



# City of Appleton

100 North Appleton Street  
Appleton, WI 54911-4799  
[www.appleton.org](http://www.appleton.org)

## Meeting Agenda - Final-revised Fox Cities Transit Commission

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Wednesday, April 27, 2016

3:00 PM

Council Chambers, 6th Floor

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1. Call meeting to order

2. Roll call of membership

3. Approval of minutes from previous meeting

[16-604](#) Approval of Minutes from Previous Meeting

**Attachments:** [Meeting Minutes 03-23-16.pdf](#)

4. **Public Hearings/Apearances**

[16-605](#) Public Participation on Agenda Items

5. **Action Items**

**16-666** Election of Chair and Vice-Chair, Meeting Date and Time, Designate Daniel Sandmeier as the Contact Person for the Commission

[16-606](#) Approval of Payments

**Attachments:** [Check Register 03-16-16 through 04-16-16.pdf](#)

[16-607](#) Termination of Call-A-Ride Program

**Attachments:** [Termination of CAR 04-11-16.pdf](#)

[16-608](#) Approve Addendum to Fox Valley Technical College Student Pass Contract

**Attachments:** [FVTC Memo.pdf](#)  
[FVTC Contract.pdf](#)  
[FVTC Addendum.pdf](#)

[16-609](#) Approval of Title VI Program

**Attachments:** [Valley Transit Title VI Program April 2016.pdf](#)

**6. Information Items**

[16-610](#) 2015 4th Quarter Dashboard (KPI)

**Attachments:** [2015 KPI.pdf](#)

[16-611](#) Route 20 Construction Detour

**Attachments:** [Route 20 Construction Detour.pdf](#)

[16-612](#) Octoberfest Fare Increase

[16-613](#) Route 12 Expansion

[16-614](#) March Ridership and Revenue

**Attachments:** [March Ridership and Revenue.pdf](#)

[16-615](#) March Financials

**Attachments:** [March Financials.pdf](#)

[16-635](#) Legislative Update

[16-616](#) Pending Items

**Attachments:** [Pending Items.pdf](#)

**7. Adjournment**

*Reasonable Accommodations for Persons with Disabilities will be made upon Request and if Feasible.*

*Any questions on this agenda, please contact Daniel Sandmeier at 920.832.5800.*

## **MINUTES - FOX CITIES TRANSIT COMMISSION**

March 23, 2016

### **Commissioners Present**

Chairperson Chuck Rundquist  
Vice Chairperson Kyle Lobner  
Carol Kasimor  
George Dearborn  
Joel Gregozeski  
Linda Stoll  
Rick Detienne  
Sonia Barham  
Travis Parish  
Trish Nau

### **Commissioners Excused**

Bob Buckingham  
Bruce Sherman  
Carolyn Mewhorter  
Jeff McCabe

### **Valley Transit Staff**

Debra Ebben, Administrative Services Manager  
Nikki Voelzke, Community Relations Specialist  
Amy Erickson, Paratransit Coordinator  
Lisa Laughlin, Communications Technician

### **Others Present**

Emily Truman, Assistant City Attorney

Chairperson Chuck Rundquist called the meeting to order at 3:03 p.m.

### **APPROVAL OF MINUTES**

There being no question or corrections to the minutes of the February 24, 2016 meeting, Commissioner Linda Stoll moved that the minutes be approved which was seconded by Commissioner Trish Nau. The minutes were approved (9/0).

Commissioner Travis Parish arrived at 3:05 p.m.

### **APPEARANCES**

#### **Public Participation of Agenda Items**

There was no public participation on the agenda items.

#### **Public Hearing for Termination of the Call-A-Ride Program**

Valley Transit received one public comment from Julie Haughian who expressed how vital it is to have public transportation in the Town of Buchanan. There was no public participation regarding the termination of the Call-A-Ride program.

### **ACTION ITEMS**

#### **Approval of Payments**

Administrative Services Manager, Debra Ebben presented the check registers for the period 02/13/16 through 03/15/16. Ms. Ebben addressed two questions that were sent to her via email, snow removal comparisons for 2014 and 2015 and the savings in diesel/gas fuel costs for 2014 and 2015. There being no other questions or discussion of the items on the check register, a motion was made by Commissioner Joel Gregozeski and seconded by Commissioner Rick Detienne to accept the payments 02/13/16 through 03/15/16. The motion carried (10/0).

## **INFORMATION ITEMS**

### **February Ridership and Revenue**

Administrative Services Manager, Deb Ebben presented the February Revenue and Community Relations Specialist Nikki Voelzke presented the February Ridership. Ms. Voelzke reported that the year-to-date ridership is down 7.1% from 2015. The AASD rides are down 16.5% while the FVTC rides are up 9.3%. Ms. Ebben reported that the February year-to-date cash and prepaid revenues are both down. The 2015 prepaid revenue reflects a payment received in January, 2015. We have not received the like 2016 payment yet.

### **January and February Financials**

Ms. Ebben reported that Valley Transit remains under budget in both revenue and expenses.

### **Route 33 Update (Neenah Industrial Park Shuttle)**

Ms. Voelzke reported that after an eight month pilot period, the Route 33 (Neenah Industrial Park Shuttle) will end service on March 31, 2016.

### **Pending Items**

Commissioner Bob Buckingham has requested a discussion to expand route 12 to include service to Grand Chute Town Hall. The discussion has been added to the pending items for the April 27<sup>th</sup> meeting.

## **ADJOURNMENT**

The next meeting will be held on Wednesday, April 27, 2016 at 3:00 p.m. The meeting adjourned at 3:31 p.m.

Respectfully submitted,



Ms. Debra Ebben, Administrative Services Manager



Check No.	Check Date	Payee Number	Payee Name	Voucher Number	Explanation -Remark-	Payment Amount	Bus. Unit	Obj Acct	Sub	Sub1	Voucher Amount	Dis Take
521364	03/16/16	58712	AT&T	363912	3/16 security system	472.85-	5810	6413	7		189.14	
total											189.14	
521370		182019	CALUMET COUNTY DE	363899	feb 2016 service/far	580.69-	5860	4230		1818	527.41	
				363899	feb 2016 service/far		5860	4875		1818	2,005.90-	
				363899	feb 2016 service/far		5860	6408		1818	2,059.18	
total											580.69	
521393		162886	FOX VALLEY CAB	363900	feb nw-dar neenah/he	8,345.00-	5860	4875		1813	2,187.50-	
				363900	feb nw-dar heritage		5860	4875		1813	206.50-	
				363900	feb nw-dar tom		5860	4875		1813	521.50-	
				363900	feb nw-dar neenah		5860	6408		1813	8,449.50	
				363900	feb nw-dar heritage		5860	6408		1813	796.50	
				363900	feb nw-dar tom		5860	6408		1813	2,014.50	
total											8,345.00	
521415		152178	KIDZ KAB, LLC	363901	feb call a ride	351.00-	5860	4875		1814	54.00-	
				363901	feb call a ride		5860	6408		1814	405.00	
total											351.00	
521416		17806	KOBUSSEN BUSES, L	363902	feb rural	60,650.70-	5860	4875		1809	2,844.00-	
				363902	feb rural		5860	6408		1809	13,210.92	
				363903	feb sheltered worksh		5860	6408		1808	40,982.40	
				363904	feb rt 33		5860	6408		1823	9,301.38	
total											60,650.70	
521418		196091	KWIK TRIP, INC	363869	fuel	1,196.42-	5820	6322			162.04	
				363869	fuel		5840	6322			1,034.38	
total											1,196.42	
521427		116759	NEW HOPE CENTER,	363905	feb 2016 service	13,440.70-	5860	6408		1815	13,440.70	
total											13,440.70	
521445		246271	RUNNING, INC.	363906	Connector Tickets	158,951.10-	580	2131			1,809.00	
				363906	Agency Local Share		580	2131			399.00	
				363906	Agency Local Share		5860	4230		1819	399.00-	
				363906	Connector ESA Fares		5860	4875		1820	935.00-	
				363906	Connector ESH Fares		5860	4875		1819	5,880.00-	
				363906	ESA Ticket Revenue		5860	4875		1820	765.00-	
				363906	ESH Ticket Revenue		5860	4875		1819	1,044.00-	
				363906	Connector ESA		5860	6408		1820	8,712.50	
				363906	Connector ESH		5860	6408		1819	29,542.40	
				363906	Fuel escalator/deesc		5860	6408		1819	1,514.66-	
				363907	VTII Premium		580	2130			7,290.00	
				363907	VTII Agency		580	2132			17,920.00	
				363907	Basic Tick. Local		580	2132			13,388.80	
				363907	Prem. Tick Local		580	2132			8,358.00	
				363907	VTII Basic		580	2133			8,925.60	
				363907	Community Care OC		5850	4230			11,224.25-	
				363907	Family Care WC		5850	4230			5,363.95-	
				363907	Community Care CC		5850	4230			1,690.00-	
				363907	IRIS		5850	4230			3,468.60-	
				363907	Tickets		5850	4875		1805	34,135.60-	
				363907	VTII Cash Fares		5850	4875		1805	5,644.40-	
				363907	VT II		5850	6408		1805	138,020.05	
				363907	Fuel Escalator		5850	6408			5,439.29-	
				363907	Elderly Fares		5860	4875		1806	576.00-	
				363907	Sunday Fares		5860	4875		1807	726.00-	
				363907	Elderly		5860	6408		1806	2,325.60	
				363907	Sunday		5860	6408		1807	1,065.90	
total											158,951.10	
521497	03/23/16	224354	ABC COMPANIES	364114	bus parts	12.00-	5820	6326			12.00	

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Date - 04/18/16

Check No.	Check Date	Payee Number	Payee Name	Voucher Number	Explanation -Remark-	Payment Amount	Bus. Unit	Obj Acct	Sub	Sub1	Voucher Amount	Dis Take
total											12.00	
521502		5418	APPLETON DOWNTOWN	364115	security guard progr	13,490.00-	5840	6408			13,490.00	
total											13,490.00	
521534		35641	GARROW OIL CORPOR	364121	fuel	9,460.14-	5840	6322			9,460.14	
total											9,460.14	
521536		162894	GILLIG LLC	364124	bus parts	5,016.60-	5820	6326			28.00	
				364125	bus parts		5820	6326			590.50	
				364126	bus parts		5820	6326			2,029.20	
				364127	bus parts		5820	6326			71.76	
				364128	bus parts		5820	6326			35.88	
				364129	bus parts		5820	6326			2,261.26	
total											5,016.60	
521554		169375	MIDLAND PAPER	364134	cleaning solution	525.45-	5820	6309	1		525.45	
total											525.45	
521555		163969	MOHAWK MANUFACTUR	364135	bus parts	378.23-	5820	6326			214.64	
				364136	bus parts		5820	6326			163.59	
total											378.23	
521559		268787	NEW FLYER PARTS	364137	bus parts	278.87-	5820	6326			92.39	
				364138	bus parts		5820	6326			186.48	
total											278.87	
521578		18711	RICOH USA, INC.	364056	VT Lease	4,454.63-	5810	6320	1		184.14	
				364056	VT Copies		5810	6320	1		5.12	
				364056	VT Copies		5810	6320	1		27.85	
total											217.11	
521579		246271	RUNNING, INC.	364057	ochst feb service	1,921.73-	5860	6408		1810	1,921.73	
total											1,921.73	
521593		156401	TRUCK EQUIPMENT,	364197	bus parts	38.90-	5820	6326			38.90	
total											38.90	
521594		8942	ULTIMATE CLEANING	364145	future neenah cleani	31,898.93-	5830	6599			474.60	
				364146	future neenah cleani		5830	6599			85.92	
total											560.52	
521613		182764	1ST AYD CORPORATI	364154	loop mops	120.26-	5820	6309	1		120.26	
total											120.26	
521686	03/30/16	18711	RICOH USA, INC.	364224	VT Lease	794.12-	5810	6320	1			
				364224	VT Copies		5810	6320	1			
				364224	VT Copies		5810	6320	1			
total												
521693		37022	WE ENERGIES	364225	6404-083-107	12,917.45-	5810	6413	2		.06	
total											.06	
521695				364227	7216-827-232 Elec	118,035.42-	5810	6413	1		1,348.17	
				364227	7216-827-232 Gas		5810	6413	2		206.24	
				364227	5028-442-903		5810	6413	1		3,047.51	
				364227	5070-604-479		5810	6413	2		2,644.08	
				364227	0425-072-359		5810	6413	1		449.59	
total											7,695.59	



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Date - 04/18/16

Check No.	Check Date	Payee Number	Payee Name	Voucher Number	Explanation -Remark-	Payment Amount	Bus. Unit	Obj Acct	Sub	Sub1	Voucher Amount	Dis Take
521766	04/06/16	18438	LEVENHAGEN OIL CO	364360	fuel	9,921.75-	5840	6322			9,921.75	
total											9,921.75	
521839	04/13/16	58712	AT&T	364676	4/16 security system	472.75-	5810	6413	7		189.10	
total											189.10	
521851		182019	CALUMET COUNTY DE	364694	march 2016 service/f	897.25-	5860	4875		1818	1,047.20-	
				364694	march 2016 service/f		5860	6408		1818	1,944.45	
total											897.25	
521878		162886	FOX VALLEY CAB	364699	march nw-dar neenah/	9,135.00-	5860	4875		1813	2,436.00-	
				364699	march nw-dar neenah/		5860	4875		1813	154.00-	
				364699	march nw-dar neenah/		5860	4875		1813	602.00-	
				364699	march nw-dar neenah/		5860	6408		1813	9,399.00	
				364699	march nw-dar neenah/		5860	6408		1813	594.00	
				364699	march nw-dar neenah/		5860	6408		1813	2,334.00	
total											9,135.00	
521900		152178	KIDZ KAB, LLC	364704	mar call a ride/fare	52.00-	5860	4875		1814	8.00-	
				364704	mar call a ride/fare		5860	6408		1814	60.00	
total											52.00	
521902		17806	KOBUSSEN BUSES, L	364705	march rural fares	67,929.30-	5860	4875		1809	3,330.00-	
				364705	march rural fares		5860	6408		1809	15,882.48	
				364706	march sheltered work		5860	6408		1808	45,080.64	
				364707	march RT 33		5860	6408		1823	10,296.18	
total											67,929.30	
521904		18850	LAKESHORE CLEANER	364552	snow removal tc	11,406.77-	5830	6440			1,614.46	
				364553	snow removal barn		5830	6440			232.80	
				364554	snow removal shelter		5830	6440			270.00	
total											2,117.26	
521923		268787	NEW FLYER PARTS	364561	bus parts	860.49-	5820	6326			382.77	
				364562	bus parts		5820	6326			477.72	
total											860.49	
521924		116759	NEW HOPE CENTER,	364711	march 2016 service	16,755.51-	5860	6408		1815	16,755.51	
total											16,755.51	
521946		250763	ST ELIZABETH HOSP	364564	feb 2016 ada certs	3,520.00-	5850	6599			3,520.00	
total											3,520.00	
521975		12351	WISCONSIN MEDIA	364726	publications	4,715.90-	5810	6205			154.88	
				364726	publications		5810	6205			313.49	
				364726	publications		5810	6205			154.88	
total											623.25	
521984		270115	KWIK TRIP, INC. -	364516	fuel	1,257.97-	5820	6322			177.13	
				364516	fuel		5840	6322			1,080.84	
total											1,257.97	
total											396,679.09	



April 11, 2016

To: Fox Cities Transit Commission

From: Amy Erickson, Paratransit Coordinator/Operations Supervisor

**Subject: Termination of Call A Ride Contract**

The Call A Ride program is a demand-responsive service located in the Towns of Buchanan and Harrison along with parts of Appleton, where regular fixed route bus service is not available. During 2015, Valley Transit staff noticed a significant overall decline in Call A Ride usage with only 35 total trips occurring from June through December by two clients. Valley Transit believes the decline in usage is due to a duplication of services in the area, as it lies within both the Call A Ride and Connector service area. Therefore, Valley Transit has proposed that the Call A Ride service be terminated and that trips occurring in the area be transitioned to the Connector service without interruption.

