

EXISTING TRANSIT SERVICES AND TRAVEL PATTERNS

2



Credit: Waukesha Metro Transit

2.1 INTRODUCTION

The following chapter provides an inventory of current transit services in the City of Waukesha and Waukesha County as of 2019. The topics described include a description of services; the history and progress implementing principal recommendations from previous Transit Development Plans; transit service operations, ridership, operating costs, and vehicle fleet; and travel patterns and characteristics of riders. A description of other major public transit service providers in Waukesha County, including intercity bus services, taxicab services, and human services transportation programs, is also provided.

2.2 HISTORY AND ADMINISTRATIVE STRUCTURE

Waukesha Metro Transit

Local bus service was first started in the City of Waukesha in 1941 by Waukesha Transit Lines, now known as Wisconsin Coach Lines, Inc. Continuous declines in ridership and profits during the postwar period, and failure to obtain Federal and State transit assistance through the City in the mid 1970's, resulted in extreme financial difficulty for the private operator, who ultimately ceased operation of regular local service in 1976, and the school tripper service in 1977. After a referendum to provide publicly-funded demand-responsive transit service in the City failed in 1977, a second referendum concerning a publicly-owned, privately managed fixed-route bus system was successful in 1980. On August 31, 1981, Waukesha Metro Transit began operation.

Waukesha County Transit

Waukesha County began providing public transit service in 1975. Declining ridership and increasing operating costs in the early 1970's on commuter bus services provided between the Cities of Milwaukee, Waukesha, Oconomowoc, and Watertown by Wisconsin Coach Lines, Inc., a private for-profit transit company, had prompted the operator to request financial assistance from the County. In 1975, an 18-month demonstration project, jointly sponsored by the Wisconsin Department of Transportation, Waukesha County, and the private operator, provided an improved level of transit service between Waukesha County and the City of Milwaukee. In 1977, Waukesha County agreed to be the public sponsor for Wisconsin Coach Lines service. Over the past decades, service levels have increased and decreased in response to ridership fluctuations. For

example, in the early 1980's, transit service expanded to include seven new bus routes operating between Waukesha and Milwaukee County, including four "freeway flyer" routes and three local bus service routes from Milwaukee County to major employment or commercial centers in the Village of Butler, the New Berlin Industrial Park, and the area around the Brookfield Square shopping area. Additional service was initiated on a trial basis with Milwaukee County serving as a contract provider. However, by the mid-1980's, transit service was reduced due to low ridership and concerns over Waukesha County's operating assistance levels. In the 1990's, Waukesha County transit service levels increased from six routes to 16 routes, including local bus and shuttle services that provided access from Milwaukee County or the City of Waukesha to areas with significant employment concentrations in Waukesha County. Two local shuttles were provided by Wisconsin Coach Lines serving the New Berlin Industrial Park and Pewaukee Business Parks. Milwaukee County also provided two local shuttles, one to Menomonee Falls' north side industrial area and one to industrial parks near the Village of Butler between W. Silver Spring Road and Capitol Drive. Since the early 2000's, transit service in Waukesha County has declined, including the service to business parks.

As service to significant employment clusters in Waukesha County expanded, a policy was established by Waukesha County in 1996 to govern private funding requirements for local shuttle bus routes and bus service expansions requested by, or designed to provide service to, specific businesses.⁴ The policy calls for all County-sponsored shuttle bus services and bus service expansions for businesses to be financed through partnership agreements between the County and the businesses benefiting from the service. Under the agreements, Waukesha County provided up to 21 percent of the total operating costs of the service. In return, the businesses agreed to cover all other financial assistance, not including the farebox revenue. If ridership levels generated sufficient farebox revenues, then no funds would be required from the businesses. Otherwise, the businesses were required to provide the difference between the passenger revenues and the assistance not covered by Waukesha County.

Administrative Structure

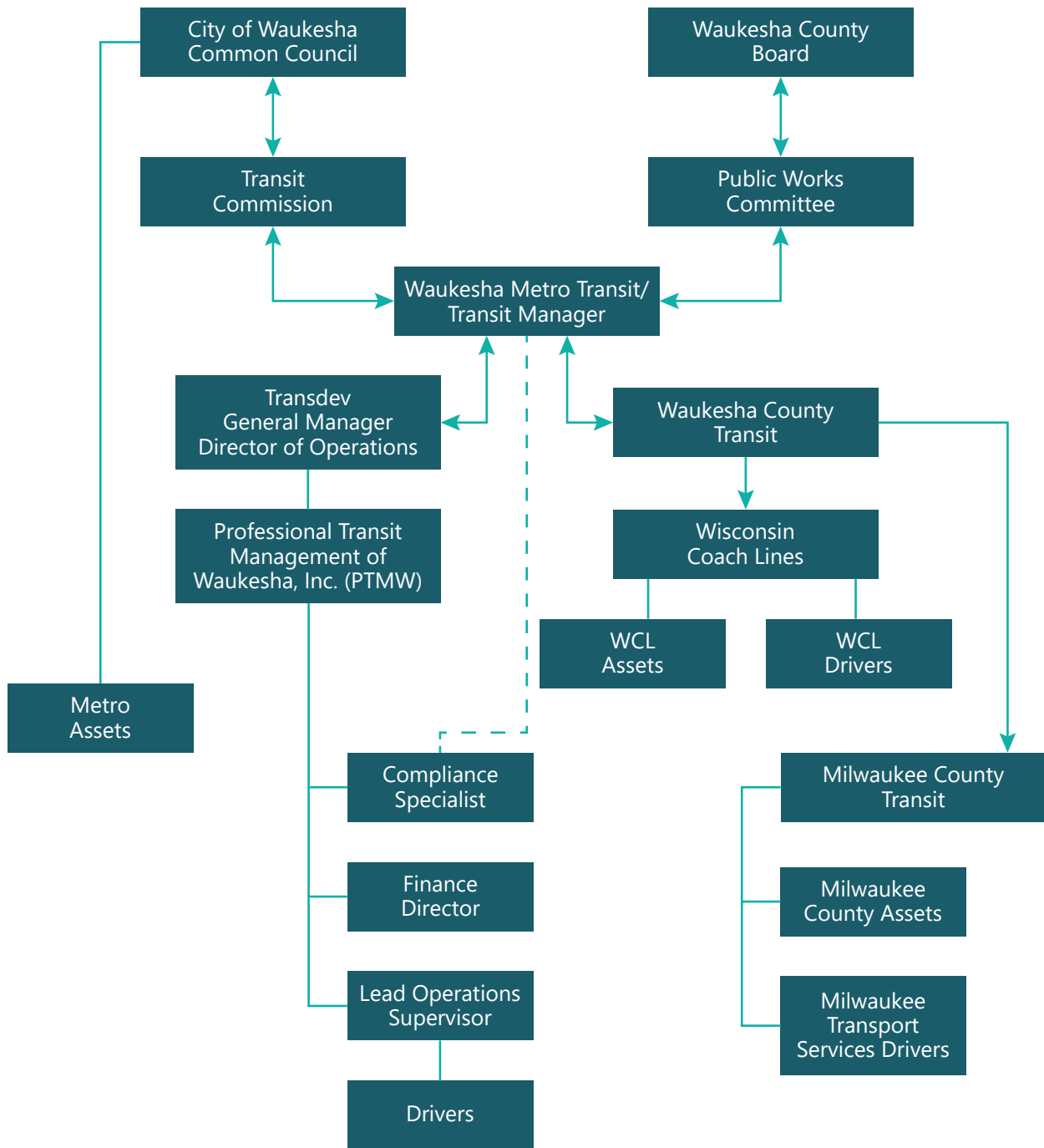
Waukesha Metro Transit and Waukesha County Transit have been jointly administered since 2003. Waukesha Metro's Transit Manager functions as the day-to-day administrator of the transit system and is employed by the City of Waukesha. Specifically, the City of Waukesha staff administers the grants received from the Federal Transit Administration (FTA) and the Wisconsin Department of Transportation (WisDOT). In addition, the City of Waukesha staff administers Waukesha County's service contracts with the Milwaukee County Transit System and Wisconsin Coach Lines, Inc. for bus routes serving Waukesha County. Each transit system is governed by its own decision-making body, with the Transit Manager providing regular updates to each relevant governing body, including financial summaries and operating statistics. This combined administrative structure is shown in Figure 2.1 and is described in more detail below.

The City of Waukesha owns Waukesha Metro Transit and operates it using a private management firm, Transdev, under the direct supervision of the Transit Manager, a City of Waukesha employee who reports to the Director of Public Works. The General Manager/Director of Transit Operations manages the daily operations of the system, and is an employee of Transdev, working under contract for Professional Transit Management of Waukesha, Inc. (PTMW), which is subsidiary of Transdev formed to provide transit service to the City of Waukesha. All Metro Transit staff, including the drivers, are employees of PTMW, except for the Transit Manager, who is a City employee, and the General Manager, a Transdev employee.

Although the two transit systems are administered by the City of Waukesha, each system reports to its respective policy making body. The Waukesha Common Council has the ultimate responsibility for review and approval of certain important matters, including the annual budget for the public transit program. Waukesha Metro Transit also reports to the City's Transit Commission, which is comprised of five members who are appointed by the Mayor and confirmed by the Waukesha Common Council. The Transit Commission sets the policy for the transit system and has all the powers necessary to make acquisitions, operate, and manage the transit system. In addition, given the collaborative management of the City and County transit systems, the City of Waukesha Transit Commission considers Waukesha County Transit Business on their agenda, including awarding contracts for Waukesha County Transit Service.

⁴ *The County defined shuttle bus routes and service as those that are intended to transport employees of a specific business or area to and from their workplace during peak travel periods only. A bus service expansion was defined as the addition of a substantial amount of revenue vehicle-miles or hours of service to an existing bus route.*

Figure 2.1
Waukesha Metro Transit and Waukesha County Transit Organizational Chart



The policy-making body of the County transit system is the Waukesha County Public Works Committee, consisting of seven members of the Waukesha County Board of Supervisors. The approval of the Public Works Committee is required for legislative matters relating to County facilities, public works, and transportation, including mass transit systems. The Waukesha County Board of Supervisors approve the annual budget for the transit system, as well as all budget related matters.

2.3 PROGRESS IMPLEMENTING THE PREVIOUS TRANSIT DEVELOPMENT PLANS

Waukesha Metro Transit

The previous Waukesha Metro Transit Development Plan: 2013 – 2017, identified three potential alternative transit service changes and reviewed the feasibility of providing Dial-A-Ride service in the Waukesha Metro service area. The three potential alternatives included: (1) operating the existing 2012 transit system without any changes over the planning period; (2) a modest expansion of the transit system to address unmet service needs while eliminating unproductive service to increase service efficiency; and (3) significant service reductions in the event of decreases in Federal and State operating funds and limits on the growth of local funding over the planning period. The Waukesha Transit Commission, at the recommendation of transit system staff, chose Alternative 1, the existing 2012 transit system, and directed transit system staff to make minor adjustments to the system as needed to meet annual transit system budgets for 2013 and subsequent years of the planning period. Commission staff forecasted that the recommended transit system would require an increase to the City of Waukesha's annual share of the total public funding from about \$1.3 million in 2012 to \$1.7 million in 2017, or an increase of about 33 percent. Recent financial statements provided by the City of Waukesha indicate that in 2017, the local share was less than forecasted, at \$1.2 million, while amount of State and Federal operating assistance forecasted was similar to the actual amounts, at \$2.9 million. As a result of the reduction in local assistance as compared to the forecasted amount, Waukesha Metro has implemented service changes and reductions to meet transit budgets, by eliminating unproductive segments to improve service efficiency. The majority of changes in the last two years included reroutes or minor scheduling changes in response to low ridership, customer needs, and opportunities to reduce delays. Recent notable service changes include the following:

- In January 2019, Route 1 service to the Brookfield Highlands Apartments in the Town of Brookfield was eliminated as Brookfield Highlands no longer pays for the service, which included three weekday trips to the apartment complex.
- In April 2019, the outbound trips on Route 9 to the Easter Seals facility on Airport Road were eliminated due to its closure a month earlier.

Waukesha County Transit

The previous Waukesha County Transit Development Plan was completed in 2001 and proposed eliminating service over the most unproductive routes so that funds could be redirected toward new or improved services with the most potential for attracting higher levels of ridership. The plan recommended that the private sector have more responsibility in establishing transit services for employment centers in low density areas to address their needs by demonstrating their worth prior to the County becoming the public sponsor for such services. The recommended transit service changes for 2006 were forecasted to result in an increase in local operating assistance to a total of \$1.15 million. By comparison, the actual amount of local assistance in 2006 was \$625,400. After the previous Transit Development Plan was completed in 2001, Waukesha County Transit routes were eliminated and routes operated by the Milwaukee County Transit System (MCTS) were updated to remove service from Waukesha County. More recently, the following notable changes have occurred to Waukesha County Transit routes and routes serving Waukesha County:

In 2015, the following service changes occurred:

- MCTS Route 10 became the Gold Line, increasing service hours
- Eight trips, including five extensions to the University of Wisconsin-Milwaukee were added to Route 901 utilizing WisDOT funds provided as part of traffic mitigation during construction along the IH 94 corridor

In 2016, the following service changes occurred:

- Two reverse commuter trips were eliminated from MCTS Route 79 to Menomonee Falls

In 2017, the following service changes occurred:

- One morning trip was eliminated from MCTS Route 79
- Two Saturday trips were eliminated from the MCTS Gold Line

In 2018, the following service changes occurred:

- Waukesha County Transit's fare increased by \$0.25
- Three eastbound and three westbound trips were eliminated on the segment of Route 901 between Waukesha and Goerke's Corners Park & Ride Lot

In 2019, the following service changes occurred:

- Two eastbound and three westbound trips were eliminated from Route 901
- One morning reverse commute trip was eliminated and one trip extension to UW-Milwaukee was added on Route 905

Two routes between the City of Milwaukee and employment centers in Waukesha County were implemented in 2014 as part of a settlement between WisDOT and a coalition of social justice advocates. The two routes, marketed as the "JobLines" routes, included Route 6 to the New Berlin Industrial Park and Route 61 to Menomonee Falls and Germantown. In 2018, ridership on Route 6 was approximately 145 passengers per day, and Route 61 had approximately 825 passengers per day. The temporary funding for the "JobLines" routes ended in December 2018 and Route 6 to the New Berlin Industrial Park ceased service in December 2018.

Although Route 61 ended service in January 2019, Milwaukee County appropriated funds and adjusted existing Route 57 to continue to serve Menomonee Falls through the summer of 2019, allowing additional time to potentially secure non-tax levy funding to continue the service into Waukesha County after August 2019. Milwaukee County and Waukesha County explored opportunities to enter into a cost-sharing agreement to continue Route 57. However, the ridership (162 rides per day) and route productivity (4.2 passengers per revenue hour) of the portion of Route 57 in Waukesha County was less than half the 10 passengers per revenue hour that Waukesha County considers enough to recommend that a transit service be funded. As a result of the end of the temporary funding, Route 57 ceased service into Waukesha County in August 2019.

2.4 EXISTING TRANSIT SERVICES

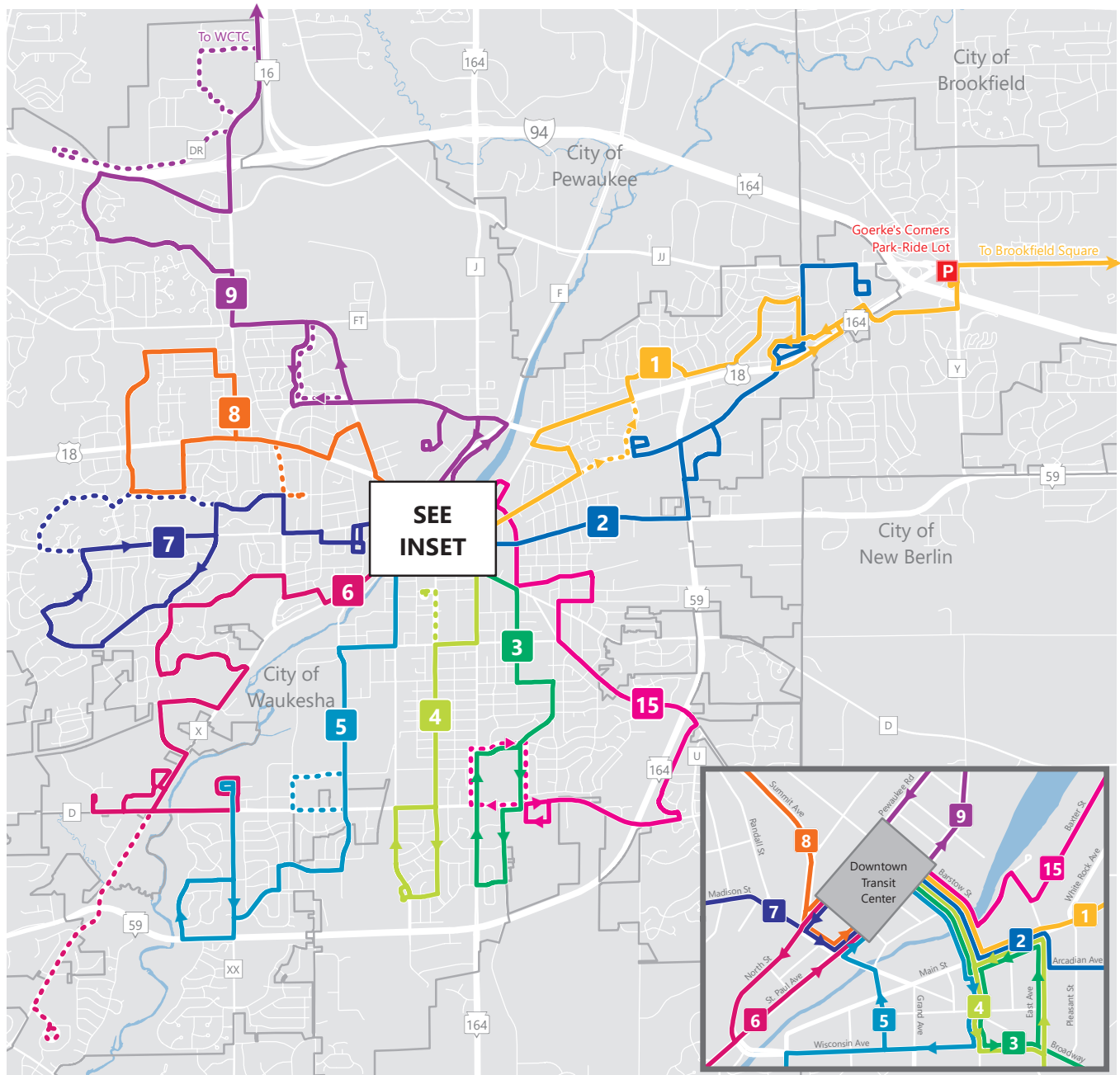
Local Bus Routes

Waukesha Metro Local Transit Services

Maps 2.1 through 2.5 show the existing fixed-route transit service provided by Waukesha Metro as of June 2019. Waukesha Metro operates ten routes in a radial network, which originate at the Downtown Transit Center located at 212 E. St. Paul Avenue. The bus routes serve key destinations throughout the City of Waukesha, including Waukesha Memorial Hospital (Route 7), GE Healthcare and Waukesha County Technical College (Route 9), the University of Wisconsin-Milwaukee at Waukesha (Route 8), Westbrook Shopping Center (Routes 1 and 2), the Shoppes at Fox River (Route 6), the Walmart Supercenter (Route 4), and public and private K-12 schools. Most of the routes operate within the City of Waukesha. However, certain routes extend beyond the City of Waukesha or pass through adjacent communities to provide service to key destinations. With the exception of the Route 1 extension, the City of Waukesha funds the segments that operate beyond its borders, as described below:

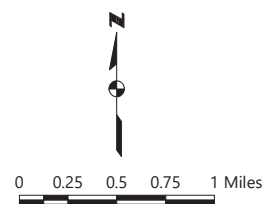
- Route 1 extends to Brookfield Square Mall, providing service primarily along Bluemound Road in the City and Town of Brookfield. Waukesha County pays the local share to operate the extension of Route 1 between Goerke's Corners and Brookfield Square Mall.
- Route 2 serves a portion of the Town of Brookfield near the intersection of Les Paul Parkway and Arcadian Avenue.

Map 2.1
Waukesha Metro Transit Weekday Daytime Routes (6:00 a.m. - 8:00 p.m.)



