties.

IX. Resolution of Disputes

The Provider may appeal decisions of the County in accordance with the terms and conditions of the contract and Chapter 68, Wis. Stats.

X. Records

- A. Provider shall maintain any records and financial statements as required by state and federal laws, rules and regulations.
- B. Provider will allow inspection of records and programs, insofar as it is permitted by state and federal laws, by representatives of the County, the Department of Health Services, Children and Families, Workforce Development or Department of Corrections and their authorized agents, and Federal agencies, in order to confirm Provider's compliance with the specifications of this contract.
- C. The use or disclosure by any party of any information concerning eligible clients who receive services from Provider for any purpose not connected with the administration of Provider's or County's responsibilities under this contract is prohibited except with the informed, written consent of the eligible client or the client's legal guardian.

- D. Under s.19.36 (3) Wis. Stats., all records of the Provider that are produced or collected under this contract are subject to disclosure pursuant to a public records request.

The Provider shall maintain such records (in either written or electronic form) as required by State and Federal Law and as required by program policies. The Provider shall retain records in a secure environment for no less than the retention period specified in law or policy, or as otherwise stated within the Scope of Service. Records for periods which are under audit or subject to dispute or litigation must be retained until the audit/dispute/litigation, and any associated appeal periods, have ended.

Upon the County's request, at the expiration of the contract, the Provider will transfer at no cost to the County records regarding individual recipients who received services from Provider under this agreement. The transfer of records includes transfer of any record, regardless of media, if that is the only method which records were maintained.

The Provider shall make all records and any written and/or electronic case information available to the County or the State of Wisconsin upon request, and will allow inspection of records and programs, insofar as is permitted under State and Federal law.

XI. Reporting

Provider shall comply with the reporting requirements of the County and applicable State Departments. Client services shall be reported by service date and service provided. All reports shall be in writing and, when applicable, in the format specified by the County. All reports shall be supported by the Provider's records.

XII. Provider Audit Responsibilities

Provider agrees to adhere to the following audit requirements:

- A. Cooperate with the County in establishing costs for reimbursement purposes per s.46.036(4)(b), Wis. Stats.
- B. Adhere to the following audit requirements:

Wis. Stat. DHS 46.036(4)(c) and DCF 49.34(4)(c), requires Providers to provide an annual audit in accordance with the requirements of 2 CFR Part 200-Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards to County if the total amount of annual funding provided by the county through this and other contracts is \$100,000 or more, unless the audit requirement is waived by the State of Wisconsin or the County. The audit shall also be in accordance with the applicable State Department Audit Guide. Providers receiving less than \$100,000 are required to provide annual Financial Statements (Profit and Loss, Balance Sheet and Cash Flow Statements) to the County in place of Audit. This includes providing supplemental schedules, below in sub section E.

Sites of reference:

CFR Part 200 is available online at www.ecfr.gov

State Single Audit Guidelines is available at

<https://doa.wi.gov/Pages/StateFinances/State-Single-Audit-Guidelines.aspx>

Provider Agency Audit Guide is available at

<https://dcf.wisconsin.gov/files/finance/fias/pdf/paag.pdf>

Provider is to submit a copy of the certified financial and compliance audit to the County within 180 days of the end of the Provider's fiscal year. If available, digital copies are preferred. (If Provider has approved IRS extensions on their corporate tax returns, this extension will also apply to the submissions requirement deadline stated above.) The standards for the provider agency annual audits vary by type of agency as shown below.