Valley Transit advertised and held a public hearing on Wednesday, March 23, 2016 at 3 P.M. to receive public input regarding the proposed termination of the Call A Ride service. While there were no public appearances, Valley Transit received one public comment via telephone which was presented to the Fox Cities Transit Commission on the day of the hearing. If the Call A Ride service is terminated, Valley Transit will assist customers to transition from the Call A Ride service to the Connector.

**Recommendation:** Approve termination of the Call A Ride contract effective Wednesday, June 1, 2016.





April 19, 2019

To: Fox Cities Transit Commission  
Finance Committee

From: Debra Ebben, Administrative Services Manager

**Subject: Contract between City of Appleton, Valley Transit and Fox Valley Technical College.**

**Background:**

In November 2014, the Fox Cities Transit Commission approved a contract between Valley Transit and Fox Valley Technical College (FVTC) to provide rides to the FVTC students during 2015 for a fixed amount of money. Under the agreement, program and basic adult education students enrolled in FVTC are allowed to show their student ID card and ride any Valley Transit fixed route bus on all days and all scheduled hours that the system operates. FVTC agreed to pay \$46,000 for the service during 2015.

The program has been quite successful. During 2015, there were over 96,000 rides taken by FVTC students. During the year, FVTC was able to encode their student ID card so that it could be used at the farebox in the same manner a bus pass is used, enabling us to track the number of unique riders along with the number of rides individual students take. FVTC ridership continues to grow and is currently up 3.6% year-to-date over last year. The FVTC leadership team is very pleased with the success of this program and that it continues to provide affordable transportation for their students, particularly low-income students who might not otherwise be able to further their education. The current contract requires a review of student enrollment in January each year to determine if there will be an adjustment to the annual payment. FVTC's enrollment remained relatively flat for 2016 and Valley Transit has not experienced any overcrowding of fixed route buses due to this program. Valley Transit and FVTC have agreed that the program can continue at the 2015 rate of \$46,000 for 2016.

**Recommendation: Approve Addendum to the Fox Valley Technical College pass program.**

**CONTRACT BETWEEN  
CITY OF APPLETON / VALLEY TRANSIT  
AND  
FOX VALLEY TECHNICAL COLLEGE**

This Agreement is by and between the City of Appleton/Valley Transit (hereinafter referred to as the "City") and the Fox Valley Technical College (hereinafter referred to as "FVTC").

The FVTC wishes to encourage the use of City bus service by FVTC students. In exchange for the mutual consideration stated below, the parties agree as follows:

1. During the term of this Agreement, the City agrees to honor the FVTC Identification Card as a bus pass to allow Program and Adult Basic Education students enrolled at FVTC to utilize the City bus services.
2. The FVTC agrees to establish appropriate procedures to assure that one and only one FVTC Identification Card is distributed to each student enrolled at FVTC. If validation becomes a management issue, the City and FVTC will mutually agree to an alternative to the FVTC Identification Card.
3. The FVTC Identification Card will be valid for transportation on all City bus routes when shown by the students, at no additional charge as provided in this contract.
4. This agreement applies strictly to Valley Transit's fixed route bus service. FVTC students meeting the ADA paratransit eligibility criteria will have comparable access to Valley Transit II. A fare that is double the rate of the approved regular bus cash fare will be charged to students using Valley Transit II. The Connector services and the other Valley Transit paratransit services are not part of this agreement.
5. The FVTC Identification Card is not transferable and not for resale and shall be forfeited and confiscated if misused or presented for transportation by any person other than the person to whom issued.
6. For City bus services provided for herein, in 2015, the FVTC shall pay to the City \$46,000 in January 2015 or in two payments, \$23,000 in January 2015 and \$23,000 in August, 2015. In subsequent years, the FVTC shall pay to the City \$2.50 per semester for each enrolled student residing within Valley Transit's service area which shall be calculated and invoiced as follows: FVTC will provide the City with enrollment numbers by January 31<sup>st</sup> of each service year and the City will invoice FVTC in February for that year's spring/summer semester; and, FVTC will provide the City with enrollment numbers by September 30<sup>th</sup> of each service year and the City will invoice FVTC in October for that year's fall/winter semester.

7. The City shall provide its established and regularly publicized bus service including one AM tripper to FVTC.
8. Additional bus service may be added if both the City and FVTC mutually agree based upon ridership need. The City shall invoice FVTC for additional service/routes at the prevailing tripper rate which will be shared with FVTC yearly in January.
9. The FVTC Identification Card shall be valid for transportation on all days during all scheduled hours on all Valley Transit buses.
10. The City will keep ridership records of FVTC Identification Card usage. The City will provide quarterly ridership reports to the FVTC. FVTC and the City will work cooperatively to obtain and share any other information deemed necessary by either or both parties.
11. In providing and furnishing any of the aforementioned bus services, the City shall act as an independent contractor, and FVTC shall not have, and shall not exercise any control over the City's operation.
12. Individual student privileges may be revoked due to violations of the Valley Transit Code of Conduct. Valley Transit will make FVTC aware of the issues before actually revoking the privilege.
13. It is understood that the administration, management, marketing and promotion of the bus service program are the mutual responsibility of the City and FVTC. The City will work with FVTC to develop a marketing plan and to market the bus service program.
14. The City shall defend and hold harmless FVTC and its agents, servants, and employees against all loss, damages, legal expenses and other expenses which FVTC may sustain or become liable for on account of injury to or death of persons, or on account of damage to, loss or destruction of property resulting from the negligent operation of city buses.
15. The City and the FVTC agree to cooperatively establish administrative policies and procedures that will effectively safeguard the interest of both parties.
16. The City shall not be in default of any provision of the Agreement for failure to perform where such failure is due solely to strikes, walkouts, civil insurrections or disorders, orders of civil authorities, shortages of motor fuel or equipment, acts of God, or for any other cause or caused beyond the control of the City.
17. Should the City or FVTC be unable to fulfill the requirements of this agreement because of expected lack of funds, then either the City or FVTC may provide written notice of such expected lack of funds upon thirty (30) days prior written notice and this agreement shall be terminated.



18. FVTC or the City may cancel the contract for breach of any terms or condition of this contract or failure to perform as specified in this contract. FVTC or the City shall provide ten (10) calendar days written notice of contract breach and unless within ten (10) calendar days such neglect has ceased and arrangements made to correct, the contract may be cancelled by giving sixty (60) days notice in writing by registered or certified mail of its intention to cancel the contract.
19. All accounts shall be settled on a prorated basis in the event of termination of this Agreement prior to its full term.
20. The term of this Agreement at the amounts stated in Item 6 shall be for the 2015 calendar year from January 5 through December 31, 2015 with an option by mutual agreement of FVTC and the City to renew each of the subsequent four (4) years.
21. City warrants that it has the authority to enter into this Agreement and that any approval required of and by the City of Appleton have been obtained are valid for the full term of this Agreement.

The City of Appleton hereby duly executes the Agreement the 22 day of December, 2014.

By: 

Timothy M. Hanna, Mayor

By: 

Dawn A. Collins, City Clerk

By: 

Deborah S. Wetter,  
General Manager Valley Transit

Provision has been made to pay the liability that will accrue under this contract.



Anthony D. Saucerman, Finance Director

Approved as to form:



James P. Walsh, City Attorney



The Fox Valley Technical College (FVTC) hereby duly executes this Agreement the  
17<sup>th</sup> day of December, 2014.

Witness: \_\_\_\_\_

Printed Name: Vicky Vanhout

By: \_\_\_\_\_

Dr. Susan A. May

President, Fox Valley Technical College

Witness: \_\_\_\_\_

Printed Name: Vicky Vanhout

By: \_\_\_\_\_

Patti Jorgensen

Vice President of Student and Community  
Development, Fox Valley Technical College

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**ADDENDUM TO CONTRACT  
CITY OF APPLETON/VALLEY TRANSIT AND  
FOX VALLEY TECHNICAL COLLEGE**

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***THIS ADDENDUM TO CONTRACT*** ("Addendum") shall serve as an understanding and agreement between the City of Appleton/Valley Transit and the Fox Valley Technical College, jointly referred to herein as the Parties, to extend the existing contract entered into by and between the Parties on December 22, 2014 ("Contract").

***WITNESSETH***, that in exchange for the mutual consideration stated below, the Parties agree as follows:

1. This shall memorialize an extension of the Contract for one calendar year beginning January 1, 2016, and ending December 31, 2016, pursuant to ¶ 20 of the Contract.
2. All other terms of the Contract shall remain in full force and effect for the duration of the extension term.
3. Revisions or modifications to this Addendum must be agreed to by all Parties involved and signed by the authorized representative of each party.
4. This Addendum may be reopened if State and/or Federal funding regulations restrict the type of service that can be funded in any service component of the Valley Transit budget.

***IN WITNESS WHEREOF***, the Parties have caused the foregoing instrument to be executed in three (3) original counterparts.

Dated this \_\_\_\_\_ day of April, 2016.

**FOX VALLEY TECHNICAL COLLEGE**

Witness: \_\_\_\_\_  
Print Name: \_\_\_\_\_

By: \_\_\_\_\_  
Print Name: \_\_\_\_\_  
Title: \_\_\_\_\_

Witness: \_\_\_\_\_  
Print Name: \_\_\_\_\_

By: \_\_\_\_\_  
Printed Name: \_\_\_\_\_  
Title: \_\_\_\_\_

(Signature Page Continued on Next Page)

**CITY OF APPLETON, VALLEY TRANSIT**

Witness: \_\_\_\_\_  
Print Name: \_\_\_\_\_

By: \_\_\_\_\_  
Daniel Sandmeier, Acting General  
Manager for Valley Transit

Witness: \_\_\_\_\_  
Print Name: \_\_\_\_\_

By: \_\_\_\_\_  
Timothy M. Hanna, Mayor

Witness: \_\_\_\_\_  
Print Name: \_\_\_\_\_

By: \_\_\_\_\_  
Kami Lynch, City Clerk

Provision has been made to pay the liability  
that will accrue under this contract.

Approved as to Form:

\_\_\_\_\_  
Anthony D. Saucerman, Director of Finance

\_\_\_\_\_  
James P. Walsh, City Attorney

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# ***Title VI Plan***

## **Valley Transit - Appleton, Wisconsin**

Adopted on: April 27, 2016

Adopted by: Fox Cities Transit Commission

*This policy is hereby adopted and signed by:*

### **Valley Transit**

Executive Name/Title: Dan Sandmeier, Interim General Manager

Executive Signature: \_\_\_\_\_

---

### **Policy Statement**

Valley Transit as a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the Wisconsin Department of Transportation (WisDOT) will comply with the Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d) and the U.S. Department of Transportation implementing regulations.

Valley Transit operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Valley Transit.

### **Title VI Plan Elements**

Valley Transit's Title VI plan includes the following elements:

1. Evidence of Policy Approval
2. Notice to the Public
3. Complaint Procedure
4. Complaint Form
5. List of transit related Title VI Investigations, Complaints and Lawsuits
6. Public Participation Plan
7. Language Assistance Plan
8. Minority Representation Table and Description

Note: Additional materials will be attached, if required.



Valley Transit will review its policy at least once a year to determine if modifications are necessary. As applicable, Valley Transit will meet with its third party contractor (transit provider) or lessee on an annual basis to ensure compliance with Title VI plan requirements.