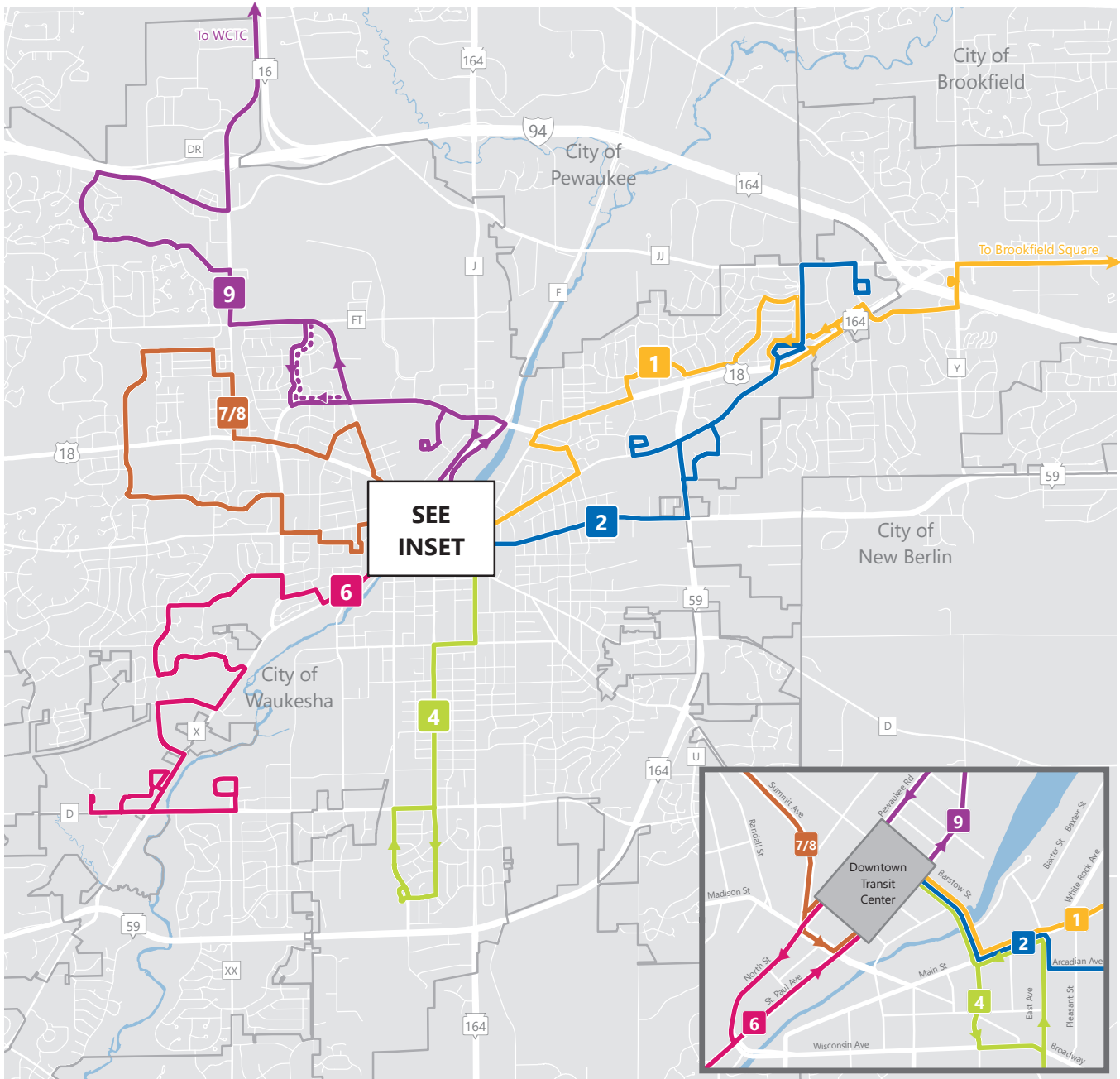
WEEKDAY DAYTIME ROUTES

- REGULAR SERVICE
- LIMITED SERVICE
- 1** WAUKESHA/BROOKFIELD
- 2** ARCADIAN
- 3** HARTWELL
- 4** GRAND
- 5** PRAIRIE
- 6** ST. PAUL
- 7** MADISON
- 8** SUMMIT
- 9** NORTHVIEW
- 15** RACINE AVENUE



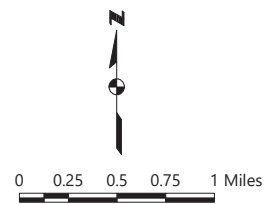
Source: Waukesha Metro Transit and SEWRPC

Map 2.2
Waukesha Metro Transit Weekday Evening Routes (8:00 p.m. - 10:00 p.m.)



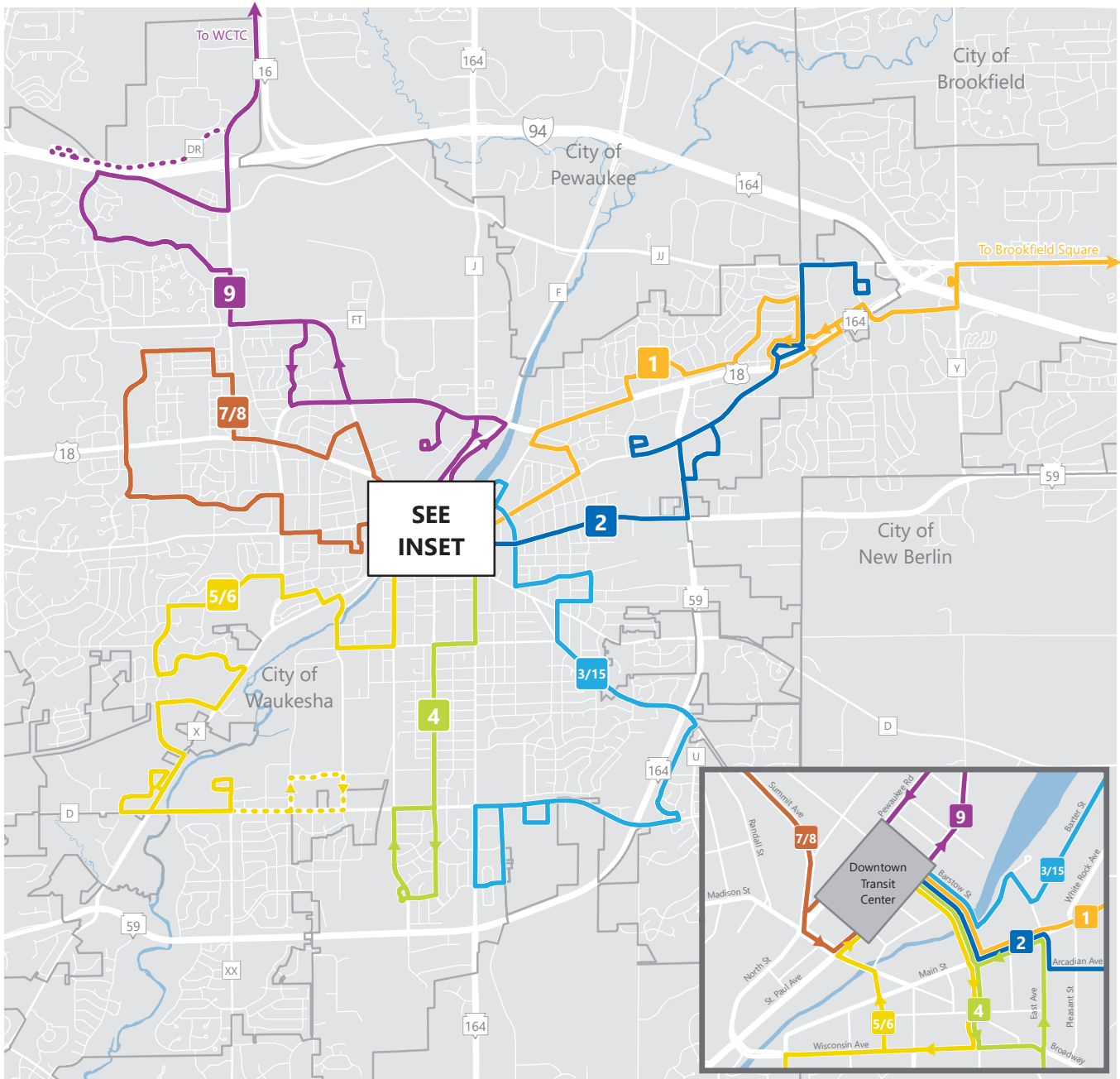
WEEKDAY EVENING ROUTES

-  REGULAR SERVICE
-  LIMITED SERVICE
-  WAUKESHA/BROOKFIELD
-  ARCADIAN
-  GRAND
-  ST. PAUL
-  MADISON/SUMMIT
-  NORTHVIEW



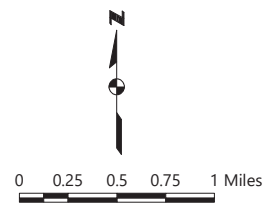
Source: Waukesha Metro Transit and SEWRPC

Map 2.3
Waukesha Metro Transit Saturday Daytime Routes (6:00 a.m. - 8:00 p.m.)



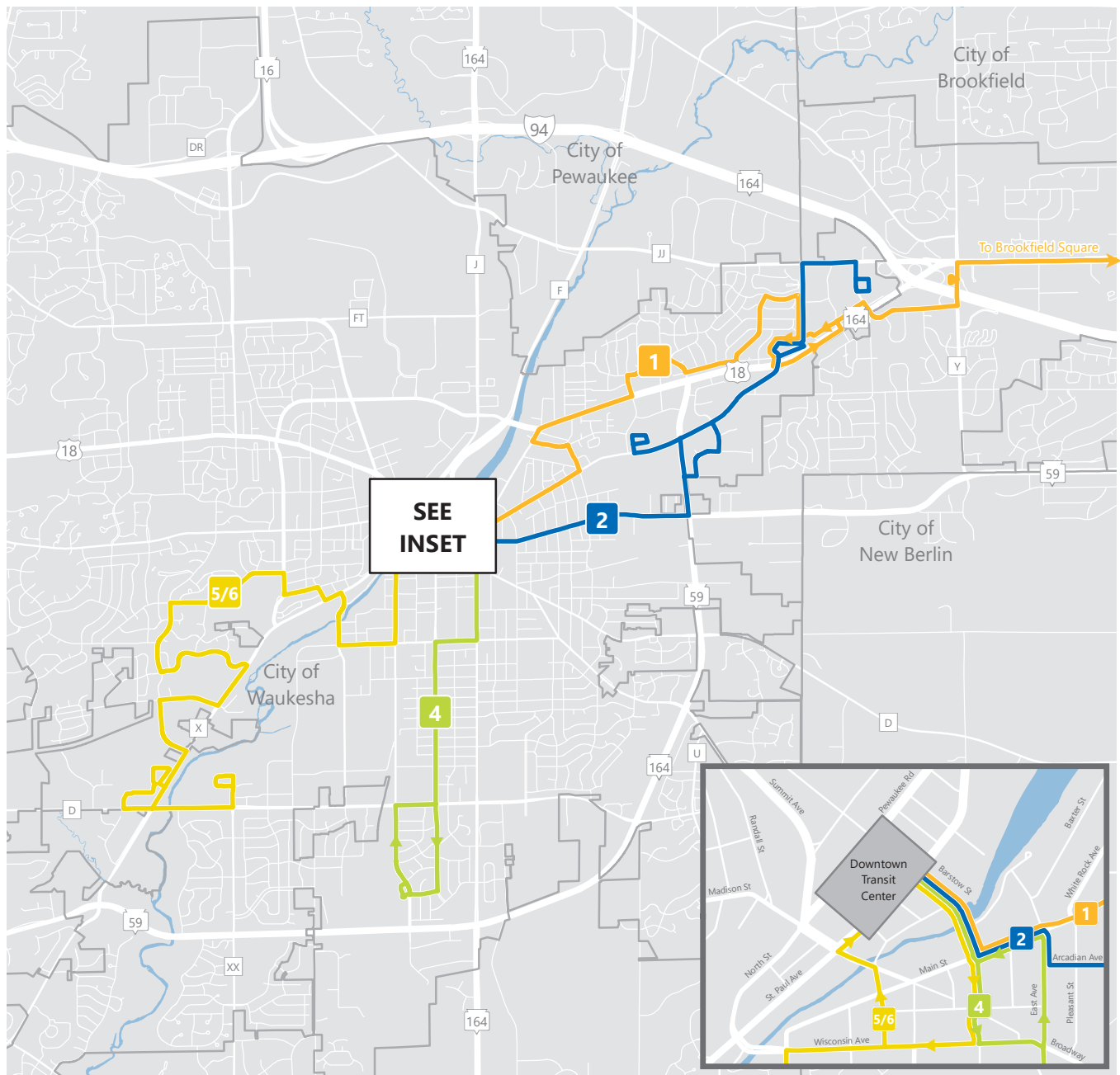
SATURDAY DAYTIME ROUTES

- REGULAR SERVICE
- LIMITED SERVICE
- 1 WAUKESHA/BROOKFIELD
- 2 ARCADIAN
- 3/15 HARTWELL/RACINE AVENUE
- 4 GRAND
- 5/6 PRAIRIE/ST. PAUL
- 7/8 MADISON/SUMMIT
- 9 NORTHVIEW



Source: Waukesha Metro Transit and SEWRPC

Map 2.4
Waukesha Metro Transit Saturday Evening Routes (8:00 p.m. - 10:00 p.m.)



SATURDAY EVENING ROUTES

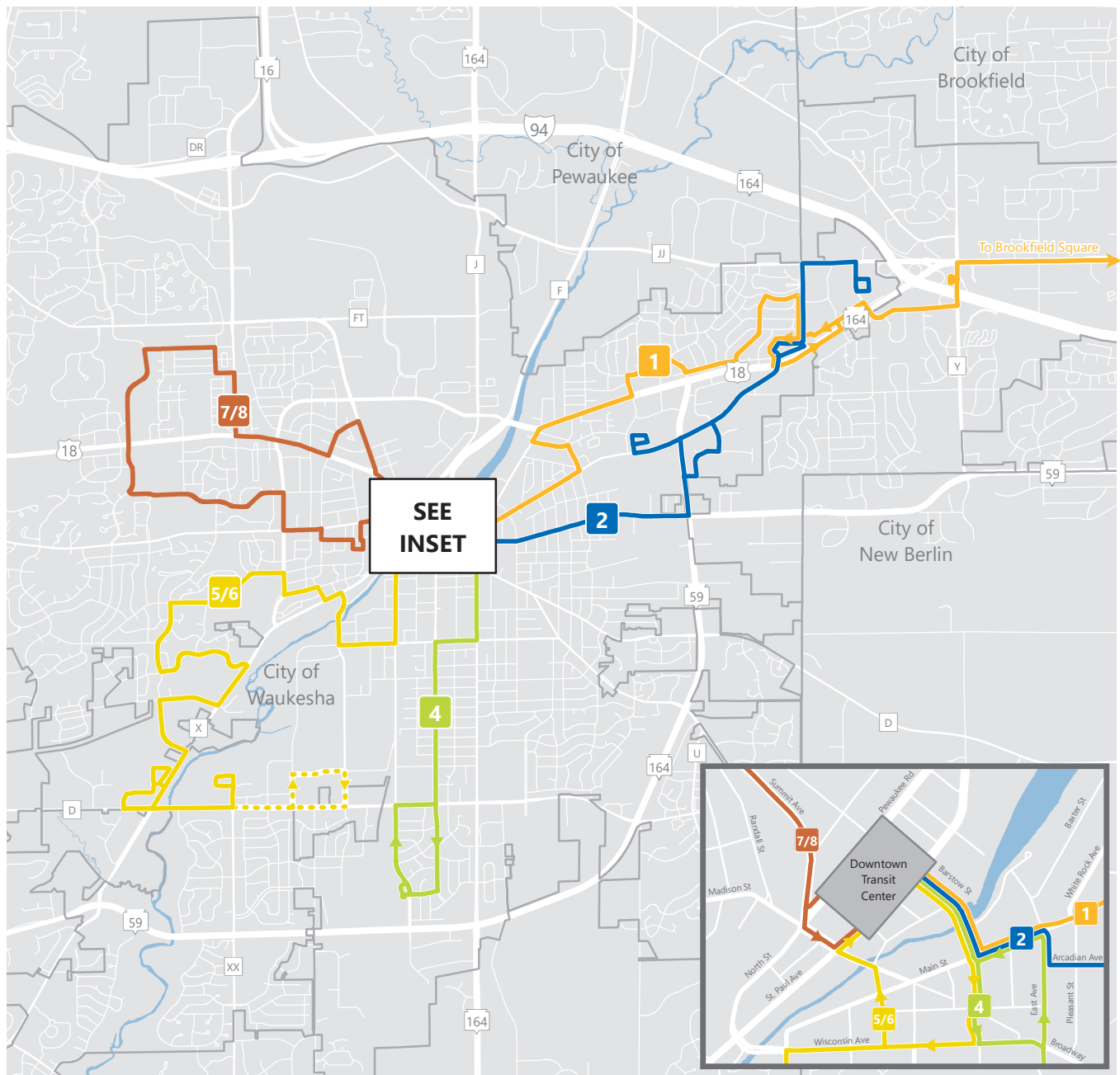
- REGULAR SERVICE
- LIMITED SERVICE (NONE)
- WAUKESHA/BROOKFIELD
- ARCADIAN
- GRAND
- PRAIRIE/ST. PAUL









0 0.25 0.5 0.75 1 Miles

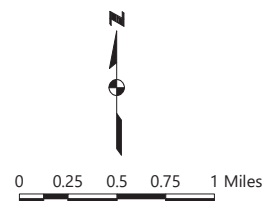
Source: Waukesha Metro Transit and SEWRPC

Map 2.5
Waukesha Metro Transit Sunday Daytime Routes (6:00 a.m. - 8:00 p.m.)



SUNDAY DAYTIME ROUTES

-  REGULAR SERVICE
-  LIMITED SERVICE
-  1 WAUKESHA/BROOKFIELD
-  2 ARCADIAN
-  4 GRAND
-  5/6 PRAIRIE/ST. PAUL
-  7/8 MADISON/SUMMIT



Source: Waukesha Metro Transit and SEWRPC

- Route 5 extends along West Sunset Drive, of which a portion is located in the Town of Waukesha, to serve the Food Pantry of Waukesha County twice during weekday afternoons.
- Route 6 provides limited service to West High School twice daily while school is in session, passing through the Town of Waukesha.
- Route 9 extends north along North Grandview Boulevard to the Waukesha County Technical College, located in the City of Pewaukee.
- Route 15 extends west along East Sunset Drive from STH 59, passing through the Town of Waukesha, to serve the Meijer and provide limited service to Waukesha South High School and Whittier School.

The schedules of most routes are designed so that they meet at the Downtown Transit Center approximately every 30 to 35 minutes during the weekday peak periods and approximately every 60 to 70 minutes during other weekday times and weekends. This cycle, or “pulse,” scheduling allows passengers the opportunity to transfer conveniently between bus routes and complete a trip with a minimum of delay.

Service Characteristics

The 2019 operating characteristics and service levels for the ten routes operated by Waukesha Metro are presented in Table 2.1. All ten routes operate on weekdays and seven routes operate on Saturday, covering the majority of the weekday routes through combining routes. Five routes operate on Sunday covering the service area of seven weekday routes by combining routes. Specifically, Routes 5 and 6 combine service on Saturdays and Sundays; Routes 3 and 15 combine their Saturday service; and Routes 7 and 8 combine service on weekday evenings after 6:45 p.m. and Sundays.

In addition, seven of the routes have variants that provide limited service to accommodate school and employment trips, including Routes 1, 4, 5, 6, 7, 8, 9, and 15. The majority of the limited service route variants operate at times that accommodate the beginning or end of the day at local schools while they are in session, including Routes 4, 6, 7, 8, and 15. Transit service is also provided via trips to employment areas such as the Ingleside Hotel and GE Healthcare by Route 9, the Food Pantry of Waukesha County by Route 5 and 6, and early morning service along Main Street and Manhattan Drive by Route 1.

In general, all routes leave the Transit Center on weekdays by 6:30 a.m., with Routes 1, 2, 4, 8, and 9 beginning service at the Transit Center at 5:55 a.m., and Route 3 beginning service at 7:05 a.m. Route 1 provides the longest hours of service and the most frequent service between buses, with service every 30 minutes on weekdays, Saturday, and Sunday. The Routes with the most frequent service of 30 to 35 minutes between buses during weekday peak commute hours include Routes 1, 3, 4, 8, and 9. The remaining routes generally operate with 60 to 70 minute frequencies throughout the weekday and on weekends.

Fares

Table 2.2 displays the fares charged in 2019 for fixed-route bus service. The base adult cash fare is \$2.00, which has remained unchanged since 2009. However, in 2013, Waukesha Metro began offering a 10-ride fare card, a 31-day pass, and a day pass, replacing the monthly passes and paper tickets, increasing the cost of these fare media by three to five percent. There are reduced fares offered for students, seniors, and people with disabilities. Passengers can also purchase 31 day passes, books of ten tickets, and summer youth passes for students aged five to 18 with a valid identification of enrollment in an elementary or secondary school. Free 90-minute transfers are issued upon request at the time the fare is paid, and may be used to transfer to all routes operated by Waukesha Metro.