1. **Non-Profit Providers:** Audits must be completed pursuant to the applicable State Department's Audit Guide and, if the vendor expends more than \$750,000 annually in federal financial assistance, to 2 CFR 200. See OMB 2 CFR 200 §200.330 for the distinction between contractors and sub recipients. The audit documentation must include a Reserve Supplemental Schedule in the audit report, and this schedule shall also be by contract or service category.
 2. **For Profit Providers:** Audits must be completed pursuant to the purchase contract language, the applicable State Department's Audit Guide, and the current applicable State Department's Allowable Costs Policy Manual. The audit documentation must include reports showing total allowable costs and the calculations of the allowable profit by contract or by service category.
- C. Source of funding information shall be provided at time of audit confirmation.
- D. The Provider shall submit to the County a reporting package that includes: (a) all audit schedules and reports required for the type of audit applicable to the agency; (b) a summary schedule of prior year findings and the status of addressing these findings; (c) a Management Letter (or similar document conveying auditor's comments issued as a result of the audit); (d) management responses/corrective action plan for each audit issue identified in the audit; and (e) a copy of the financial auditor's most recent peer review report.
- E. In addition to the supplemental schedules listed under D., the reporting package shall include a supplemental schedule showing revenue and expenses for this Contract.
- F. The Provider shall send the required reporting package to the County within 180 days of the end of the Provider's fiscal year.
- G. When contracting with an audit firm, the Provider shall authorize its auditor to provide access to work papers, reports, and other materials generated during the audit to the appropriate representatives of the County. Such access shall include the right to obtain copies of the work papers and computer disks, or other electronic media, upon which audit work is documented.
- H. Failure to comply with the requirements of this section: If the Provider fails to have an appropriate audit performed or fails to provide a complete audit reporting package to the County within the specified time frames, the County may:
1. Conduct an audit or arrange for an independent audit of the Provider and charge the cost of completing the audit to the Provider;
 2. Charge the Provider for all loss of Federal or State aid and for penalties assessed to the County because the Provider did not submit a complete audit report within the required time frame;
 3. Disallow the cost of audits that do not meet these standards; and/or

4. Withhold payment, cancel the Contract, or take other actions deemed by the County to be necessary to protect the County's interests;
 5. Require modified monitoring and/or reporting provisions;
 6. Assess financial sanctions or penalties;
 7. Discontinue contracting with the Provider;
 8. Take other action that Purchaser determines is necessary to protect Federal or State pass through funding
- I. Providers wishing to request an audit waiver must do so at the time of contracting.

XIII. Provider Responsibilities and Performance of Service

The County retains sole authority to determine whether the Provider's performance under this contract is adequate. The Provider agrees to the following:

- A. The Provider shall allow the County's staff and authorized agents to visit the Provider's facility or work site at any time for the purposes of ensuring that services are being provided as specified in the service plan and the contract.
- B. Upon request by the County or its designee, the Provider shall make available to the County all documentation necessary to adequately assess Provider performance.
- C. The Provider will cooperate with the County in its efforts to implement any quality improvement and quality assurance program.
- D. The Provider shall develop and implement a process for assessing client satisfaction with services provided. The Provider shall report in a timely manner the results of its client satisfaction assessment effort to the County. The County reserves the right to review and approve the Provider's client satisfaction assessment process and to require Provider to submit a corrective action plan to address concerns identified in the review.
- E. The Provider shall cooperate with the County in implementing any County program for assessing client satisfaction with services. The County reserves the right to require the Provider to submit a corrective action plan to address concerns identified in review.
- F. The Provider shall have a formal written grievance procedure that is approved by the licensing or certification authority, if applicable, and by the County. The Provider shall, prior to or at the time of admission to the Program, provide oral and written notification to each client of his or her rights and the grievance procedure. The Provider shall post the client rights and the grievance procedure.

At least once a year, or more frequently when requested by the County, the Provider shall give the County a written summary report of all grievances that have been filed with the Program by clients or their guardians since the period covered by the previous summary report and of the resolution of each grievance. The Provider shall deliver the annual summary report to the County in person or via registered mail within 30 days of the end of the contract period.

Additional summary reports requested by the County shall be due within 10 days of the County's request for the reports and shall be delivered to the County in person or via registered mail.