### Policy Updates – Activity Log

Date	Activity (Review/Update/Addendum/ Adoption/Distribution)	Person Responsible	Remarks

## TITLE VI Notice to the Public

Valley Transit's Notice to the Public is as follows:

### Notifying the Public of Rights Under Title VI

#### Valley Transit

- ✓ Valley Transit operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Valley Transit.
- ✓ For more information on Valley Transit's civil rights program, and the procedures to file a complaint, contact 920-832-5800, (TTY 920-993-7083; email [valley.transit@appleton.org](mailto:valley.transit@appleton.org); or visit our administrative office at 801 S. Whitman Avenue, Appleton, WI 54914. For more information, visit [www.myvalleytransit.com](http://www.myvalleytransit.com)
- ✓ A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, contact 920-832-5800.  
*Si se necesita informacion en otro idioma de contacto, 920-832-5800.*  
*Yog hais tias cov lus qhia uas yuav tsum tau nyob rau hauv lwm yam lus, hu rau 920-832-5800.*

Valley Transit's Notice to the Public is posted in the following locations:

- ✓ Agency website [[www.myvalleytransit.com](http://www.myvalleytransit.com)]
- ✓ Public area of Administrative Office
- ✓ Inside vehicles
- ✓ Rider Guides/Schedules
- ✓ Transit shelters and stations

## Title VI Complaint Procedure

Valley Transit's Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

- ✓ Agency website, either as a reference in the Notice to Public or in its entirety
  - ✓ Hard copy in Administrative Office and Downtown Appleton Transit Center
  - ✓ Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
- 

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Valley Transit may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.

Valley Transit investigates complaints received no more than 180 calendar days after the alleged incident. Valley Transit will process complaints that are complete.

Once the complaint is received, Valley Transit will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Valley Transit has five calendar days to investigate the complaint. If more information is needed to resolve the case, Valley Transit may contact the complainant.

The complainant has ten (10) calendar days upon receipt of the letter to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within thirty (30) calendar days, the city can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, she/he has 180 calendar days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, then contact 920-832-5800.

*Si se necesita informacion en otro idioma de contacto, 920-832-5800.*

*Yog hais tias cov lus qhia uas yuav tsum tau nyob rau hauv lwm yam lus , hu rau 920-832-5800.*

## Title VI Complaint Form

Valley Transit's Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

- ✓ Agency website, either as a reference in the Notice to Public or in its entirety
  - ✓ Hard copy in Administrative Office and Downtown Appleton Transit Center
  - ✓ Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
- 

This form is designed to assist you in filing a Title VI complaint with Valley Transit. You are not required to use this form, your complaint may be filed in any manner, such as a letter, that contains the same information. However, for Valley Transit to perform a complete investigation, it is important to include all of the information that this form asks for.

### SECTION I:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Home Telephone: \_\_\_\_\_ Cell or Alternate Telephone: \_\_\_\_\_

### SECTION II:

Are you filing this complaint on your own behalf? Yes ☐ No ☐

If you answered "Yes" go to Section III.

Name of person discriminated against if other than yourself:

\_\_\_\_\_

Please explain why you are filing for a third party: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please confirm that you have obtained permission to file on this person's behalf: Yes ☐ No ☐

### SECTION III:

Have you filed this complaint with any other agency : Yes ☐ No ☐

If you answered "Yes" please provide the following:

Name of agency: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Telephone Number: \_\_\_\_\_



Title VI protects members of three protected classes – Race, Color, National Origin. Please specify which protected class/classes that you feel is/are being discriminated against:

☐ National Origin

Location: \_\_\_\_\_

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## This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are approximately 20 lines visible. The paper is oriented vertically.

**SECTION VIII:**

Were there any other witnesses to this incident?    Yes ☐    No ☐

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

**SECTION IX:**

Is there any other information that you would like to provide to assist us in our investigation of this incident:

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**SECTION X:**

What remedy would you like Valley Transit to consider?

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\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

***NOTE: COMPLAINT WILL NOT BE ACCEPTED WITHOUT A SIGNATURE.***

Valley Transit's Title VI Officer will investigate all complaints. At the conclusion of our investigation we will send a letter of finding to the complainant. If our investigation determines that we were not in violation of Title VI, our letter will explain why we were in compliance. If it is determined that there was a violation of Title VI, our letter will document the violation and the action that Valley Transit will take to become compliant.

No one may intimidate, threaten, coerce, or engage in other discriminatory conduct against anyone because he or she has filed a complaint to secure rights protected by the nondiscrimination statutes we enforce. Any individual alleging such harassment or intimidation may file a complaint with Valley Transit or the Federal Transit Administration.

Please submit this form in person at the address below, or mail this form to:

Valley Transit Title VI Coordinator  
801 S. Whitman Avenue  
Appleton, WI 54914

## List of Transit Related Title VI Investigations, Complaints and Lawsuits

The **City of USA** maintains a list or log of all Title VI investigations, complaints and lawsuits, pertaining to its transit-related activities.

**Check One:**

- ☒ There have been no investigations, complaint and/or lawsuits filed against us during the report period.

\_\_\_\_\_

There have been investigations, complaints and/or lawsuits filed against us. *See list below. Attach additional information as needed.*

\_\_\_\_\_

	<b>Date</b> (Month, Day, Year)	<b>Summary</b> (include basis of complaint: race, color, or national origin)	<b>Status</b>	<b>Action(s) Taken</b>
<b>Investigations</b>				
1.				
2.				
<b>Lawsuits</b>				
1.				
2.				
<b>Complaints</b>				
1.				
2.				

## Public Participation Plan

### Strategies and Desired Outcomes

To promote inclusive public participation, Valley Transit will employ the following strategies, as appropriate:

- ✓ Provide for early, frequent and continuous engagement by the public.
- ✓ Select accessible and varied meeting locations and times
- ✓ Employ different meeting sizes and formats
- ✓ Provide childcare and food during meetings, if possible.
- ✓ Use social media in addition to other resources as a way to gain public involvement
- ✓ Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.
- ✓ Expand traditional outreach methods by visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.

### Public Outreach Activities

Valley Transit maintains a log/record of the various types of outreach activities it uses to promote inclusive public participation. On an annual basis, Valley Transit reviews its log of outreach activities to determine if additional or different strategies are needed to promote inclusive public participation.

The direct public outreach and involvement activities conducted by Valley Transit are summarized in the table below. Efforts include *meetings, surveys, focus groups, attendance at community events, etc.*

Information collected on the size, location, meeting format, number of attendees, etc. as well as the scope of the distribution method (i.e. posters were placed in all shopping centers in the affected area) will be used for future planning efforts. Examples of additional supporting materials include copies of meeting announcements, agendas, posters, attendee list, etc.

Event Date	Valley Transit Staffer(s)	Event	Date Publicized and Communication Method (Public Notice, Posters, Social Media)	Outreach Method (Meeting, Focus Group, Survey, etc).	Notes
May 2014	Nikki Voelzke	Strategic Plan Public Open House	April and May 2014 Public notices, flyers, website and social media	Open House, survey	
May 2014	Nikki Voelzke	Strategic Plan Focus Groups	April and May 2014 Public notices, flyers, website and social media	Focus Group	
May 14, 2014	Deborah Wetter (former GM), Nikki Voelzke, Debra Ebben, Amy Erickson	Public Hearing for Connector service fare increase	April and May 2014 Public Notices, posters, flyers, website, media, social media	Public Hearing/Meeting	



October 22, 2014	Deborah Wetter (former GM), Nikki Voelzke, Debra Ebben	Fare increase Public Hearing during Fox Cities Transit Commission	October 2014 Public Notice, posters, flyers, website, media, social media	Public Hearing	
November 5, 2014	Deborah Wetter (former GM), Debra Ebben	Fare increase Public Hearing during Appleton Common Council	October & November 2014 Public Notice, posters, flyers, website, media, social media	Public Hearing	
March 23, 2016	Daniel Sandmeier, Nikki Voelzke, Debra Ebben, Amy Erickson	Public Hearing for Call-A-Ride service termination	February & March 2016 Public Notice, posters, flyers, website, social media	Public Hearing	

# Language Assistance Plan

## **Plan Components**

As a recipient of federal US DOT funding, Valley Transit is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak or understand English. This includes those who have reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Valley Transit's Language Assistance Plan includes the following elements:

1. The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.
2. A description of how language assistance services are provided by language
3. A description of how LEP persons are informed of the availability of language assistance service
4. A description of how the language assistance plan is monitored and updated
5. A description of how employees are trained to provide language assistance to LEP persons
6. Additional information deemed necessary

## **Methodology**

To determine if an individual is entitled to language assistance and what specific services are appropriate, Valley Transit has conducted a *Four Factor Analysis*<sup>1</sup> of the following areas: 1) Demography, 2) Frequency, 3) Importance and 4) Resources and Costs.

### *LEP Four Factor Analysis*

**Factor 1: Demography:** Identifies the number or proportion of LEP persons served and the languages spoken in the service area.

The first factor of the *Four Factor Analysis* is the basis of the Language Assistance Plan. It requires Valley Transit to review its US Census data to determine if it meets the *LEP Safe Harbor Threshold*.

### US Census and American Community Survey (ACS) Data<sup>2</sup>

Valley Transit did the following:

1. Inserted a copy of Valley Transit's county LEP data in the Title VI plan. This data was found at the WisDOT website <http://www.dot.wisconsin.gov/localgov/docs/title6-lep.pdf> or the US Census Bureau American Fact Finder website <http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>

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<sup>1</sup> DOT LEP guidance <https://www.civilrights.dot.gov/page/dots-lep-guidance>

<sup>2</sup> The ACS publishes data in many forms on the Census Bureau American Fact Finder website <http://factfinder2.census.gov/faces/nav/jsf/pages/searchresults.xhtml>

2. Analyzed the LEP demographic data for Valley Transit's program and/or service area by calculating the *Safe Harbor Threshold* for two to three of the largest language groups identified other than English.
  - a. The *Safe Harbor Threshold* is calculated by dividing the population estimate for a language group that "Speaks English less than very well" by the total population of the county.
    - i. The *LEP Safe Harbor Threshold* provision stipulates that for each LEP group that meets the LEP language threshold (5% or 1,000 individuals, whichever is less of the population to be served) Valley Transit must provide translation of vital documents in written format for the non-English users.
    - ii. Examples of written translation of vital documents include the Title VI policy statement and/or Notice to the Public (Appendix 2), Title VI Complaint Procedure (Appendix 3), Title VI Complaint Form (Appendix 4), and ADA paratransit eligibility forms.
3. Explained the results of the analysis of the county LEP data in the demographic section of the *Four Factor Analysis*.

**Factor 2: Frequency:** Identifies the frequency staff (and transit provider/lessee, if applicable) comes into contact with LEP persons.

LEP persons are persons identified as speaking English less than very well, not well or not at all. Just because a person speaks a language other than English doesn't mean they don't speak English or are identified as LEP.

The summary below discusses the frequency with which Valley Transit staff, and/or its contractor/lessee come into contact with LEP persons. It also provides information on the how staff is instructed to meet the needs of LEP persons. Valley Transit staff persons are encouraged to use LEP resource materials to assist LEP persons.

**Factor 3: Importance:** Explains how the program, service or activity affects people's lives.

The summary below discusses how Valley Transit's program and services impact the lives of person's within the community. Valley Transit will specify the community organizations that serve LEP persons, if available.

**Factor 4: Resources and Costs:** Discusses funding and other resources available for LEP outreach.

The summary below discusses the low cost methods Valley Transit uses to provide outreach to LEP persons as well as train staff (and transit provider/lessee, if applicable) on Title VI and LEP principles.

#### *Additional Required Elements*

In addition to the *Four Factor Analysis (listed below as item #1)*, Valley Transit addresses the following elements:

- Item #2: A description of how language assistance services are provided by language

- Item #3: A description of how LEP persons are informed of the availability of language assistance service
  - Item #4: A description of how the language assistance plan is monitored and updated
  - Item #5: A description of how employees are trained to provide language assistance to LEP persons
- And, any additional information deemed necessary.*

## **Valley Transit – Summary of the Language Assistance Plan Components**

**Item #1 – Results of the Four Factor Analysis** *(including a description of the LEP population(s) served)*

### **Factor 1 – Demography**

**The number or proportion of LEP persons in Valley Transit’s service area who may be served or are likely to encounter a Valley Transit program, activity or service.**

The US Census Bureau – American Fact Finder (2008-2012) reports there are numerous languages spoken in Calumet, Outagamie and Winnebago Counties. Some of these languages include Spanish, German, Russian, Urdu, Chinese, Korean, and Hmong. After English, the second largest language group is Spanish followed by Hmong.

The Safe Harbor Threshold is calculated by dividing the population estimate for a language group that “speaks English less than very well” by the total population of the county. The LEP Safe Harbor Threshold provision stipulates that for each LEP group that meets the LEP language threshold (5% or 1,000 individuals, whichever is less), Valley Transit must provide translation of vital documents in written format for non-English speaking persons.

In Valley Transit’s service area, with a population estimate of 216,154, 4,953 persons have identified themselves as Spanish speaking and “speaks English less than well”. 2,162 persons have identified themselves as Hmong speaking and “speaks English less than well”. Both language groups are above the 5% or 1,000 person threshold of the population to be served. This means Valley Transit is required to provide written translation of vital documents. All of the other language groups listed above are below the Safe Harbor Threshold. This means, at this time, Valley Transit is not required to provide written translation of vital documents in these languages.

### **Factor 2 – Frequency**

Valley Transit employees will be trained on what to do when they encounter a person that speaks English less than well. Valley Transit will track the number of encounters and consider making adjustments as needed to its outreach efforts to ensure meaningful access to all persons and specifically to LEP and minority populations of Valley Transit’s programs and services.

### Log of LEP Encounters

Date	Time	Language Spoken By Individual (if available)	Name and Phone Number of Individual (if available)	Service Requested	Follow Up Required	Staff Member Providing Assistance	Notes

Valley Transit uses “I Speak” Language identification cards (See Attachments #1 and #2) on our buses and facilities to assist LEP individuals. We are also working with our contracted service providers to be sure the cards are available in their vehicles.

#### **Factor 3 – Importance**

Valley Transit understands an LEP person with language barrier challenges also faces difficulties obtaining health care, education, access to employment and nutrition meal sites, recreational services and socialization. A transportation system is a key link to connecting LEP persons to these essential services.

Valley Transit is in the process of identifying the activities and services which would have serious consequences to individuals if language barriers prevented access to information or the benefits of those programs. Valley Transit will work with the Fox Valley Hispanic Interagency coalition and the Hmong-American Partnership to determine these items.