Interline transfers, or transfers to or from Waukesha County Transit routes, operated by Wisconsin Coach Lines, are also available. To transfer to Routes 901, 904, or 905, riders can request an interline transfer for \$2.00 off the applicable Wisconsin Coach Lines fare. Waukesha Metro accepts transfers from Routes 901, 904, and 905 at any bus stop for no additional fare. Subsequent transfers on Waukesha Metro can be purchased by passengers boarding with a Wisconsin Coach Lines transfer for \$0.50.

**Table 2.1
Waukesha Metro Transit Operating and Service Characteristics by Route: 2019**

Bus Route Number	Bus Route	Round Trip Route Length (miles)	Service Availability																				
			Weekdays				Saturdays				Sundays												
			Start Time First Trip	Start Time Last Trip	Start Time First Trip	Start Time Last Trip	Start Time First Trip	Start Time Last Trip	Start Time First Trip	Start Time Last Trip	Start Time First Trip	Start Time Last Trip	Start Time First Trip	Start Time Last Trip									
1	Waukesha/Brookfield	18.6 (Limited service adds 0.7 miles)	5:35 a.m. (Main Street and Manhattan Drive)	9:15 p.m.	8:20 a.m.	8:50 p.m.	9:20 a.m.	5:50 p.m.															
2	Arcadian	13.0	5:55 a.m.	8:15 p.m.	8:50 a.m.	7:50 p.m.	9:50 a.m.	5:50 p.m.															
3	Hartwell	7.0	6:09 a.m. (Big Bend and Sunset Drive) also extends as Route 7	6:45 p.m.	8:50 a.m. (Route 15 combined)	6:50 p.m.	No service	No service															
4	Grand	6.6 (Limited service adds 0.3 miles)	5:55 a.m. (extends as Route 8)	9:15 p.m.	8:50 a.m. (Trips after 7 p.m. extend as Route 7/8)	8:50 p.m.	9:50 a.m. (Trip extends as Route 7/8)	6:50 p.m.															
5	Prairie	11.8 (Limited service adds 0.5 miles)	6:30 a.m.	6:15 p.m.	8:50 a.m. (Runs as Route 5/6)	7:50 p.m.	9:50 a.m. (Runs as Route 5/6)	4:50 p.m.															
6	St. Paul	17.4 (Limited service adds 2.2 miles)	6:30 a.m.	9:15 p.m.	8:50 a.m. (Runs as Route 5/6)	7:50 p.m.	9:50 a.m. (Runs as Route 5/6)	4:50 p.m.															
7	Madison	6.5 (Limited service adds 1.8 miles)	6:30 a.m. (Waukesha Memorial Main Entrance until 12:50 p.m.)	8:45 p.m. (Runs as Route 7/8 after 6:45 p.m.)	8:20 a.m. (Runs as Route 7/8 and extends on Route 4)	6:20 p.m.	9:20 a.m. (Runs as Route 7/8 and extends on Route 4)	6:20 p.m.															
8	Summit	7.5 (Limited service adds 0.5 miles)	5:55 a.m. (Route extends as Route 4)	6:15 p.m. (Runs as Route 7/8 after 6:45 p.m.)	8:20 a.m. (Runs as Route 7/8 and extends on Route 4)	6:20 p.m.	9:20 a.m. (Runs as Route 7/8 and extends on Route 4)	6:20 p.m.															
9	Northview	21.1 (Limited service adds 3.2 miles)	5:55 a.m.	8:15 p.m.	8:50 a.m.	5:50 p.m.	No Service	No Service															
15	Racine Avenue	12.7 (Limited service adds 1.3 miles)	6:30 a.m.	6:15 p.m.	8:50 a.m. (Route 3 combined)	6:50 p.m.	No Service	No Service															

Table continued on next page.

Table 2.1 (Continued)

Bus Route Number	Bus Route	Service Frequency (Minutes)											
		Weekdays					Saturday					Sunday	
		A.M. Peak (6:00 a.m. - 9:00 a.m.)	Midday (9:00 a.m. - 3:00 p.m.)	P.M. Peak (3:00 p.m. - 6:00 p.m.)	Evening	Daytime (8:00 a.m. - 6:00 p.m.)	Daytime (8:00 a.m. - 6:00 p.m.)	Evening (6:00 p.m. - 11:00 p.m.)	All Day				
1	Waukesha/Brookfield	30-35	30	30-35	30	30	30	30	30	30	30	30	30
2	Arcadian	60-70	60	60-70	60	60	60	60	60	60	60	60	60
3	Hartwell	35-70	60	35-70	60	60	60	60	60	60	(Runs as 3/15) 60	60	60
4	Grand	30-35	30-35	30-35	60	60	60	60	60	60	60	60	60
5	Prairie	60-70	60	60-70	60	60	60	60	60	60	(Runs as 5/6) 60	(Runs as 5/6) 60	(Runs as 5/6) 60
6	St. Paul	60-70	60	60-70	60	60	60	60	60	60	(Runs as 5/6) 60	(Runs as 5/6) 60	(Runs as 5/6) 60
7	Madison	60-70	60	60-70	60	60	60	60	60	60	(Runs as 7/8) 60	(Runs as 7/8) 60	(Runs as 7/8) 60
8	Summit	30-35	30-35	30-35	60	60	60	60	60	60	(Runs as 7/8) 60	(Runs as 7/8) 60	(Runs as 7/8) 60
9	Northview	35-60	30-60	35-60	60	60	60	60	60	60	60	60	60
15	Racine Avenue	60-70	60	60-70	60	60	60	60	60	60	(Runs as 3/15) 60	(Runs as 3/15) 60	(Runs as 3/15) 60

Bus Route Number	Bus Route	Buses Required											
		Weekdays					Saturday					Sunday	
		A.M. Peak (6:00 a.m. - 9:00 a.m.)	Midday (9:00 a.m. - 3:00 p.m.)	P.M. Peak (3:00 p.m. - 6:00 p.m.)	Evening	Daytime (8:00 a.m. - 6:00 p.m.)	Daytime (8:00 a.m. - 6:00 p.m.)	Evening (6:00 p.m. - 11:00 p.m.)	All Day				
1	Waukesha/Brookfield	3	3	3	3	3	3	3	3	3	3	3	3
2	Arcadian	1	1	1	1	1	1	1	1	1	1	1	1
3	Hartwell	1	1	1	1	1	1	1	1	1	1	1	1
4	Grand	1	1	1	1	1	1	1	1	1	1	1	1
5	Prairie	1	1	1	1	1	1	1	1	1	1	1	1
6	St. Paul	1	1	1	1	1	1	1	1	1	1	1	1
7	Madison	1	1	1	1	1	1	1	1	1	1	1	1
8	Summit	1	1	1	1	1	1	1	1	1	1	1	1
9	Northview	2	1	2	1	1	1	1	1	1	1	1	1
15	Racine Avenue	1	1	1	1	1	1	1	1	1	1	1	1

Source: Waukesha Metro Transit and SEWRPC

Table 2.2
Fares for Fixed-Route Bus Service Provided by Waukesha Metro Transit

Fare Category	Adults (Ages 18 to 64)	Students (Ages 5 to 18)	Seniors (ages 65 and up) and People with Disabilities
Cash	\$2.00	\$1.25	\$1.00
Day pass	\$5.00	\$5.00	\$5.00
31 Day Passes	\$46.00	\$30.00	\$35.00
10 Ride Cards	\$18.00	\$12.00	\$10.00
Summer Youth Pass	N/A	\$35.00	N/A

Note: Students (ages 5-18) must show valid identification of enrollment in an elementary or secondary school. Children Age 4 and under are free (Up to 3 free with paid fare). A free 90-minute transfer is available with each cash fare or Ride Card fare. Interline transfers to/from the Milwaukee County Transit System and Wisconsin Coach Lines are also available.

Source: Waukesha Metro Transit and SEWRPC

Passengers on Waukesha Metro can transfer at no cost to the Gold Line, operated by the Milwaukee County Transit System (MCTS), when boarding at the Brookfield Square or Executive Drive stops. Waukesha Metro allows riders with a valid MCTS M-Card to board Waukesha Metro and continue on Route 1 for no additional fare. Subsequent transfers on Waukesha Metro can be purchased for a \$0.50 cash fare.

Waukesha Metro passes and ride cards must be purchased at one of the eight fare outlets. These locations include the Downtown Transit Center, Waukesha State Bank, three Pick 'n Save locations, Sentry Foods at the Fox Run Shopping Center, Associated Bank, and the Waukesha County Technical College Campus Bookstore.

Waukesha County Local Transit Services

The current focus of Waukesha County Transit services are commuter services between various Waukesha County communities, downtown Milwaukee, and the University of Wisconsin – Milwaukee campus. However, Waukesha County also funds portions of local transit services that provide connections between Waukesha County and Milwaukee County.

Route 1 Extension

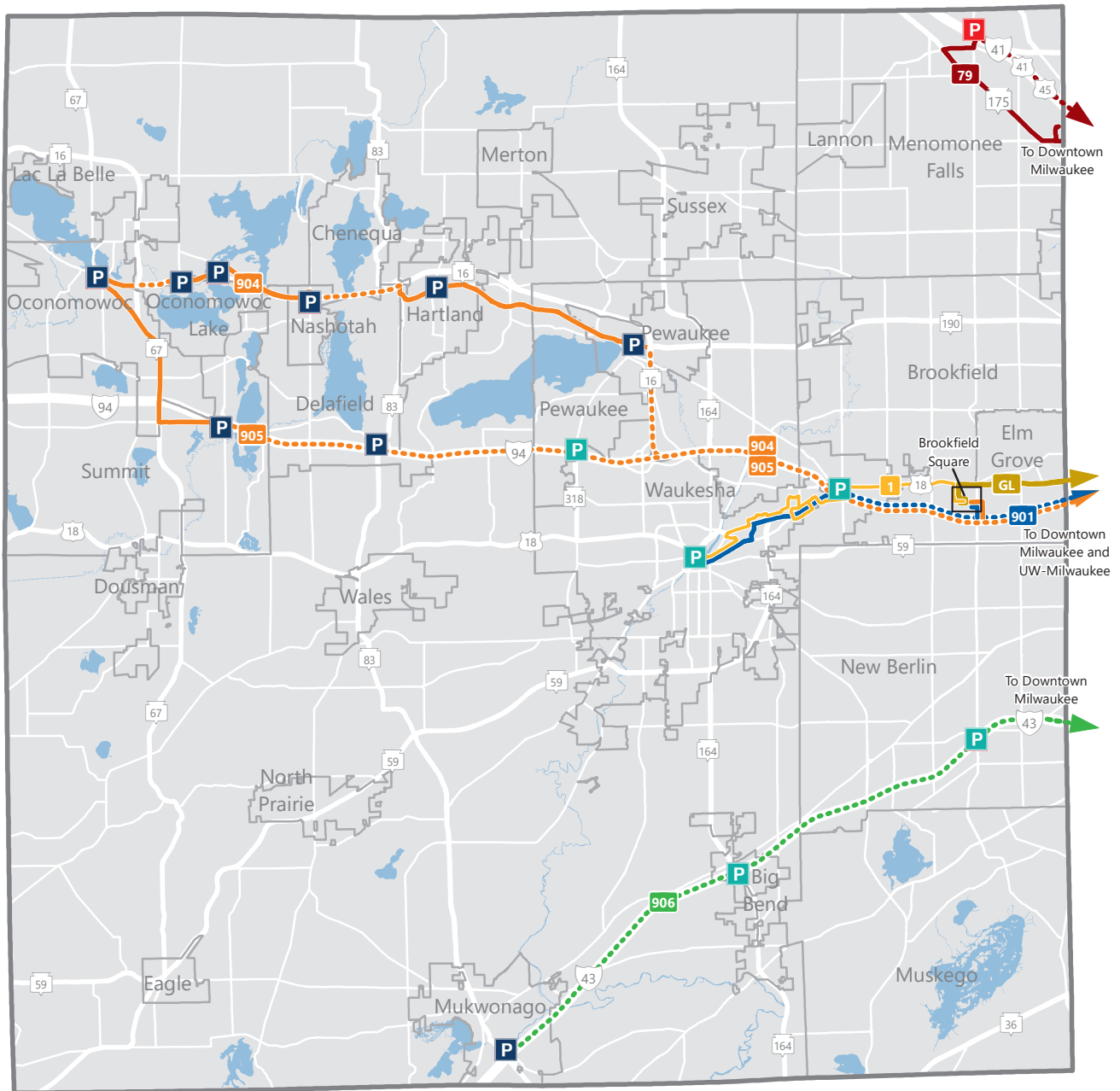
The Route 1 is operated by Waukesha Metro Transit between the Downtown Transit Center and Brookfield Square, where passengers can transfer to the MCTS Gold Line, as shown on Map 2.6. The Route 1 extension includes the segment between the Goerke’s Corners Park & Ride Lot and the Brookfield Square Mall. Waukesha County pays the local share of the approximately three mile portion of the route that extends outside of the City of Waukesha, which serves numerous retail outlets and restaurants along Bluemound Road. In 2018, this portion of Route 1 served 111,291 passengers, which was a 3.6 percent increase over 2017, and had local operating expenses totaling \$102,874, paid by Waukesha County.

Gold Line Connection

As shown on Map 2.6, a portion of the Gold Line, which is operated by MCTS, operates in Waukesha County. This segment runs along Bluemound Road, between Brookfield Square Mall and 124th Street. This service operates seven days a week, with 15 minute frequencies during peak commute times, and connects to Waukesha Metro Route 1 at Brookfield Square. This segment of the Gold Line provided 220,155 rides in 2018, a 2.9 percent increase over ridership in 2017 (213,963). The operating expenses for this portion of the Gold Line totaled \$804,914 in 2018, compared with \$754,168 in 2017, a 6.6 percent increase. Waukesha County’s local investment for the Gold Line connection in 2018 was approximately \$70,000, which was less than originally budgeted due to the high ridership, increasing revenue from passenger fares.

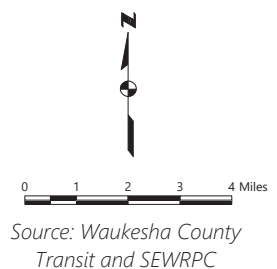
Milwaukee County is completing final engineering for a Bus Rapid Transit (BRT) route, known as the East-West BRT, which would connect downtown Milwaukee to the Milwaukee Regional Medical Center (MRMC). Milwaukee County anticipates replacing service on the Gold Line with the BRT service. However, there is interest in continuing service along the portion of the existing Gold Line between the MRMC and Brookfield Square Mall, and Milwaukee County and Waukesha County have initiated discussions to explore options to continue transit service along this segment.

Map 2.6 Waukesha County Bus Routes



WAUKESHA COUNTY TRANSIT

- | | | | | | |
|--|----------------------------|--|---------------------------------|--|----------------------------------|
| | LOCAL SERVICE | | EXPRESS SERVICE (NON-STOP) | | OCONOMOWOC MILWAUKEE EXPRESS |
| | MCTS GOLD LINE EXTENSION | | MUKWONAGO MILWAUKEE EXPRESS | | MCTS MENOMONEE FALLS FLYER |
| | WAUKESHA MILWAUKEE EXPRESS | | PARK-RIDE LOT | | WAUKESHA METRO ROUTE 1 EXTENSION |
| | | | PARK-RIDE LOT EASTERN FARE ZONE | | |
| | | | PARK-RIDE LOT WESTERN FARE ZONE | | |



Commuter Bus Routes

In addition to the two extensions of local service described previously, as of 2019, Waukesha County funds five commuter bus routes (shown on Map 2.6). Four commuter routes (Routes 901, 904, 905, and 906) are operated under contract with the County by Wisconsin Coach Lines. Route 79, the Menomonee Falls Flyer, is operated under contract with the County by MCTS.

Service Characteristics

The operating characteristics of each commuter route provided by Waukesha County in 2019 are summarized in Table 2.3. The routes and services provided by the County may be characterized as follows:

- Due to the trip distances, there are up to five buses required during peak commute times.
- The five commuter routes primarily serve peak weekday commute times for the traditional commute patterns from Waukesha County to downtown Milwaukee. As a result, the round trip route lengths are longer, between approximately 15 miles and 73 miles.
- The frequency of service varies between 10 minutes to 95 minutes depending on the route, with more frequent service a peak commute times.

Table 2.4 further details the major destinations and number of trips by direction for Waukesha County commuter bus service. Route 901 provides weekday-only traditional (eastbound in the morning and westbound in the afternoon) and reverse commute service from the Downtown Transit Center in the City of Waukesha to downtown Milwaukee, with limited service to the UW-Milwaukee campus in the City of Milwaukee during fall and spring semesters. Route 901 provides six eastbound trips in the morning and five eastbound trips in the afternoon, with two of the morning trips and one afternoon trip serving the UW-Milwaukee campus.

Routes 904, 905, and 906 provide weekday-only, traditional commuter service to downtown Milwaukee, serving park-ride lots and municipal parking lots alongside STH 16 for passenger pick-ups and drop-offs boardings in the City of Oconomowoc, City of Delafield, and Village of Pewaukee. Route 904 provides one morning trip, departing from the Collins and Cross Parking Lot in downtown Oconomowoc, and one returning trip from downtown Milwaukee in the evening.

Route 905 provides five weekday morning trips to downtown Milwaukee and five afternoon weekday trips during peak commute times, with two morning trips and three afternoon trips serving the UW-Milwaukee campus in the City of Milwaukee during fall and spring semesters. All morning and afternoon runs serve the Nagawaukee Park & Ride Lot, with one morning and one afternoon trip serving the Collins and Cross Parking Lot.

Route 906 provides three morning peak commute trips and three afternoon peak commute trips between the Village of Mukwonago and downtown Milwaukee. Route 906 utilizes park-ride lots in the Village of Mukwonago, the Village of Big Bend and the City of New Berlin for pick-ups and drop-offs.

Route 79 provides four southbound trips and four northbound trips between Village of Menomonee Falls and downtown Milwaukee during peak weekday commute times, including service to the Pilgrim Road, Good Hope Road, and Watertown Plank Park & Ride Lots along IH 41.

Fares

Fares charged for the Waukesha County 900-series routes are shown in Table 2.5 and Map 2.6 also indicates the location of the fare zones. The latest fare increase occurred in 2018, bringing one-way adult cash fares on Route 901 and eastern fare zones on Routes 904/905 and 906 to \$3.50. Fares also increased on the western fare zones on Routes 904/905 and 906, bringing one-way adult cash fares to \$4.25. The one-way adult regular fares for Route 79 are \$3.50 if paying with cash or \$2.50 for those passengers utilizing the M-Card.

Table 2.3
Waukesha County Transit Operating and Service Characteristics: 2019

Service Availability				
Bus Route Number	Bus Route	Round Trip Route Length (miles)	Weekdays	
			Start Time First Trip	Start Time Last Trip
901	Waukesha/Milwaukee Express	48.4	5:10 a.m.	6:05 p.m.
904	Oconomowoc/Milwaukee Express	71.6	6:05 a.m.	4:40 p.m.
905	Oconomowoc/Milwaukee Express	72.7	6:00 a.m.	6:45 p.m.
906	Mukwonago/Milwaukee Express	66.1	6:00 a.m.	5:10 p.m.
79	Menomonee Falls Flyer	15 (within Waukesha County)	3:42 a.m.	7:14 p.m.

Service Frequency (Minutes)				
Bus Route Number	Bus Route	Weekdays		
		A.M. Peak (6:00 a.m. - 9:00 a.m.)	Midday (9:00 a.m. - 3:00 p.m.)	P.M. Peak (3:00 p.m. - 6:00 p.m.)
901	Waukesha/Milwaukee Express	10 to 60	1 trip	10 to 60
904	Oconomowoc/Milwaukee Express	2 trips		2 trips
905	Oconomowoc/Milwaukee Express	10 to 95		10 to 95
906	Mukwonago/Milwaukee Express	25 to 35		25 to 35
79	Menomonee Falls Flyer	30		30

Buses Required				
Bus Route Number	Bus Route	Weekdays		
		A.M. Peak (6:00 a.m. - 9:00 a.m.)	Midday (9:00 a.m. - 3:00 p.m.)	P.M. Peak (3:00 p.m. - 6:00 p.m.)
901	Waukesha/Milwaukee Express	5	1	4
904	Oconomowoc/Milwaukee Express	1	0	1
905	Oconomowoc/Milwaukee Express	5	0	5
906	Mukwonago/Milwaukee Express	3	0	3
79	Menomonee Falls Flyer	2	0	2

Source: Waukesha County Transit, Milwaukee County Transit System, and SEWRPC

Paratransit Services for People with Disabilities

The City of Waukesha and Waukesha County provides paratransit service for persons whose disability is of such a nature that they are unable to use fixed-route services. The paratransit services comply with Federal regulations implementing the public transit requirements of the Americans with Disabilities Act (ADA) of 1990. These regulations require each public entity providing fixed-route transit service to provide paratransit service to persons unable to use fixed-route bus service as a complement to their fixed-route service. As required by ADA, riders that use paratransit services must complete an application to be certified as having a condition that results in a transportation disability. This is generally defined as any incapacity or disability that results in the inability of a person to independently board, ride, or disembark from the buses used to provide the fixed route transit service; if such a person would be capable of using an accessible bus, but accessible fixed-route transit service is not available for the trip they desire to make; or if such persons have a disability that prevents them from traveling to or from a boarding or disembarking location on the fixed-route transit system.

