

**APPENDIX F**  
**ENVIRONMENTAL JUSTICE ASSESSMENT AND**  
**TITLE VI MONITORING REPORT**

The City of Wausau owns and operates the Wausau Area Transit System, d.b.a. Metro Ride. All municipalities served by Metro Ride are represented on the City of Wausau Transit Commission.

Service Availability – Metro Ride bus service is provided in the City of Wausau. Metro Ride is operates a fixed-route “hub and spoke” or “pulse-point” bus system with a central transfer station in downtown Wausau. Metro Ride also provides paratransit service, pursuant to the Americans with Disabilities Act (ADA).

Both bus service and paratransit service are provided Monday through Friday, from 6:30 a.m. to 6:30 p.m. Service is not provided on Saturdays, Sundays or Holidays.

Metro Ride has established and maintained the operation of transit service within  $\frac{3}{4}$  of a mile in at least 95% of the populated areas within the Metro Ride service area, unless restricted by natural or man-made physical barriers. Wisconsin Statutes (s.66.943) prohibit Metro Ride from providing transit services to surrounding municipalities without financial support, pursuant to a contract with a public or private organization.

Frequency of service – Seven (7) regular bus routes operate in the City of Wausau, each running at thirty-minute intervals.

Vehicle Load – Passenger loads are monitored on an ongoing basis and additional capacity is added on regular routes when appropriate. School tripper routes are added during the school year to accommodate increased passengers loads at peak times. Metro Ride has not experienced capacity constraints on any route.

Travel Time – Travel times are identical for all bus routes.

Schedule Adherence – Metro Ride monitors on-time performance on an on-going basis. All bus routes are evaluated every five years during the preparation of the Transit Development Program. The only schedule adherence problems incurred have been incidental and generally caused by summer road construction or winter weather.

Transit Amenities (Bus Stops/Shelters) – Metro Ride employs a uniform bus stop policy on all routes. Bus stop signs are generally placed on every other corner and near major trip generators. Metro Ride offers few customer amenities along bus routes. Bus shelters are located at 6 major trip generators throughout the City of Wausau. Metro Ride has not acquired any new bus shelters in many years.

Vehicle assignment (Age, ADA Accessibility, Etc.) – Metro Ride operates a fleet of 25 Gillig Low-Floor transit coaches for fixed route bus service and 4 Chevrolet/Glavel standard floor buses for paratransit service. All vehicles are in good condition and all are ADA accessible with wheelchair lifts or ramps and kneelers. A fleet vehicle summary is shown in Exhibit 1.

<i>Exhibit 1</i> <b>Fleet Vehicle Summary</b>				
<b>Make</b>	<b>Model</b>	<b>Year</b>	<b>Quantity</b>	<b>ADA Accessible</b>
Gillig	Low-Floor	2011	6	6
Gillig	Low-Floor	2009	9	9
Gillig	Low-Floor	2004	6	6
Gillig	Low-Floor	2002	4	4
Chevrolet/Glavel	Titan II	2012	4	4

Passenger Fare – Passenger fares are the same for all routes. The half-fare for senior citizens and the disabled is in effect during all hours of operation.

Racial Analysis by Census Tract – The distribution of minority populations in the Metro Ride service area is shown in Exhibit 2. There are five census tracts with a higher percentage of minority population than the overall average minority population for the Metro Ride service area.

Minority Routes – When 1/3 or more of a bus routes’ miles are traveled through census tracts with a higher than average population of minority residents, the route is determined to be a minority route. Exhibit 3 is a map showing the distribution of minority populations along Metro Ride bus routes. All bus routes have been identified as minority routes.

Customer Complaints – Metro Ride maintains a log of all customer complaints received. Complaints are categorized and tallied annually. The basis for most complaints received is bus operator performance and not service levels, customer amenities or the distribution of transit services. Exhibit 4 is a summary of complaints for all regular bus routes for calendar year 2018.

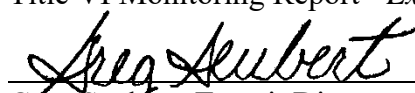
### **Environmental Justice Assessment and Title VI Monitoring Report**

Census data indicates that the City of Wausau has a larger population of minority and low-income residents compared to the rest of the Wausau metropolitan area. The census tracts containing higher than average minority populations and lower than average income, are generally located in the City of Wausau, near the downtown.

All Metro Ride bus routes originate from downtown Wausau and travel through identified minority communities. Vehicle condition, span of service, frequency of service, headway, travel time, and fare structure are identical on all routes.

Federally supported transit services and related benefits are distributed in an equitable manner throughout the Metro Ride service area. Transit services and amenities provided to low-income and minority populations are equitable compared to the rest of the community.