#### **Factor 4 – Resources and Costs**

Valley Transit conducts outreach activities by working with community ethnic organizations (Casa Hispana, Hmong-American Partnership, Refugee Resettlement Committee and African Heritage) and works closely with the City of Appleton’s Diversity Coordinator who manages all contracts and communications as they relate to interpreter services. These outreach/resource awareness efforts are low cost methods and are accomplished by existing staff resources and the use of posting website information and developing and printing brochures/materials.

The on-going annual translation and printing costs for providing alternative language documents is estimated to be \$7,000.

## **Item # 2 – Description of how Language Assistance Services are Provided**

- ✓ Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events.
- ✓ When Valley Transit sponsors an event, have a staff person greet participants as they arrive. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English.
- ✓ Have Language Identification cards available at Valley Transit events near the registration table. Individuals self-identifying as persons not proficient in English may not be able to be accommodated with translation assistance at the event, but it will assist the sponsoring agency in identifying language assistance needs for future events.
- ✓ Have Language Identification cards on all transit vehicles to assist vehicle operators in identifying specific language assistance needs of passengers. If such individuals are encountered, vehicle operators will be instructed to try to obtain contact information to give to the transit system manager for follow-up. Dispatchers and schedulers will also be instructed to obtain contact information from LEP individuals they encounter, either in person or over the telephone.
- ✓ Language Identification cards are available at the Transit Center and at the main office reception desk. It is especially important for the Transit Center to have these cards available since it is the central hub for the system.
- ✓ Vehicle operators and other front-line staff, like dispatchers, and dial-a-ride schedulers, will be surveyed annually on their experience concerning any contacts with LEP persons during the previous year. This survey will be conducted in October of each year.

## **Item # 3 - Description of how LEP Persons are Informed of the Availability of Language Assistance Service**

Valley Transit does the following to inform LEP persons of the availability of language assistance services:

- ✓ Publish a timetable and route map in Spanish. This is available in a print form and on Valley Transit's website. Hmong versions will be available when possible, however, most of the older Hmong population does not read the language, so the success of this effort is questionable.
- ✓ Review outreach activities and the frequency of contact with LEP individuals to determine whether additional language assistance services are needed.
- ✓ The Valley Transit website uses the "Google Translate" translation service. This service allows users to translate any, or all, parts of the website into their native language.
- ✓ Utilize pictograms and other symbols on travel cards to assist LEP persons with bus route information.
- ✓ Utilize Wisconsin Relay 7-1-1, the state of Wisconsin resource to assist with communication needs <http://www.wisconsinrelay.com/spanish.html> and <http://www.wisconsinrelay.com/>

## **Item # 4 – Description of how the Language Assistance Plan is Monitored and Updated**

Valley Transit reviews its plan on an annual basis or more frequently as needed. In particular, Valley Transit will evaluate the information collected on encounters with LEP persons as well as public outreach efforts to determine if adjustments should be made to the delivering of programs and services to ensure meaningful access to minority and LEP persons.

In addition, Valley Transit will meet with our contracted service providers on an annual basis to ensure the Title VI requirements are met. The site visit and training will occur before the end of 2016.

<b>Item # 5 - Description of how Employees are Trained to Provide Language Assistance to LEP Persons</b>
--

Each year, Valley Transit will review the principles of Title VI and Valley Transit's Language Assistance Plan with its employees. Valley Transit will ensure that our contracted service providers also educate their staff on Title VI requirements, and specifically LEP provisions.

The following training will be provided:

- ✓ Information on the Valley Transit Title VI Policy and LEP responsibilities.
- ✓ Description of language assistance services offered to the public.
- ✓ Use of the Language Identification cards.
- ✓ Documentation of language assistance requests.
- ✓ How to handle a potential Title VI/LEP complaint.



## Minority Representation Information

### A. Minority Representation Table<sup>3</sup>

*Valley Transit is in the process of obtaining this information. A Minority Representation Data Collection form will be distributed at the April 27, 2016 meeting of the Fox Cities Transit Commission.*

Body	Caucasian	Hispanic	African American	Asian American	Native American	Two or More Races
Calumet County Population	92%	4%	<1%	2%	<1%	1%
Outagamie County Population	89%	4%	1.5%	3%	1.5%	1%
Winnebago County Population	90%	4%	2%	2.5%	<1%	1%
Fox Cities Transit Commission						

### B. Efforts to Encourage Minority Participation

Valley Transit understands diverse representation on committees, councils and boards results in sound policy reflective of its entire population. As such, Valley Transit encourages participation of all its citizens.

As vacancies on boards, committees and councils become available, Valley Transit will make efforts to encourage and promote diversity.

To encourage participation on its boards, committees and councils, Valley Transit will continue to reach out to community, ethnic and faith-based organizations to connect with all populations.

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<sup>3</sup> County data by race obtained from WisDOT website <http://www.dot.wisconsin.gov/localgov/transit/title6.htm> or the US Census Bureau American Fact Finder website <http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>

## Minority Representation Data Collection Form

### Fox Cities Transit Commission

Date:

---

Dear Commissioner,

As Valley Transit is a recipient of federal funds, we are required under Title VI of the Civil Rights statute to ascertain the racial/ethnic make-up of any non-elected boards, commissions, councils, etc.

Data from this section is used for statistical and reporting purposes. The information may be subject to disclosure under federal or state law or rule.

#### Anti-Discrimination Notice

It is unlawful for Valley Transit to fail or refuse to provide services, access to services or activities, or otherwise discriminate against an individual because of an individual's race, color, religion, sex, national origin, disability or veteran status.

We invite council members to voluntarily self-identify their race/ethnicity in order for us to comply with FTA Title VI regulations. This information will be used according to the provisions of applicable federal and state laws, executive orders and regulations, including those requiring the information to be summarized and reported to the federal government for civil rights enforcement purposes.

#### Race/Ethnicity

If you choose to self-identify, please mark the **one box** describing the race/ethnicity category with which you primarily identify:

\_\_\_ *Asian or Pacific Islander*: All persons having origins in any of the peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes, for example, China, Japan, Korea, the Philippine Islands and Samoa.

\_\_\_ *Black and/or African American* (not of Hispanic origin): All persons having origins in any of the Black racial groups of Africa.

\_\_\_ *Hispanic*: All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.

\_\_\_ *American Indian or Alaskan Native*: All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.

\_\_\_ *Caucasian* (not of Hispanic origin): All persons having origins in any of the original peoples of Europe, North Africa or the Middle East.

## Fixed Route Service Standards

### **Vehicle Load Standards**

#### **1. Expressed in writing**

The average of all loads during the peak operating period should not exceed vehicles' achievable capacities, which are 30 passengers for an ARBOC Spirit of Mobility bus, 58 passengers for standard 32-foot buses, and 67 passengers for standard 40-foot buses.

#### **2. Expressed in tabular format**

Vehicle Type	Number in fleet	Average Passenger Capacities				
		Seated	Standing	Total	Wheelchair Capacity	Total Capacity With Wheelchairs
ARBOC Spirit of Mobility	2	20	10	30	2	26
32' Orion VII	16	31	27	58	2	54
40' Orion VII	4	37	30	67	2	61

### **Vehicle Headway Standards**

#### **1. Expressed in writing**

Vehicle Headway is the length of time it takes between two buses traveling in the same direction on a particular route. Valley Transit's buses are scheduled with either 30 or 60 minute headways. During peak service, all half hour routes, and some hour long routes run with 30 minute headways. During the off-peak times all routes run once per hour.

#### **2. Expressed in tabular format**

ROUTE(S)	WEEKDAY PEAK SERVICE	WEEKDAY OFF-PEAK SERVICE	SATURDAY SERVICE	SPECIAL NOTES
1, 2, 3, 4 & 5	30 Minutes	60 Minutes	60 Minutes	
9	30 Minutes	30 Minutes	30 Minutes	
12, 15, 20, 30 & 41	60 Minutes	60 Minutes	60 Minutes	
6	N/A	60 Minutes	60 Minutes	Begins service at 5:50 p.m. M-F
8	30 Minutes	60 Minutes	N/A	Last route leaves at 4:50 p.m. M-F
11	60 Minutes	60 minutes	N/A	Last route leaves at 4:20 p.m. M-F
16	30 Minutes	60 Minutes	N/A	Last route leaves at 4:50 p.m. M-F
19	N/A	60 Minutes	60 Minutes	Begins service at 5:20 p.m. M-F
31	60 Minutes	60 Minutes	60 Minutes	Last route leaves at 5:20 p.m. M-F
32	60 Minutes	60 Minutes	60 Minutes	Last route leaves at 5:50 p.m. M-F

### ***On-Time Performance Standards***

One of the most important of Valley Transit's service standards is its On-Time Performance or adherence to published schedules.

- A Valley Transit bus is considered on-time if it departs a scheduled time point no more than 1 minute early or more than 5 minutes late.
- Valley Transit's On-Time Performance objective is 90% or greater.

Valley Transit continuously monitors on-time performance and system results are published as part of quarterly performance reports covering all aspects of operations.

### ***Service Availability Standards***

Valley Transit currently provides service to all major destinations and large employment centers within the communities that it serves. The majority of the City of Appleton has bus service within one quarter mile of all residents. Valley Transit optimizes the funding and resources that it receives from the partner communities to maximize its route coverage within these communities. Valley Transit frequently reviews its level of service to each community and discusses expansion opportunities when resources to do so become available.

## **Fixed Route Service Policy**

### ***Vehicle Assignment Policy***

As the age and condition of almost all of Valley Transit's fleet is currently identical, the only defining characteristic that determines vehicle assignment is capacity. Valley Transit frequently reviews the ridership of its routes and assigns the larger and smaller capacity buses to the areas whose ridership best matches these capacity characteristics.

### ***Transit Amenities Policy***

Valley Transit has nearly 1,150 bus stops, many of which have been in place for more than forty years. Three years ago, all stops were re-signed with more visible signage that also includes the route number(s) that service the stop. Additionally, each sign has its ID number listed on it for use with Valley Transit's real-time bus arrival data system.

Valley Transit also has a number of bus shelters located throughout the service area. Most of these shelters have also been in place for many years. As funding becomes available, old shelters are being replaced with new, accessible shelters.

New shelter locations can be requested by contacting Valley Transit. New installations are dependent on the ability to obtain the necessary right of way to locate the shelter, and a sponsoring business or other entity to provide snow removal, if possible.

# Attachment 1

2004  
Census  
Test

United States  
Census  
2010

## LANGUAGE IDENTIFICATION FLASHCARD

- |                          |   |                        |
|--------------------------|---|------------------------|
| <input type="checkbox"/> | ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.                               | 1. Arabic              |
| <input type="checkbox"/> | Խոսողո՞ւմ ե՞ս, և չո՞ւմ կատարել այս քանակություն, եթե խոսում կամ կարդում եք հայերեն: | 2. Armenian            |
| <input type="checkbox"/> | যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।                              | 3. Bengali             |
| <input type="checkbox"/> | ល្អបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។                               | 4. Cambodian           |
| <input type="checkbox"/> | Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.        | 5. Chamorro            |
| <input type="checkbox"/> | 如果你能读中文或讲中文，请选择此框。  | 6. Simplified Chinese  |
| <input type="checkbox"/> | 如果你能讀中文或講中文，請選擇此框。  | 7. Traditional Chinese |
| <input type="checkbox"/> | Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.                     | 8. Croatian            |
| <input type="checkbox"/> | Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.                              | 9. Czech               |
| <input type="checkbox"/> | Kruis dit vakje aan als u Nederlands kunt lezen of spreken.                         | 10. Dutch              |
| <input type="checkbox"/> | Mark this box if you read or speak English.   | 11. English            |
| <input type="checkbox"/> | اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.                        | 12. Farsi              |

<input type="checkbox"/>	Cocher ici si vous lisez ou parlez le français.	13. French
<input type="checkbox"/>	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
<input type="checkbox"/>	Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
<input type="checkbox"/>	Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
<input type="checkbox"/>	अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
<input type="checkbox"/>	Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
<input type="checkbox"/>	Jelölje meg ezt a kockát, ha megérte vagy beszéli a magyar nyelvet.	19. Hungarian
<input type="checkbox"/>	Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
<input type="checkbox"/>	Marchi questa casella se legge o parla italiano.	21. Italian
<input type="checkbox"/>	日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
<input type="checkbox"/>	한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
<input type="checkbox"/>	ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.	24. Laotian
<input type="checkbox"/>	Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

<input type="checkbox"/>	Assinale este quadrado se você lê ou fala português.	26. Portuguese
<input type="checkbox"/>	Însemnați această casuță dacă citiți sau vorbiți românește.	27. Romanian
<input type="checkbox"/>	Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
<input type="checkbox"/>	Обележите овај квадратик уколико читате или говорите српски језик.	29. Serbian
<input type="checkbox"/>	Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
<input type="checkbox"/>	Marque esta casilla si lee o habla español.	31. Spanish
<input type="checkbox"/>	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
<input type="checkbox"/>	ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.	33. Thai
<input type="checkbox"/>	Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
<input type="checkbox"/>	Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	35. Ukranian
<input type="checkbox"/>	اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
<input type="checkbox"/>	Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
<input type="checkbox"/>	באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish



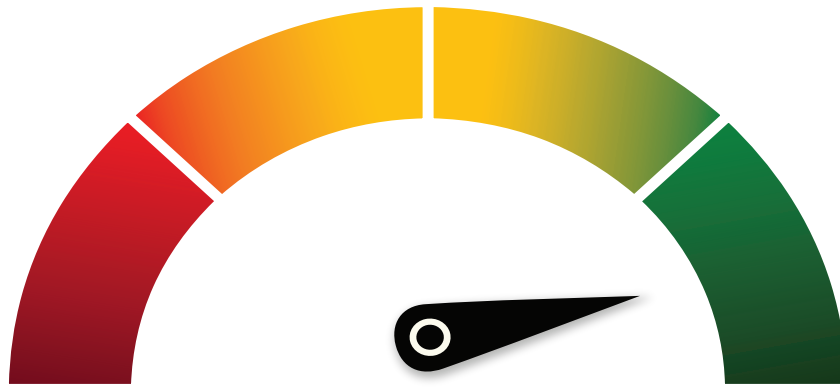
Attachment 2:

Your Right to an Interpreter

You have the right to an interpreter at no cost to you. Please point to your language. An interpreter will be called. Please wait.