City of Waukesha Paratransit Service

The paratransit service, Waukesha Metro Transit Metrolift, is a curb-to-curb, demand-responsive service that operates within 0.75 miles of the Waukesha Metro fixed bus routes. Waukesha Metrolift service is provided from 5:30 a.m. to 10:45 p.m., Monday through Friday; 8:00 a.m. to 10:20 p.m. on Saturday; and 9:00 a.m. to 7:20 p.m. on Sunday. Metrolift does not operate on major holidays. Reservations must be made by 4:00 p.m. the day prior to a requested ride and can be arranged up to two weeks in advance. The one-way fare for a Waukesha Metrolift ride is \$4.00 and Ride Cards for two rides can be purchased at Metro fare outlets. Waukesha Metrolift also offers an agency fare for non-emergency medical trips at a rate negotiated between the healthcare provider and Waukesha Metrolift. In 2018, Metrolift provided 11,900 rides, which represents an approximately nine percent increase over 2017. Additional information on ridership trends is provided later in this chapter.

**Table 2.4
Waukesha County Trips by Direction and Time of Day: 2019**

Bus Route Number	Major Destinations	Trips by Direction and Time of Day					
		A.M. Peak (6:00 a.m. - 9:00 a.m.)		Midday (9:00 a.m. - 3:00 p.m.)		P.M. Peak (3:00 p.m. - 6:00 p.m.)	
		Eastbound	Westbound	Eastbound	Westbound	Eastbound	Westbound
901	Downtown Waukesha, Brookfield Square, Downtown Milwaukee, and UW-Milwaukee	6 total trips, 3 continue to UW-Milwaukee	5 trips; 2 trips end at Goerke's Corners	1 trip, which continues to UW-Milwaukee	2 trips; both depart from UW-Milwaukee	5 trips, all to downtown Milwaukee; 1 trip departs Goerke's Corners at 3:15 p.m.	5 total trips; 3 trips depart UW-Milwaukee
904	Downtown Oconomowoc, Hartland, Downtown Milwaukee	1 trip	none	none	none	none	1 trip
905	Downtown Oconomowoc, Delafield, Downtown Milwaukee, UW-Milwaukee	5 total trips; 2 continue to UW-Milwaukee	none	none	none	none	5 total trips; 3 trips depart UW-Milwaukee
906	Mukwonago, Downtown Milwaukee	3 trips	none	none	none	none	3 trips
79	Menomonee Falls, Downtown Milwaukee, Marquette University	4 trips	none	none	none	none	4 trips

Source: Waukesha County Transit, Milwaukee County Transit System, and SEWRPC

Table 2.5
Fares for Waukesha County 900-Series Routes

Fare Category	Fare Zone	
	Eastern Fare Zone ^a	Western Fare Zone ^b
Adults (Ages 18 to 64)	\$3.50	\$4.25
Students (Ages 5 to 18)	\$2.50	\$3.25
Seniors (ages 65 and up) and People with Disabilities	\$1.75	\$2.00
Children (Ages 5 to 17)	\$2.50	\$3.25
Children (Ages 4 and under)	Free	Free
Commuter Book Fare	10% discount	10% discount
Transfers from Waukesha Metro	\$2.00 discount	N/A
Transfers from MCTS	\$0.50 discount	\$0.50 discount

^a Eastern fare zone applies to the entire Route 901, Route 904 east of and including Goerkes Corners, Route 905 east of and including Meadowbrook Transit Station, and Route 906 east of and including Big Bend Park and Ride Lot.

^b Western fare zone applies to any on or off occurring west of Goerkes Corners on Route 904, any on or off west of Meadowbrook Transit Station, and any on or off west of the Big Bend Park and Ride Lot.

Source: Waukesha County Transit and SEWRPC

Waukesha County Paratransit Service

Waukesha County provides curb-to-curb, demand responsive paratransit service for people with disabilities that is operated by National Express Transit Corporation. The Waukesha County paratransit service is offered within 0.75 miles of Route 901 and the Waukesha Metrolift service area for an additional \$3.00, as long as the trip begins or ends in the County’s paratransit service area.

Fares for paratransit service are \$7.00 for a one-way trip. An attendant certified to accompany a passenger may ride free. In 2018, fares increased \$0.50 for the standard zone paratransit service and \$1.00 for an extended zone trip. Reservations are required by noon the day prior to the requested trip. Service hours are 5:30 a.m. to 7:20 p.m., Monday through Friday.

2.5 RIDERSHIP AND SERVICE LEVELS

Waukesha Metro

In 2018, Waukesha Metro’s fixed-route bus service carried 619,488 boarding passenger trips.⁵ Excluding 2015, ridership has decreased over the past decade, decreasing approximately four percent between 2014 and 2018 (from 706,447 to 619,488), as shown in Table 2.6. The decline in ridership may be attributed to the approximately 21 percent decline in gas prices between 2014 and 2018, and may also be related to the increase in availability of sub-prime automobile loans, which allow borrowers with poor credit scores to more easily acquire loans, thereby increasing auto ownership and reducing transit use. The amount of service provided remained relatively unchanged in recent years, with a 0.6 percent increase in annual revenue vehicle hours provided between 2014 and 2018, from 51,400 to 52,000, respectively. Table 2.6 also includes two measures of service effectiveness: passengers per vehicle hour and passengers per vehicle mile. In general, the service effectiveness of Waukesha Metro has generally decreased over the past five years, with the exception of a slight increase in 2015, as a result in the increase in ridership.

Figure 2.2 displays ridership, service levels, and fare increases for years 2007 through 2018. Ridership decreased over the past decade, particularly after 2012, with an approximately 37 percent decrease between 2007 and 2018 (from 803,000 to 619,000), while the amount of service offered has remained relatively constant between approximately 51,000 and 54,000 annual revenue vehicle hours.

Metrolift

Table 2.6 also includes ridership and service effectiveness measures for Metrolift. In 2018, Metrolift provided rides to 10,800 passengers, with an average of 42 passengers per weekday between 2014 and 2018. After new

⁵ Boarding passengers include revenue passengers, free fare passengers, and transfers. This total includes ridership on the portion of Route 1 that extends between Goerke’s Corners Park & Ride Lot and Brookfield Square Mall.

Table 2.6
Waukesha Metro Service Ridership and Service Levels^a

Fixed-Route Bus Service						
Characteristic	Year					Average 2014-2018
	2014	2015	2016	2017	2018	
Primary Service Area Population	71,083	71,324	72,016	72,173	72,459	71,811
Passenger Trips						
Revenue Passengers	591,833	585,594	546,744	535,801	522,068	556,408
Boarding Passengers	706,447	695,391	643,451	630,003	619,488	658,956
Average Weekday Boarding Passengers	2,770	2,727	2,523	2,471	2,429	2,584
Service Provided						
Annual Revenue Vehicle Miles	664,100	665,000	656,800	648,200	661,700	659,160
Annual Revenue Vehicle Hours	51,400	51,500	52,200	51,900	52,000	51,800
Service Effectiveness						
Boarding Passengers per Vehicle Mile	1.06	1.05	0.98	0.97	0.94	1.00
Boarding Passengers per Vehicle Hour	13.74	13.50	12.33	12.14	11.91	12.73

Annual Change from Previous Year by Percent						
Characteristic	Year					Average 2014-2018
	2014	2015	2016	2017	2018	
Passenger Trips						
Annual Boarding Passengers	-5.4	-1.6	-7.5	-2.1	-1.7	-3.6
Average Weekday Boarding Passengers	-5.4	-1.6	-7.5	-2.1	-1.7	-3.6
Service Provided						
Annual Revenue Vehicle Miles	-6.5	0.1	-1.2	-1.3	2.1	-1.4
Annual Revenue Vehicle Hours	-4.1	0.2	1.4	-0.6	0.2	-0.6
Service Effectiveness						
Boarding Passengers per Vehicle Mile	1.2	-1.7	-6.3	-0.8	-3.7	-2.3
Boarding Passengers per Vehicle Hour	-1.4	-1.8	-8.7	-1.5	-1.9	-3.0

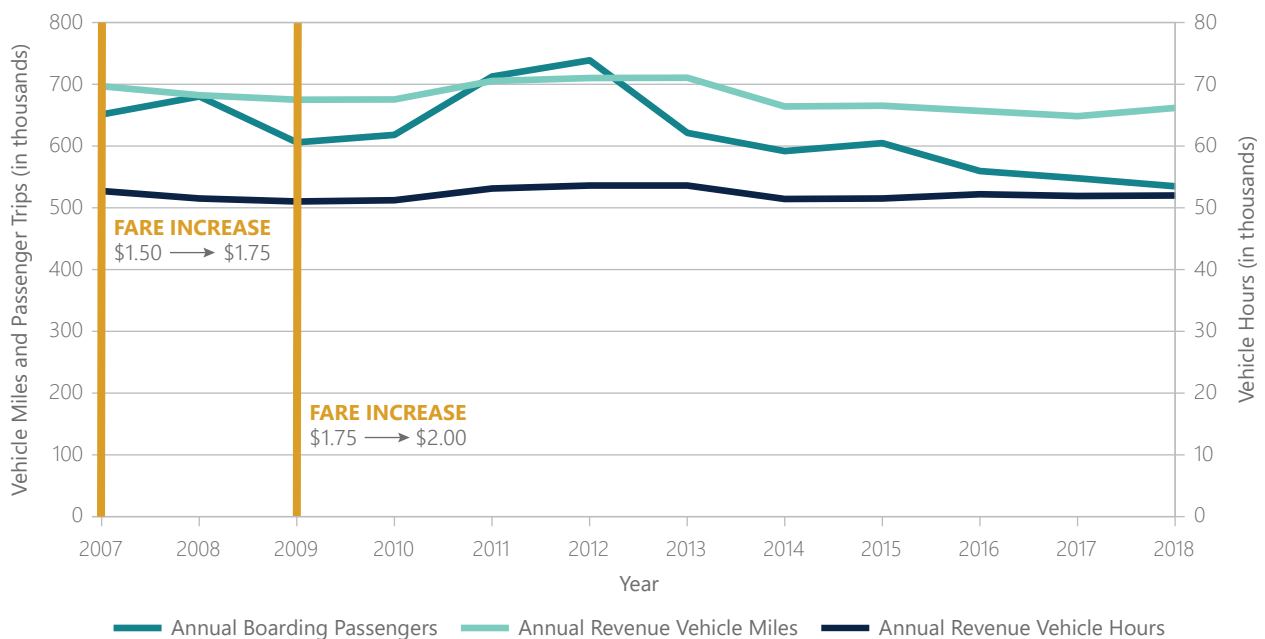
Paratransit Service (Metrolift)						
Characteristic	Year					Average 2014-2018
	2014	2015	2016	2017	2018	
Passenger Trips						
Revenue Passengers	10,931	9,904	9,483	7,502	8,583	9,281
Boarding Passengers	11,916	10,906	10,561	9,693	10,784	10,772
Average Weekday Boarding Passengers	47	43	41	38	42	42
Service Provided						
Annual Revenue Vehicle Miles	72,200	66,500	58,500	50,300	53,500	60,200
Annual Revenue Vehicle Hours	6,900	6,500	6,000	4,500	4,600	5,700
Service Effectiveness						
Boarding Passengers per Vehicle Mile	0.17	0.16	0.18	0.19	0.20	0.18
Boarding Passengers per Vehicle Hour	1.73	1.68	1.76	2.15	2.34	1.93

Annual Change from Previous Year by Percent						
Characteristic	Year					Average 2014-2018
	2014	2015	2016	2017	2018	
Passenger Trips						
Annual Boarding Passengers	2.3	-8.5	-3.2	-8.2	11.3	-1.3
Average Weekday Boarding Passengers	2.3	-8.5	-3.2	-8.2	11.3	-1.3
Service Provided						
Annual Revenue Vehicle Miles	1.0	-7.9	-12.0	-14.0	6.4	-5.3
Annual Revenue Vehicle Hours	-2.8	-5.8	-7.7	-25.0	2.2	-7.8
Service Effectiveness						
Boarding Passengers per Vehicle Mile	1.3	-0.6	10.1	6.7	4.6	4.4
Boarding Passengers per Vehicle Hour	5.3	-2.8	4.9	22.4	8.8	7.7

^a Data shown for Waukesha Metro Transit include those associated with the Route 1 Extension, which are also accounted for in the Waukesha County Transit system information.

Source: U.S. Census, Waukesha Metro Transit, and SEWRPC

Figure 2.2
Waukesha Metro Transit Service Ridership, Service Levels, and Fare Changes



Source: Waukesha Metro Transit and SEWRPC

dispatching software was implemented in 2017, which scheduled and grouped rides more efficiently, service effectiveness for Metrolift increased 22 percent. 2018 showed continued improvement in service effectiveness.

Waukesha County Transit

In 2018, Waukesha County Transit’s fixed route bus service carried 474,200 linked passenger trips, representing a decrease from 2014 ridership, as shown in Table 2.7. These totals include the transit service operated by Wisconsin Coach Lines, Inc., the Waukesha Metro Route 1 extension, and the portions of MCTS’ Gold Line and Route 79 that operate in Waukesha County. The ridership trend is also shown in Figure 2.3, which indicates that ridership on transit services provided by Waukesha County has been steadily declining since 2013. National and regional trends are also showing continued declines in transit ridership, which have been attributed to a combination of factors, including lower fuel costs, changes in demographics of the workforce, and the increased availability of ride-hailing services, such as Lyft and Uber. In particular, the recent decline in ridership on Waukesha County Transit bus routes may be attributed to the approximately 21 percent decline in gas prices between 2014 and 2018 as these are primarily commuter routes. Changes in age composition attributed to the aging of the “Baby-Boomer” generation—as this generation continues to age, they are leaving the work force, with fewer potential commuters under 55 years old to replace current riders—may also be reducing demand for commuter services from Waukesha County to downtown Milwaukee, and would be expected to reduce ridership into the near future. Conversely, demand for specialized transit services may increase as residents continue to age and become eligible for these services at age 65. It should be noted that recent reports indicate that declining bus ridership can be reversed by incorporating technologies and services that make transit more time competitive and reliable compared to other mobility options, which will be explored as part of this planning effort.⁶

Waukesha County Paratransit

Table 2.7 also shows fluctuations in County paratransit ridership, with a decrease of 900 riders between 2014 and 2018, from 3,700 annual passengers to 2,800 annual passengers, respectively. The reduction in overall paratransit ridership is also reflected in the number of passengers per vehicle hour, which decreased from 2.6 passengers to 1.9 passengers per vehicle hour between 2014 and 2018.

⁶ American Public Transportation Association. *Understanding Recent Ridership Changes: Trends and Adaptations*. April 2018.

Table 2.7
Waukesha County Transit Ridership and Service Levels

Fixed-Route Bus Service						
Characteristic	Year					Average 2014-2018
	2014	2015	2016	2017	2018	
Primary Service Area Population	395,431	396,261	398,561	401,070	403,072	398,879
Passenger Trips						
Annual Passengers (linked) ^a	543,000	519,900	509,800	483,400	474,200	506,060
Average Weekday Passengers	2,129	2,039	1,999	1,896	1,860	1,985
Service Provided						
Annual Revenue Vehicle Miles	554,200	629,300	631,200	599,700	556,700	594,220
Annual Revenue Vehicle Hours	27,900	30,600	30,700	29,300	27,600	29,220
Service Effectiveness						
Passengers per Vehicle Mile	0.98	0.83	0.81	0.81	0.85	0.85
Passengers per Vehicle Hour	19.46	16.99	16.61	16.50	17.18	17.35

Annual Change from Previous Year by Percent						
Characteristic	Year					Average 2014-2018
	2014	2015	2016	2017	2018	
Passenger Trips						
Annual Passengers (linked)	-2.4	-4.3	-1.9	-5.2	-1.9	-3.1
Average Weekday Passengers	-2.4	-4.3	-1.9	-5.2	-1.9	-3.1
Service Provided						
Annual Revenue Vehicle Miles	1.1	13.6	0.3	-5.0	-7.2	0.6
Annual Revenue Vehicle Hours	-0.7	9.7	0.3	-4.6	-5.8	-0.2
Service Effectiveness						
Passengers per Vehicle Mile	-3.4	-15.7	-2.2	-0.2	5.7	-3.2
Passengers per Vehicle Hour	-1.7	-12.7	-2.3	-0.6	4.1	-2.6

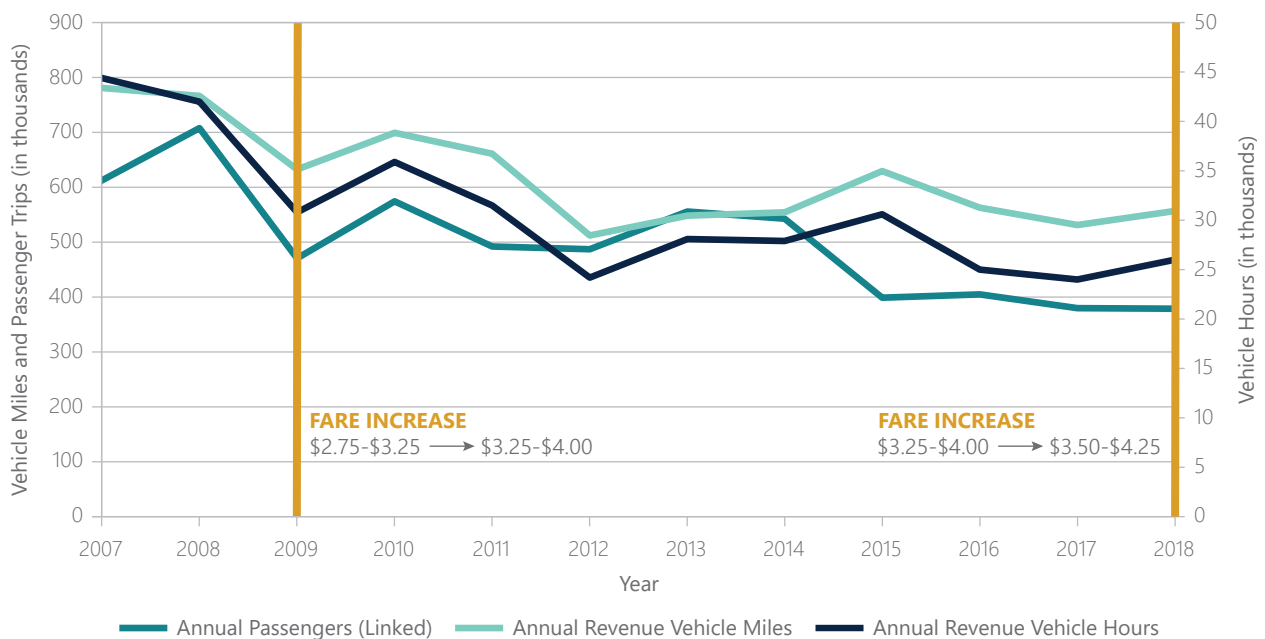
Paratransit Service (County)						
Characteristic	Year					Average 2014-2018
	2014	2015	2016	2017	2018	
Passenger Trips						
Annual Passengers (linked)	3,700	3,100	3,200	3,500	2,800	3,260
Average Weekday Passengers	15	12	13	14	11	13
Service Provided						
Annual Revenue Vehicle Miles	20,851	22,049	22,830	21,920	17,400	21,010
Annual Revenue Vehicle Hours	1,430	1,380	1,432	1,444	1,459	1,429
Service Effectiveness						
Passengers per Vehicle Mile	0.2	0.1	0.1	0.2	0.2	0.2
Passengers per Vehicle Hour	2.6	2.2	2.2	2.4	1.9	2.3

Annual Change from Previous Year by Percent						
Characteristic	Year					Average 2014-2018
	2014	2015	2016	2017	2018	
Passenger Trips						
Annual Passengers (linked)	-37.3	-16.2	3.2	9.4	-20.0	-12.2
Average Weekday Passengers	-37.3	-16.2	3.2	9.4	-20.0	-12.2
Service Provided						
Annual Revenue Vehicle Miles	-29.8	5.7	3.5	-4.0	-20.6	-9.0
Annual Revenue Vehicle Hours	-35.6	-3.5	3.8	0.8	1.0	-6.7
Service Effectiveness						
Passengers per Vehicle Mile	-10.7	-20.8	-0.3	13.9	0.8	-3.4
Passengers per Vehicle Hour	-2.6	-13.2	-0.5	8.5	-20.8	-5.7

^a Total revenue passengers do not include paratransit ridership provided by Waukesha County Transit.