A comparative summary of the levels and quality of transit service provided by Metro Ride is shown in the Title VI Monitoring Report - Exhibit 5.

  
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 Greg Seubert, Transit Director  
 City of Wausau/Metro Ride

July 15, 2019  
 \_\_\_\_\_  
 Date

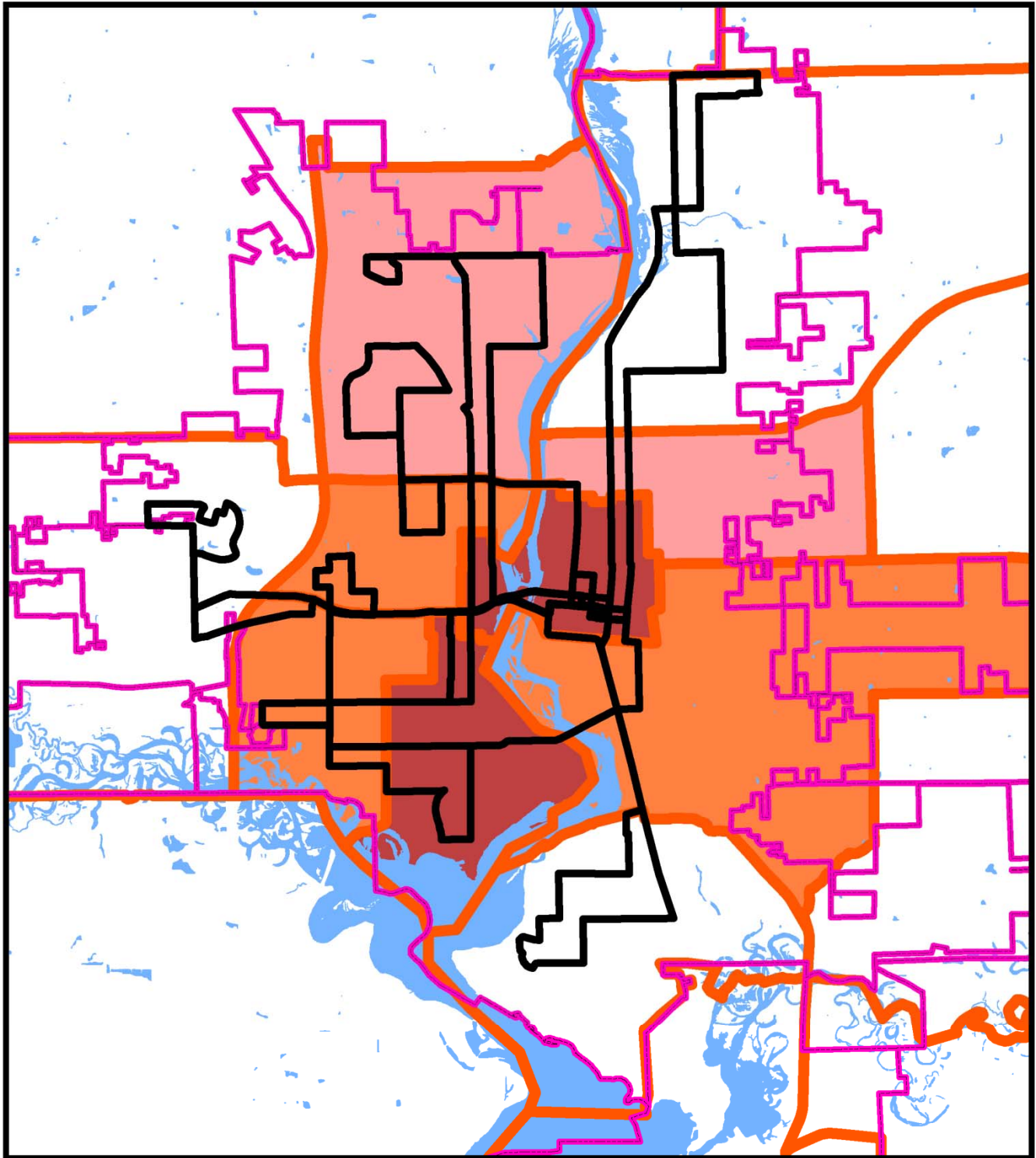
**Exhibit 2**  
**Racial/Ethnic Analysis by Census Tract for Metro Ride Service Area**