- G. The Purchaser and the Provider agree that the protection of the clients served under this contract is paramount to the intent of this contract. In order to protect the clients served, the Provider shall comply with the provisions of DHS 12, Wis. Admin. Code (online at http://docs.legis.wi.gov/code/admin_code/dhs/001/12). The Provider shall conduct caregiver background checks at its own expense of all employees assigned to do work for the County under this contract as well as any other persons under control of the Provider having direct contact with the clients of the County. The Provider shall retain in its Personnel Files all pertinent information, to include a Background Information Disclosure Form and/or search results from the Department of Justice, the Department of Health Services, Department of Children and Families, and the Department of Safety and Professional Services, as well as out of state records, tribal court proceedings and military records, if applicable.

After the initial background check, the Provider must conduct a new caregiver background search every four (4) years, or more frequently, as required for some provider types, or at any time within that period when the Provider has reason to believe a new check should be obtained.

The Provider shall maintain the results of background checks on its own premises for at least the duration of the contract. The County may audit the Provider's personnel files to assure compliance with the State of Wisconsin Caregiver Background Check Law.

The Provider shall not assign any individual to conduct work under this contract who does not meet the requirement of this law.

Prior to the commencement of any services under this contract, the County may request a background or criminal history investigation of any of the Provider's employees, contracted personnel, and subcontracted employees, who will be providing services to the County under the contract. If any of the stated personnel providing services to the County under this contract is not acceptable to the County in its sole opinion as a result of the background or criminal history investigation, the County may either request immediate replacement of the person in question, or immediately terminate this Contract and any related service agreement. The Provider shall notify the County in writing via certified mail within one business day if an employee has an allegation filed regarding a barring offense or has been charged with or convicted of any crime specified in DHS 12.07(2).

With regards to DHS 13.05, the provider has a responsibility to protect clients upon learning of an incident of alleged misconduct; the provider shall take whatever steps are necessary to ensure that clients are protected from subsequent episodes of misconduct while a determination on the matter is pending. In addition, the provider has a responsibility to report allegations of caregiver misconduct immediately, by telephone or personally, to the county department of human services the facts and circumstances contributing to a suspicion that abuse or neglect has occurred or to a belief that it will occur. In addition, the entity shall notify the department in writing or by phone within 7 calendar days that the report has been made.

- H. The Provider shall not use or disclose any information concerning eligible clients who receive services from Provider for any purpose not connected with the administration of Provider's or County's responsibilities under this contract, except with the informed, written consent of the

eligible client or the client's legal guardian. Except for documents identifying specific clients, the contract and related documents are not confidential.

- I. The Provider shall ensure the establishment of safeguards to prevent employees, consultants, or members of the board from using their positions for purposes that are, or give the appearance of being, motivated by a desire for private gain for themselves or others, such as those with whom they have family, business or other ties.
- J. The Provider shall meet state and federal service standards and applicable state training, licensure and certification requirements as expressed by state and federal rules and regulations applicable to the services covered by this contract. The Provider shall attach copies of its license or certification document and the most recent training, licensing or certification report concerning the Provider to this contract when returning the signed contract to the County. During the contract period, the Provider shall also send the County copies of any licensing inspection reports within 5 days of receipt of such reports.
- K. The Provider shall ensure that staff providing services are properly supervised and trained and that they meet all of the applicable licensing and certification requirements.
- L. The Provider shall submit any performance and other program reports required by the County.
- M. All property, equipment, software, or services used by multiple programs or for multiple purposes subject to cost allocation procedures. The Provider will appropriately adjust claimed expenditures under a cost-sharing allocation plan if automation equipment, software or other services, including staff services, are used for any purpose other than child support program administration.

The provider shall submit a copy of their cost allocation plan to the County upon request. Costs must be allocated in a manner consistent with these plans. The plans must be in accordance with the requirements of applicable Federal cost policies.

XIV. Debarment and Suspension

The Provider certifies through signing this contract that neither the Provider nor any of its principals are debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participating in federal assistance programs by any federal department or agency. In addition, the Provider shall notify the County within five business days in writing and sent by registered mail if the Provider or its principals receive a designation from the federal government that they are debarred, suspended, proposed for debarment or declared ineligible by a federal agency or whenever the Provider determines it is unable to provide the quality or quantity of services required under this contract. The County may consider suspension or debarment to be a cause for revising or terminating the contract.