Source: U.S. Census, Waukesha County Transit, and SEWRPC

Figure 2.3
Waukesha County Transit Service Ridership, Service Levels, and Fare Changes (2007-2018)



Source: Waukesha County Transit and SEWRPC

2.6 EXPENDITURES AND REVENUE

Waukesha Metro

Table 2.8 shows the operating expenses, revenues, and assistance for Waukesha Metro Service between 2014 and 2018. The number of boarding passengers declined 12.3 percent between 2014 and 2018, resulting in an approximately six percent decline in farebox revenue. During the same time, Federal and State operating assistance declined at a rate of 5.4 and 9.4 percent, respectively, while local assistance increased by 16.6 percent, resulting in a 33 percent increase in local operating assistance per trip.

Trends in operating expenses, State and Federal assistance, local funding, and fare revenue for the years 2008 through 2018 are shown in Figure 2.4. Operating expenses and Federal and State assistance have remained relatively stable during the past decade, with increases between 2009 and 2010, followed by a decrease starting in 2013. In recent years, fare revenue has been trending downward, while local assistance has increased slightly.

Metrolift

As shown in Table 2.9, ridership on Metrolift decreased 9.2 percent between 2014 and 2018, from 11,900 to 10,800, respectively. During the same time period, operating expenses remained relatively stable, decreasing by only 2.5 percent. Ridership on Metrolift increased between 2017 and 2018, and may continue to remain at similar or slightly increased levels due to the expected increase in population aged 65 and over.

Waukesha County Transit

Trends in operating expenses, State and Federal assistance, local funding, and farebox revenue for the Waukesha County Transit system for years 2008 through 2018, are shown in Figure 2.5. Between 2008 and 2011, operating expenses and State and Federal assistance increased, with subsequent decreases occurring after 2011, coinciding with reductions in State operating assistance. Since 2015, fare revenues and State and Federal assistance have decreased, and therefore, local assistance has increased.

Table 2.10 displays more detailed operating expenditures and revenues for 2014 through 2018. The percent of local operating assistance increased 38.9 percent, from \$666,812 to \$926,174. During the same time, the amount of Federal and State funding increased 5.9 percent and 1.9 percent, respectively. As shown in Table 2.10, operating expenses per vehicle hour of service increased by \$8.36, or 6.2 percent from \$134.58

Table 2.8
Annual Operating Expenses, Revenues, and Assistance for Waukesha Metro Fixed-Route Service^a

Characteristics	Year					Change 2014-2018	
	2014	2015	2016	2017	2018	Number	Percent
Services Provided							
Total Vehicle Miles	664,100	665,000	656,800	648,200	661,700	-2,400	-0.4
Total Vehicle Hours	51,400	51,500	52,200	51,900	52,000	600	1.2
Boarding Passengers	706,447	695,391	643,451	630,003	619,500	-86,947	-12.3
Expenses and Revenues							
Operating Expenses	\$4,461,883	\$4,213,060	\$4,235,681	\$4,271,922	\$4,343,786	-\$118,097	-2.6
Farebox Revenues ^b	\$601,105	\$587,071	\$563,086	\$535,573	\$523,375	-\$77,730	-12.9
Percent of Expenses							
Recovered through Revenues	13.5	13.9	13.3	12.5	12.0	-1.4	-10.6
Operating Assistance							
Federal	\$495,453	\$437,064	\$427,876	\$463,571	\$468,941	-\$26,512	-5.4
State	\$2,177,710	\$2,088,221	\$2,111,666	\$2,055,379	\$1,973,893	-\$203,817	-9.4
Local	\$1,014,894	\$892,929	\$925,570	\$1,006,627	\$1,183,347	\$168,454	16.6
Total Operating Assistance	\$3,688,057	\$3,418,214	\$3,465,111	\$3,525,577	\$3,618,151	-\$69,906	-1.9
Per Trip Data ^c							
Operating Expenses	\$6.32	\$6.06	\$6.58	\$6.78	\$7.01	\$0.70	11.0
Farebox Revenue	\$0.85	\$0.84	\$0.88	\$0.85	\$0.84	-\$0.01	-0.7
Total Operating Assistance	\$5.22	\$4.92	\$5.39	\$5.60	\$5.84	\$0.62	11.9
Operating Expenses Per Mile	\$6.72	\$6.34	\$6.45	\$6.59	\$6.56	-\$0.15	-2.3
Operating Expenses Per Hour	\$86.81	\$81.81	\$81.14	\$82.31	\$83.53	-\$3.27	-3.8

Note: Operating Expenses and Revenues are from financial statements for Waukesha Metro (City) and Waukesha County.

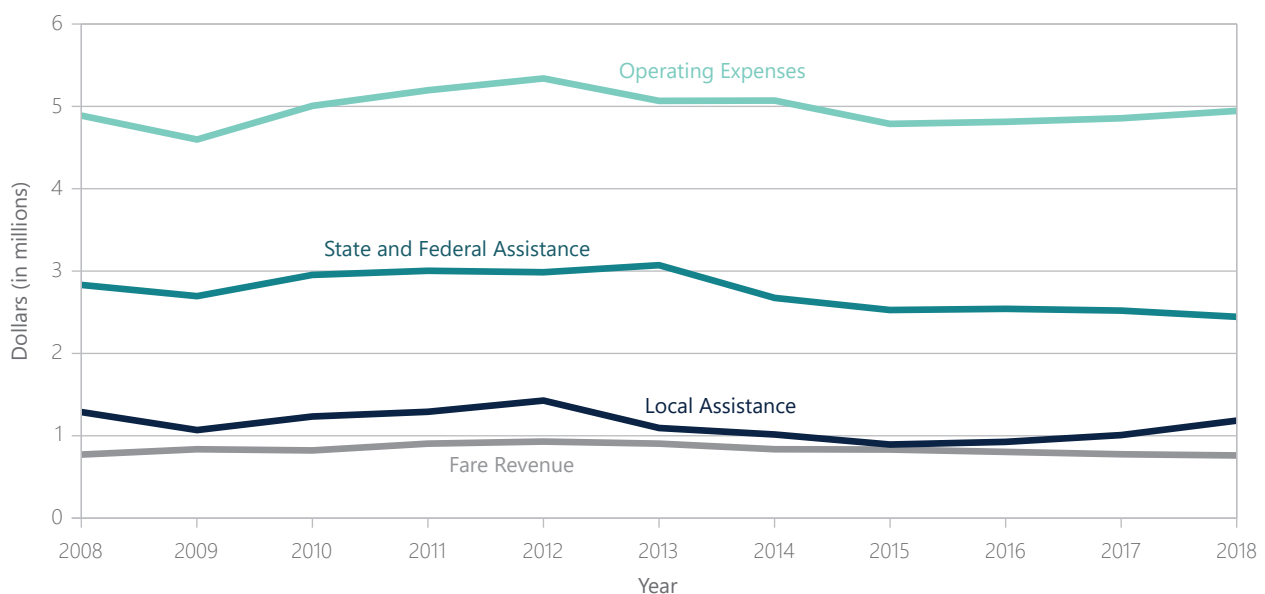
^a Data shown for Waukesha Metro Transit include those associated with the Route 1 Extension, which are also accounted for in the Waukesha County Transit system information.

^b Farebox revenues include advertising revenues and revenue that the City of Waukesha receives from Waukesha County for administrative services.

^c Per trip data calculated using boarding passengers, which includes boardings on the Route 1 Extension.

Source: Waukesha Metro Transit and SEWRPC

Figure 2.4
Waukesha Metro Transit Service Operating Expenses, Revenues, and Assistance



Note: Waukesha Metro Transit (City) and Waukesha County Transit operating revenues, operating expenses, and operating assistance for years 2011-2018 were obtained from Financial Statements provided by Waukesha Metro staff

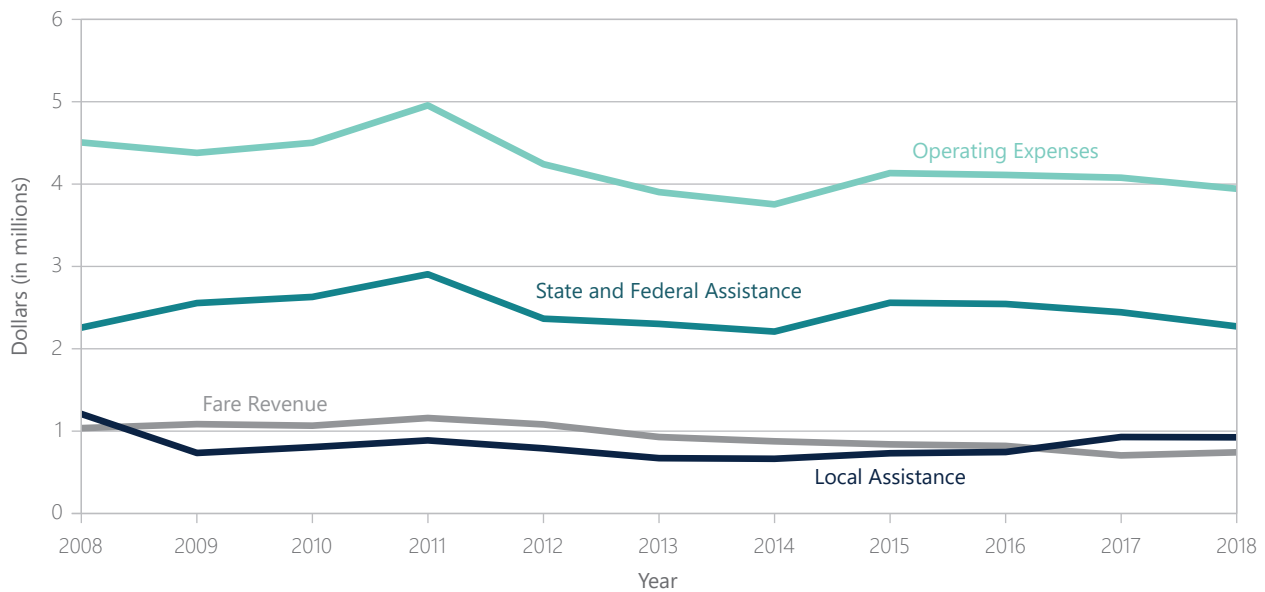
Source: Waukesha Metro Transit and SEWRPC

Table 2.9
Operating and Service Characteristics of the Complementary Paratransit
Service for People with Disabilities (Metrolift): 2014-2018

Characteristics	Year					Change 2014-2018	
	2014	2015	2016	2017	2018	Number	Percent
Services Provided							
Total Vehicle Miles	72,200	66,500	58,500	50,300	53,500	-18,700	-25.9
Total Vehicle Hours	6,900	6,500	6,000	4,500	4,600	-2,300	-33.3
Revenue Passengers (linked)	11,900	10,900	10,600	9,700	10,800	-1,100	-9.2
Expenses and Revenues							
Operating Expenses	\$608,439	\$574,508	\$577,593	\$582,535	\$592,334	-\$16,105	-2.6
Farebox Revenues	\$61,326	\$38,917	\$34,835	\$29,599	\$34,559	-\$26,767	-43.6
Percent of Expenses							
Recovered through Revenues	10.1	6.8	6.0	5.1	5.8	-4.2	-42.1
Operating Assistance							
Federal	\$67,562	\$59,600	\$58,347	\$63,214	\$63,946	-\$3,615	-5.4
State	\$321,896	\$307,872	\$308,998	\$300,991	\$290,740	-\$31,156	-9.7
Local	\$157,655	\$168,120	\$175,413	\$188,731	\$204,184	\$46,528	29.5
Total Operating Assistance	\$547,113	\$535,591	\$542,758	\$552,936	\$558,870	\$11,757	2.1
Per Trip Data							
Operating Expenses	\$51.13	\$52.71	\$54.49	\$60.06	\$54.85	\$3.72	7.3
Farebox Revenue	\$5.15	\$3.57	\$3.29	\$3.05	\$3.20	-\$1.95	-37.9
Operating Expenses Per Mile	\$8.43	\$8.64	\$9.87	\$11.58	\$11.07	\$2.64	31.4
Operating Expenses Per Hour	\$88.18	\$88.39	\$96.27	\$129.45	\$128.77	\$40.59	46.0

Source: Waukesha Metro Transit and SEWRPC

Figure 2.5
Waukesha County Transit Service Operating Expenses, Revenues, and Assistance



Note: Waukesha Metro Transit (City) and Waukesha County Transit operating revenues, operating expenses, and operating assistance for years 2011-2018 were obtained from Financial Statements provided by Waukesha Metro staff

Source: Waukesha County Transit and SEWRPC

Table 2.10
Annual Operating Expenses, Revenues, and Assistance for
Waukesha County Transit Service: 2014-2018

Characteristics	Year					Change 2014-2018	
	2014	2015	2016	2017	2018	Number	Percent
Services Provided							
Total Vehicle Miles	554,200	629,300	631,200	599,700	556,700	2,500	0.5
Total Vehicle Hours	27,900	30,600	30,700	29,300	27,600	-300	-1.1
Revenue Passengers (linked) ^a	543,000	398,900	404,700	376,000	474,200	-68,800	-12.7
Expenses and Revenues							
Operating Expenses	\$3,754,702	\$4,133,219	\$4,113,049	\$4,079,475	\$3,945,048	\$190,346	5.1
Farebox Revenues	\$876,282	\$839,287	\$822,265	\$705,701	\$745,774	-\$130,508	-14.9
Percent of Expenses							
Recovered through Revenues	23.34	20.31	19.99	17.30	18.90	-4.43	-19.0
Operating Assistance							
Federal	\$495,822	\$469,541	\$467,725	\$513,039	\$525,287	\$29,465	5.9
State	\$1,715,786	\$2,092,066	\$2,075,703	\$1,930,404	\$1,747,813	\$32,027	1.9
Local	\$666,812	\$732,325	\$747,356	\$930,331	\$926,174	\$259,362	38.9
Total Operating Assistance	\$2,878,420	\$3,293,932	\$3,290,784	\$3,373,774	\$3,199,274	\$320,854	11.1
Per Trip Data							
Operating Expenses	\$6.91	\$10.36	\$10.16	\$10.85	\$8.32	\$1.40	20.3
Farebox Revenue	\$1.61	\$2.10	\$2.03	\$1.88	\$1.57	-\$0.04	-2.5
Total Operating Assistance	\$5.30	\$8.26	\$8.13	\$8.97	\$6.75	\$1.45	27.3
Local Operating Assistance	\$1.23	\$1.84	\$1.85	\$2.47	\$1.95	\$0.73	59.0
Operating Expenses Per Mile	\$6.77	\$6.57	\$6.52	\$6.80	\$7.09	\$0.31	4.6
Operating Expenses Per Hour	\$134.58	\$135.07	\$133.98	\$139.23	\$142.94	\$8.36	6.2

Note: Operating Expenses and Revenues are from financial statements for Waukesha Metro (City) and Waukesha County.

^a Total revenue passengers do not include paratransit ridership provided by Waukesha County Transit.

Source: Waukesha County Transit and SEWRPC

in 2014 to \$142.94 in 2018. As ridership decreased 12.7 percent, service became less efficient over those five years, with operating expenses per trip increasing 20.3 percent.

Waukesha County Paratransit

Table 2.11 shows operating expenses, total operating assistance, and farebox revenue for the County's complementary paratransit service. Between 2014 and 2018, paratransit ridership has decreased 24.3 percent, from 3,700 passengers in 2014 to 2,800 passengers in 2018. Total operating assistance has remained relatively stable over the past five years, while operating expenses per trip have increased 25.5 percent as the number of passengers has decreased.

2.7 CHARACTERISTICS AND TRAVEL PATTERNS OF USERS

The Southeastern Wisconsin Regional Planning Commission (SEWRPC) conducted a passenger survey of the Waukesha Metro Transit and Waukesha County Transit Systems in 2012. The survey entailed distributing a prepaid, pre-addressed, mail-back survey questionnaire to all passengers on each scheduled weekday bus trip operated by the transit system on the survey day. Passengers who preferred to use Spanish were provided with a Spanish translation of the questionnaire.

Waukesha Metro

Characteristics of Users

Commission staff received 492 completed survey questionnaires, representing about 20 percent of the average weekday trips made in 2012 and including riders on the extension of Route 1 outside of the City of Waukesha. Table 2.12 provides a summary of the socio-economic characteristics of Waukesha Metro passengers using the bus service in 2012. The following observations can be made based upon examination of this information:

Table 2.11
Annual Operating Expenses, Revenues, and Assistance for Waukesha County’s
Complementary Paratransit Service for People with Disabilities: 2018

Characteristics	Year					Change 2014-2018	
	2014	2015	2016	2017	2018	Number	Percent
Services Provided							
Total Vehicle Miles	20,851	22,049	22,830	21,920	17,441	-3,410	-16.4
Total Vehicle Hours	1,430	1,380	1,432	1,444	1,459	29	2.0
Revenue Passengers (linked)	3,700	3,100	3,200	3,500	2,800	-900	-24.3
Expenses and Revenues							
Operating Expenses	\$158,727	\$137,951	\$142,894	\$157,726	\$150,743	-\$7,984	-5.0
Farebox Revenues	\$26,988	\$23,686	\$24,525	\$26,904	\$24,320	-\$2,668	-9.9
Percent of Expenses							
Recovered through Revenues	17.0	17.2	17.2	17.1	16.1	-0.9	-5.1
Total Operating Assistance	\$130,337	\$114,267	\$118,369	\$130,822	\$126,423	-\$3,914	-3.0
Per Trip Data							
Operating Expenses	42.9	44.5	44.7	45.1	53.8	10.9	25.5
Farebox Revenue	7.3	7.6	7.7	7.7	8.7	1.4	19.1
Total Operating Assistance	35.2	36.9	37.0	37.4	45.2	9.9	28.2
Operating Expenses Per Mile	\$7.61	\$6.26	\$6.26	\$7.20	\$8.64	1.0	13.5
Operating Expenses Per Hour	\$111.00	\$99.96	\$99.79	\$109.23	\$103.32	-\$7.68	-6.9

Source: Waukesha County Transit and SEWRPC

- Waukesha Metro passengers represent all age groups, with the highest percentage of riders between 25 and 34 years old at 17.5 percent and the lowest percentage of riders in the 65 years old and over, or 6.5 percent
- Nearly half of Waukesha Metro riders did not have access to a vehicle and over half of riders reported not having a driver’s license
- A majority of riders (37.2 percent) used Waukesha Metro more than five times a week
- In 2012, most Waukesha Metro riders had an annual household income under \$29,999, with the highest percentage of riders reporting an annual household income of \$10,000 or less at 28.9 percent
- The highest percentage of riders used Waukesha Metro to commute to work at 29.3 percent, followed by other trips at 21.7 percent, and school at 21.3 percent

Travel Patterns of Users

As part of the passenger survey of Waukesha Metro Transit, riders were asked to record where they were coming from and going to on their trip. Map 2.7 and Map 2.8 show the distribution of weekday trip productions and attractions for the Waukesha Metro Transit routes. The production area for trips having one end at “home,” which either is coming from or going to home, is the area containing the location of the “home.” The attraction area is the area containing the “non-home” end of that trip. The production area for trips having neither end at “home” is the area where the trip started and the attraction area is the location of the trip destination. The following observations may be made based upon the maps:

- Although downtown Waukesha produces a high number of transit trips, the area south of downtown Waukesha, including residences south of West Sunset Drive, between South West Avenue and South East Avenue, produced over 100 weekday trips. This area is currently served by Routes 4 and 3, which perform relatively well, based on data provided by Waukesha Metro staff.
- Additional areas that produce a relatively high number of weekday transit trips include the Waukesha County Technical College, neighborhoods on the eastside of downtown Waukesha, and west of downtown Waukesha in neighborhoods around the Pro Health Waukesha Memorial Hospital and Waukesha North High School.

- Downtown Waukesha and locations immediately east and south attract the highest number of transit trips within the Waukesha Metro service area, reflecting the location of commercial areas and employment centers. In addition, a high number of weekday transit trips appear to be generated by the Westbrook Shopping Center to the east, the Walmart Super Center and the Waukesha Commerce and Industrial Center on South West Avenue to the south, and the Pro Health Waukesha Memorial Hospital to the west.

Waukesha County Transit

Characteristics of Users

Commission staff received 336 completed survey questionnaires,⁷ representing about 15 percent of the average weekday trips made in 2012. Table 2.13 provides a summary of the socioeconomic characteristics of Waukesha County Transit passengers using the bus service in 2012. The following observations can be made based upon examination of this information:

- Most passengers, or 46.7 percent, were between 45 and 64 years old
- Most riders were licensed drivers (87.8) and had two or more vehicles available in their household (72 percent)
- Most passengers (74.1 percent) used Waukesha County Transit between three and five times per week
- Most passengers use Waukesha County Transit for travel to work (76.8 percent) and had an annual household income over \$75,000 (44.3 percent)

Travel Patterns of Users

Maps 2.9 through 2.12 show the average weekday production-attraction flows for the four Waukesha County Transit routes collected on March 7 and 14, 2018, and April 24 and 30, 2019. Nearly all the riders use the Waukesha County transit services for the traditional commute into the City of Milwaukee and the University of Wisconsin-Milwaukee campus. A significant majority of riders on Routes 901, 904, and 905 boarded and alighted from the Goerke's Corners Park & Ride Lot. A relatively large number of riders on Route 901 also board and alight at the Brookfield Square Mall. Downtown Milwaukee was by far the largest trip attractor for all routes, when compared to routes that also serve UW-Milwaukee. During the four days surveyed, there were an average of 91 daily reverse-commute trips to Waukesha County that primarily originated from the western portion of downtown Milwaukee.

