

**TRANSIT SYSTEM MANAGEMENT PLAN**  
**2018 WISDOT PUBLIC TRANSIT ASSISTANCE PROGRAM**  
*Updated September 27, 2017*

**APPLICANT:**

**City of Fort Atkinson**

The 2018 Transit System Management Plan is an account of the services to be provided by your system in calendar year 2018. The Plan also details any expansion or reduction of services during the next calendar year, as well as the system's goals and objectives for 2018 and beyond.

The purposes of the management plan are to provide WisDOT with a description of the services to be provided during the ensuing year, ensure the maintenance or improvement of service available to the public, identify and implement various policies and practices to increase the efficiency of transit operations, and ensure state funds will be spent wisely.

The Department will also use the management plan as a basis for monitoring and evaluating the performance of the participating transit system during the contract period. Transit policy and management decisions made and actions taken during the contract period must be in conformance with the management plan.

Any proposed deviations from the management plan must be reported to the Department and approved by the Department prior to implementation. Failure to do so will jeopardize continued assistance.

Each applicant is required to prepare a management plan in accordance with the outline given below. The level of detail required will vary according to the size and complexity of the system involved, but each topic must be addressed by all applicants.

**Please include your answers to the below questions within this document, adding pages at the end of the document if needed.**

**Please change the font (size/color/italicized/bold) of your answers so they stand out from the questions.**

**Paragraphs with borders and shaded gray do not require any input from the applicant.**

**If using information from your 2017 application as the basis for your responses, please cut-and-paste into this document – do not simply re-submit last year's version of the Management Plan.**

**I. ORGANIZATIONAL INFORMATION**

- (1) Which municipal/tribal/county department is responsible for administering and/or operating the transit service?

**City of Fort Atkinson, City Engineer, Andy Selle**

- (2) Are there any third-party vendors hired for operations of the transit system?

**Brown Cab Service, Inc.**

Are any administrative services performed by a third party? (e.g. accumulating quarterly reports, submitting applications to WisDOT or FTA, hiring staff)

**No**

- (3) Will the municipality/transit commission/county have a single audit conducted in 2018? *Note: OMB SuperCircular 2 CFR 200 requires this if your municipality/county/transit commission receives more than \$750,000 in total federal (not just transit) grants.*

- (4) For any system with a transit commission, board of directors or transit advisory committee:

- a. How often does the commission/board/committee meet?

**Annually or as needed**

- b. What is their role in the transit system? Do they set system policies? Vote on fare increases/decreases? Other?

**Vote on policy and recommend it to council for approval**

- c. List commission/board members and their contact information

Name	Company/Title	Phone	Term
Beth Gehred	Council Member		Unlimited
Mark Maas	Citizen	920.563.7333	Unlimited
Jack Rice	Citizen	920.563.3550	Unlimited

**II. SERVICE DESCRIPTION**

- (1) Enter “x” below for each service type that applies to your system. Provide comments below the checkboxes, if needed.

Fixed route (no deviation)

Fixed route (deviation)

Demand response (e.g. shared-ride taxi, door-to-door bus, paratransit)

(2) List the hours of operation for each service in the system

**Monday – Thursday: 6:30 AM – 7:00 PM**  
**Friday and Saturday: 7:00 AM – 2:30 AM**  
**Sunday: 7:00 AM – 4:00 PM**  
**Holiday – 8:00 AM – 12:00 PM**

(3) List all municipalities, counties, or other pertinent areas in which your system stops as part of a fixed-route service or picks up riders through a demand-response service. Be specific as to the type of service you provide each community.

**Operations within the City and a 5 mile radius. One leg of trip must be in city.**

(4) Outline the extent to which you will deviate from fixed-route service, if applicable.

**N/A**

(5) Detail scheduling and dispatching methods for demand response services, whether they are for shared-ride taxi or paratransit services.

**Dispatch handled by phone, radio, and tablet during operating hours.**

(6) Complete the following table listing the vehicles used at peak service times, and the total number of vehicles available to the system. Calculate the spare ratio: (total vehicles in fleet – vehicles used at peak) divided by (vehicles used at peak).