XV. Health Insurance Portability and Accountability Act of 1996 (HIPAA) Applicability

The Provider agrees to comply with the federal regulations implementing the Health Insurance Portability and Accountability Act of 1996 (HIPAA) to the extent those regulations apply to the services the Provider provides or purchases with funds provided under this contract.

In addition, certain functions included in this agreement are covered by HIPAA rules. As such the County must comply with all provisions of the law and has determined that Provider is a "Business

Associate” within the context of the law. As a result, the Purchaser requires Provider to sign and return with this contract the Business Associate Agreement, which will be included and made part of this agreement.

XVI. Privacy and Confidential Information

- A. All case information, paper records, written information, and any electronic data shall remain confidential, as required by law and applicable to this policy. All records pertaining to services provided under this contract are the sole property of the County. Provider shall comply with all State and Federal confidentiality laws concerning information in both the records it maintains and in any other confidential records the Provider accesses to provide services under this contract.
- B. Except as otherwise authorized by law, the Provider may not disclose confidential information for any purpose other than the purposes associated with the administration of services under this contract. “Confidential Information” means all tangible and intangible information and materials accessed or disclosed in connection with this Agreement, in any form or medium (and without regard to whether the information is owned by the State of Wisconsin, the County Agency, or by a third party), that satisfy at least one of the following criteria:
1. Personally Identifiable Information;
 2. Individually Identifiable Health Information;
 3. Non-Public information related to the County’s employees, customers, technology (including data bases, data processing and communications networking systems), schematics, specifications, and all information or materials derived there from or based thereon; or
 4. Information designated as confidential in writing by the County.
- C. “Individually Identifiable Health Information” means information that relates to the past, present, or future physical or mental health or condition of the individual, or that relates to the provision of health care in the past, present or future, and that is combined with or linked to any information that identifies the individual or with respect to which there is a reasonable basis to believe the information can be used to identify the individual.
- D. “Personally Identifiable Information” means an individual’s last name and the individuals first name or first initial, in combination with and linked to any of the following elements, if the element is not publicly available information and is not encrypted, redacted, or altered in any manner that renders the element unreadable:
1. The individual’s Social Security Number;
 2. The individual’s driver’s license number or state identification number;
 3. The number of the individual’s financial account, including a credit or debit account number, or any security code, access code, or password that would permit access to the individual’s financial account;
 4. The individual’s DNA profile; or
 5. The individual unique biometric data, including fingerprint, voice print, retina or iris image, or any other unique physical representation, and any other information protected by State or Federal law.
- E. “Indemnification” means in the event of a breach of this Section by the Provider, the Provider shall indemnify and hold harmless the County and any of its officers, employees, or agents

from any claims arising from the acts or omissions of the Provider and its employees and agents, in violation of this Section, including but not limited to costs of monitoring the credit of all persons whose Confidential Information was disclosed, disallowances or penalties from Federal oversight agencies, and any court costs, expenses, and reasonable attorney fees, incurred by the County in the enforcement of this Section.

- F. “Equitable relief” means the provider acknowledges and agrees that the unauthorized use, disclosure, or loss of Confidential Information may cause immediate and irreparable injury to the individuals whose information is disclosed and to both the State of Wisconsin and the County, which injury will not be compensable by money damages and for which there is not an adequate remedy available at law. Accordingly, the parties specifically agree that the State and/or County, on their own behalf or on the behalf of the affected individuals, may seek injunctive or other equitable relief to prevent or curtail any such breach, threatened or actual, without posting security and without prejudice to such other rights as may be available under this Agreement or under applicable law.
- G. Confidential Information does not include information which is required to be disclosed by operation of law.