⁷ Given the difficulty of separating and properly expanding responses to represent passengers on only the Waukesha County portion of the services, these survey results do not include the users of the Waukesha Metro Transit Route 1 Extension, or the portions of MCTS' Gold Line or Route 79 in Waukesha County.

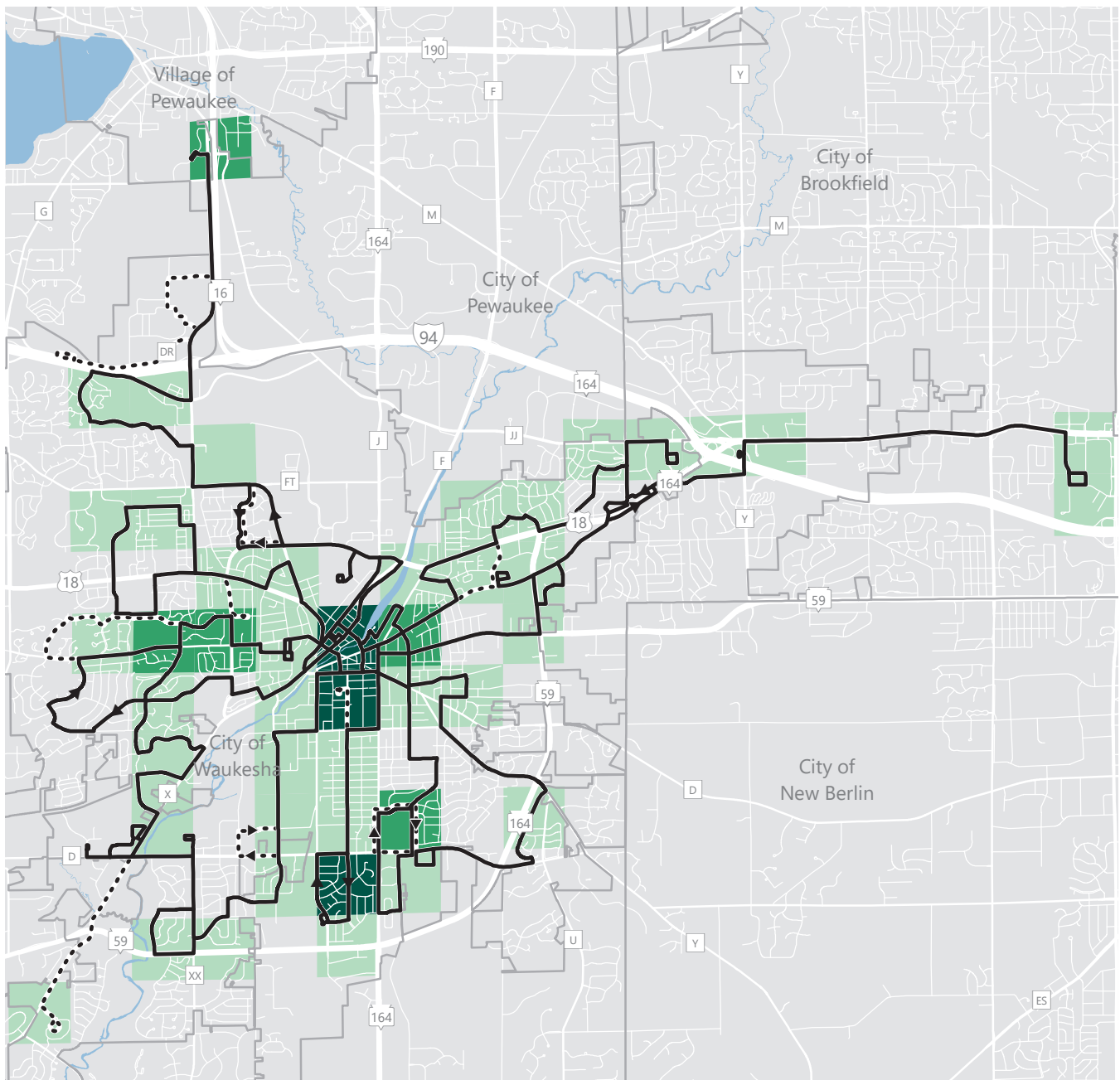
Table 2.12
Socioeconomic Characteristics of
Weekday Transit Riders on Waukesha
Metro Transit: October 2012

Category	Percent of Total Trips
Age	
18 and under	13.2
19 to 24	14.6
25 to 34	17.5
35 to 44	15.5
45 to 54	14.6
55 to 64	10.4
65 and over	6.5
No Response	7.7
Total	100.0
Sex	
Male	37.8
Female	47.2
No Response	15.0
Total	100.0
Licensed Driver	
Yes	36.40
No	55.30
No Response	8.30
Total	100.0
Frequency of Use	
Less than once a month	10.0
1-3 times a month	8.3
1-2 times a week	10.4
3-5 times a week	26.0
More than 5 times a week	37.2
No Response	8.1
Total	100.0
Household Income	
Under \$10,000	28.9
\$10,000-\$19,999	17.1
\$20,000-\$29,999	9.6
\$30,000-\$39,999	7.5
\$40,000-\$49,999	4.1
\$50,000-\$74,999	4.7
\$75,000-\$99,999	4.5
No Response	23.8
Total	100.0
Trip Purpose	
Home-Based Work	29.3
Home-Based Shopping	12.6
Home-Based Other	21.8
Nonhome Based	14.0
School	21.3
No Response	1.0
Total	100.0
Vehicles Available per Household	
No vehicle	46.7
One vehicle	23.8
Two or more vehicles	15.9
No Response	13.6
Total	100.0

Source: SEWRPC

Map 2.7

Locations of Trip Productions of Weekday Revenue Passengers on Waukesha Metro Transit Routes



WEEKDAY DAYTIME ROUTES

- REGULAR SERVICE
- LIMITED SERVICE

NUMBER OF TRANSIT TRIPS PRODUCED PER U.S. PUBLIC LAND SURVEY QUARTER SECTION

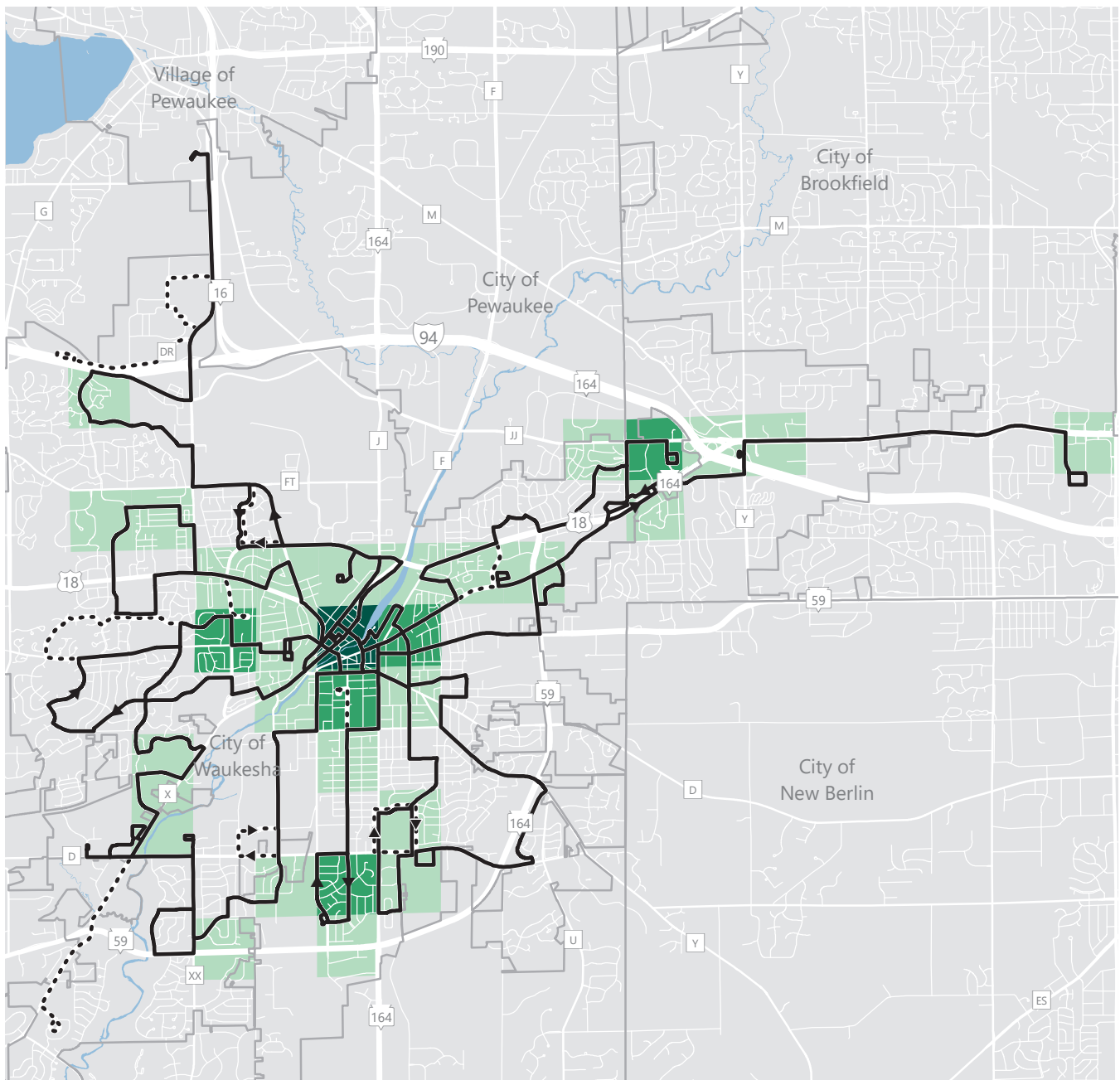
- 10 OR FEWER
- 11 TO 50
- 51 TO 100
- MORE THAN 100



0 1250 2500 3750 5000 Feet

Source: Waukesha Metro Transit and SEWRPC

Map 2.8
Locations of Trip Attractions of Weekday Revenue Passengers on Waukesha Metro Transit Routes



WEEKDAY DAYTIME ROUTES

- REGULAR SERVICE
- LIMITED SERVICE

NUMBER OF TRANSIT TRIPS ATTRACTED PER U.S. PUBLIC LAND SURVEY QUARTER SECTION

- 10 OR FEWER
- 11 TO 50
- 51 TO 100
- MORE THAN 100



0 1250 2500 3750 5000 Feet

Source: Waukesha Metro Transit and SEWRPC

2.8 EQUIPMENT AND FACILITIES

Waukesha Metro

The City of Waukesha currently owns 25 revenue vehicles, including 20 fixed-route buses and five paratransit vehicles, or cutaways, as shown in Table 2.14. The City also owns four non-revenue service vehicles. All 25 revenue vehicles are wheelchair accessible, with two wheelchair passengers able to be accommodated on each of the 20 fixed route buses and six paratransit vehicles.

The minimum service life, or useful life benchmark for a 35-foot long transit bus is 12 years and 500,000 miles and the useful life of a paratransit vehicle is four years and 100,000 miles. Waukesha Metro’s revenue vehicles are generally in a state of good repair, with an average vehicle age of three years old. Ideally, transit systems should have a range of vehicle ages in the fleet to avoid having to replace a large number of vehicles in any one year. Waukesha Metro has a staggered year of replacement for the bus fleet, with the transit system replacing approximately two to five vehicles per year, as shown in Table 2.15. Capital assets are 80 percent funded by grants from the Federal Transit Administration and 20 percent funded with local tax levy funds. In 2018, Waukesha Metro replaced two 35-foot buses at a total cost of \$830,648, including \$166,130 in local funding.

The Waukesha Metro Transit system operates out of two facilities. The Badger Drive facility is the administrative and maintenance facility that houses the buses. The original maintenance building opened in March 1986 and a building expansion occurred in 1995 to add bus storage and administrative functions to the facility. Waukesha Metro also operates out of the Downtown Transit Center located on St. Paul Avenue. The Downtown Transit Center opened in October 2004 and provides an indoor waiting area, restrooms, 13 covered bus bays, a drivers’ lounge, and a customer service area where passengers can purchase Metro passes and ride cards, apply for employment with Metro, check the lost and found, obtain information about Metro’s services in person, or obtain or renew a reduced fare or Metrolift identification card. The Downtown Transit Center also includes a two-floor parking ramp with daily and monthly parking rates that is operated by the City of Waukesha Parking Services. The City of Waukesha implemented security upgrades to the Downtown Transit Center and the Badger Drive facility in 2017 and 2018, and has replaced air conditioner and heating units, as needed, to keep the facilities in good working condition.

Waukesha County Transit

Waukesha County transit contracts with Wisconsin Coach Lines and the Milwaukee County Transit System, for the provision of transit services including the necessary vehicles, equipment, and facilities. However, the commuter routes serve numerous park-ride lots in Waukesha County where passengers are permitted to park. The park-ride lots, including ownership and maintenance responsibilities are listed in Table 2.16. The Wisconsin Department of Transportation (WisDOT) owns and maintains the majority of the park-rides lots, while Waukesha

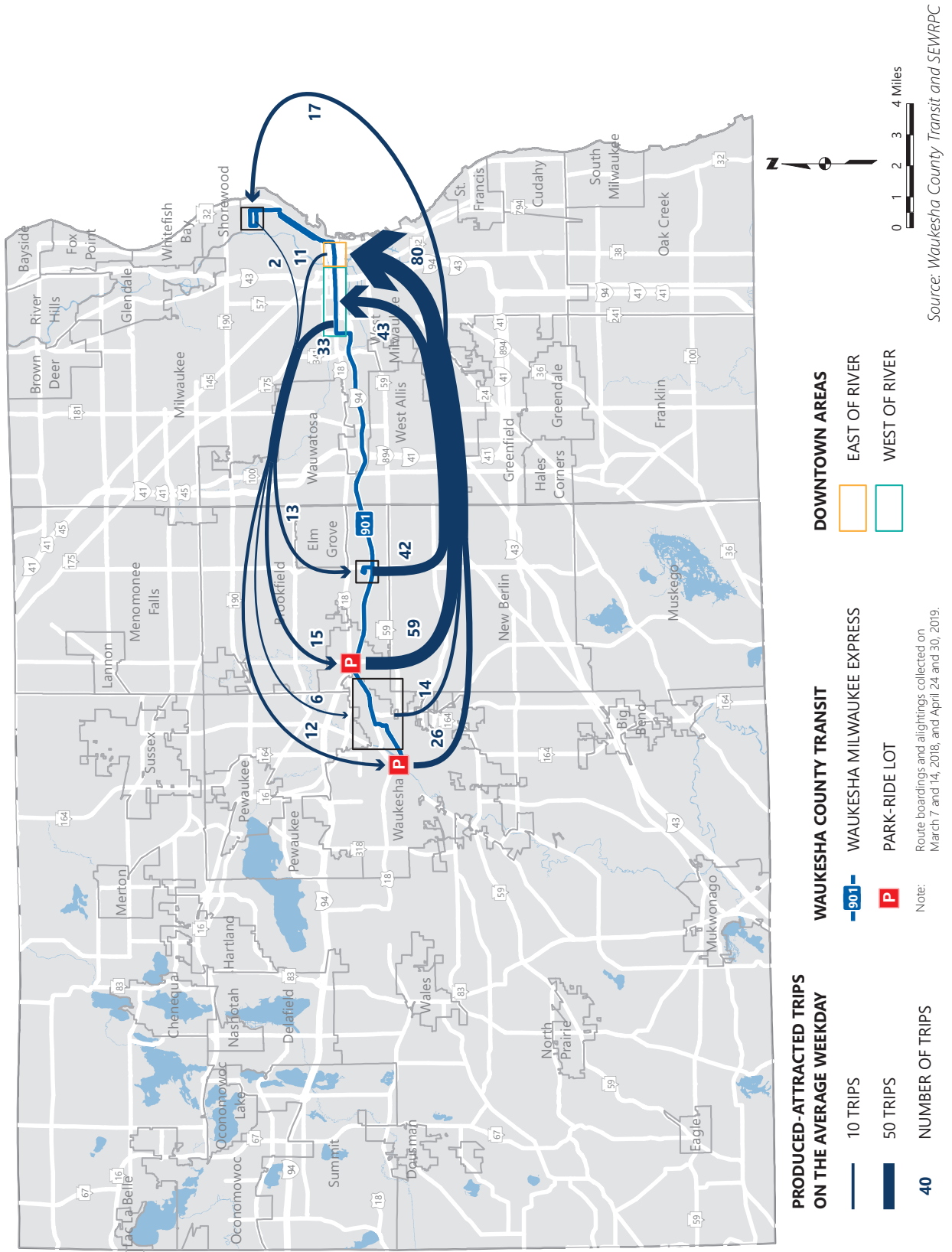
Table 2.13
Socioeconomic Characteristics of
Weekday Transit Riders on Waukesha
County Transit: October 2012

Category	Percent of Total Trips
Age	
18 and under	0.9
19 to 24	9.8
25 to 34	14.3
35 to 44	13.4
45 to 54	22.0
55 to 64	24.7
65 and over	5.1
No Response	9.8
Total	100.0
Sex	
Male	39.0
Female	48.2
No Response	12.8
Total	100.0
Licensed Driver	
Yes	87.8
No	6.8
No Response	5.4
Total	100.0
Frequency of Use	
Less than once a month	4.8
1-3 times a month	2.7
1-2 times a week	7.4
3-5 times a week	74.1
More than 5 times a week	5.4
No Response	5.6
Total	100.0
Household Income	
Under \$10,000	3.3
\$10,000-\$19,999	4.8
\$20,000-\$29,999	2.7
\$30,000-\$39,999	4.4
\$40,000-\$49,999	3.0
\$50,000-\$74,999	16.7
\$75,000-\$99,999	44.3
No Response	20.8
Total	100.0
Trip Purpose	
Home-Based Work	76.8
Home-Based Shopping	0.0
Home-Based Other	5.1
Nonhome Based	4.7
School	13.4
No Response	0.0
Total	100.0
Vehicles Available per Household	
No vehicle	1.8
One vehicle	16.1
Two or more vehicles	72.0
No Response	10.1
Total	100.0