<div>Albanian</div> <div>Shqip</div> <div>Keni të drejtën për përkthyes falas gjatë vizitës mjeksore. Ju lutem tregoni me gisht gjuhën që flisni. Ju lutem prisni, do t'ju gjejme një përkthyes për viziten mjekësore.</div>	<div>Amharic</div> <div>አማርኛ</div> <div>ያለምንም ወጪ አስተርጓሚ የማግኘት መብት አለዎት። የሚናገሩትንና የሚረዱትን ቋንቋ በመጠቀም ያመልክቱ። አስተርጓሚ አስኪጠራ ድረስ እባክዎ ይታገሱ።</div>	<div>Arabic</div> <div>عربي</div> <div>بحق لك الحصول على خدمات ترجمة فورية دون أي مقابل. يُرجى منك أن تُشير بإصبعك إلى لُغتك كي نستدعي المترجم المعني. يُرجى منك الإنتظار لحين استدعاء المترجم.</div>	<div>Armenian</div> <div>Հայերեն</div> <div>Դուք իրավունք ունեք առանց որևէ վճարի թարգմանիչ ունենալ: Խնդրում ենք մատնանշեք ձեր լեզուն և ձեր համար թարգմանիչ կկանչենք: Խնդրում ենք սպասեք:</div>
<div>Bengali</div> <div>বাংলা</div> <div>আপনার অধিকার রয়েছে বিনামূল্যে একজন দোভাষী পাওয়ার। অনুগ্রহ করে আপনার ভাষা কোনটি তা দেখিয়ে দিন। একজন দোভাষীকে ডাকা হবে। অনুগ্রহ করে অপেক্ষা করুন।</div>	<div>Cape Verdean Creole</div> <div>Criolu di Cabu Verdi</div> <div>Nhôs tem direito a um intérprete gratuito di nhôs língua. Mostra qual qui nhôs língua pa nô podi tchoma intérprete. Nhôs aguarda um momento, por favor.</div>	<div>Chinese - Simplified</div> <div>中文</div> <div><div>Cantonese</div>广东话<div>Mandarin</div>国语<div>Toisanese</div>台山话<div>Taiwanese/Fukienese</div>台湾语/福建话<div>Min</div>闽语</div> <div>你有权利要求一位免费的传译员。 请指出你的语言。传译员将为你服务，请稍候。</div>	<div>Chinese - Traditional</div> <div>中文</div> <div><div>Cantonese</div>廣東話<div>Mandarin</div>國語<div>Toisanese</div>台山話<div>Taiwanese/Fukienese</div>台灣語/福建話<div>Min</div>閩語</div> <div>你有權利要求一位免費的傳譯員。請指出你的語言。傳譯員將為你服務，請稍候。</div>
<div>Dari</div> <div>دری</div> <div>شما حق دارید که یک مترجم داشته باشید بدون آنکه پولی بابت آن بدهید. لطفاً به زبان خود اشاره کنید. یک مترجم برایتان درخواست خواهد شد. لطفاً منتظر بمانید</div>	<div>French</div> <div>Français</div> <div>Vous avez droit gratuitement aux services d'un interprète. Veuillez indiquer votre langue. Nous allons contacter un interprète. Veuillez patienter si'il vous plaît!</div>	<div>German</div> <div>Deutsch</div> <div>Sie haben kostenlosen Anspruch auf eine/n Dolmetscher/in. Bitte deuten Sie auf Ihre Sprache. Ein/e Dolmetscher/in wird gerufen. Bitte warten Sie.</div>	<div>Greek</div> <div>Ελληνικά</div> <div>Είναί δικαίωμά σας να χρησιμοποιήσετε διερμηνέα χωρίς καμία χρηματική επιβάρυνση. Σας παρακαλούμε, υποδείξτε τη γλώσσα που μιλάτε. Θα ειδοποιήσουμε ένα διερμηνέα. Παρακαλώ περιμένετε.</div>
<div>Haitian Creole</div> <div>Kreyòl Ayisyen</div> <div>Ou gen dwa a yon entèprèt gratis. Tanpri montre nou lang pa w la. N ap rélé yon entèprèt pou ou. Tanpri ret tann.</div>	<div>Hebrew</div> <div>עברית</div> <div>יש לך את הזכות למתורגמן ללא כל עלות לך. אנא הצבע על השפה שלך. המתורגמן ייקרא. אנא המתן.</div>	<div>Hindi</div> <div>हिंदी</div> <div>आपको बिना कोई शुल्क दिए दुभाषिया सेवा पाने का अधिकार है। कृपया अपनी भाषा को इंगित करें। दुभाषिया को बुलाया जाएगा। कृपया प्रतीक्षा करें।</div>	<div>Hmong</div> <div>Hmoob</div> <div>Koj muaj cai txais kev pab txhais lus dawb tsis them nyiaj. Thov taw tes rau koj hom lus nov. Mam hu tus txhais lus. Thov nyob tos.</div>
<div>Italian</div> <div>Italiano</div> <div>Avete diritto ad un interprete. Il servizio è gratuito. Indicate la vostra lingua e attendete; un interprete sarà chiamato al più presto.</div>	<div>Japanese</div> <div>日本語</div> <div>通訳を無料でご利用になれます。該当する言語を指示して下さい。通訳を手配いたしますのでお待ち下さい。□</div>	<div>Khmer</div> <div>ខ្មែរ</div> <div>លោកអ្នក មានសិទ្ធិឲ្យមានអ្នកបកប្រែដោយឥតគិតថ្លៃ។ សូមមេត្តាចង្អុលទៅភាសារបស់លោកអ្នក។ គេនឹងគោរព ហៅឲ្យអ្នកបកប្រែម្នាក់មក។ សូមមេត្តារង់ចាំ។</div>	<div>Korean</div> <div>언어</div> <div>여러분은 무료로 전문 통역자의 도움을 받을 권리가 있습니다. 왼쪽의 “한국어”를 손가락으로 가르켜 주십시오. 전문 통역자에게 연결될 것입니다. 잠시만 기다려 주십시오.</div>

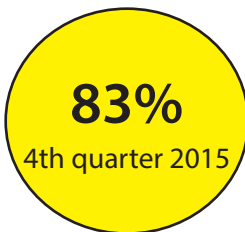
<div>Laotian</div> <div>ລາວ</div> <div>ທ່ານມີສິດຂ້າມາຍເປພາສາໂດຍບໍ່ເສັງຄ່າ. ກະຊຸມາຊີໄສ່ພາສາຂອງທ່ານ. າຍພາສາຈະຖືກເອິ້ນມາ. ກະຊຸມາລ່ຖ້າ.</div>	<div>Persian</div> <div>فارسی</div> <div>شما حق دارید که یک مترجم داشته باشید بدون آنکه پولی بابت آن بدهید. لطفاً به زبان خود اشاره کنید. یک مترجم برایتان درخواست خواهد شد. لطفاً منتظر بمانید.</div>	<div>Polish</div> <div>Język Polski</div> <div>Masz prawo do korzystania z usług polskiego tłumacza. Usługa ta jest na nasz koszt. Proszę wskazać swój język. Proszę czekać. Łączymy z tłumaczem.</div>	<div>Portuguese</div> <div>Português</div> <div>Você tem o direito a um intérprete de graça. Por favor aponte para a língua que você fala. Um intérprete será chamado. Por favor espere.</div>
<div>Russian</div> <div>Русский</div> <div>Вы имеете право на услуги бесплатного переводчика. Укажите, пожалуйста, на Ваш язык. Переводчик будет вызван. Пожалуйста, подождите.</div>	<div>Serbo-Croatian</div> <div>Srpsko-Hrvatski jezik</div> <div>Vi imate pravo na besplatnog prevodioca. Molimo vas da pokažete na vaš govorni jezik. Prevodilac ce biti pozvan. Hvala i molimo vas da sačekate.</div>	<div>Somali</div> <div>Soomaali</div> <div>Waxaad xaq u leedahay in tarjumaan lacag la'aan ah laguugu yeero. Fadlan farta ku fiiq luqaddaada. Tarjumaan ayaa laguugu wacayaa. Ee fadlan sug!</div>	<div>Spanish</div> <div>Español</div> <div>Usted tiene derecho a un intérprete gratis. Por favor, señale su idioma y llamaremos a un intérprete. Por favor, espere.</div>
<div>Swahili</div> <div>Swahili</div> <div>Ni haki yako kuwa na mtafsiri bila malipo yoyote. Tafadhali chagua lugha yako kati ya hizi. Mtafsiri ataitwa. Tafadhali ngoja.</div>	<div>Tagalog</div> <div>Tagalog</div> <div>Ikaw ay may karapatan na magkaroon ng tagapagsalin na walang bayad. Ituro ang iyong wika. Ang tagapagsalin ay tatawagin. Maghintay.</div>	<div>Thai</div> <div>ไทย</div> <div>ท่านมีสิทธิขอล่ามแปลภาษาโดยไม่เสียค่าใช้จ่ายใด ๆ กรุณาชี้ที่ภาษาของท่าน กรุณารอสักครู่ เราจะโทรศัพท์เรียกล่ามให้ท่าน</div>	<div>Ukrainian</div> <div>Українська</div> <div>У Вас є право на безплатного перекладача. Будь ласка, вкажіть на Вашу мову, і Вам покличуть перекладача. Почекайте, будь ласка.</div>
<div>Urdu</div> <div>اردو</div> <div>آپ مفت ترجمانی کی خدمات کے مستحق ہیں۔ براہ کرم اپنی زبان کی طرف اشارہ کیجئے۔ آپ کے لئے ایک ترجمان کا انتظام کیا جائیگا۔ براہ کرم انتظار کیجئے۔</div>	<div>Vietnamese</div> <div>Tiếng Việt</div> <div>Quý vị có quyền được một thông dịch viên miễn phí. Xin chỉ vào ngôn ngữ của quý vị. Chúng tôi sẽ gọi một thông dịch viên. Vui lòng chờ trong giây lát.</div>		



# Valley Transit Dashboard:

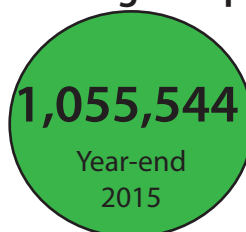
A measurement of Key Performance Indicators

On Time  
Performance



Target: 95%

Fixed Route Total  
Passenger Trips



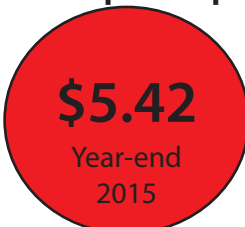
Target: 1M

Fixed Route Trips per  
Revenue Hour



Target: 18.3

Fixed Route Operating  
Cost per Trip



Target: \$5.20

Complaints -  
Fixed Route



Target: 100

Miles between  
Road Calls



Target: 20,000

Vehicle Accidents  
per 100,000 Miles



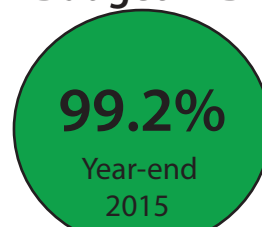
Target: 0

Complaints -  
Paratransit



Target: 15

Actual Expense to  
Budget YTD



Target: Same % as YTD

# KEY PERFORMANCE INDICATOR:

## On Time Performance

A bus is considered on time if it arrives at the designated time point between one minute early or up to five minutes late. Each route has between 5 and 15 measured time points along the route which are distributed to make sure that buses arrive at stops generally within that time frame.

On time performance is important to our customers because they need to know that we will regularly pick them up and get them to their destination on time.

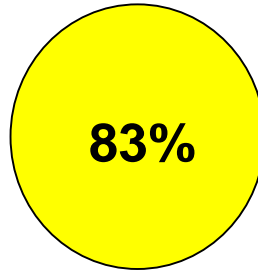
### Dashboard rating explanation:

Green – at or above target 95% or above

Yellow – 80-94%

Red – Below 80%

No industry standard or peer average



Measurement period:  
**4<sup>th</sup> quarter 2015**

Target: **95%**

Valley Transit has already started to work on identifying issues related to this performance indicator. Many of Valley Transit's routes were designed 20 years ago, when the volume of traffic and level of transit use were very different.

### Next Steps:

- Build plan with vendor to correct issues with reporting software
- Create consistent time point expectations
- Focus on specific routes that consistently have the lowest on time performance. Analysis of the route to determine factors causing the problem.
- Change the route to get them back on time.
- Initial process should be completed by the end of 2016

# KEY PERFORMANCE INDICATOR:

## Fixed Route Total Passenger Trips

Measures how many customers have been served by Valley Transit bus routes. Each time a passenger gets on a bus counts as one trip.

The total number of passengers and a comparison from year to year gives a measure of the effectiveness of the system over time in serving customers.

### Dashboard rating explanation:

*Green – at or above target*

*Yellow – on track to achieve target*

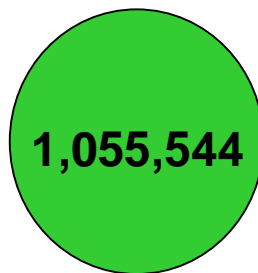
*Red – not likely to achieve target*

*National average (2010 statistics)*

- 1,230,208

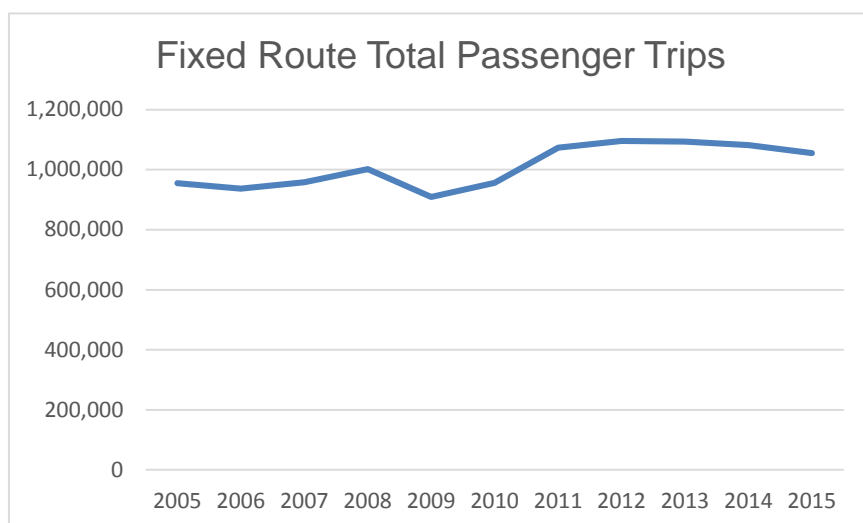
*Wisconsin average (2010 statistics)*

- 844,861



Measurement period:  
**Year-end 2015**

**Target: 1,000,000**



### Next Steps:

- Enhance marketing efforts to encourage people to ride more frequently. This will include highlighting the benefits of Valley Transit prepaid tickets.
- Continue to address On Time Performance issues.
- Analysis of system to determine if there is a more effective or efficient way to provide service.
- Identify and address obstacles for riders.