Municipality	Census Tract	Total Population	White		African American		Hispanic		Asian		Native American		Other		Minority Population	Minority %
			Total	%	Total	%	Total	%	Total	%	Total	%	Total	%		
City of Wausau	1	3,138	2,252	71.77	162	5.16	192	6.12	411	13.10	91	2.90	30	0.96	886	28.23
City of Wausau	14	6,635	6,102	91.97	40	0.60	112	1.69	337	5.08	34	0.51	10	0.15	533	8.03
City of Wausau	2	2,932	2,403	81.96	61	2.08	79	2.69	342	11.66	26	0.89	21	0.72	529	18.04
City of Wausau	3	5,188	4,670	90.02	73	1.41	121	2.33	265	5.11	52	1.00	7	0.13	518	9.98
City of Wausau	4	6,150	5,062	82.31	88	1.43	146	2.37	741	12.05	54	0.88	59	0.96	1,088	17.69
City of Wausau	5	2,970	2,262	76.16	74	2.49	100	3.37	483	16.26	36	1.21	15	0.51	708	23.84
City of Wausau	6.01	2,066	1,586	76.77	25	1.21	51	2.47	395	19.12	6	0.29	3	0.15	480	23.23
City of Wausau	6.02	4,083	2,984	73.08	65	1.59	141	3.45	826	20.23	44	1.08	23	0.56	1,099	26.92
City of Wausau	7	5,382	4,282	79.56	116	2.16	161	2.99	705	13.10	82	1.52	36	0.67	1,100	20.44
City of Wausau	8	3,463	3,213	92.78	45	1.30	73	2.11	95	2.74	26	0.75	11	0.32	250	7.22
	Total	42,007	34,816		749		1,176		4,600		451		215		7,191	
	Average			81.64		1.94		2.96		11.85		1.10		0.51		18.36

*Census tracts exceeding the average minority population are highlighted*

\* Census Tract 14 is not entirely within the City of Wausau




Source: U.S. Census Bureau - 2010 Census Data

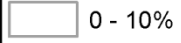





### Metro Ride Bus Routes by Census Tract

Prepared by: Wausau MPO  
 March 18, 2016  
 Data: US Census, 2010



-  Metro Ride Routes
-  2010 Census Tracts
-  Municipal Boundary

Minority %	
 0 - 10%	 21 - 25%
 11 - 20%	 26 - 30%

**Exhibit 4**  
**Metro Ride Complaint Log**  
**Calendar Year 2018**

Route	Name	Driver Performance	Bus Climate	Operating Policies	Route	On-Time Performance	Service Levels	Bus Stops & Shelters	Fares	Vehicle	Customer Amenities	Total
A	Grand Ave/Health Care Center	2		2			1	2				7
B	North 1st Ave/NTC	4										4
D	North 10th Avenue West High	1										1
G	Sherman Street Shopko	3				1						4
H	North 6th Street Riverview	3					1				1	5
I	Stewart Avenue Aspirus Hospital	5										5
J	Thomas Street	1		1								2
System Totals		19	0	3	0	1	2	2	0	0	1	28
System Average/Route		2.71	0	.43	0	.14	.29	.29	0	0	.14	4.0

**Exhibit 5**  
**Title VI Monitoring Report For Metro Ride**  
**Calendar Year 2019**

Route	Name	Minority <sup>1</sup> Yes or No	Headways Peak/Off- Peak	Travel <sup>2</sup> Time	Fare <sup>3</sup>	Weekday Hours <sup>4</sup>	No. of Shelters <sup>5</sup>	Complaints <sup>6</sup>	Disparities Comments
A	Grand Ave/Health Care Center	Yes	:30/:30	:15	\$1.75	6:30 a.m.-6:30 a.m.	2	5	None
B	North 1 <sup>st</sup> Ave./NTC	Yes	:30/:30	:15	\$1.75	6:30 a.m.-6:30 a.m.	1	0	None
D	Bridge St./West High	Yes	:30/:30	:15	\$1.75	6:30 a.m.-6:30 a.m.	1	0	None
G	Sherman St./Shopko	Yes	:30/:30	:15	\$1.75	6:30 a.m.-6:30 a.m.	0	1	None
H	North 6 <sup>th</sup> St./Riverview	Yes	:30/:30	:15	\$1.75	6:30 a.m.-6:30 a.m.	1	2	None
I	Stewart Ave./Aspirus Hospital	Yes	:30/:30	:15	\$1.75	6:30 a.m.-6:30 a.m.	1	0	None
J	Thomas St.	Yes	:30/:30	:15	\$1.75	6:30 a.m.-6:30 a.m.	0	1	None
SYSTEM AVERAGES			:30/:30	:15	\$1.75				

<sup>1</sup> Do 1/3 or more of the route miles travel through census tracts with higher than average minority residents?

<sup>2</sup> Maximum scheduled travel time to downtown from bus stops along the route.

<sup>3</sup> Adult cash fare to downtown from all bus stops along the route.

<sup>4</sup> Span of Service.

<sup>5</sup> Does not include benches/shelters at Transit Center.

<sup>6</sup> 2018 complaints regarding bus climate, operating policies, route, on-time performance, service levels bus stops, shelters, fares, vehicle condition, and customer amenities. Does not include driver performance complaints.