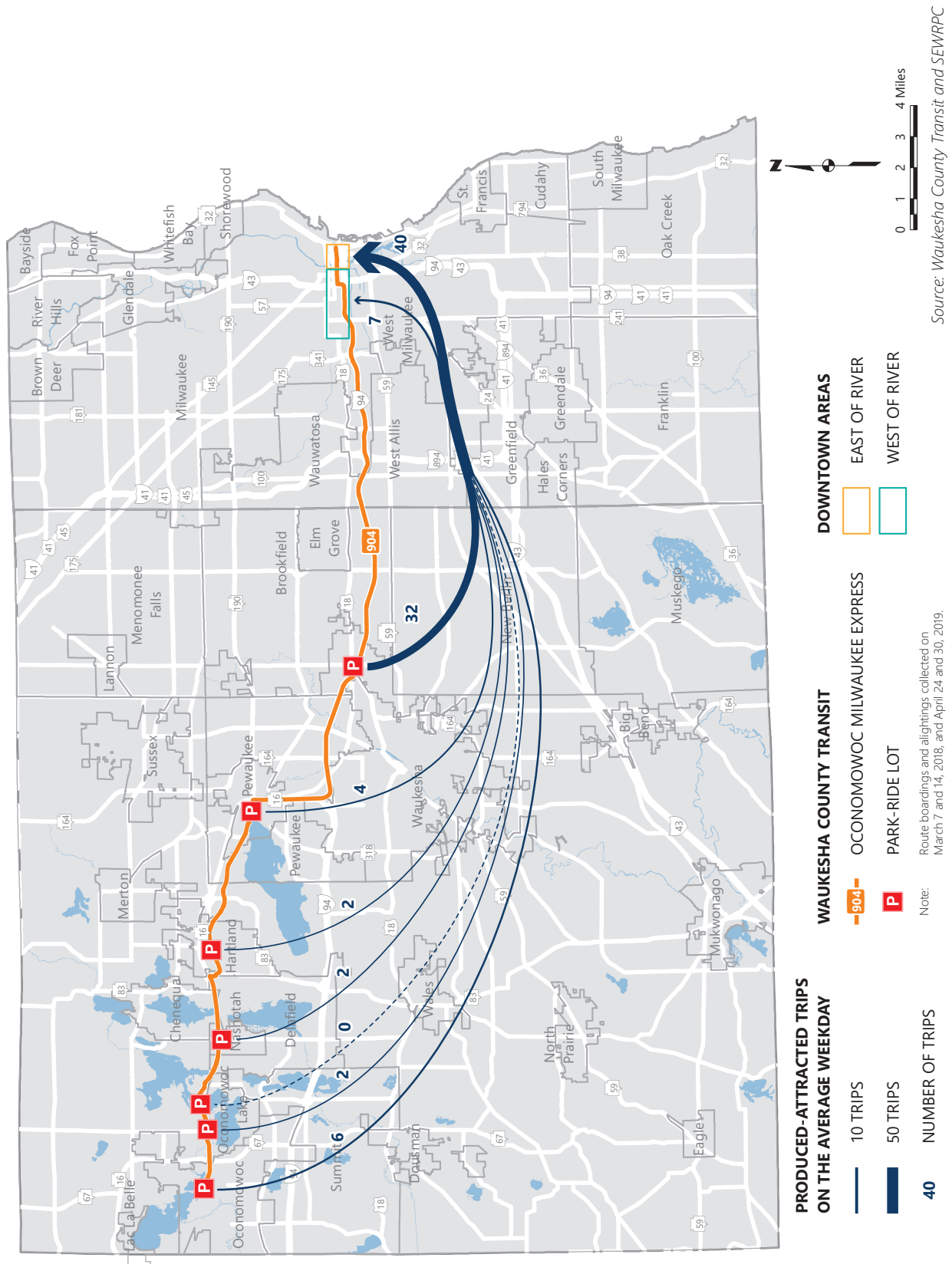
Source: SEWRPC

Map 2.9

Average Weekday Passenger Travel Patterns on Waukesha County Transit Route 901

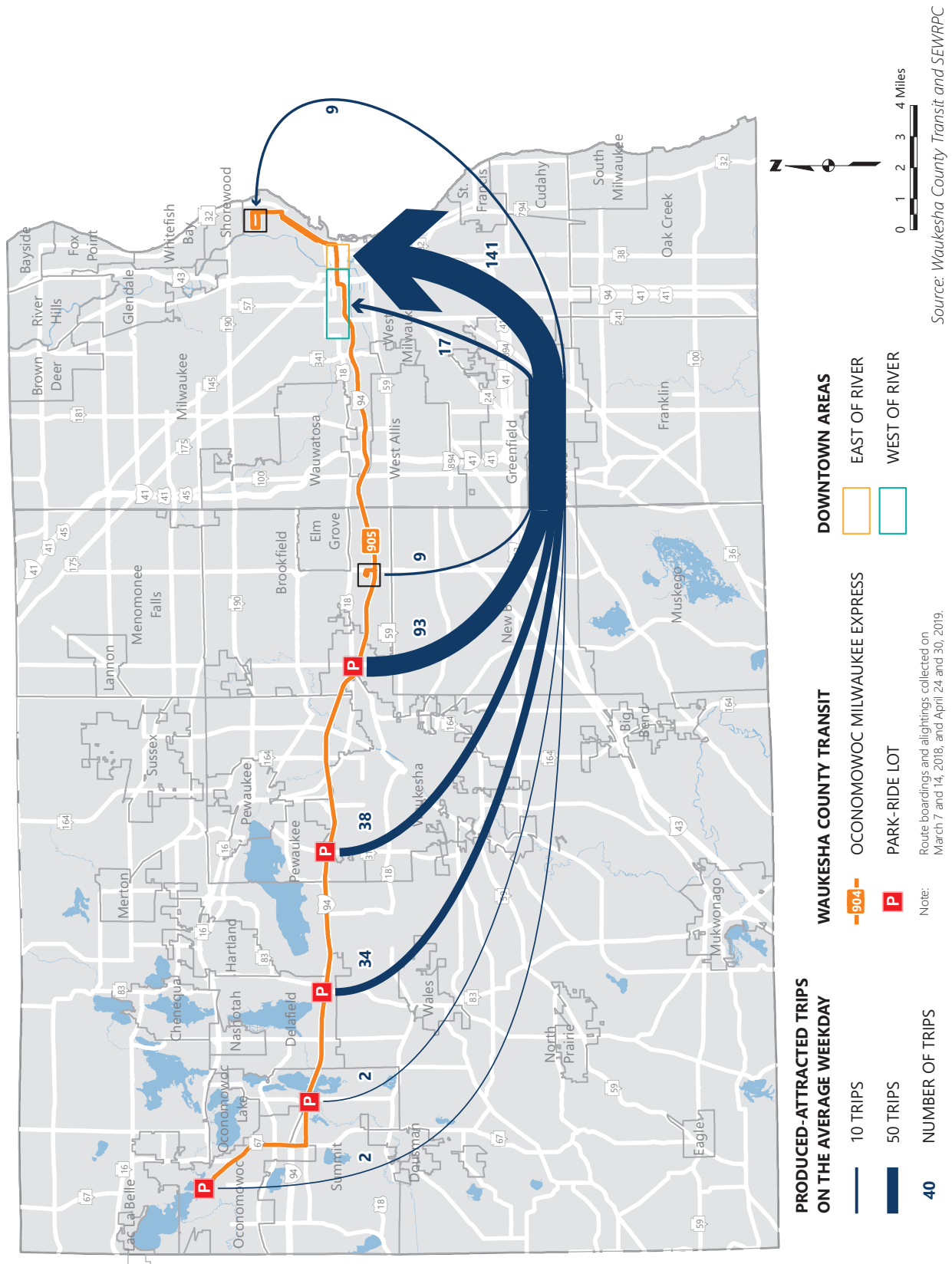


Map 2.10
Average Weekday Passenger Travel Patterns on Waukesha County Transit Route 904

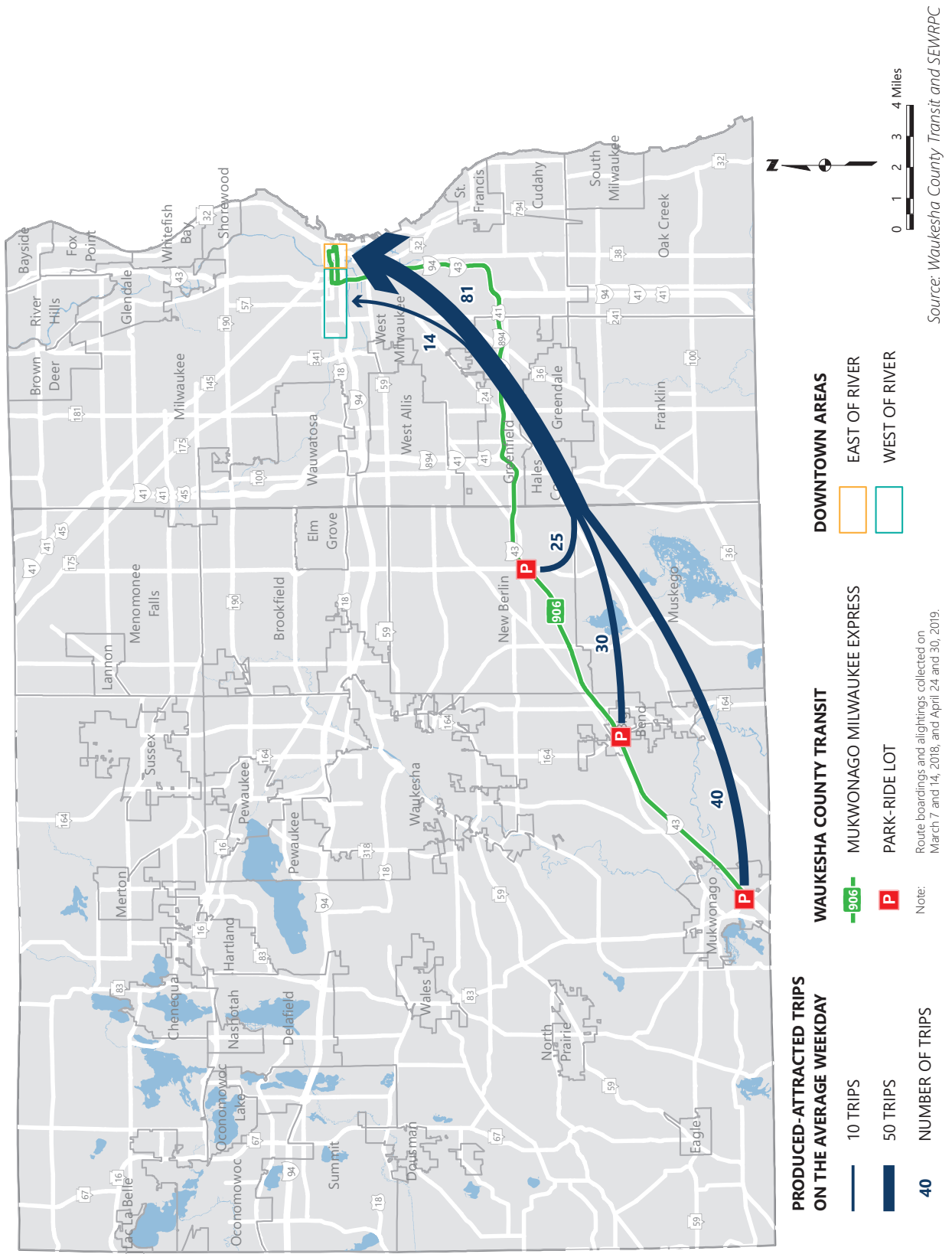


Map 2.11

Average Weekday Passenger Travel Patterns on Waukesha County Transit Route 905



Map 2.12
Average Weekday Passenger Travel Patterns on Waukesha County Transit Route 906



**Table 2.14
Waukesha Metro Transit Revenue Vehicles Condition Assessment**

Fleet Number	Model	Year of Manufacture	Replacement Cost ^a	Mileage ^b	Age of Vehicle	Minimum Useful Life Benchmarks ^c		Condition Assessment	
						Age (Years)	Mileage	Past Age Useful Life Benchmark	Past Mileage Useful Life Benchmark
Buses									
153	Gillig Low Floor	2008	\$430,000	354,902	11	12	500,000	No	No
154	Gillig Low Floor	2008	\$430,000	354,590	11	12	500,000	No	No
155	Gillig Low Floor	2008	\$430,000	344,062	11	12	500,000	No	No
159	Gillig Low Floor	2015	\$430,000	154,323	4	12	500,000	No	No
160	Gillig Low Floor	2015	\$430,000	151,700	4	12	500,000	No	No
161	Gillig Low Floor	2015	\$430,000	151,641	4	12	500,000	No	No
162	New Flyer Xcelisior	2015	\$430,000	119,100	4	12	500,000	No	No
163	New Flyer Xcelisior	2015	\$430,000	126,712	4	12	500,000	No	No
164	New Flyer Xcelisior	2015	\$430,000	128,333	4	12	500,000	No	No
165	New Flyer Xcelisior	2015	\$430,000	128,101	4	12	500,000	No	No
166	New Flyer Xcelisior	2015	\$430,000	122,599	4	12	500,000	No	No
167	New Flyer Xcelisior	2016	\$430,000	114,573	3	12	500,000	No	No
168	New Flyer Xcelisior	2016	\$430,000	120,196	3	12	500,000	No	No
169	New Flyer Xcelisior	2016	\$430,000	111,780	3	12	500,000	No	No
170	New Flyer Xcelisior	2017	\$430,000	85,399	2	12	500,000	No	No
171	New Flyer Xcelisior	2017	\$430,000	84,559	2	12	500,000	No	No
172	Gillig Low Floor	2018	\$430,000	22,218	1	12	500,000	No	No
173	Gillig Low Floor	2018	\$430,000	21,313	1	12	500,000	No	No
174	Gillig Low Floor	2018	\$430,000	11,038	1	12	500,000	No	No
175	Gillig Low Floor	2018	\$430,000	13,169	1	12	500,000	No	No
Cutaways									
150	Bluebird Xcel	2007	\$254,000	192,854	12	4	100,000	Yes	Yes
151	Bluebird Xcel	2007	\$254,000	220,687	12	4	100,000	Yes	Yes
156	Arboc	2011	\$200,000	126,085	8	4	100,000	No	Yes
157	Arboc	2011	\$200,000	118,983	8	4	100,000	No	Yes
158	Arboc	2011	\$200,000	112,356	8	4	100,000	No	Yes
Average Age of Revenue Vehicles					3				
Total Revenue Vehicle Value					\$8,600,000				
Cost to Replace Vehicles Beyond Age or Mileage Useful Life Benchmarks					\$500,000				

^a The replacement costs of buses were based on the most recent purchase prices.

^b Odometer reading as of June 2019.

^c The minimum useful life benchmarks are based on the FTA Circular 5010.1E, March 21, 2017, revised July 16, 2018. Minimum useful life is determined by years of service or accumulation of miles, whichever comes first, by asset time.

Source: Waukesha Metro and SEWRPC

Table 2.15
Annual Fleet Expenditures for Waukesha Metro Transit: 2014-2018

Year	Fleet Purchase	Federal Share (\$)	Local Share(\$)	Total Cost(\$)
2014	Replacement of Driver Relief Van	16,704	4,176	20,880
2015	Replacement of 3 Fixed Route Buses	916,968	229,242	1,146,210
2015	Replacement of 5 Fixed Route Buses	1,630,187	407,547	2,037,734
2016	Replacement of 3 Fixed Route Buses	978,422	244,606	1,223,028
2017	Replacement of 2 Fixed Route Buses	652,334	163,084	815,418
2018	Replacement of 2 Fixed Route Buses	664,518	166,130	830,648
	Total	4,859,134	1,214,783	6,073,917

Source: Waukesha Metro Transit and SEWRPC

County provides maintenance to the Goerke’s Corners and Pilgrim Road Park & Ride lots. The remaining public park-ride lots are owned and maintained by the municipality in which they reside. Average weekday usage provided by WisDOT indicates that the majority of the park-ride lots have capacity for additional vehicles, although the Goerke’s Corners Park & Ride Lot is near capacity with approximately 89 percent of the parking spaces occupied on an average weekday in 2018.

2.9 OTHER MAJOR PUBLIC TRANSIT SERVICES

In addition to public transportation services provided by the City of Waukesha and Waukesha County, a number of other transit services are available for the general public or specific population groups needing to make connections to or from areas within and outside Waukesha County. A summary of the other major public or human services transportation providers operating in the Waukesha area is provided below. Table 2.17 provides a more comprehensive list of human services transportation providers and service details.

Intercity Bus Services

Wisconsin Coach Lines/Coach USA operates an Airport Express route along IH 94 between the Goerke’s Corners Park & Ride Lot and Chicago’s O’Hare International Airport, including stops at the Milwaukee Intermodal Station and General Mitchell Airport. Service over the route consists of 11 daily round trips from Goerke’s Corners. This route primarily serves airport and rail-related travel and is not conducive to general-purpose travel between the Waukesha area and Chicago. A one-way trip from the Goerke’s Corners Park & Ride Lot to the Intermodal Station and General Mitchell Airport costs \$13.00, whereas a trip to O’Hare costs \$34.00.

Badger Coaches operates eight daily round trips over IH 94 between Milwaukee and Madison, with a stop at the Goerke’s Corners Park & Ride Lot. Costs per trip vary depending on the destination. For example, a one-way trip from the Goerke’s Corners Park & Ride Lot to UW-Madison costs \$20.00; a trip from the Goerke’s Corners Park & Ride Lot to General Mitchell Airport costs \$13.00; and a trip from the Goerke’s Corners Park & Ride Lot to the Milwaukee Intermodal Station costs \$10.00.

Megabus provides eastbound service from the City of Muskego to General Mitchell Airport and the Milwaukee Intermodal Station. A westbound trip is also offered from the City of Muskego to the City of Milton, Wisconsin, with stops in the Village of East Troy and the City of Whitewater. Both routes operate one run per day, including on weekends. The cost of a one-way trip from the City of Muskego to the Milwaukee Intermodal Station is \$8.00, and a one-way trip from the City of Muskego to the City of Milton starts at \$12.99.

Taxicab Service

On-Demand, General Public

Private taxicab service in the City of Waukesha is available through the following three companies, TaxiMKE, Yellow Cab Cooperative, and Waukesha Cab, LLC. These companies provide on-demand service for the general public seven days a week and 24 hours per day. TaxiMKE offers wheelchair accessible vehicles. The rates vary depending on the number of miles traveled. Their service areas vary, with Waukesha Cab, LLC providing service in the City of Waukesha, City of Milwaukee, and surrounding communities, while Yellow Cab Cooperative serves Milwaukee County and the surrounding areas, and TaxiMKE serves all of Southeastern Wisconsin. The ride-hailing services Uber and Lyft operate in Southeastern Wisconsin, providing on-demand services to the general public. Fares are generally based on miles traveled and time

**Table 2.16
Park-Ride Lots Served by the Bus Routes Comprising the Waukesha County Transit System: 2018**

Location	Bus Routes Served	Ownership and Maintenance Responsibility	Available Parking Spaces	Average Weekday Autos Parked	Percent of Space Used
Collins and Cross Parking Lot (City of Oconomowoc)	904/905	City of Oconomowoc	187	N/A	N/A
STH 16 and CTH P (Village of Oconomowoc Lake)	904	WisDOT	45	6	13.3
E. Wisconsin Avenue and Shady Lane (Village of Oconomowoc Lake)	904	Private	11	N/A	N/A
STH 16 and CTH C (Village of Nashotah)	904	WisDOT	60	7	11.7
Capitol Dr. and Goodwin (Village of Hartland)	904	Village of Hartland	15	N/A	N/A
Village Parking Lot (Village of Pewaukee)	904	Village of Pewaukee	143	N/A	N/A
Goerke's Corners (Town of Brookfield)	904/905/901; Route 1 (Metro)	WisDOT owns, Waukesha County maintains	315	281	89.2
STH 67 and CTH P (Town of Summit)	905	WisDOT	100	40	40.0
IH 94 and STH 83/Nagawaukee (City of Delafield)	905	WisDOT, Waukesha County provides winter maintenance	199	90	45.2
IH 94 and CTH G/Meadowbrook (Village of Pewaukee)	905	WisDOT owns, Waukesha County maintains	247	60	24.3
IH 43 and STH 83 (Village of Mukwonago)	906	WisDOT owns, City of Mukwonago maintains	165	59	35.8
IH 43 and STH 164 (Village of Big Bend)	906	WisDOT owns, Waukesha County maintains	147	41	27.9
IH 43 and Moorland Road (City of New Berlin)	906	WisDOT owns, Waukesha County maintains	174	35	20.1
USH 41/45 and Good Hope Road (City of Milwaukee)	79 (MCTS)	WisDOT	134	36	26.9
USH 45 and Watertown Plank Road (City of Wauwatosa)	79 (MCTS)	WisDOT	238	93	39.1
USH 41 and Pilgrim Road (Village of Menomonee Falls)	79 (MCTS)	WisDOT owns, Waukesha County maintains	69	28	40.6
Downtown Waukesha Transit Center	901; Route 1 (Metro)	City of Waukesha	494	N/A	N/A

Source: Waukesha County Transit, Milwaukee County Transit System, and SEWRPC

**Table 2.17
Inventory of Additional Human Services Transit Service Providers in Waukesha County: 2019**

Name of Service Provider	Service Area	Eligible Users	Days and Hours of Operations	Fare Per Trip	Vehicles Used	Funding Sources in Addition to Fares
Private For-Profit Provider						
Door-Through-Door Service and Advance Reservation Required						
4Boomers Transport, LLC* (262) 224-9000 4boomerstransport.com	Waukesha County and surrounding communities	General public; for user-side subsidy, must be county resident, non/limited driver 65 years or older, or people with disabilities Must be able to enter and exit a vehicle with little or no assistance	Monday-Friday: 6:00 a.m. to 6:00 p.m., weekends by appointment	User-side subsidy: \$3.75 one-way, plus any amount over \$9.00 gross cost	Unknown	Contract with County for State \$85.21
At Your Service (262) 354-3700 weare-atyourservice.com	Waukesha County	Older adults; must be able to enter and exit a vehicle with little or no assistance	7 days a week, 24 hours a day	\$35.00 per hour with a one-hour minimum, plus \$0.53 per mile	Unknown	Unknown
Meda-Care Vans of Waukesha, Inc. (262) 650-1000	Waukesha and parts of Milwaukee County with preapproval (for medical services only)	County residents, non/limited-drivers 65 years or older, or under 65 years of age and users of a cane, crutches, walker, wheelchair, scooter, or legally blind. Individuals must be unable to enter or exit a car with little or no assistance Title 19 Medical Assistance for qualified nursing home residents; also private pay and chartered services	Monday-Friday: 6:00 a.m. to 6:00 p.m.	Based on distance and ability to pay: Fares begin at: \$3.85: one-way trip within same community; \$4.90: one-way trip, origin and destination is from one community to another; \$7.50: one-way trip, out of county when preauthorized for medical appointments	20 8-passenger accessible vans	Contract with County for State \$85.21 Private chartered services Waukesha County Aging and Disability Resource Center - Rideline Program
Mobility Transportation Specialists (262) 424-0197	Waukesha and Jefferson Counties	General public	Monday-Friday: 7:00 a.m. to 5:00 p.m.	\$35.00 base rate \$2.00 per mile after first five miles	Unknown	Unknown
Personalized Transportation Service (PTS) (262) 628-0189	Southeastern Wisconsin	General public, does not provide assistance with stairs in and out of home if individual uses a wheelchair	Monday-Friday: 8:00 a.m. to 5:00 p.m.	\$28.00 base rate \$2.50 per mile	Unknown	Unknown
Door-to-Door Service						
Advance Reservation Required						
American Med Trans (414) 274-3000 amtwi.com	Southeastern Wisconsin	General public medical transportation	Monday-Friday: 6:00 a.m. to 6:00 p.m.	Rates available upon request, credit card only	Unknown	Unknown

Table continued on next page.