XVII. Conditions of the Parties' Obligations

- A. This contract is contingent upon authorization of Wisconsin and United States laws and any material amendment or repeal of the same affecting relevant funding or authority of any applicable State Department shall serve to terminate this Agreement, except as further agreed to by the parties hereto.
- B. Nothing contained in this contract shall be construed to supersede the lawful powers or duties of either party.
- C. It is understood and agreed that the entire contract between the parties is contained herein, except for those matters incorporated herein by reference, and that this Agreement supersedes all oral agreements and negotiations between the parties relating to the subject matter thereof.
- D. County shall be notified in writing of all complaints filed in writing against the Provider. County shall inform the Provider in writing with their understanding of the resolution of the complaint.
- E. The Provider certifies that, for the duration of this contract, no Sheboygan County Health and Human Services staff will be utilized to staff Provider’s services. Violation will result in the contract being null and void. The Provider will provide a list of staff upon request.

XVIII. Legal Status

Provider warrants that it has complied with all necessary requirements to do business in the State of Wisconsin, that the persons executing this contract on its behalf are authorized to do so. Provider shall notify the County immediately, in writing, of any change in its legal status.

XIX. Addendums

The following checked addendums are incorporated through reference as inclusive documents to the body of the contract:

- | | |
|--------------------------------------------------------|-----------------------------------------------------------------------|
| <input type="checkbox"/> CBRF Adult Family Home | <input type="checkbox"/> SHC Respite |
| <input type="checkbox"/> CCS Provider Responsibilities | <input type="checkbox"/> Sheboygan Senior Dining Program Requirements |
| <input type="checkbox"/> CRS Provider Responsibilities | <input type="checkbox"/> Supported Employment Addendum |
| <input type="checkbox"/> Daily Living Skills | <input type="checkbox"/> Treatment Foster Home Addendum |
| <input type="checkbox"/> Guardianship Addendum | Other: _____ |
| <input type="checkbox"/> RCC Addendum | |
| <input checked="" type="checkbox"/> Safety Assurances | |
| <input type="checkbox"/> Representative Payee Addendum | |

XX. Signatures

This contract is agreed upon and approved by the authorized representatives of Sheboygan County and Shoreline Metro (Provider) as indicated below. This Contract becomes null and void if the time between the County's authorized representative signature and the Provider's authorized representative signature on this Contract exceeds sixty (60) days.

For County:

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

Date

For Provider:

Provider's Authorized Representative

Date

Title:

Federal ID #: _____

CITY OF SHEBOYGAN

REQUEST FOR TRANSIT COMMISSION CONSIDERATION

ITEM DESCRIPTION: 3.2 Res. No. 161-18-19 – A Resolution authorizing the Mayor to execute the 2019 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: 1/9/19

MEETING DATE: 1/15/19

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 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:

Res. No. 161-18-19 has been referred to the Transit Commission from the Common Council for discussion and possible action. 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 have had an upstanding relationship and continue to work very positively and effectively together.

ACTION REQUESTED:

Motion to pass Res. No. 161-18-19 and recommend to the Common Council for acceptance and approval.

ATTACHMENTS:

- I. Res. No. 161-18-19;

January 5, 2019

Derek Muench
608 S Commerce
Sheboygan, WI 53081



Dear Derek,

Thank you for your willingness to discuss our parking situation. We appreciate the consideration of the committee to address our problem.

After deliberating many solutions with you, the decision that seems to make the most sense is to change Lot #10 into a parking situation like the parking for the Riverfront (Parker Johns, The Wharf, The Duke of Devon, etc). This seems to make sense as we are currently the only people using Lot #10 almost exclusively. We would change to start paying a yearly fee instead of renting spots and hanging permits, which are impossible to share amongst all the staff who come and go on different days and many different times during the day. Some employees work very short shifts during the day as well.

The need to change the rules is clearly evident; in the month of December, I paid \$175 in ticket fees. Lot #10 was nearly empty every day while most of our staff, Il Ritrovo guests, and Field to Fork guests were *fighting* for parking behind Il Ritrovo and north to Pennsylvania. People were and are risking parking in the HSA bank lot in addition to using the parking meters in the surrounding area.