# KEY PERFORMANCE INDICATOR:

## Fixed Route Trips per Revenue Hour

Measures the use of transit service in relation to how much service is available. It is used as one measure of service effectiveness.

### Dashboard rating explanation:

*Green – at or above target*

*Yellow – on track to achieve target*

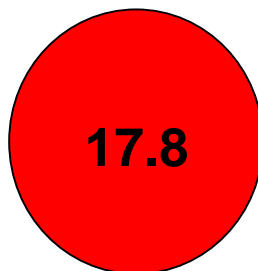
*Red – not likely to achieve target*

*National average – 18.1*

*(Calculated based on 2010 actuals )*

*Wisconsin average – 16.1*

*(Calculated based on 2010 actuals)*



Measurement period:  
**Year-end 2015**

Target: **18.3**

### Next Steps:

- Enhance marketing efforts to encourage people to ride more frequently. This will include highlighting the benefits of Valley Transit prepaid tickets.
- Continue to address On Time Performance issues.
- Analysis of system to determine if there is a more effective or efficient way to provide service.
- Identify and address rider issues.



# KEY PERFORMANCE INDICATOR:

## Fixed Route Operating Cost per Trip

Measures the total cost of operating the bus service against the total number of fixed route (bus) passenger trips.

The indicator measures transit use in relation to the level of resources required to provide the service and is the primary measure of the cost effectiveness of the bus system.

### Dashboard rating explanation:

Green – at or below target

Yellow – on track to achieve target

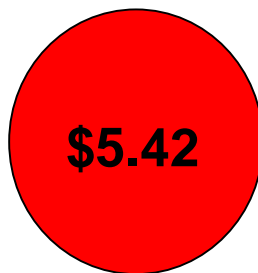
Red – above target not likely to achieve target

National average – \$5.83

(Calculated based on 2010 actuals )

Wisconsin average – \$6.16

(Calculated based on 2010 actuals )



Measurement period:  
**Year-end 2015**

Target: **\$5.20**

### Next Steps:

- Enhance marketing efforts to encourage people to ride more frequently. This will include highlighting the benefits of Valley Transit prepaid tickets.
- Continue to address On Time Performance issues.
- Analysis of system to determine if there is a more effective or efficient way to provide service.
- Analysis of major cost drivers to determine possible ways to reduce cost without negatively affecting service to customers.

# KEY PERFORMANCE INDICATOR:

## Complaints - Fixed Route

This is the total number of complaints called in or sent in about bus service. It indicates the level of concern customers have with the system.

Reviewing the trends, the types of complaints riders have, whether specific drivers or routes have more than an average number of complaints assists staff in identifying and resolving problems with the service being provided.

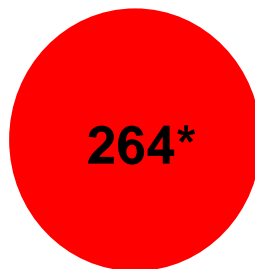
Increasing numbers of complaints that are unfounded may indicate confusion on the public's part about what to expect from the service and a need for Valley Transit to communicate more clearly or in a different way.

### Dashboard rating explanation:

Green – at or below target

Yellow – on track to achieve target

Red – above target



Measurement period:  
**Year-end 2015**

**Target: 100**

\* Due to issues with our tracking system, the number also includes compliments and general comments. See "next steps" for how this will be addressed going forward.

### Next Steps:

- Review of target in relation to Wisconsin and national peer averages and adjust accordingly.
- Investigate new customer comment tracking system. Existing program is cumbersome and doesn't allow for tracking the various types of customer comments received (complaints, compliments, general comments, etc.).
- Include additional measures to track response to complaints, resolution and closure.
- Analyze complaint content for trends and take appropriate action.
- Investigate target measure that better addresses volume of complaints in relation to number of rides given (such as complaints per 100,000 trips).

# KEY PERFORMANCE INDICATOR:

## Miles between Road Calls

This performance indicator is one measure of the effectiveness of the maintenance department. It tracks how often customers are inconvenienced by service disruptions due to break downs.

A factor to consider when reviewing this measure is that most of the buses in the fleet are close to or significantly over their useful life and should be replaced. However, at this time there is not sufficient capital funding to do so. Therefore the average age of the fleet will continue to increase and service disruptions due to break downs are likely to increase despite the preventative maintenance program.

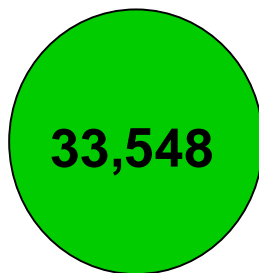
### Dashboard rating explanation:

*Green – at or above target*

*Yellow – on track to achieve target*

*Red – below target*

*National Target (2010) – 25,050*



Measurement  
period:  
**Year-end 2015**

Target: **20,000**

### Next Steps:

- Analyze reasons for road calls and take appropriate action to resolve system issues.
- Secure funding for fleet replacement plan.
- Investigate and put in place procedure to record actual lost service time due to mechanical issues.

## KEY PERFORMANCE INDICATOR:

### Vehicle Accidents per 100,000 Miles

This is one measure of safety of the operation. We are proposing to use total accidents and incidents both preventable and non-preventable because even if the accident is technically ruled non-preventable, it has an impact on the cost of the system, customer satisfaction, on time performance and use of staff time.

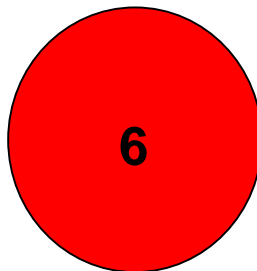
By reviewing every accident/incident we can learn how to operate buses more defensively and how to change procedures or conditions to help prevent passenger slips, trips and falls that result in customer injuries.

#### Dashboard rating explanation:

Green – at or below target

Yellow – on track to achieve target

Red – above target



Measurement period:  
**Year-end 2015**

Target: **0**

#### **Next Steps:**

- Review every incident with driver involved to discuss ways to prevent in the future.
- Analyze accident data and resolve system and/or individual employee issues.
- Increase safety awareness with employees and customers.
- Review customer complaints to identify potential safety issues.
- Create and implement safety plan.

# KEY PERFORMANCE INDICATOR:

## Complaints - Paratransit

Indicates customer concerns with ADA paratransit, the Connector services, and senior transportation provided by Running, Inc. These are the only services where complaints are regularly tracked by Valley Transit.

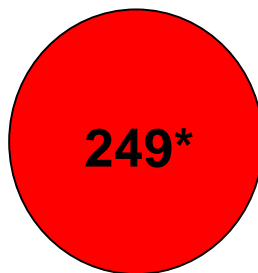
Reviewing specific customer complaints and working with the contractor to resolve the issues results in a higher quality service to customers using the services.

### Dashboard rating explanation:

Green – at or below target

Yellow – on track to achieve target

Red – above target



Measurement period:  
**Year-end 2015**  
Target: **15**

\* Due to issues with our tracking system, the number also includes compliments and general comments. See "next steps" for how this will be addressed going forward.

### Next Steps:

- Review of target in relation to Wisconsin and national peer averages and adjust accordingly.
- Investigate new customer comment tracking system. Existing program is cumbersome and doesn't allow for tracking the various types of customer comments received (complaints, compliments, general comments, etc.).
- Include additional measures to track response to complaints, resolution and closure.
- Analyze complaint content for trends and take appropriate action.
- Investigate target measure that better addresses volume of complaints in relation to number of rides given (such as complaints per 100,000 trips).

## KEY PERFORMANCE INDICATOR:

### Actual Expense to Budget YTD

Shows how well Valley Transit predicted expenses for the fiscal year and our ability to keep expenses within or below the budget. It also gives funding partners an indication of whether additional funds will be required to complete the year or if money will be returned to them at year end.

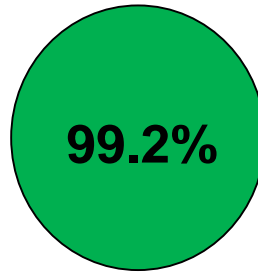
#### Dashboard rating explanation:

*Green – at or under target*

*Yellow – on track to achieve target*

*Red – above target*

*(When 25% of the year has elapsed, we should be at 25% or less for expenses)*



Measurement period:  
**Year-end 2015**

Target: **Same percent as YTD %**

#### **Next Steps:**

- Investigate other measures of financial effectiveness and efficiency.

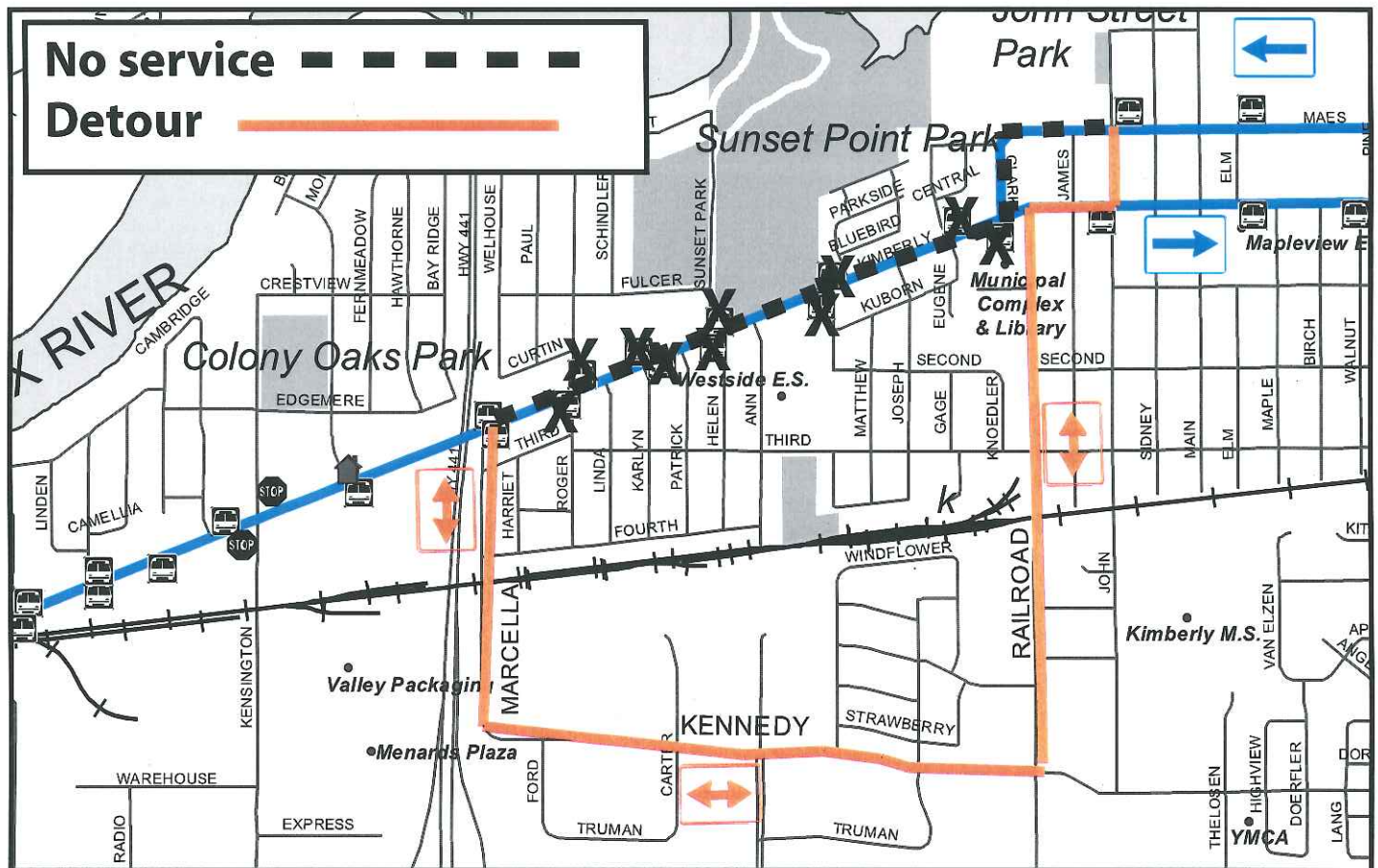


# DETOUR



## ROUTE 20 -

### Heart of the Valley Effective: 4/25/16 - September



*Please hail the bus driver to get picked up along the detour route.  
The driver will stop where it is safe to do so.*

*Detour dates due to road construction projects are subject to change.*

920-832-5800  
920-993-7083 (TTY)  
[www.MyValleyTransit.com](http://www.MyValleyTransit.com)