<b>Vehicle Type</b>	<b>Vehicles Operating at Peak Time</b>	<b>Total Vehicles Available</b>	<b>Spare Ratio (Total –Peak)/Peak</b>
Sedan			%
Mini-van	5	5	0%
Cutaway ( <i>mini-bus or medium bus</i> )	1	1	0%
Heavy-duty bus			%
Other:			%
Other:			%
<b>TOTAL</b>			%

(7) List all requests from a third party for service for special events outside regular service hours (e.g. wedding receptions, shopping trip for a group of individuals) in the past year. List only services that have not been listed in your past application budgets.

Party Requesting Service	Type of Service Provided	Dates of Service	Amount Paid to System for Service
N/A			

### III. SERVICE CHANGES

This section should describe anticipated changes in the levels of service provided by the participating transit system effective during 2018, *as well as any changes implemented after June 1, 2017*. Each change in level of service should be discussed separately and each discussion should include the following:

- (1) A detailed description of the change, including whether it includes an increase or decrease of service hours/number of vehicles or drivers, or an expansion or reduction of service area;

**N/A**

- (2) The date on which the change is to be (or was) implemented;

**N/A**

- (3) The reasons for instituting the change;

**N/A**

- (4) A statement indicating why the change is essential to the preservation or enhancement of the transit system

**N/A**

- (5) If there was public input into the decision.

**N/A**

- (6) The projected impact of the changes upon operating revenues and expenses during calendar year 2018.

**N/A**

Any significant changes in fares or service levels (elimination/addition/expansion of a daily or weekly service, elimination/addition of a service route, etc.) must be preceded by public notice approximately 30 days before implementation.

- Public notices must be advertised at least once in newspapers and/or web sites of each community affected by the changes.
- (2) The proposed changes must be identified on the agenda of at least one meeting open to the public. A separate public meeting on the changes is not necessary, but if the topic is to be discussed a general City Council or County Board meeting, it must be on the agenda and clearly stated on the public notice so transit stakeholders are aware.
- (3) The results of the public meeting, including all comments from members of the public on transit issues, must be documented in a concise yet thorough manner for future reviews by WisDOT and FTA staff.

(7) If there have been significant changes in service (moving from fixed-route to demand-response, publicly-operated to privately-operated or vice versa, expansion from a municipal to county-wide system, etc.) over the history of the transit system, please summarize them.

**N/A**

(8) List any significant maintenance or construction issues for any transit-specific facilities, and whether any upgrades or renovations are scheduled for the upcoming year. Describe any expected process towards a new transit facility over the next year, if applicable.

**N/A**

#### **IV. THIRD-PARTY PROVIDER INVOLVEMENT**

- (1) If your transit system is publicly-operated, note when the municipality or county completed an analysis of whether a private sector company could operate the system more effectively. If this analysis was completed in the last year, include the results of the study with this document.
- (2) If your transit system contracts with a private provider (or providers) for all or part of its transportation service, complete the table below:

Provider Name	Service Provided	Year Provider First Provided Service	Most Recent Bid Year	Final Year of Current Agreement
Brown Cab Service, Inc.	Shared Ride Taxi Operations and Management	Pre-2000	2014	2018

**V. FARES**

This section should document in detail the fare schedule in effect on January 1, 2018. Add a table, if needed.

- (1) For Section 5311 applicants, the tariff schedule should include the fare rates which are in effect for various demographic groups (e.g. age, disability, veterans, etc.) and the hours of the day and days of the week, etc. for which they apply. If agency fares have been established, they should be noted as well.

**Base Adult Fare: \$3.25      Elderly/Disabled Fare: \$2.25      Student Fare: \$2.75**  
**Per mile outside service area: \$2.00; Additional Passenger: \$2.25; Package Delivery: \$4.25**  
**After 10 p.m. all fares: \$5.25    Wait Time: \$.20/minute; Extra Bags: 3 for \$1.50**  
**Agency Fare-full: \$5.90, Agency Fare-prepaid: \$5.25; Stop in route \$2.25**

- (2) In addition to documenting your January 1, 2018 fares, describe any anticipated changes in fare structure during calendar year 2018 or beyond. Any proposed changes in fare structure must be coordinated with your passenger counting program when the average fare method is used.

**N/A**

- (3) Describe any fares set for managed care or other agencies, including the name of the agency and the rate. Note if there is an administrative fee taken from the agency fare to cover reporting and other costs associated with these riderships.