In order for Stefano and I to embark on our latest project, an expansion to the north of Field to Fork and Il Ritrovo, it is essential that the parking situation reach a satisfactory conclusion. The lot behind Ritrovo and north to Pennsylvania needs to be available to all guests of our existing businesses and our upcoming endeavor. As we celebrate the 25th year of Trattoria Stefano, we are happy to be located in downtown Sheboygan and want to remain happy! Thank you for working with us and we look forward to your response.

Sincerely,

A handwritten signature in black ink, appearing to read "Whitney Viglietti". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Whitney Viglietti

January 2, 1970

Chief Clerk
808 Commerce
Pittsburgh, Pa.

Dear Sir:

Thank you for your willingness to discuss our needs for additional. We appreciate
the fact that you have taken the time to answer our questions.

After deliberating many solutions with you, the decision was made to make the
most sense is to change lot #10 into a parking structure. The structure to be
located (Pittsburgh, Pa.) The lot of (Pittsburgh, Pa.) This structure
there sense as we are currently the only people using lot #10 almost
exclusively. We would prefer to have a yearly fee instead of having people
and parking tickets, which are impossible to share amongst all the staff who
come and go on different days and many different times during the day. Some
employees work very short shifts during the day as well.

The need to change the rules is clearly evident in the month of December. Lot
#10 in ticket lot #10 was nearly empty every day while most of our staff, if
through guests and field to Park guests were fighting for parking. If
through and north to Pittsburgh. People were and are taking parking in the
PBA bank lot in addition to using the parking meters in the surrounding area.

In addition to the expansion of our lot project, an expansion to the
north of Field is being considered. It is essential that the new lot be located
in a convenient location. The lot should be located and north to Pennsylvania
needs to be available to all kinds of our existing businesses and our upcoming
endeavor. As we celebrate the 50th year of Traction Station, we are happy to be
located in downtown Pittsburgh and want to remain part of the city. Thank you for
working with us and we look forward to your response.

Sincerely,



CITY OF SHEBOYGAN

REQUEST FOR TRANSIT COMMISSION CONSIDERATION

ITEM DESCRIPTION: 3.3 Communication from Whiteny Viglietti regarding Parking Lot 10

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

REPORT DATE: 1/9/19

MEETING DATE: 1/15/19

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:

Ms. Viglietti is an involved business owner and professional with several businesses in the downtown area including Stefano's, Il Ritrovo and Field to Work. Employees of these businesses have traditionally parked in Lot 10 where Ms. Viglietti had rented monthly stalls. Since the change from assigned stalls to permit parking, her employees could no longer share parking stalls and rather had to share permits which have been identified as cumbersome and inconvenient in phone discussions with her. Ms. Viglietti is requesting the Transit Commission consider working out an agreement for her businesses to pay an annual fee and hold the exclusive privilege of being able to park in Lot 10. The request compares this option with Riverfront where Duke of Devon is located. However, PAD 2 Riverfront only assesses out expenses with parking being free for customers and employees.

STAFF COMMENTS:

This request is unique but certainly understandable. Parking Lot 10 has traditionally been used exclusively by employees of these area restaurants largely because the stalls were typically rented exclusively by Ms. Viglietti and these businesses. Since going to the new permits, there really isn't a way that is effective and practical to allow for duplicate permits. This is not a practice we want to get into until the technology required to monitor these permits is implemented. With that said, we want to consider resources we already have available to us.

First, these stalls are located in an area that is not practical or conducive for other customers to utilize. The lot is adjacent and connected to the Leverenz Apartments with the Parking Utility owning 15 stalls in this lot. Currently, Ms. Viglietti rents 10 of these stalls at \$25 per month. The other five go unrented.

Second, with the expansion of their businesses, parking would be needed to accommodate employees (and customers alike). This would be a great opportunity to get 100% utilization and accommodate these businesses.