 **Valley Transit**  
Connecting the Fox Cities

# COMPARATIVE RIDERSHIP BY FARE CATEGORY

	REGULAR CASH	YOUTH CASH	S/D CASH	REGULAR 10 RIDE TICKETS	S/D 10 RIDE TICKETS	30 DAY REG	30 DAY YOUTH	30 DAY S/D	DAYPASS SOLD	DAYPASSES REDEEMED	YOUTH GROUP	AASD	FVTC	OTHER SPEC. FARES	TOTAL PAID RIDES	FREE	TRANSFER	GRAND TOTAL RIDES
January-15	9,276	483	3,733	9,077	4,517	9,511	406	11,308	559	1,958	9	20,685	5,873	367	77,762	1,512	13,964	93,238
January-16	7,515	1,763	3,338	6,521	3,592	7,958	1,039	10,259	567	2,279	3	17,615	7,006	577	70,032	1,145	12,120	83,297
% CHG	-19.0%	265.0%	-10.6%	-28.2%	-20.5%	-16.3%	155.9%	-9.3%	1.4%	16.4%	-66.7%	-14.8%	19.3%	57.2%	-9.9%	-24.3%	-13.2%	-10.7%
February-15	8,026	568	3,616	7,637	3,959	8,816	562	10,662	580	2,044	5	20,958	8,747	403	76,583	1,178	12,678	90,439
February-16	7,767	1,771	3,521	6,686	3,493	8,202	1,034	11,144	750	2,825	14	17,177	8,973	593	73,950	1,083	12,247	87,280
% CHG	-3.2%	211.8%	-2.6%	-12.5%	-11.8%	-7.0%	84.0%	4.5%	29.3%	38.2%	180.0%	-18.0%	2.6%	47.1%	-3.4%	-8.1%	-3.4%	-3.5%
March-15	8,843	1,106	4,079	7,960	4,612	9,771	796	12,357	597	2,237	26	20,538	8,908	317	82,147	1,498	13,271	96,916
March-16	8,110	2,168	4,004	6,918	4,410	8,483	1,069	12,280	809	3,371	17	15,369	8,405	371	75,784	1,310	13,354	90,448
% CHG	-8.3%	96.0%	-1.8%	-13.1%	-4.4%	-13.2%	34.3%	-0.6%	35.5%	50.7%	-34.6%	-25.2%	-5.6%	17.0%	-7.7%	-12.6%	0.6%	-6.7%
YTD2015	26,145	2,157	11,428	24,674	13,088	28,098	1,764	34,327	1,736	6,239	40	62,181	23,528	1,087	236,492	4,188	39,913	280,593
YTD 2016	23,392	5,702	10,863	20,125	11,495	24,643	3,142	33,683	2,126	8,475	34	50,161	24,384	1,541	219,766	3,538	37,721	261,025
% CHG	-10.5%	164.3%	-4.9%	-18.4%	-12.2%	-12.3%	78.1%	-1.9%	22.5%	35.8%	-15.0%	-19.3%	3.6%	41.8%	-7.1%	-15.5%	-5.5%	-7.0%
April-15	8,754	1,173	4,189	6,601	4,180	9,105	771	12,478	650	2,487	45	18,147	9,117	320	78,017	1,666	15,153	94,836
April-16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
May-15	7,754	1,339	3,637	6,076	4,096	8,686	523	12,159	633	2,609	75	18,591	7,402	265	73,845	1,946	13,408	89,199
May-16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
June-15	7,930	2,654	3,871	6,234	3,866	8,922	941	11,740	650	2,864	31	3,591	4,724	6	58,024	1,858	14,432	74,314
June-16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
July-15	8,428	2,462	3,789	6,424	4,020	8,581	1,155	12,147	707	3,464	138	3	4,814	2	56,134	2,066	12,434	70,634
July-16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
August-15	8,651	2,665	3,901	7,556	4,102	8,408	1,755	11,993	656	2,803	22	63	5,738	10	58,323	1,708	12,282	72,313
August-16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
September-15	16,393	1,522	3,703	6,419	3,931	7,914	910	11,425	696	2,886	32	14,044	10,353	392	80,620	3,268	11,677	95,565
September-16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
October-15	8,614	1,996	4,294	6,805	4,486	9,121	1,474	13,712	841	3,393	0	17,028	11,981	512	84,257	2,993	13,723	100,973
October-16	0	0	0	0	0	0	0	0	0	0	#DIV/0!	0	0	0	0	0	0	0
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
November-15	7,554	1,981	4,003	5,856	3,972	8,587	1,158	11,385	698	2,622	8	18,010	10,294	495	76,623	1,444	12,383	90,450
November-16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
December-15	7,673	2,167	4,202	5,844	3,794	8,361	1,022	11,821	727	2,860	27	14,958	8,986	404	72,846	1,365	12,456	86,667
December-16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%

\*Library Pass-time recorded as Reg. Cash as Library Foundation paying after the fact.

\*\*Under (Key D) recorded as Reg. Cash

\*\*\*Other tickets sold include single ride reg. single ride S/D, freedom pass

\*\*\*\*Transfers include passengers not getting off bus when bus changes route numbers.

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COMPARATIVE RIDERSHIP BY FARE CATEGORY

	OTHER TICKETS SOLD	REG 10 RIDE TICKETS SOLD	S/D 10 RIDE TICKETS SOLD	30 DAY REG SOLD	30 DAY YOUTH	30 DAY S/D SOLD	CASH REVENUE	PRE-PAID REVENUE	TOTAL REVENUE
January-15	378	589	448	171	18	194	\$22,732.85	\$60,644.00	\$83,376.85
January-16	1,282	991	326	190	25	205	\$21,553.19	\$35,094.75	\$56,647.94
% CHG	239.2%	68.3%	-27.2%	11.1%	38.9%	5.7%	-5.2%	-42.1%	-32.1%
February-15	3,546	1,340	448	198	13	209	\$22,579.78	\$35,971.40	\$58,551.18
February-16	3,310	475	371	182	82	201	\$22,411.43	\$35,357.25	\$57,768.68
% CHG	-6.7%	-84.6%	-17.2%	-8.1%	530.8%	-3.8%	-0.7%	-1.7%	-1.3%
March-15	329	591	425	144	48	266	\$25,726.02	\$42,899.40	\$68,625.42
March-16	508	661	439	202	34	247	\$26,642.89	\$78,200.20	\$104,843.09
% CHG	54.4%	11.8%	3.3%	40.3%	-29.2%	-7.1%	3.6%	82.3%	52.8%
YTD2015	4,253	2,520	1,321	513	79	669	\$71,038.65	\$139,514.80	\$210,553.45
YTD 2016	5,100	2,127	1,136	574	141	653	\$70,607.51	\$148,652.20	\$219,259.71
% CHG	19.9%	-15.6%	-14.0%	11.9%	78.5%	-2.4%	-0.6%	6.5%	4.1%
April-15	1,891	508	355	134	10	204	\$29,330.36	\$36,175.35	\$65,505.71
April-16	-	-	-	-	-	-	-	-	-
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
May-15	1,015	368	361	167	14	232	\$22,192.54	\$31,819.20	\$54,011.74
May-16	-	-	-	-	-	-	-	-	-
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
June-15	938	610	358	180	64	194	\$25,243.17	\$40,288.85	\$65,532.02
June-16	-	-	-	-	-	-	-	-	-
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
July-15	899	405	365	156	60	319	\$24,556.08	\$62,527.00	\$87,083.08
July-16	-	-	-	-	-	-	-	-	-
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
August-15	857	592	432	152	16	229	\$25,667.89	\$32,161.75	\$57,829.64
August-16	-	-	-	-	-	-	-	-	-
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
September-15	345	978	480	176	56	289	\$25,570.54	\$37,018.00	\$62,588.54
September-16	-	-	-	-	-	-	-	-	-
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
October-15	142	444	353	154	26	248	\$25,559.95	\$39,984.50	\$65,544.45
October-16	-	-	-	-	-	-	-	-	-
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
November-15	907	550	378	202	22	262	\$22,153.87	\$49,151.00	\$71,304.87
November-16	-	-	-	-	-	-	-	-	-
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
December-15	642	560	452	185	35	295	\$24,952.30	\$49,120.00	\$74,072.30
December-16	-	-	-	-	-	-	-	-	-
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%

## COMPARATIVE RIDERSHIP BY ROUTE

	ROUTE 1	ROUTE 2	ROUTE 3	ROUTE 4	ROUTE 5	ROUTE 6	ROUTE 8	ROUTE 9	ROUTE 11	ROUTE 12	ROUTE 15	ROUTE 16	ROUTE 19	ROUTE 20	ROUTE 30	ROUTE 31/32	ROUTE 41	ROUTE TRIPPER	***	ROUTE TOTAL
JAN-15	5,098	3,047	5,158	3,770	3,305	623	4,090	1,630	2,527	6,145	9,402	3,531	1,177	5,844	8,256	4,472	2,213	5,880	17,070	93,238
JAN-16	5,637	3,288	5,020	3,800	3,765	737	4,579	1,730	2,930	7,703	10,667	3,568	1,639	6,411	9,469	4,053	2,943	5,358	0	83,297
% CHG	10.6%	7.9%	-2.7%	0.8%	13.9%	18.3%	12.0%	6.1%	15.9%	25.4%	13.5%	1.0%	39.3%	9.7%	14.7%	-9.4%	33.0%	-8.9%	-100.0%	-10.7%
FEB-15	6,302	3,920	5,637	4,361	3,893	737	4,403	1,620	3,077	10,486	11,033	3,833	1,388	6,469	9,971	4,716	2,651	5,914	28	90,439
FEB-16	6,023	3,465	5,099	3,857	3,854	718	4,819	1,773	2,947	9,381	10,632	4,052	1,635	6,623	10,009	4,172	2,958	5,273	0	87,280
% CHG	-4.4%	-11.6%	-9.7%	-11.6%	-1.0%	-2.6%	9.4%	9.4%	-4.2%	-10.5%	-3.6%	5.7%	17.8%	2.4%	0.4%	-11.5%	11.6%	-10.8%	-100.0%	-3.5%
MAR-15	6,400	4,038	5,625	4,829	4,252	720	4,715	1,929	3,687	10,852	12,153	4,643	1,466	7,491	11,083	4,604	2,949	5,460	0	96,916
MAR-16	5,998	3,478	4,943	4,209	3,608	724	4,590	1,723	3,295	8,763	12,640	4,107	1,721	7,456	10,989	4,298	3,445	4,461	0	90,448
% CHG	-6.3%	-13.9%	-12.1%	-12.8%	-15.1%	0.6%	-2.7%	-10.7%	-10.6%	-19.2%	4.0%	-11.5%	15.8%	-0.5%	-0.8%	-6.6%	16.8%	-18.3%	0.0%	-6.7%
YTD 15	17,800	11,005	16,420	12,960	11,450	2,080	13,208	5,179	9,291	27,483	32,588	12,007	4,051	19,804	29,310	13,792	7,813	17,254	17,098	280,593
YTD 16	17,658	10,231	15,052	11,866	11,227	2,179	13,988	5,226	9,172	25,847	33,939	11,727	4,995	20,490	30,467	12,523	9,346	15,092	0	261,025
% CHG	-0.8%	-7.0%	-8.3%	-8.4%	-1.9%	4.8%	5.9%	0.9%	-1.3%	-6.0%	4.1%	-2.3%	23.3%	3.5%	3.9%	-9.2%	19.6%	-12.5%	-100.0%	-7.0%
APR-15	7,441	3,260	5,317	4,663	3,911	737	3,909	1,837	3,352	10,077	11,793	4,527	1,510	7,374	12,481	4,467	3,114	5,066	0	94,836
APR-16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!	0
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
MAY-15	7,419	3,295	5,096	4,412	3,635	802	3,960	1,633	2,927	9,063	11,277	4,266	1,693	7,166	10,256	4,035	2,790	5,474	0	89,199
MAY-16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!	0
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
JUN-15	6,633	2,238	3,409	4,164	3,147	602	2,783	1,356	3,217	6,315	10,565	4,217	1,358	7,175	9,666	3,673	2,807	989	0	74,314
JUN-16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
JUL-15	4,734	2,353	2,971	4,367	3,061	674	2,143	1,526	3,426	6,098	10,614	4,268	1,226	7,579	8,841	3,815	2,938	0	0	70,634
JUL-16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
AUG-15	5,490	2,221	2,831	3,990	2,941	667	1,857	1,502	3,294	6,858	10,748	3,788	1,565	7,080	9,167	3,754	2,915	0	1,645	72,313
AUG-16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
SEP-15	7,813	3,232	5,450	3,971	3,682	1,109	4,129	1,192	3,213	11,656	11,116	3,883	3,137	7,964	10,090	4,487	3,449	5,675	317	95,565
SEP-16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
OCT-15	7,469	3,679	5,939	4,467	3,895	935	4,593	1,963	3,493	12,198	12,801	4,051	1,726	7,917	10,394	5,716	4,067	5,670	0	100,973
OCT-16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
NOV-15	6,547	3,289	5,503	3,765	3,335	739	4,563	1,717	2,815	10,273	11,635	3,658	1,484	6,842	9,794	4,854	3,570	6,067	0	90,450
NOV-16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
DEC-15	5,848	3,135	4,966	4,074	3,391	618	4,191	1,730	3,083	9,522	11,487	3,777	1,552	6,678	9,752	5,108	3,516	4,239	0	86,667
DEC-16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%