**Agency Fare -full: \$5.90**  
**Agency Fare-prepaid: \$5.25**

**VI. COST ALLOCATION PLAN**

If the transit system enacts a Cost Allocation Plan to distribute costs through an indirect cost rate charged to a transit assistance grant, please upload a copy of that plan in the Resources section of BlackCat. If your system only charges direct costs to your federal grants (salary, fringes) or only pays a third-party provider through an invoicing process, no Cost Allocation Plan is required.

## **VII. PROCEDURES FOR ESTABLISHING 2018 REVENUE PASSENGERS & OPERATIONAL DATA**

This section should describe in detail the procedures to be utilized for establishing 2018 revenue passenger trips.

(1) Revenue passenger trips are determined by (choose one):

- Actual Count (e.g. automated fare counters, driver logs)
- Average-fare method (estimated)

(2) If the average fare method is to be used, include a schedule of the surveys required to determine the average fare.

## **VIII. MARKETING/ADVERTISING PLAN**

Describe your 2018 marketing and/or advertising plan, including:

- (1) where promotional materials are posted (newspapers, grocery stores, colleges, community centers, etc.),
- (2) scheduled radio/television advertisements during 2018, and
- (3) utilization of interior or exterior advertising on vehicles.

Also provide any additional information about the marketing tools or advertising methods your system has tried in the past (successfully or not).

- 1. Promotional materials in local grocery stores, City Hall, Senior Center, Clinics**
- 2. No radio or TV advertising—cost/benefit has not been there in past**
- 3. Cab phone number on both inside and outside of vehicles**

## **IX. COORDINATION OF LOCAL TRANSIT SERVICES**

Detail project coordination accomplished with other providers of transportation in the service area and the applicant's efforts to maximize the integration of existing funding sources with funds being applied for under the Section 5311 program.

- (1) Describe your efforts to coordinate with any other transportation providers (private or publicly-owned) operating within or outside your service area. Efforts may include transfer arrangements, coordination of routes to avoid unnecessary duplication of service, coordination of fare structure, etc.

**Brown Cab is represented, along with other transportation providers, on Jefferson Co. TCC. These meetings allow sharing of information to eliminate duplication of service.**

- (2) Describe coordination efforts with local social service agencies, particularly with those agencies providing services (non-transportation) to low income, minority, non-English speakers, elderly, or disabled clientele. Any systems receiving 85.21 in-kind match must address that coordinated service here. Efforts might include purchase-of-service agreements, establishing routes and schedules based on the transportation needs of agency clients, providing front-door service to the agencies and to traffic generators frequented by their clients (e.g., senior citizen centers, nursing homes, clinics), providing schedules, route maps and other information aids.

**Information is provided to human services, medical facilities and other agencies. We work to coordinate with Clinics and hospitals, and have regular communication with county human services and ADRC.**

- (3) Summarize public outreach and involvement activities undertaken during the past year and list the steps taken to ensure that minority persons and individuals with limited English proficiency had meaningful access to these activities.

**An Lep access plan has been established and used by the City and the provider during 2016.**

- (4) List recent coordination efforts with local businesses or business districts regarding commuter routes or transportation services related to employment or commerce.

**N/A**

- (5) Identify any municipal, county or regional transportation coordinating committees on which someone from the transit system serves.

**County of Jefferson TCC. Participation on CTAA study of transportation in the Highway 26 corridor by both the City and provider. WURTA and WATO membership and committees**

## **X. SERVICE AND PERFORMANCE GOALS**

The section documents multi-year service and performance goals for the participating transit system as required by s.85.20, Wis. Stats. The goals must set annual targets and cover a 4-year period (2018-2021).

- (1) Complete the table below:



<b>Estimated Operating Statistics</b>				
	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
System Expenses	397,186	404,750	412,500	420,300
Passenger Count	46,000	46,500	47,000	47,500
Passenger Revenue	178,000	179,800	181,600	183,400
Revenue Hours	14,837	14,837	14,837	14,837
Population Estimate	12,355	12,355	12,355	12,355
<b>Performance Indicators</b>				
	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Expense/Revenue Hour	26.77	27.28	27.80	28.33
Expense/Passenger	8.63	8.70	8.78	8.85
Revenue/Expense Ratio	.45	.44	.44	.44
Passenger/Revenue Hour	3.10	3.13	3.17	3.20
Passengers/Capita	3.72	3.76	3.80	3.84
Revenue Hours/Capita	1.20	1.20	1.20	1.20

(2) Provide a short explanation for any projected increases or decreases in these figures. For example, an increase in expenses per passenger could be attributed to rising fuel and labor costs. Increases in expected passenger counts should be justified by historical data or expected service or population growth.