Lastly, my sole support driving such agreement is based on the location of the lot and access to the lot. The lot is difficult to access. There is an alley entrance off S 7th Street Swing Street which is only accessible from the south. The other access is cutting through the parking lot to the north owned by the bank. There is no good designation for this parking lot. This parking lot has completely different characteristics than the other parking lots owned and operated by the Parking Utility in downtown. This parking lot is located in the Parking Utility Administration and from a budget standpoint this agreement makes sense to maintain revenue in this parking lot.

For consideration, if this lot was full for the entire year, it would generate \$4,500 in revenue (15 stalls x 12 months x \$25 per month). Currently, 10 stalls are rented generating \$3,000 annually. These businesses that Ms. Viglietti owns in downtown are not subject to the parking assessment at this time as they are outside the boundary for PAD 1. We have a similar agreement for parking with the Encore Apartments in Lot 14.

My recommendation, if the Transit Commission agrees with entering into an agreement, would be to establish an annual fee no less than the \$3,000 and no more than the \$4,500. Transit Commission would give the Director authority to negotiate an amount acceptable to both parties and work on an agreement with the assistance and approval of the City Attorney's office per the guidelines and perimeters established by the Transit Commission.

If an agreement isn't appropriate, there may be other ways we may be able to accommodate this request.

ACTION REQUESTED:

Motion to allow the Director of Transit & Parking to work with Ms. Viglietti to establish an annual rate for the parking stalls in Lot 10 and work with the City Attorney's office to draft an agreement and resolution. (Agreement and/or resolution would be brought to Transit Commission and Common Council for approval as early as the March 2019 meeting.)

ATTACHMENTS:

- I. Letter from Ms. Whitney Viglietti

CITY OF SHEBOYGAN

REQUEST FOR TRANSIT COMMISSION CONSIDERATION

ITEM DESCRIPTION: 3.4 Parking Industry Expo 2019

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

REPORT DATE: 1/9/19

MEETING DATE: 1/15/19

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:

The Parking Industry Expo is held annually throughout the country as the premiere parking event of the year. The 2019 Expo is being held in Rosemont (Chicago) March 11-14. The Director has not attended a parking conference or expo during his near seven years at Shoreline Metro and with all the improvements and enhancements the Parking Utility has made over the past several years, attendance at this year's expo (particularly because it's close) is a great way to further gain industry knowledge and meet other parking professionals in the industry.

STAFF COMMENTS:

The Director feels this is a great opportunity to engage within the parking industry. The rate for the entire 4-day conference is \$695 and the rate for the 3-day conference is \$595. It is likely that the Director would attend the 3-day conference as the first day special sessions is not of interest at this time. Since the conference is out of state, the Director is seeking approval from the Transit Commission to attend this event. For more information, please visit www.pieshow.parkingtoday.com.

ACTION REQUESTED:

Motion to allow the Director of Transit & Parking to attend the Parking Industry Expo for 2019.

ATTACHMENTS:

- I. No document attached.

CITY OF SHEBOYGAN

REQUEST FOR TRANSIT COMMISSION CONSIDERATION

ITEM DESCRIPTION: 3.5 Director's Report

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

REPORT DATE: 1/9/19

MEETING DATE: 1/15/19

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:

The Director of Transit & Parking presents to the Transit Commission a report of operations for the fourth quarter of 2018.

STAFF COMMENTS:

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

- 1) GPS Upgrade –Shoreline Metro has experienced some unexpected delays with the new GPS provider. We are currently working with them to resolve some firmware issues with the units we have installed in our buses. We hope to have an update and possible presentation at the March 2019 meeting.

- 2) Parking Implementation Plan Update – The Director and his staff have been busy with the parking changes and implementation this past fall. New signs, parking meter decals, permits and agreements have all been created and/or ordered. Shoreline Metro's Administrative Coordinator has been instrumental in getting the permits to customers and coordinating the issuance of additional permits to waiting list customers. The Parking Utility has seen significant increases in meter revenue this fall with revenue overall up significantly. The increases in revenue will go to invest in the further beautification efforts in downtown and to offset the parking assessment in downtown.