\*\*\* January, 2015 GFI Route Report understated ridership error



## EVENING RIDERSHIP BY ROUTE

	ROUTE 1	ROUTE 2	ROUTE 3	ROUTE 4	ROUTE 5	ROUTE 6	ROUTE 9	ROUTE 12	ROUTE 15	ROUTE 19	ROUTE 20	ROUTE 30	ROUTE TOTAL
JAN 15	940	406	616	653	763	538	333	1,449	2,339	830	1,213	1,612	11,692
JAN-16	776	345	602	498	611	515	312	1,080	2,202	942	1,021	1,327	10,231
% CHG	-17.4%	-15.0%	-2.3%	-23.7%	-19.9%	-4.3%	-6.3%	-25.5%	-5.9%	13.5%	-15.8%	-17.7%	-12.5%
FEB 15	992	375	576	570	823	508	264	1,523	2,350	832	1,075	1,540	11,428
FEB-16	677	303	573	500	656	528	287	1,442	2,162	1,034	1,100	1,304	10,566
% CHG	-31.8%	-19.2%	-0.5%	-12.3%	-20.3%	3.9%	8.7%	-5.3%	-8.0%	24.3%	2.3%	-15.3%	-7.5%
MAR 15	1,057	463	623	647	849	530	337	1,663	2,738	990	1,205	1,762	12,884
MAR-16	871	446	785	662	717	522	312	1,482	2,677	1,154	1,362	1,625	12,615
% CHG	-17.6%	-3.7%	26.0%	2.3%	-15.5%	-1.5%	-7.4%	-10.9%	-2.2%	16.6%	13.0%	-7.8%	-1.9%
YTD 15	2,989	1,244	1,815	1,870	2,435	1,576	934	4,635	7,427	2,652	3,493	4,914	35,984
YTD 16	2,324	1,094	1,960	1,660	1,984	1,565	911	4,004	7,041	3,130	3,483	4,256	33,412
% CHG	-22.2%	-12.1%	8.0%	-11.2%	-18.5%	-0.7%	-2.5%	-13.6%	-5.2%	18.0%	-0.3%	-13.4%	-7.1%
APR 15	1,373	282	633	679	658	540	277	1,619	2,500	934	1,289	1,853	12,637
APR-16	0	0	0	0	0	0	0	0	0	0	0	0	0
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
MAY 15	1,315	302	584	655	544	490	304	1,398	2,376	1,034	1,271	1,774	12,047
MAY-16	0	0	0	0	0	0	0	0	0	0	0	0	0
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
JUN 15	1,146	242	531	597	541	435	154	1,007	2,222	918	1,223	1,668	10,684
JUN-16	0	0	0	0	0	0	0	0	0	0	0	0	0
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
JUL 15	733	269	532	638	485	523	156	1,144	2,112	907	1,368	1,384	10,251
JUL-16	0	0	0	0	0	0	0	0	0	0	0	0	0
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
AUG 15	807	277	534	552	532	414	148	1,243	2,148	952	1,259	1,450	10,316
AUG-16	0	0	0	0	0	0	0	0	0	0	0	0	0
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
SEP 15	1,155	355	619	596	605	650	153	1,834	2,589	1,202	1,570	1,547	12,875
SEP-16	0	0	0	0	0	0	0	0	0	0	0	0	0
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
OCT 15	1,008	336	727	564	536	510	286	1,951	2,736	1,123	1,297	1,606	12,680
OCT-16	0	0	0	0	0	0	0	0	0	0	0	0	0
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
NOV 15	832	296	663	489	549	426	245	1,634	2,261	920	1,215	1,280	10,810
NOV-16	0	0	0	0	0	0	0	0	0	0	0	0	0
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%
DEC 15	723	286	554	503	498	419	239	1,561	2,230	997	1,039	1,339	10,388
DEC-16	0	0	0	0	0	0	0	0	0	0	0	0	0
% CHG	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%

### NOTE: PM Ridership

Starts at 5:15p for routes 1, 3, 5, 9, 15, 19  
Starts at 5:45p for all other routes  
Excludes Routes 31, 32 and 41



## March Comparisons - Ridership and Revenue

	Total Paid		Total Rides*	Cash Revenue	Pre-Paid Revenue	Total Revenue
	Rides					
2016	75,784		90,448	\$26,642.89	\$78,200.20	\$104,843.09
2015	82,147		96,916	\$25,726.02	\$42,899.40	\$68,625.42
2014	79,228		95,644	\$26,056.04	\$41,742.00	\$67,798.04
2013	84,688		102,608	\$27,605.94	\$45,103.30	\$72,709.24
2012	84,675		102,793	\$26,803.58	\$42,803.40	\$69,606.98
2011	79,167		96,864	\$27,220.80	\$37,987.97	\$65,208.77
2010	70,557		89,079	\$29,670.88	\$36,675.05	\$66,345.93
2009	63,725		84,806	\$26,804.21	\$34,210.55	\$61,014.76
2008	59,005		85,213	\$39,407.35	\$33,281.00	\$72,688.35
2007	57,376		84,828	\$27,216.36	\$34,438.50	\$61,654.86
2006	58,769		87,121	\$24,940.77	\$23,753.50	\$48,694.27
2005	57,496		87,464	\$24,233.95	\$23,496.00	\$47,729.95

\* Includes Free and transfers



## YTD Comparisons (Jan - Mar) - Ridership and Revenue

	Total Paid		Total Rides*	Cash Revenue	Pre-Paid	
	Rides				Revenue	Total Revenue
2016	219,766		261,025	\$70,608	\$148,652	\$219,260
2015	236,492		280,593	\$71,039	\$139,515	\$210,554
2014	222,886		269,087	\$71,999	\$112,777	\$184,776
2013	245,667		297,185	\$80,386	\$112,187	\$192,573
2012	244,644		298,113	\$78,136	\$132,892	\$211,028
2011	219,012		267,853	\$73,603	\$147,816	\$221,419
2010	193,286		245,580	\$79,995	\$114,219	\$194,214
2009	177,291		237,646	\$80,869	\$122,494	\$203,363
2008	170,476		251,021	\$94,382	\$82,224	\$176,606
2007	161,794		239,497	\$83,812	\$92,406	\$176,218
2006	165,779		244,899	\$74,172	\$83,850	\$158,022
2005	161,097		246,455	\$64,501	\$62,981	\$127,482

\* Includes Free and transfers

**City of Appleton**  
**VALLEY TRANSIT INCOME STATEMENT**  
**For three months Ending March 31, 2016**

Description	Month of March Actual	Prior Year March	YTD As of March Actual	Prior YTD March	2016 Amended Budget	2016 % of Total Budget
<b>REVENUES</b>						
Bus Fare Revenue	104,843	68,625	219,260	210,553	943,218	23.25%
Paratransit Fare Revenue	58,605	59,759	171,645	165,542	711,510	24.12%
Total Fare Revenue	163,448	128,384	390,905	376,095	1,654,728	23.62%
Other Charges for Service	2,798	4,272	14,080	12,681	55,000	25.60%
Other Revenues	-	511	1,001	5,477	6,000	16.68%
TOTAL REVENUES	166,246	133,167	405,986	394,253	1,715,728	23.66%
<b>EXPENSES BY LINE ITEM</b>						
Regular Salaries & Labor pool alloc	190,882	192,150	192,943	598,881	2,647,197	7.29%
Call Time	-	-	-	-	-	0.00%
Overtime	11,504	8,826	20,951	15,096	59,112	35.44%
Incentive Pay	-	-	-	315	1,650	0.00%
Other Compensation	76	-	28,958	1,500	-	0.00%
Fringes	79,781	70,851	225,918	207,341	1,040,084	21.72%
Unemployment Compensation	-	-	-	-	-	0.00%
Salaries & Fringe Benefits	282,243	271,827	468,770	823,133	3,748,043	12.51%
Training & Conferences	1,487	994	1,821	1,353	10,000	18.21%
Employee Recruitment	40	2,745	195	4,170	3,162	6.17%
Parking Permits	-	2	-	2	-	0.00%
Office Supplies	900	590	2,027	1,062	3,996	50.73%
Subscriptions	10	6	16	12	1,085	1.47%
Memberships & Licenses	-	-	4,495	4,090	5,000	89.90%
Postage & Freight	81	15	61	50	4,600	1.33%
Awards & Recognition	(50)	(40)	(70)	(60)	765	-9.15%
Food & Provisions	91	142	345	481	1,020	33.82%
Insurance	15,390	72,208	92,572	72,208	185,486	24.89%
Insurance dividend	(46,400)	(24,321)	(46,400)	(24,321)	-	0.00%
Insurance surplus payment	-	-	-	-	-	0.00%
Depreciation Expense	49,235	54,423	148,705	163,268	643,611	23.10%
Administrative Expenses	20,784	106,764	203,767	222,315	858,725	23.73%
Landscape Supplies	-	-	-	-	3,000	0.00%
Shop Supplies & Tools (& misc)	6,279	4,040	10,120	8,817	31,466	32.16%
Printing & Reproduction	1,110	806	12,222	3,828	28,200	43.34%
Uniforms	55	227	303	752	4,575	6.62%
Gas Purchases	19,312	31,726	57,024	98,700	642,021	8.88%
Safety Supplies	-	-	78	-	500	15.60%
Vehicle & Equipment Parts	17,141	20,378	31,054	33,388	209,000	14.86%
Miscellaneous Equipment	-	2,006	-	2,006	11,100	0.00%
Signs	130	-	130	664	2,000	6.50%
Supplies & Materials	44,027	59,183	110,931	148,155	931,862	11.90%
Accounting/Audit	-	-	-	2,423	11,170	0.00%
Bank Services	-	-	439	345	3,000	14.63%
Consulting Services	-	3,030	-	4,611	3,000	0.00%
Collection Services	-	563	183	746	3,100	5.90%
Contractor Fees	302,520	267,740	827,394	772,103	3,447,502	24.00%



**City of Appleton**  
**VALLEY TRANSIT INCOME STATEMENT**  
**For three months Ending March 31, 2016**

Description	Month of March Actual	Prior Year March	YTD As of March Actual	Prior YTD March	2016 Amended Budget	2016 % of Total Budget
Temp Help	3,619	2,646	5,441	3,257	1,000	544.10%
Advertising	566	2,116	2,447	5,181	50,000	4.89%
Health Services	1,231	386	1,499	1,849	9,110	16.45%
Snow Removal Services	5,870	540	5,870	990	13,500	43.48%
Laundry Services	383	399	835	984	6,000	13.92%
Other Contracts/Obligations	3,781	3,326	5,443	3,995	131,000	4.15%
Purchased Services	317,970	280,746	849,551	796,484	3,678,382	23.10%
Electric	4,845	5,244	14,422	16,071	61,864	23.31%
Gas	2,850	5,343	9,666	15,131	38,300	25.24%
Water	1,034	1,061	1,644	1,599	7,841	20.97%
Waste Disposal/Collection	325	337	593	572	2,872	20.65%
Stormwater	1,532	1,516	2,035	2,029	8,175	24.89%
Telephone	1,445	750	2,406	943	13,528	17.79%
Utilities	12,031	14,251	30,766	36,345	132,580	23.21%
Building/Grounds Repair & Maintenance	-	-	370	2,927	5,000	7.40%
Vehicle Repair & Maintenance	820	2,096	820	2,096	1,500	54.67%
Equipment Repair & Maintenance	358	384	603	469	3,498	17.24%
FMD Charges & Material	7,912	-	22,168	14,643	115,693	19.16%
Software Support	16,583	15,857	17,583	16,857	63,150	27.84%
CEA Equipment Rental	-	-	-	-	2,147	0.00%
Repairs & Maintenance	25,673	18,337	41,544	36,992	190,988	21.75%
Total Operating Expenses	702,728	751,108	1,705,329	2,063,424	9,540,580	17.87%
OPERATING INCOME (LOSS)	(536,482)	(617,941)	(1,299,343)	(1,669,171)	(7,824,852)	
<b>NON-OPERATING REVENUES</b>						
Federal Support	-	-	-	-	2,670,478	0.00%
State Support	-	-	-	-	2,529,679	0.00%
Appleton Support	672,246	659,313	672,246	659,313	600,573	111.93%
Other Local Support	1,104,082	588,442	1,193,733	1,224,464	1,384,002	86.25%
Investment Income	-	-	6,018	2,147	12,500	48.14%
Donations	-	4,382	8,334	13,575	104,590	7.97%
Fund Balance Applied	-	-	-	-	713,420	0.00%
TOTAL NON-OPERATING REVENUE	1,776,328	1,252,137	1,880,331	1,899,499	8,015,242	23.46%
Buildings	-	-	-	-	-	0.00%
Machinery & Equipment	-	-	-	-	-	0.00%
Vehicles	-	-	-	-	709,697	0.00%
Capital Expenditures	-	-	-	-	709,697	0.00%
NET INCOME (LOSS)	1,239,846	634,196	580,988	230,328	(519,307)	

**City of Appleton**  
**PURCHASED TRANSPORTATION**  
**For three months Ending March 31, 2016**

Description	Month of March Actual	Prior Year March	YTD As of March Actual	Prior YTD March	2016 Amended Budget	2016 % of Total Budget
<b>PURCHASED TRANSPORTATION EXPENSE</b>						
VTII - Disabled	150,111	139,636	436,862	395,926	1,938,368	22.54%
VTII - Elderly	3,005	4,102	7,946	11,483	61,640	12.89%
PT - Optional (Sunday)	1,357	1,163	3,908	2,762	21,000	18.61%
Family Care Sheltered Workshop	45,081	43,201	127,045	123,713	504,748	25.17%
Outagamie County Demand Response Rural	15,882	14,551	42,532	42,903	204,006	20.85%
Outagamie County Human Services Transportation	-	218	2,503	477	9,433	26.53%
Neenah Dial - A - Ride	12,327	11,249	34,983	30,905	145,530	24.04%
Darboy - Call - A - Ride	60	705	855	2,505	18,000	4.75%
Calumet County New Hope	16,756	14,158	43,761	39,685	147,701	29.63%
Calumet County Van Service	1,944	2,618	6,085	8,705	43,700	13.92%
Connector - Extended Service Hours	29,515	30,251	84,726	90,143	384,000	22.06%
Connector - Extended Service Area	9,430	9,102	27,696	27,716	112,750	24.56%
Downtown Trolley	-	-	-	-	30,024	0.00%
Neenah Industrial Route	10,296	-	28,551	-	-	0.00%
<b>Total Purchased Transportation</b>	<b>295,764</b>	<b>270,954</b>	<b>847,453</b>	<b>776,923</b>	<b>3,620,900</b>	<b>23.40%</b>

## Pending Items - Fox Cities Transit Commission

Issue	Date Discussed at FCTC	Person Requesting	Tentative Date Back to FCTC	Completed
Paratransit Monitoring Program Progress	4/13/11		06/22/16	Twice/year
Route 20 Route Change Recommendation	6/12/13	Vonck	2015	
Semi annual Update on Use of Social Media	11/13/13	Erickson	06/22/16	Twice/year
Octoberfest Fare Increase		Lobner	04/27/16	Quarterly
Information System Update			04/27/16	Quarterly
Key Performance Indicators				
Route 12 Expansion		Buckingham	04/27/16	