**Past experience has indicated that increases are related to the cost of living index.**

(3) List the municipalities/counties used for calculating the population estimate for the “per capita” measures.

<b>Municipality/County</b>	<b>Population Estimate</b>
<b>City of Fort Atkinson</b>	<b>12,355</b>
<b>Total:</b>	<b>12,355</b>

A few tips for determining the most accurate population estimate for your service area to calculate the “per capita” figures:

- (1) Shared-ride taxi or municipal bus systems should include the entire population for the municipality(ies) that it services. It is not necessary to include the populations of small municipalities that happen to fall within a predetermined ring (i.e. 5 miles) around the municipality included as part of the service area – although they can be included if they are a significant ridership.
- (2) Municipalities or tribes that are local share partners for the service should have their populations included within the service area, as should any municipalities where a fixed-route or deviated fixed-route system stops regularly but does not contribute local share.
- (3) The full population of a county should not be included within a service area unless the demand-response service covers the entire county.
- (4) Bus systems headquartered in a municipality that is not located in a federally-defined Urbanized Area (UZA) offering service into urban areas (population over 50,000) should not count the urban population as part of their service area.

**XI. TRANSIT SAFETY INFORMATION**

Please enter the following safety information regarding accidents that have happened during your regular transit services between **July 1, 2016 and June 30, 2017**.

Number of accidents with <b>property damage of \$25,000 or more</b> (with no injuries or fatalities):	-0-
Annual <b>damage total</b> for all accidents with property damage of \$25,000 or more (whether or not they had injuries or fatalities):	\$0.00
Number of accidents with <b>injuries</b> to transit passengers, drivers, or occupants of other vehicles (note the number of injuries in the summary below)	-0-
Number of accidents with <b>fatalities</b> to transit passengers or drivers, or occupants of other vehicles (note the number of fatalities in the summary below)	-0-
<b>Summarize the nature of the accidents below:</b>	

**XII. COMPLIANCE SITE REVIEW ELEMENTS**

The following statements address issues identified during WisDOT Compliance Site Reviews, which are held to help transit systems understand the responsibilities coming along with federal and state grants. Please state whether each item below is true or false with an “X” in the correct box.

**You do not need to include these documents, policies or procedures within your application, nor do you have to implement any changes in your system’s procedures before receiving funds. However, you should implement any items for which you marked “False” as soon as possible so that you are not found lacking when a Compliance Site Review is scheduled for your system.**

TRUE	FALSE	ITEM
		1. The system has written documentation regarding general accounting practices, credit card usage, and cash management policies. This documentation may be adopted from the municipal, county, or tribal government.
		2. The system has a separate transit account, if within a municipal/county/tribal government structure, and that the balances for FTA and WisDOT grants for each year are tracked to ensure no funds from previous grants are used for future operating or capital purchases.
		3. The system has a written Procurement Policies and Procedures document, or as formally adopted WisDOT’s procurement policies.
		4. The system has a vehicle replacement schedule that stating when each vehicle within the fleet will be disposed, and that schedule matches their four-year capital plan as listed in the WisDOT BlackCat system.
		5. The transit system has a Vehicle Disposal Guidance document, or formally adopts the WisDOT Disposal Guidance so that FTA-funded vehicles are disposed of properly.
		6. If the system has a facility that was constructed with the aid of FTA funds, there is a facility maintenance plan to address how the structure and internal elements of the facility are maintained for maximum useful life.
		7. A representative of the subrecipient (applicant) receives and reviews a semi-annual vehicle maintenance report and conducts an annual inspection of all vehicles to ensure they are being maintained properly, even if leased to a third-party vendor.
		8. The system has completed its Title VI Plan, which is posted within the transit system facility, on the subrecipient’s web site, as well as cards posted in each vehicle operating the service.
		9. The transit system reviews invoices and operation reports from its vendors on a quarterly basis to ensure service amounts and expense are as expected per the original Request for Proposal and any annual local agreement.
		10. The transit system has written training manuals regarding Title VI, ADA, safety, and other operational procedures available for operators, dispatchers and other staff, or has copies of those documents from their third-party provider to ensure training is being conducted.