Table 2.17 (Continued)

Name of Service Provider	Service Area	Eligible Users	Days and Hours of Operations	Fare Per Trip	Vehicles Used	Funding Sources in Addition to Fares
American Cancer Society - Road To Recovery Program (800) 227-2345 cancer.org	Southeastern Wisconsin	Cancer patients in current treatment Must be ambulatory and able to get in and out of a vehicle with little to no assistance	Monday-Friday: 9:00 a.m. to 5:00 p.m.	No fare within service area	Volunteers	Unknown
A Quick Trip Transportation Service (262) 565-0031	Waukesha and surrounding areas	General public; for user-side subsidy, must be county resident, non- or limited-driver 65 years or older, or people with disabilities Must be able to enter and exit a car with little or no assistance	Monday-Friday: 7:00 a.m. to 6:00 p.m., Saturday and Sunday by appointment	\$15.00 for first five miles for pick-ups in City/Town of Waukesha, Pewaukee, New Berlin. Adds \$5.00 to base rate beyond previously mentioned communities. \$1.00 per mile after. Accepts Waukesha County Shared-fare card	Unknown	Unknown
Comfort Transport, LLC (262) 446-9810 comfort-transport.com	Waukesha and Washington counties	Seniors and people with disabilities	Monday-Friday: 6:00 a.m. to 5:00 p.m. or by appointment	Ambulatory: \$14.50 one way Non-Ambulatory: \$22.00 one way Both include first 5 miles	5 Ford transit vans 4 minivans, 2 accessible 12 vans, 8 accessible	Private pay Medicaid P.A.C.E. I.R.I.S.
Lifestar Medical Transportation Service (262) 338-9798 lifestar-ems.com	Waukesha County, Ozaukee County, Milwaukee County, Dane County, Sheboygan County, Fond du Lac County, Washington County	Medical and non-medical transportation to individuals who are wheelchair bound or otherwise disabled	Monday-Friday: 6:00 a.m. to 6:00 p.m. Saturday: 7:00 a.m. to 4:30 p.m. Sunday: call for availability	\$26.00 for first five miles, then \$3.00 per mile after Accepts Medicaid insurance	Unknown	Private Pay Medicaid
Phoenix Transportation (262) 373-0165	Southeastern Wisconsin	General public	Monday-Friday: 5:00 a.m. to 5:00 p.m. Saturdays by appointment	Available upon request	Unknown	Unknown
Waukesha American Mobility (262) 501-3598	Southeastern Wisconsin	General public	Monday-Friday: 6:00 a.m. to 7:00 p.m.	Available upon request	Unknown	Unknown
<i>Demand Response</i>						
Waukesha Cab, LLC (262) 613-8595	City of Waukesha, City of Milwaukee, and surrounding communities	General public; for user-side subsidy, must be county resident, non/limited driver 65 years or older, or people with disabilities Must be able to enter and exit a vehicle with little or no assistance	7 days a week, 24 hours a day	Distance-based or zone-based User-side subsidy: \$3.50, plus any amount over \$9.00 gross cost	3 5-passenger sedans Only one available for evening and night rides	Unknown
Uber and Lyft	Southeastern Wisconsin	General public; in most cases passengers must sign up with a smartphone and credit card number	7 days a week, 24 hours a day	Distance-based or zone-based	Depends on driver	Unknown

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Table 2.17 (Continued)

Name of Service Provider	Service Area	Eligible Users	Days and Hours of Operations	Fare Per Trip	Vehicles Used	Funding Sources in Addition to Fares
Curb-to-Curb and Demand Response Service						
Best Cab of Waukesha* (262) 549-6622 bestcabcompany.com	City and Town of Waukesha	General public; for user-side subsidy, must be county resident, non/limited driver 65 years or older, or people with disabilities Must be able to enter and exit a vehicle with little or no assistance	7 days a week, 24 hours a day	User-side subsidy: \$3.75 one-way, plus any amount over \$9.00 gross cost	3 5-passenger sedans	Contract with County for State \$85.21
TaxiMKE (414) 220-5000 taximke.com	Southeastern Wisconsin	General public	7 days a week, 24 hours a day	\$2.25 base rate \$2.50 per mile \$0.35 per minute during a waiting period	Unknown	Unknown
Yellow Cab Cooperative (414) 271-1800 yellowcabmilwaukee.com	Milwaukee and surrounding areas	General public	7 days a week, 24 hours a day	\$4.50 for the first mile, \$2.50 for each additional mile \$20.00 minimum fare if origin or destination is located outside of Milwaukee County	Unknown	Unknown
Private Non-Profit Provider						
Door-Through-Door Service and Advance Reservation Required						
Disabled American Veterans (414) 384-2000 ext. 47274 (262) 719-7233 dav-wi.org	Waukesha, Milwaukee, Racine, and Kenosha Counties	Ambulatory veterans with medical appointments at Milwaukee VA (Zablocki) Medical Center, must be able to enter and exit a vehicle without assistance	Monday-Friday, by appointment only	No Fare	Accessible vehicles	Private Donations
Eras Senior Network (262) 549-3348 eraswaukesha.org	Waukesha County and Milwaukee County	Waukesha County residents over age 60, or residents with disabilities. Mandatory in-home assessment in order to receive services	Monday-Friday: 9:00 a.m. - 4:00 p.m. or by appointment	No charge	2 6-passenger accessible van; volunteers provide their own vehicles	Federal \$5310, United Way of Greater Milwaukee and Waukesha County, Corporation for National and Community Service, ProHealth Care
ProHealth Care Transportation (262) 928-7618 prohealthcare.org	ProHealth Care service area: Waukesha County, Jefferson County, Dodge County, Ozaukee County, Walworth County, and parts of Racine County	Qualified ProHealth Care patients and their families, for medical appointments only	Monday-Friday: For appointments scheduled between 7:30 a.m. and 3:30 p.m.	\$40.00 one-way, financial assistance and prepaid voucher program available for those who qualify	4 7-passenger accessible vans 20 12-passenger accessible vans	ProHealth Care Private donations

Table continued on next page.

Table 2.17 (Continued)

Name of Service Provider	Service Area	Eligible Users	Days and Hours of Operations	Fare Per Trip	Vehicles Used	Funding Sources in Addition to Fares
<i>Demand Response</i>						
Elmbrook Senior Taxi* (262) 785-1200 elmbrookseniortaxi.org	City and Town of Brookfield, Villages of Butler and Elm Grove, and Mayfair Mall	General public; for user-side subsidy, must be county resident, non/limited driver 65 years or older, or people with disabilities. Must be able to enter and exit a vehicle with little or no assistance.	Monday-Tuesday, Thursday-Friday: 8:00 a.m. to 5:00 p.m. Wednesday: 8:00 a.m. to 9:00 p.m. Saturday: 9:00 a.m. to 4:00 p.m. or by appointment	\$14.25 each way (\$9.00 with Taxi Card); locally \$18.25 each way (\$13.00 with Taxi Card); Froedtert Hospital, Highway 100 \$19.25 each way (\$14.00 with Taxi Card); Waukesha Memorial, Menomonee Falls Hospital User-side subsidy: \$3.75 one-way, plus any amount over \$9.00 gross cost	3 5-passenger sedans	Contract with County for State \$85.21
<i>Advanced Reservation Required</i>						
Interfaith Caregivers of Washington County (262) 365-0902 <i>Available to Washington County residents only, but included in the Find-a-Ride network guide for destinations in Waukesha County.</i>	Within 50 miles of Washington County, including Froedert and the Milwaukee VA (Zablocki) Medical Center	Washington County residents age 60 and over, who can transfer independently	Monday-Friday: 8:00 a.m. to 5:00 p.m., as drivers are available	No fare, donations appreciated	Volunteers' personal vehicles and accessible vans owned by Interfaith	Federal \$5310
Lake Country Cares Cab* (262) 695-2670 lcccabs.com	City and Town of Delafield, City and Village of Pewaukee, Villages of Hartland and Nashotah, Town of Merton, and parts of Oconomowoc	General public; for user-side subsidy, must be county resident, non- or limited-driver 65 years or older, or people with disabilities Must be able to enter and exit a car with little or no assistance	Monday-Friday: 8:30 a.m. to 4:30 p.m. or by appointment	User-side subsidy: \$3.75 one-way, plus any amount over \$9.00 gross cost	3 5-passenger sedans	Contract with County for State \$85.21
Seniors on the Go* (262) 363-5700 seniorsonthegowwi.com	City and Town of Mukwonago, Waukesha County, and parts of Walworth and Racine Counties	General public; for user-side subsidy, must be county resident, non-driving 65 years or older, or people with disabilities	Monday-Saturday: 5:30 a.m. to 8:00 p.m.	User-side subsidy: \$3.75 one-way, plus any amount over \$9.00 gross cost	7 5-passenger sedans 3 7-passenger vans 9 2-wheelchair accessible vans	Contract with County for State \$85.21
Muskego Senior Taxi* (262) 679-4754 muskegoseniortaxi.wordpress.com	Muskego, Big Bend, Vernon, and outlying hospitals	General public; for user-side subsidy, must be county resident Non/limited-drivers 65 years or older, or people with disabilities, must be able to enter and exit a car with little or no assistance	Monday-Friday: 7:30 a.m. to 4:30 p.m. (last pickup 3:30 p.m.)	User-side subsidy: \$3.75 one-way, plus any amount over \$9.00 gross cost	3 5-passenger sedans	Contract with County for State \$85.21

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Table 2.17 (Continued)

Name of Service Provider	Service Area	Eligible Users	Days and Hours of Operations	Fare Per Trip	Vehicles Used	Funding Sources in Addition to Fares
New Berlin Senior Taxi* (262) 814-1611	City of New Berlin, Brookfield Square, Mayfair area, Medical Centers (west of 84th Street), Aurora West Allis Memorial Hospital, Froedert Hospital	Ambulatory residents of New Berlin, for user-side subsidy, must be county resident, non-driving, 65 years or older, or people with disabilities	Monday-Friday: 9:00 a.m. to 4:30 p.m. or by appointment	User-side subsidy: \$3.75 one-way, plus any amount over \$9.00 gross cost	3 5-passenger sedans	Contract with County for State \$85.21
Oconomowoc Silver Streak* (262) 567-6404 oconosilverstreak.org	City of Oconomowoc, east to the YMCA at Pabst Farms, south to Valley Road, north to Lang Road, west to Jefferson County Line, parts of the town of Summit including Aurora Medical Center and Lake Country Landing	General public; for user-side subsidy, must be county resident, limited/non-driving, 55 years or older, or people with disabilities, must be able to enter/exit car with little or no assistance	Monday-Friday: 8:30 a.m. to 4:30 p.m. or by appointment	User-side subsidy: \$3.75 one-way, plus any amount over \$9.00 gross cost \$10.00 one-way	3 5-passenger sedans	Contract with County for State \$85.21
Find-a-Ride Network of Waukesha County (262) 468-7433 find-a-ride.org Goodwill Industries (262) 970-6002 goodwillsew.com	Waukesha County: transportation guide for seniors and adults with disabilities Waukesha County	Waukesha County residents Waukesha County residents with disabilities who attend Goodwill adult day centers	Other Single point of contact that refers residents to transportation services Monday-Friday: 6:30 a.m.-10:30 a.m. 1:30 p.m.-5:30 p.m. Scheduled for day trips as required	N/A No fare if enrolled in Family Care; otherwise, private pay.	N/A Contract with Exact Transport for vehicles and drivers for subscription service; 5 accessible vans for day trips	Federal \$5310 State Family Care Federal \$5310
Public Provider						
Door-to-Door Service and Advance Reservation Required						
Milwaukee County Transit Plus Program (414) 343-1700	Waukesha County residents eligible for Metrolift services	Individuals with disabilities that do not require a high degree of medical or personal care	7 days a week: 4:30 a.m. to 1:00 a.m.	\$4.00 one way	Unknown	Unknown
Waukesha County Aging and Disability Resource Center – RideLine (262) 650-1000	Waukesha County, out-of-county trips are available only for medical purposes that cannot be served in Waukesha County.	County residents, non/limited-drivers 60 years or older, or under 60 years of age and users of a cane, crutches, walker, wheelchair, scooter, or legally blind. Individuals must be unable to enter or exit a car with little or no assistance Title 19 Medical Assistance for qualified nursing home residents; also private pay and chartered services	Monday-Friday: 6:00 a.m. to 6:00 p.m.	Based on distance and ability to pay. Fares begin at: \$3.85: on-way trip within same community; \$4.90: one-way trip, origin and destination is from one community to another; \$7.50: one-way trip, out of county when preauthorized for medical appointments	Vehicles and drivers provided by Meda-Care Vans of Waukesha, Inc.	State \$85.21 Waukesha County

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Table 2.17 (Continued)

Name of Service Provider	Service Area	Eligible Users	Days and Hours of Operations	Fare Per Trip	Vehicles Used	Funding Sources in Addition to Fares
Waukesha County Department of Health and Human Services –Volunteer Transportation Service (262) 548-7284 waukeshacounty.gov/HHS	Waukesha County	Clients of Department of Health and Human Services	Monday-Friday: 7:30 a.m. to 8:00 p.m., pending driver availability	No charge	Volunteers provide their own vehicles	Waukesha County
Menomonee Falls Senior Shuttle (262) 251-4230	Village of Menomonee Falls, with limited service to Brookfield Square Shopping Center and Germantown healthcare facilities	Ambulatory Menomonee Falls residents 60 years or older	Curb-to-Curb Monday-Thursday: 9:00 a.m. to 2:00 p.m. 4:00 to 5:00 p.m. (returns only) Friday: 9:00 a.m. to 2:00 p.m. To Brookfield Square, second Thursday of each month: 9:00 a.m. to 2:00 p.m. when six or more advanced reservations are made.	\$2.00 one way	1 23-passenger bus	Menomonee Falls Recreation Department Village of Menomonee Falls Contract with County for State \$85.21

*Denotes taxi providers included in the Waukesha County Aging and Disability Resource Center's Shared-Fare Program.

Source: SEWRPC

of day. Rides can be scheduled by downloading the apps to a personal smartphone. Passengers must have a credit card to purchase a ride, although each ride-hailing service offers a business platform for employers to schedule and pay for rides.

Human Services Transportation Programs

In addition to the transportation services for the general public summarized above, many agencies provide transportation services specifically for seniors or people with disabilities for trips that would be difficult to make on existing public transit services. The Commission conducted a transportation coordination planning effort that included a detailed inventory of all the human services transportation providers in Waukesha County, and identified some of the unmet needs for human services transportation and strategies to address those unmet needs.⁸

Waukesha Aging and Disability Resource Center (ADRC)

The Aging and Disability Resource Center of Waukesha County (ADRC) sponsors four subsidized transportation services for individuals, including non- or limited-driving adults 65 years of age and older, and for people with disabilities who are under the age of 65. Users of the transportation services are required to complete an eligibility application and become certified as eligible to access the services. When approved for transportation services, applicants receive a discounted fare. The ADRC receives funding from the Wisconsin Department of Transportation's County Elderly and Disabled Transportation Assistance Program, which provides counties with financial assistance to deliver transportation services to seniors and people with disabilities. These funds, available under Wisconsin Statute Section 85.21, are allocated annually based on current population estimates. In 2019, Waukesha County was allocated \$933,538 through the Wisconsin 85.21 County Elderly and Disabled Transportation Assistance Program. The four transportation services sponsored by the Waukesha County ADRC are summarized below.

Shared-Fare Taxi Program

This program provides fare assistance for Waukesha County residents who are non- or limited-drivers and are 65 years of age or older, or under 65 years of age and receiving Supplemental Security Income or Social Security Disability Insurance. The ADRC partners with eight non-profit taxi companies and one for-profit taxi company. The non-profit taxi companies include 4Boomers, A Quick Trip, Elmbrook Senior Taxi, Lake Country Cares Cab, New Berlin Senior Taxi, Oconomowoc Silver Streak, Mukwonago Seniors on the Go, and Muskego Senior Taxi. The for-profit taxi company is Best Cab of Waukesha. Persons requesting transportation through this program must contact the respective taxicab company by telephone at least 24 hours in advance. Rates vary by provider, with individuals paying a minimum of \$3.75 toward the cost of each one-way trip, and any additional fare cost over \$9.00. In 2018, the Shared Fare program provided 42,246 rides, with personal business and medical appointments comprising the largest percentages of trips, at 31 percent and 29 percent, respectively.

Ride Line Program

The Ride Line program is a County-wide service sponsored by the Waukesha County ADRC that utilizes accessible vans provided by Meda-Care Vans. The program is available for Waukesha County residents who are non- or limited-drivers and 65 years of age or older. The service is also available for residents of Waukesha County who are under 65 years of age and users of a cane, crutches, walker, wheelchair, scooter, or are legally blind. This is an advance reservation, door-to-door transportation service for those requiring mobility aids and/or or those living in areas in Waukesha County where taxi service is not available.

Prior to using the program, individuals must complete an application, which includes a Fare Determination Form, and be certified as eligible. A sliding scale is used to determine an individual's fare and is based on the ability to pay. One-way fares range from \$3.85 to \$8.30 for a trip within the same community, \$4.90 to \$10.90 for a trip between different communities, and \$7.50 to \$17.65 for a trip to an adjoining County for a pre-approved medical trip. Reservations must be made at least 24 hours in advance. Service is offered on weekdays between 6:00 a.m. and 6:00 p.m. There is no service on weekends or holidays. In 2018, the Ride Line program provided 15,721 rides, of which approximately 75 percent were for medical purposes.

⁸ See *SEWRPC Memorandum Report No. 234, Public Transit – Human Services Transportation Coordination Plan for Waukesha County: 2016, April 2017.*

Menomonee Falls Senior Shuttle

Shuttle service is offered within the Village of Menomonee Falls for area residents who are 60 years of age or older, with one trip per week to Brookfield Square Mall. The service offered is curb-to-curb and individuals must be ambulatory. There is no application or certification required to use the shuttle program but passengers must be Village of Menomonee Falls residents. The one-way fare is \$2.00 and reservations should be made 24-hours in advance. Service is provided Monday through Thursday from 9:00 a.m. until 2:00 p.m. and 4:00 p.m. to 5:00 p.m. On Fridays, service is provided from 9:00 a.m. to 2:00 p.m. Sunday service is provided from 8:00 a.m. until 1:00 p.m. In 2018, the Menomonee Falls Senior Shuttle provided 1,241 rides, primarily for personal business, nutrition, and medical purposes.

Eras Volunteer Driver Program

Eras Volunteer Driver program is available for Waukesha County residents who are 60 years or older or individuals with a disability that are between the ages of 18 and 59. Riders must be able to enter and exit any vehicle with little or no assistance. Volunteer drivers are matched with clients to assist with medical transport, grocery shopping, and personal errands. Eras owns one accessible van and volunteer drivers also use their personal vehicles. Reservations must be made at least seven days in advance, with service provided once a week per customer. The Eras Volunteer Driver program does not require a rider co-pay, but does request donations for the rides. In 2018, the volunteer driver program provided 7,518 rides, primarily for medical and nutrition purposes.

Find-A-Ride Network

The Waukesha County Find-a-Ride Network (FARN) was developed to address the community's growing and aging population of seniors and adults with disabilities by creating resources to help the residents of Waukesha County locate transportation options that best suit their needs. The program is engaged in establishing a One-Call One-Click system to serve as a centralized access point for seniors and adults with disabilities, healthcare systems, nonprofit service providers, and family caregivers to request information about transportation services and schedule rides through a central phone number and an internet-based customer portal. The FARN website⁹ currently allows residents to locate available transportation services in their area and the guidebook provides a complete listing of available transportation providers.

2.10 CONCLUSION

This chapter summarized the existing public transit and human services transportation providers in the City of Waukesha and Waukesha County with the most recent data available as of 2019. The review of services indicates that levels of service for both Waukesha Metro and Waukesha County have remained relatively stable over the last five years, with modest service changes, including elimination of unproductive segments, in response to decreases in Federal, State and local funding, or changes in ridership on those segments. Ridership levels have generally decreased on both services, which may be a result of demographic changes, reductions in fuel costs, or increases in automobile ownership among populations that may have previously relied on transit. Inventorying and understanding the existing transit services in the Waukesha area is a necessary step in determining what service alternatives should be studied as part of the planning process. Budget constraints and trends in ridership indicate the need to explore alternative service models, such as public-private partnerships, to provide access to employment and commercial areas within Waukesha County.

⁹ The Find-A-Ride Network's website is www.find-a-ride.org.