- 3) Ridership – As discussed in the fourth quarter report, ridership is up significantly at over 13.2% for 2018 over 2017. The fourth quarter alone was up over 20%. The entire Shoreline Metro team has spent time and energy working through the stresses and difficulties of such increases especially related to students. The fourth quarter was stressful for drivers and staff alike but we learn, we re-evaluate and we improve. I'm proud of the way my staff has handled the increases and how proactively we tried to be in addressing concerns and issues.

- 4) Transportation Development Program – Bay-Lake Regional Planning Commission continues to work with Shoreline Metro on the next five year development plan for Shoreline Metro. The project is about 25% complete and will continue through 2019. No major recommended changes to transit are expected with this updated plan.
- 5) “Parking Downtown Sheboygan” – The Director created a Facebook page for parking in downtown Sheboygan appropriately called Parking Downtown Sheboygan. The page is up and running and allows us to directly communicate with followers on important items surrounding the world of parking within the parking districts of Sheboygan. The page is monitored and updated through a third party contractor (same as transit). “Like” the page today!
- 6) City Strategic Plan Update – Here’s an update on the transit and parking elements of the City’s Strategic Plan for 2018-2022:
 - a. Quality of Life
 - i. Improve Mass Transit Options throughout Sheboygan and Sheboygan County – Shoreline Metro continues to explore options beyond the current service area including the Town of Sheboygan and Plymouth. Through cooperation with the Sheboygan County EDC, Shoreline Metro continues to have discussions about expansion to the Town of Sheboygan, west to Plymouth or garner support for other partnerships. The agreement with SASD is a great example of this Quality of Life action item.
 - ii. Critical Measures – Ridership has increased significantly on the fixed route recently despite “good” economic times and inexpensive fuel. Shoreline Metro continues to advertise to drive ridership and continue building positive relationships which is essential to driving ridership. Passenger opinion surveys are currently being fabricated by Bay-Lake Regional Planning Commission with surveys set to be conducted this summer. Ridership for students continues to be strong as well as workforce commuters. Ridership finished up 13.2% for the year with students now being able to ride free!
 - b. Infrastructure and Public Facilities
 - i. Action Items – Shoreline Metro has five (5) fixed route buses fully funded (local and federal matches secured) for purchase. Shoreline Metro has issued a purchase order for these vehicles and awaiting delivery sometime in March 2019.
 - ii. Action Items –The Parking Utility will be working on redevelopment of the alley between N 8th Street and Lot 7 by Freak Toyz in conjunction with Sheboygan Squared and City Planning in 2018. This has been pushed out to 2019.
 - c. Economic Development
 - i. Action Items – The Parking Utility maintains a cost per stall on an annual basis. This information will be presented during the first quarter of 2018.

- ii. Action Items – The Square (Route 40) route commenced on May 29th for the season. Total ridership has increased each of the past two years. Shoreline Metro used the trolleys purchased in 2016 exclusively for this route this year which saw ridership at its highest level with a 31% increase in 2018. Service was again provided on the 4th of July, 11:00 a.m. to 8:00 p.m.
- d. Governing and Fiscal Management
 - i. Action Items – Shoreline Metro has commenced on its next Transit Development Program (TDP) through Bay-Lake Regional Planning Commission. We are currently in the preliminary stages with work largely being done by Bay-Lake. The process will continue through 2018 and into 2019.
- e. Communication
 - i. Action Items – Shoreline Metro has grown its Facebook to 962 “likes”. This number has grown substantially since last year. I believe at the time of the City’s Strategic Plan publication, Shoreline Metro had 600 page “likes”. The Parking Utility created a Parking Downtown Sheboygan Facebook page during the fourth quarter of 2018.

ACTION REQUESTED:

Motion to accept the Director’s Report provided by the Director of Transit & Parking and place on file.

ATTACHMENTS:

- I. No document attached.